

Report of Discussions held on Thematic Area#4 “Qualifications, Training, Capacity and Motivation of Officials and Staff of Child Care Institutions

Session was moderated by Anant Kumar Asthana and Rohan Alva. Reporting was conducted by Bahuli Sharma and Reshab Kamal.

Session was attended by Principal Magistrate of JJB, Chairpersons and members of CWCs, District Child Protection Officers, Superintendents of Special Home, Place of Safety and Children Home, Representatives of Delhi Police, members of Delhi Commission for Protection of Child Rights, Officials of Department of Women & Child Development of Government of Delhi, Officials of Department of Education of Delhi Government, representatives of NDMC, Representatives of NIPCCD and representatives of NGOS Butterflies, TARA Homes and Dr. A V Baliga Memorial Trust.

Key areas identified for Plan of Action for 2019, as emerged from the discussions are as below:

1. As of now a range of stake holders are involved with Trainings and Capacity Building Programmes i.e. Delhi Judicial Academy, Delhi State Legal Services Authority, NIPCCD, Delhi Police, DWCD and NGOs. It has been suggested that there is a need of Nodal Agency for Trainings, Sensitizations and Trainings who could coordinate with all stake holders. This will ensure that that all the training initiatives are well-informed, coordinated and are able to cater to the needs of duty holders.
2. It was also suggested that many a times it happens, particularly in police and DWCD that personnel trained are transferred and thus training imparted goes unutilized. It was suggested by NIPCCD representative that there is a Training Policy for Administrative Officers and similar initiative may be taken for trainings in this field whereby concerned departments could frame a Training Policy which will ensure (1) That all the personnel who have been imparted trainings are tracked, (2) Their transfers and postings are in sync with the skills which they have acquired through trainings, (3) an assessment of existing skill set in work force will also be possible if a data base is created. Representative of Delhi Police informed that Delhi Police as a Policy on Transfers and Postings in this regard and will be happy to share the policy document and (4) identification and use of in-house trainers in various departments.
3. It was flagged by many participants that training, sensitization and orientation is imparted to direct duty holders leaving a huge workforce outside it. This consists of administrative staff of JJBs (i.e. Alhmed, Reader, peon, security guards, 3rd Battalion of Delhi Police, accountants, clerks, steno-typists) and care taker staff of Child Care Institutions (i.e. House Father / Mother, Caretakers, Cooks, peon, safaikarmacharietc.) It was flagged prominently that these are the personnel whose work directly affects children and must be included in trainings, sensitization and orientation programmes.
4. As far as resource material is concerned, it was discussed that at present there are many websites (DCPCR, NCPCR, MWCD, DWCD, Delhi Police etc.) which provide access to a range of resource and reference material

relevant to various duty holders. Many a times these materials are out-dated. It was suggested in order to ensure access to most updated resource and reference material, there should be a single platform or portal where all such resources could be made available and which is updated regularly to keep it authentic and reliable.

5. It was also discussed that there are several non-legal set of skills on which duty holders need to be equipped and for this tools other than “Trainings” should be utilised. For example “Workshop” to teach duty holders skills of communication with children, “action projects” for institutionalising mechanism of Children Committees and Management Committees etc. in Child Care Institutions, addressing children’s sexual activities, positive discipline, safe and unsafe touch, hygiene were some of the key issues which were flagged in this regard. Overall emphasis was that training is not the only tool for increasing capacity of duty holders and laws and procedures are not the only subjects on which capacity needs to be developed. Due attention should be given on “Skills” and “Processes” and for that various other tools like workshops, action projects, interaction and field visits etc. could also be utilised.
6. It was also suggested that E-Learning Modules can be also beutilised for continuous trainings. It was also suggested that 15 days training is a statutory requirement in JJ Rules which many stake holders find difficult to implement. These E-modules can be incorporated in these 15 days training modules which can be run while a personnel does not require to be absent from his or her duty.
7. Issue of increasing motivation of staff in CCIs and Police, concerned departments should initiate innovative programmes felicitating those who do commendable work. One of the suggestions made in this regard that work of individuals in the system who have contributed in lives of children should be documented with the help of Social Work Students and should be published. It was suggested that there can be various methods by which duty holders who do good work can be recognised and facilitated for their work and this will go a long way in increasing motivation level of duty holders.
8. Institutionalisation of a Training Policy and Transfer –Posting Policy in all the concerned departments particularly in DWCD and in Police was a key recommendation made.

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