



Government of West Bengal
Directorate of Child Rights & Trafficking &
State Child Protection Society, West Bengal
Shaishali Building (3rd Floor), DF Block
Salt Lake City, Sector-1, Kolkata-700064

Memo No: 1273/CRT

Date: 04.08.2023

Notice for engagement of personnel for running of Child Helpline Services in West Bengal

Applications are invited from eligible and willing candidates for engagement as personnel for running of Child Helpline services in Head quarter and different districts of West Bengal in prescribed application format through **online portal only**. Details are as below :

A) Head Quarter :

Unit : WCD Control Room

Position	Age as on 1.7.2023	Qualification	Experience	No. of vacancy	Consolidated Remuneration per month	Remarks
Child Helpline Administrator	18-45 years	Masters in Law/ Social Work/ Sociology /Social Science / Psychology.	At least 5 years' experience of working on child related relevant domains in an administrative set-up with a Government or Non-Government project/ programme and preferably with at least 1-year experience of counselling either within or outside the same set-up. She/he should be preferably a resident of the local community so that local human resource and expertise is utilized for effective functioning of the centre.	1 Unreserved (UR) - 1	46340/- plus Insurance @Rs.330/-	Selection will be based on academic score in examination of eligible qualification, written examination, viva-voce and computer test.

B) District Level Units :**1/4236933 Child Helpline (CHL) Units at DCPU in 21 districts**

- (a) Districts with population less than 60 Lakh population under '**Category A**' :- Darjeeling/ Kalimpong /Jalpaiguri/ Cooch Behar/ Alipurduar/Uttar Dinajpur / Dakshin Dinajpur /Malda/ Nadia/Purulia/Bankura/Paschim Bardhaman /Purba Bardhaman/Birbhum/ Hooghly /Kolkata/ Paschim Medinipur/ Howrah
- (b) Districts with population 60 Lakh and above under '**Category B**' :- Murhidabad/ North 24 Parganas/ South 24 Parganas

Positions	Age as on 1.7.2023	Qualification	Experience	No. of vacancies per CHL unit at DCPU	Consolidated Remuneration per month
Project Coordinator	18 to 45 years. 5 years' relaxation will be given in case of candidates having experience of working in existing Childline.	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. Or 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 formulation/ implementation, monitoring and supervision in the preferably in the field of Women & Child Development / Social Welfare. Proficiency in Computers.	Experience is not mandatory for Post Graduates candidates	1 (for both Category A/B district) :- Unreserved (UR) - 1)	Rs.35,000/ plus Insurance @Rs.330/-
Counselor	18 to 45 years. 5 years' relaxation will be given in case of candidates having experience of working in existing Childline.	Graduate in Social Work /Sociology/Psychology/ Public Health/ Counselling from a recognized university. OR PG Diploma in Counselling and Communication Proficiency in Computers.	At least 1 year of working experience with the Govt./NGO preferably in the field of Women & Child Development.	1 (for both Category A/B district) :- Unreserved (UR - 1)	Rs.18,536/ plus Insurance @Rs.330/-
Child Helpline Supervisor	18 to 45 years. 5 years' relaxation will be given in case of candidates having experience of working in existing Childline.	Graduate preferably in B.A in Social Work / Computer Sciences / Information Technology/ Community Sociology/Social Sciences from a recognized university. Proficiency in Computers.	Weightage for experienced candidate	For Category A district No. of vacancies: 3 (UR- 2, SC-1) For	Rs.18,536/ plus Insurance @Rs.330/-

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				Category B district : No. of Vacancies : 4 (UR-2, SC-1, ST-1)	
Case Worker	18 to 45 years. 5 years' relaxation will be given in case of candidates having experience of working in existing Childline.	12th passed from a recognized Board/ Equivalent Board. Good Communication Skills.	Weightage for experienced candidate	For Category A district: No. of Vacancies 3 per district (UR- 2, SC-1) For Category B district : No. of Vacancies 4 per district (UR-2, SC-1, ST-1)	Rs.12,000/ plus Insurance @Rs.330/-

ii) Child Helpdesks at Railway Stations/Bus stands**Railway Stations:** New Jalpaiguri /Kharagpur/Alipurduar/Malda/Asansol/Howrah/Sealdah**Bus Stands :** Kolkata Babughat Bus Stand / Kolkata Esplanade Bus Stand

