

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

F. No. 61 (1065)/W.P.(C) 5137/13 & 3269/2014/DD(CPU)/DWCD/2017/

Dated :- 19/04/2018

1913 - 2019 19 APR 2018

Order

The Competent Authority is pleased to issue the following guidelines and compliances for safety and security of children in child care institutions and standard operating procedures for situations relating to emergency or escape from child care institutions:-

**GUIDELINES AND COMPLIANCES FOR SAFETY AND SECURITY OF CHILDREN IN  
CHILD CARE INSTITUTIONS**

&

**STANDARD OPERATING PROCEDURES FOR SITUATIONS RELATING TO  
EMERGENCY OR ESCAPE FROM CHILD CARE INSTITUTIONS**

The purpose of these guidelines, compliances and standard operating procedures is to spell out the mandatory requirements, duties and responsibilities of officers and staff posted at Child Care Institutions (CCIs) in Delhi.

Some possible situations of emergency/escape in the CCIs may be the following:

1. Escape ;
2. Fire or other similar occurrence ;
3. Infighting/mischief/vandalism amongst/by children.

All Child Care Institutions must have adequate numbers of security supervisors/officers, security guards and other staff deployed to ensure proper safety and security of the children in the institution. The Superintendent In-charge of the Child Care Institution is required to follow the Guidelines, Compliances and Standard Operating Procedures (SoPs) given below in the event of any incident as mentioned above at the Child Care Institution.

**GUIDELINES & COMPLIANCES**

1. Adequate number of CCTV cameras must be installed at prominent places of the CCI, specifically at the entry and exit gates, perimeter walls, staircases, playgrounds, dining room, entertainment room and administration block so that the activities of the children are monitored effectively.
2. The Superintendent Incharge must prominently display important phone numbers of the nearest Police Station, Fire Station, CATS Control Room, Toll Free 1098 Childline, Doctor-on-Call/Nurse, Child Welfare Committee and Juvenile Justice

Board concerned, including at the office of the Superintendent Incharge and Welfare Officer.

3. An alarm, separate from the ordinary bell, must be installed with a switch prominently installed in/near the Superintendent Incharge's office, in a manner so that it is accessible to all staff at all times (and is not located inside a locked room/office). The alarm must be audible throughout the CCI via adequate number of sirens.
4. A spot must be designated in the CCI - to be called "Assembly Point" - being a place where all children and officers/staff are required to gather in case of any emergency situation. The Assembly Point should preferably be an open area, close to the periphery of the building.
5. Adequate number of Fire Extinguishers must be installed at prominent places in the building ; and annual checking/refilling of fire extinguishers/cylinders must be ensured. All officers and staff at the CCI must be familiarised on how to use Fire Extinguishers in case of need.

High-mast flood lights must be installed along/near the perimeter/boundary walls. Perimeter/boundary walls must also have barbed wires for the purpose of safety.

**IN THE EVENT OF ESCAPE/FIRE/INFIGHTING/MISCHIEF OR OTHER SIMILAR EMERGENCY OR INCIDENT, THE OFFICERS AND STAFF AVAILABLE MUST DO THE FOLLOWING :**

1. Inform the Nodal Officer of Police immediately.
2. Sound the alarm.
3. Superintendent to deployed available security personnel at the affected area to control the situation till the arrival/reinforcement of Police.
4. If dark, switch on all lights inside the CCI, lights along the perimeter wall and on the outside of the building.
5. Direct all children to gather at the Assembly Point and immediately take a head-count.
6. Lock all entry/exit gates. No entry or exit of children be permitted, EXCEPT in case of fire, earthquake or other similar incident that may require immediate evacuation from the building, in which case children must be ushered-out through all available exits to a safe location under supervision by officers/staff present and be kept under vigil, at a common point outside the building.
7. Identify high-risk and vulnerable children (unruly children/young children/children with special medical or other needs) and designate staff members to specifically watch-over them.
8. In the case of escape from CCI, immediately :

