

## **GSCPCR ORGANISES TRAINING PROGRAMME FOR CHILD HELPLINE STAFF**

Panaji, October 01,  
2026

The Goa State Commission for Protection of Child Rights (GSCPCR) organised a training programme for Child Helpline staff aimed at strengthening their understanding of child rights, child protection and child-friendly approaches to handling children in need of care and protection. The programme was inaugurated by the Chairperson of the Goa State Commission for Protection of Child Rights, Shri Shashikant Punaji.

Addressing the gathering, Shri Punaji highlighted the important role played by Child Helpline as an accessible first point of contact for children and the community within Goa's child protection system. He emphasised that Child Helpline personnel are often among the first to respond when a child is facing abuse, neglect, exploitation, violence, abandonment or other situations requiring protection and support.

He stressed that personnel must approach children with sensitivity, patience and a spirit of service, and strive to become "child-friendly companions" who listen to children, understand their concerns and facilitate appropriate assistance and protection.

The training was conducted by Shri Pravin Sabnis, who emphasised the importance of moving beyond sympathy when working with children and instead providing appropriate reassurance, emotional support and timely assistance based on the child's individual needs.

At the outset, Commission Member Smt. Esther Torres provided an overview of the functioning and activities of Child Helpline, including its role in connecting children in distress with the appropriate child protection authorities and services. The session also highlighted the importance of respecting children's rights, maintaining confidentiality and sensitivity, and ensuring responsible and child-friendly handling of cases.

The programme brought together Child Helpline personnel to strengthen their understanding of their responsibilities and their role in ensuring that children who come into contact with the system receive timely protection, support and appropriate intervention.

Commission Members Smt. Esther Torres, Smt. Ketaki Gadekar, Adv. Sofia D'Souza, Smt. Snehal Salgaonkar, Smt. Shalaka Desai and Smt. Sanjeevani Desai were present on the occasion. Smt. Ketaki Gadekar proposed the vote of thanks, while Smt. Anupa Mayekar compered the programme.

Shri Aaditya Murgonkar, Shri Mohit Shirodkar, Shri Krishna Korgaonkar, Smt. Ruhi Shirodkar and others contributed towards the successful conduct of the training programme.

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