- A. dispatch search team/s to trace the whereabouts of child/children in and around the CCI ;
  - B. speak to friends of child/children concerned, to ask if they have any clue as to where the child/children may have gone ;
  - C. enquire from persons in neighbourhood, to gather any available lead or information about escape ;
  - D. present photographs and description(such as clothes, distinguishing features etc.) of children found missing to Police on arrival ;
  - E. inform parents/guardians (if any) of missing children.
9. In the case of fire/earthquake or other similar incident, immediately :
- F. ensure evacuation of children from all rooms/dormitories/washrooms/classrooms, etc., usher children out through all available exits to a safe location at a common point outside the building and keep children under vigil ;
  - G. use available Fire Extinguishers ;
  - H. call the Fire Brigade ;
  - I. call the Police ;
  - J. call the CATS Control Room.
10. In the case of medical emergency :
- A. Call Doctor-on-Call/Nurse immediately ;
  - B. inform CATS Control Room at 102 or 1099 and call for Ambulance ;
  - C. if none of the above is available, arrange for the affected child to be moved to the nearest Nursing Home/Hospital under supervision/guard.

*Nisha*  
Dr. Nisha Agrawal  
Dy. Director (CPU)

F. No. 61 (1065)/W.P.(C) 5137/13 & 3269/2014/DD(CPU)/DWCD/2017

1913-2019

Dated: 19/04/2018  
9 APR 2018

Copy to:-

1. All the Child Care Institutions (As per list enclosed)
2. Asst. Programmer for web update.

*Nisha*  
Dr. Nisha Agrawal  
Dy. Director (CPU)

<b>S no</b>	<b>Name Of CCI with full address</b>	<b>Type of Home/Institution</b>	<b>Contact details</b>
1	Rose Udaan Home, A-15, Kamla Nagar, New Delhi -07	Children Home for Girls	9958630865
2.	Matri Chhaya C/o Sewa Bharti, 10455, Bagichi Allauddin, Gali No. 3, Motia Khan, Paharganj, New Delhi- 110055.	SAA	011- 23529549, 837502641
3.	Aasra Children's home No- 67-68, Street C3, MS Block Ranaji Enclave, Najafgarh, New Delhi,	Children Home for Boys	9310149107
4	Welfare Home for Children, 1- B, Institutional Area, Opposite Janta Flats, Sarita Vihar, New Delhi- 110065	SAA	9810475008
5	Katyani Balika Ashram Nirashrit Balika Sadan Thakkar Bapa Smarak Sadan Dr. Ambedkar Marg, New Delhi-110055, Ph. 2362549	Children Home for Girls	011- 23593234
6	Udayan Ghar for Girls-XIII H.No. 25, First Floor, Sant Nagar, East of Kailash, New Delhi-110030	Children Home for Girls	7982114155, 011- 46560593
7	Udayan Ghar for Girls,III, H.No-69, New Mangla Puri, Sultan Village, New Delhi	Children Home for Girls	9711741789, 9540483369, 011- 40580370
8	Rafa Home for Girls, A-4, First Floor Siadulajab, New Delhi-110030	Children Home for Girls	9711221871
9	Butterflies Shelter Home, U- 4,Green Park Ext. New Delhi- 1100016, Ph.46471000 <a href="http://www.butterflieschildrights.org">www.butterflieschildrights.org</a>	Children Home for Boys	9718603798

10	Auxilium Snehalaya, RZ-300A/2, Palam Gaon New Delhi-110045 Ph.25072192	Children Home for Girls	011-25072192, 8750710166
11	Matri Chhaya C/o Sewa Bharti , B-2 /2 Mianwali Nagar, Near Peeragarhi, Rohtak Road, New Delhi-110087	SAA	9212564656, 011- 25286821
12	Upavan, C/o SOS Children Villages of India, 5/21, Safdarjung Enclave, New Delhi.	SAA	9811425838, 011- 46035679
13	SOPAN C/o SOS Children Villages of India, 347, Mandakini Enclave, Alaknanda, New Delhi	SAA	9711215663, 011- 26272444
14	Udayan, C/o SOS Children Villages of India, 1-Doctor Lane, Gole Market, New Delhi.	SAA	9871102757, 011- 23743739
15	Prayas Shelter home for Girls 59 Institutional Area, Tughlakabad, Delhi-110062	Children Home for Girls	9953563154
16	Palna C/o Delhi Council for Child Welfare Qudsia Garden, Yamuna Marg, Civil Lines, Delhi - 110054	SAA	9953441910
17	Mamta Child Care Centre C/o Children of the World, Plot No. 5, PSP Pocket, Sector- 8, Dwarka, New Delhi-110075	SAA	011- 45671521
18	Amar Holistic Society for Disabled, RR8, Naveen Shahdara, near Post Office Gali, Opp. Shahdara Metro	OPEN SHLETER HOME FOR BOYS	9811192590

	Station/Railway Station.		
19	Shubhakshika, 4/124, Block-J, Sec-16, near Sec- 18 flyover, Bansal Bhawan, Rohini.	OPEN SHELTER HOME FOR BOYS	9810201542
20	Missionaries of Charity Nirmla Shishu Bhawan, 12 Commissioners Lane , Delhi-110054	CHILDREN HOME	011-23831080
21	Ashran Orphanage, C/o Hope Foundation, A-46, New Multan Nagar, Surya Enclave, Peergarhi, Delhi-110056.	SAA	011-25291672, 8130311770
22	Manav Mandir Mission Trust Khasra No. 57, Jain Ashram Ring Road Opposite Sarai Kale Khan, New Delhi-1100013, Ph. 26315530	Children Home for Girls	9868990088
23	Ashray (Stop), C/o RBC Trust, Khasra No.5/13, Village-Madanpur, Dabas, Adjacent to Pooja Farm House, Karala, Mundka Road Delhi-110081	Children Home for Girls	8076805110
24	Happy Homes for Girls A-11, Khoojri Road, Jogabai Extn. Batla House, Jamia Nagar, New Delhi – 110025	Children Home for Girls	011-26984269, 9654548786
25	Deepti Ashram c/o- Deepti Foundation Ground Floor, Khasra No. 34/11, 35/15, Village Mitraon Near MCD, Talab Najafgarh, New Delhi-1110043	Children Home for Girls	9013692613
26	Sweet Home Anathalaya, 553-B, Main Road, Tura Mandi, Opp. LIC, Office, Najafgarh, New Delhi-	Children Home for Girls	7530821142

	27110043,Ph.9818265177		
27	Global Family Charitable Trust, E-6/81,H, Ratia Marg Sangam30 Vihar, New Delhi-110062. P31h. 965085088	Children Home for Girls	9999359455, 8585979419
28	Divya Karun32a Charitable Trust, Near St. Jonhs Institute PO- Khera Khurd Delhi-32	Children Home for Girls	9447351254
29	Missionaries of Charity, Jeevan jyoti Home for Mentally Challenged and Physically Challenged, Jangpura B Mathura Road New Delhi -14	Children home for Boys & Girls	011- 24375486
30	SOS Children Village, Bawana Main Kanjhawala Road, Bawana New Delhi-110039, Ph.43239200	Children home for Boys & Girls	8010614666
31	Kasturba Gandhi National Memorial Trust, Bakhtawarpur, Delhi-110036, Ph. 27722891 Kgnmtdelhi36@ymail.com	Children home for Boys & Girls	9810652310
32	Happy Homes for Boys, C-560, Nirman Chowk, Madanpur Khaddar Extn., Sarita Vihar, New delhi -110076 A-11, Khoojri Road, Jogabai Extn. Batla House, Jamia Nagar, New Delhi – 110025	Children Home for Boys	011- 26951180, 8750638809
33	DMRC Children Home, Metro Pillar No. 65, Bhargava Lane, Tis Hazari, Delhi.	Children Home for Boys	9810230027
34	Asha Griha Girls Home, A-173, Sector-8, Dwarka, New Delhi-110077	Children Home for Girls	9654954335

	Ph.9560918017		
35	Udayan Ghar for Girls-I H.No. 180-A, Sant Nagar east of Kailash New Delhi-110065	Children Home for Girls	7982114155, 011- 46560593
36	TARA Girls 28, Navjeevan Vihar, New Delhi-110017	Children Home for Girls	9540320956, 011- 26693128
37	Udayan Ghar for Girls-XII House No.13, New Mangla Puri, 2nd floor MG Road, New Delhi-110065.	Children Home for Girls	9711741789, 9540483369, 011- 40580370
38	Tara Tots Home, 40, Ground Floor, Sadhna Enclave, New Delhi-110017 M-9910938680	Children home for Boys & Girls	09717782269, 011- 41662111
39	Asha Grih Boys Home, B- 196, Sector-8, Dwarka New Delhi-110077	Children Home for Boys	9654954335
40	Udayan Ghar for Boys-II 108-B, Pocket IV, Mayur Vihar Phase-1, Delhi-110091	Children Home for Boys	9990460059, 011- 40671328
41	Tara Home for Boys, 208, Savitri Nagar, Malviya Nagar, New Delhi-110017 M-9990415609	Children Home for Boys	9871240443, 011- 41030443
42	SATHI (OSH), 4676/21, 2nd Floor, Ansari Road, near Fire Station, Daryganj.	OPEN SHLETER HOME FOR BOYS	8553406171
43	FLAG Children Home for Girls, 5102/1, Pyarelal Road Karol Bagh New Delhi	Children Home for Girls	9999261112, 011- 45667112
44	Catalyst critical care centre, Children Home for Girls A - 178, Sector-19 Dwarka New Delhi	Children Home for Girls	8076367916
45	Khushi Rainbow Home for Girls, Govt. Co-Education Middle School, Tehkhand	Children Home for Girls	9999714340



	Main Road Near Jeevan Jyoti Hospital, Okhla Industrial Area Phase-1, New Delhi-110020		
46	Prayas(OSH): Mori Gate, Basti Vikas Kendra, Kucha Mohtar Khan, near Madarasi Mandir or near phool Mandi Mori Gate.	OPEN SHLETER HOME FOR BOYS	8287878112, 9654087989
47	Prayas(OSH): Azadpur, Night Shelter Building, IInd Floor, Sarai Pipal Thala, Azadpur, New Delhi	OPEN SHLETER HOME FOR BOYS	8287878112, 9654087989
48	Prayas (OSH) Udyog nagar, Peera Garhi	OPEN SHLETER HOME FOR BOYS	8287878112, 9654087989
49	Prayas(OSH): Nabi Karim, 6108, Gali No. 15, Gali Ravi Das, (From Paharganj near	OPEN SHLETER HOME FOR BOYS	8287878112, 9654087989
50	Prayas(OSH): Kashmiri Gate, 811/1, BVK Chhota Bazar, Kashmiri Gate Delhi-110006	OPEN SHLETER HOME FOR BOYS	8287878112, 9654087989
51	Bal Sahyog (OSH), Connaught Circus, Opp L-Block Market, outer circle near Kaked Da Hotel.	OPEN SHLETER HOME FOR BOYS	8470950564, 011-23411995
52	APNA GHAR (OSH)Salaam Balaak Trust- Paharganj, H.No.9498, Gali No.11, DDA Community Centre, 2nd Floor, Multani Dhandha, Paharganj.	OPEN SHLETER HOME FOR BOYS	9899295669, 011-23681803
53	Umeed Aman Ghar for Boys, Qutab Minar, Near Qutab Bus Stand, Mehrauli, New Delhi-110030	Children Home for Boys	9911793382
54	Udayan Ghar for Boys(Home-	Children Home	9990460059,

	VIII) 48A, Ground Floor Pocket-1, Mayur Vihar Phase-1, Delhi-110091 Ph.43082674 info@udayancare.org	for Boys	011-43082647
55	Prayas Shelter home for Boys EE- Block, Jahangir Puri, Delhi-110033	Children Home for Boys	9968774450
56	Bal Sahyog, Opp. L Block Market, Outer Circle, Connaught Circus, New Delhi- 01	7827281334, 011-23411995	Children Home for Boys
57	SPID-OSH (Girls and Boys), SMS Centre, MCD School Building, near Police Chowki & Hanuman Mandir, Shradhanand Marg.	OPEN SHLETER HOME FOR BOYS	9818759685
58	CFI (Girls)Charitable Trust, Property No.31 Shahabad Mohmmadpur, Near Sector-8, Metro Station, Dwarka, New Delhi-110061 Ph. 29545725	Children Home for Girls	011-29545725
59	Shri Digamber Jain Mahila Ashram, 4413/6, Ghata Masjid Road, Darya Ganj, New Delhi	Children Home for Girls	011-23274736, 011-23269166, 9818954513
60	Love India Children Home 91/c, Ward No.2, Mehrauli New Delhi-110030, Ph.30945975	Children Home for Girls	9582039728
61	(OSH )Salaam Balak Trust- Old Delhi Rly Stn, H.No.3903-3905, 2nd Floor, Mori Gate, Delhi.	OPEN SHLETER HOME FOR BOYS	8510895506, 011-23992421
62	Asha Children Home by Asha Mission Society, Goyala	Children Home for Girls	9910856792

Vihar Najafgarh Delhi-17			
63	Suraksha Children's Home for Boys and Girls, 5102/1, 1st and II nd Floor Pyare Lal Road, Behind Khalsa College, Karol Bagh, New Delhi-110005	Children home for Boys & Girls	011-26254378, 9818456349
64	Don Bosco Ashalayam Old Najafgarh Road, Palam Gaon, New Delhi-110045	Children Home for Boys	011-250800, 9873598391
65	Holy Cross Social Services Centre, Dheer Pur, DDA Project Near Nirankari Sarover, Delhi-9.	SAA	9560718873
66	Surakshit Bachpan, Railway Children India, 5089/1, Second Floor, Dev Nagar Karol Bagh	OPEN SHLETER HOME FOR BOYS	9555430001
67	Paripoorna Jeevan Home, Plot no. 7, near primary school, Nilothi Vill., Nangloi, Delhi	Children Home for Girls	9910377796
68	Jagruti Girls Home, C-2/18A, Bhagwati Garden Ext. Near Kakrola Mode Polo Garden Road, Uttam Nagar, New Delhi-110059	Children Home for Girls	9212436032
69	Jamghat-Anchal, F-122, Basement sadulajab, Near Saket Metro Station, New Delhi-110030, PH. 46631374	Children Home for Girls	9810679898
70	Jamghat -Aman Children Home For Boys, F-2,1st Floor, Lado Sarai, New Delhi-110030	Children Home for Boys	9818705715
71	Rafa Home For Boys, Flat No.18-19, Property No.620, Paryavaran Comlex	Children Home for Boys	9910302454

	Saidulajab, New Delhi-110030		
72	Courage & Healing Home A-45, Freedom Fighter Colony, Neb Sarai, New Delhi-110030	Children home for Boys & Girls	011-29534745, 9811103556
73	Prayas Children Home For Boys, 574, Ram Singh Marg, Saidullajab Gaon Near Mother Dairy Mehrauli	Children Home for Boys	9953563154
74	Holy Family Asha Niwas Children Home for Girls, RZ-74, Gali No-06, Mahavir Enclave Palam Dabri New Delhi-45	Children Home for Girls	9891845255
75	Catalyst, BG-366, Bagdolla Village Sector-8, Dwarka New Delhi-110075	Children Home for Girls	8076367916
76	Vivekanand Ashram, Shikarpur, Najafgarh, New Delhi-110043 Ph.9818084853	Children Home for Boys	9868200479
77	Samarpan Foundation Samarpan Home for Girls, B-24, Maharani Bagh New Delhi-110065 <a href="http://www.samarpanfoundation.org">www.samarpanfoundation.org</a>	Children Home for Girls	9811226975
78	The Naz Care Home, A-86, East Of Kailash New Delhi-110065 Ph. 40793156-61 <a href="mailto:naz@airetelmail.in">naz@airetelmail.in</a>	Children Home for Boys	011-40793156, 9810103599
79	Minda Bal Gram, Holambi Khurd More Alipur Delhi 110036, Ph. 27202102 <a href="http://www.mindabalgram.org">www.mindabalgram.org</a>	Children Home for Girls	9818427270
80	Samarpan Home for Boys, 37,-B, First Floor, Taimoor Nagar, New Friend Colony, New Delhi	Children Home for Boys	9811226975

81	Kilkari Rainbow Home for Girls, Govt. Girls Senior Secondary School, Chabiganj, Kashmere Gate, Delhi-110054	Children Home for Girls	9268708808
82	Holy Family Asha Niwas Children Home for Girls, Dichaon Road, Dichaon Village, Najafgarh, New Delhi-110045	Children Home for Girls	9810440438
83	Sahyog Care for You, House no -4, Khasra No-2/25 Shiv Vihar Nilothi Extension New Delhi-110041	Children Home for Boys	9811069292
84	Mukti Ashram for Boys Village Ibrahimpur, Mukhmelpur, Delhi- 11003	Children Home for Boys	9205585938
85	Jain Bal Ashram, 4608, Darya Ganj, New Delhi	Children Home for Boys	011-23285676
86	Wal Asr Imamia Trust E-27, Sewak Park Near Dwarka Mode Metro Station New Delhi-110059, Ph.9968014645 info@shiaorphnanag.org	Children Home for Boys	9971898556
87	CFI (New Life Development Society Boys Home) Shahbad Mohhammad pur, Dwarka	Children Home for Boys	8800969420
88	Bal Vihar Children Home, C/o- Sadhu Sunder Singh Welfare Society H2/100A, Bengali Colony, Mahavir Enclave, Palam New Delhi	Children home for Boys & Girls	7065871016
89	SPYM Home for Homeless (OSH), Near Nizamuddin Dargah, Nizammuddin-West Delhi	OPEN SHLETER HOME FOR BOYS	9968214984
90	Global Family Charitable	Children Home	9999359455,

	Trust, E-6/83,H, Ratia Marg Sangam Vihar, New Delhi-110062. Ph. 965085088 www.myglobalfamily.org	for Girls	8585979419
91	SPYM Centre for Children, Parda Bagh, Opposite Jama Masjid , Near Petro Pump, New Delhi-110002	Children Home for Girls	9899645683
92	SPYM Centre for Children, Jain Mandir Wali Gali, Plot No. 321, 2nd Floor Delhi Gate, Delhi	Children Home for Boys	9899690045
93	Light Life Freedom, JYOTI HOME FOR BOYS & GIRLS E-3/3, Malviya Nagar, New Delhi-110017, Ph.9891098309, jyoti26@yahoo.com	Children home for Boys & Girls	9891098309

### Govt Run CCI

S NO	Name Of CCI with full address	Type of Home/Institution	Contact details
1	Phulwari Children Home for Boys -I, Alipur, Delhi-110036.	Children Home for Boys	011-27202291,27202339
2	Ashiyana Children Home for Boys-II, Alipur Delhi-110036	Children Home for Boys	011-27202291,27202339
3	Ujjawal Children Home for Boys -I, Lajpat Nagar New Delhi	Children Home for Boys	011-29810675,29813688

4	Uday Children Home for Boys -II, Lajpat Nagar New Delhi	<b>Children Home for Boys</b>	<b>011-29810675,29813688</b>
5	Anupama Children Home for Girls-I, Nirmal Chhaya Complex, Jail Road, New Delhi-110064	<b>Children Home for girls</b>	<b>011-28520599</b>
6	Anukriti Children Home for Girls -II, Nirmal Chhaya Complex, Jail Road, New Delhi-110064	<b>Children Home for girls</b>	<b>011-28520599</b>
7	Village Cottage Home-I, Kasturba Niketan Complex, Lajpat Nagar, New Delhi-110024	<b>Children Home for Boys and girls</b>	<b>011-26473108</b>
8	Village Cottage Home-II, (for Girls & Boys) Kasturba Niketan Complex, Lajpat Nagar, New Delhi-110024	<b>Children Home for Boys and girls</b>	<b>011-26473108</b>
9	Village Cottage Home-III, (Girls & Boys) Kasturba Niketan Complex, Lajpat Nagar, New Delhi-110024	<b>Children Home for Boys and girls</b>	<b>011-26473108</b>
10	Bal Niketan (M & F) Nirmal Chhaya Complex, Jail Road, New Delhi-110064	<b>Children Home for Boys and girls</b>	<b>011-28520653</b>

11	Balika Greh (Female), Nirmal Chhaya Complex, Jail Road, New Delhi-110064	<b>Children Home for girls</b>	<b>011-28520653</b>
12	Children Home for Girls, Sanskar Ashram Complex, Dilshad Garden, Delhi-110095	<b>Children Home for girls</b>	<b>011-22585557</b>
13	Children Home for Boys-I, Sanskar Ashram Complex, Dilshad Garden delhi-110095.	<b>Children Home for Boys</b>	<b>011-22116698</b>
14	Children Home for Boys-II, Sanskar Ashram Complex, Dilshad Garden delhi- 110095.	<b>Children Home for Boys</b>	<b>011-22116698</b>