Positions	Age as on 1.7.2023	Qualification	No. of Vacancies 3 per Child Helpdesk at Railway Station/Bus stand (UR- 2, SC-1)	No. of Vacancies per Child Helpdesk at Railway Station/Bus Stand	Consolidated Remuneration per month
Child Helpline Supervisor	18 to 45 years. 5 years' relaxation will be given in case of candidates having experience of working in existing Childline.	Graduate preferably in B.A in Social Work/ Computer Sciences/ Information Technology/ Community Sociology/Social Sciences from a recognized university. Proficiency in Computers.	Weightage for experienced candidate	No. of Vacancies 3 (UR- 2, SC-1)	Rs.18,536/ plus Insurance @Rs.330/-
Case Worker	18 to 45 years. 5 years' relaxation will be given in case of candidates having experience of working in existing Childline.	12th passed from a recognized Board/ Equivalent Board. Good Communication Skills	Weightage for experienced candidate	No. of Vacancies 3 (UR- 2, SC-1)	Rs.12,000/ plus Insurance @Rs.330/-

General instructions:

- For district level positions of Child Helpline (CHL) Units at DCPU, Child Helpdesks at Railway Stations/Bus stands, selection will be based on academic score in the examination of the prescribed qualification, Viva-

voce and computer test for the positions where computer proficiency is an essential qualification. **Preference will be given for the existing Childline personnels.**

2. District Magistrate of the concerned district will be the Appointing Authority for the personnel to be engaged for the Child Helpline Unit at the DCPU and the Child Helpdesk at the Railway station located in the district except Kolkata.
3. In case of Kolkata, Director, Child Rights & Trafficking, W.B. will be the Appointing Authority for the personnel to be engaged for the Child Helpline Unit at DCPU, Kolkata and the Child Helpdesk at the Railway Station and the bus stands located in Kolkata.
4. For the position of 'Child Helpline Administrator' for WCD Control Room, Director, Child Rights & Trafficking, W.B. will be the Appointing Authority.
5. All the qualifications and experiences must have been completed on or before 07.08.2023.
6. Viva voce and computer test will be held at the district level on the same date throughout the state or on the date fixed by the selection committee of the concerned district. Any request for change of date from the applicants will not be entertained.

The willing candidates may apply in prescribed application format through **online portal only** available in the website of Department of Women & Child Development and Social Welfare, Government of West Bengal, www.wbcdwds.gov.in Application, if done in other mode except online portal, will not be entertained. Scrutiny of applications and verification of documents and issue of Admit Card to the eligible candidates will be done at the concerned district end. For the positions under Kolkata district and WCD Control Room, scrutiny of applications and verification of documents and issue of Admit Card to the eligible candidates will be done from the end of Directorate of Child Rights and Trafficking.

Date of start of submission of online application is 7th August, 2023 and last date for submission of online applications 21.08.2023 up to 6.00 p.m.

The decision of the Selection Committee regarding all matters relating to the selection process shall be final.

**Director of Child Rights & Trafficking &
Member Secretary
State Child Protection Society, West Bengal,
Department of Women & Child Development and Social Welfare,
Government of West Bengal**

Memo No: 1273/1(44)/CRT

Date: 04.08.2023

Copy forwarded for information and necessary action to the:

- 1) Principal Secretary, Dept. of WCD & SW, Govt. of WB.
- 2) Joint Secretary, Dept. of WCD & SW, Govt. of WB with request to arrange for upload of this notice in the website of Department of Women & Child Development and Social Welfare, Government of West Bengal, www.wbcdwds.gov.in
- 3- 22) District Magistrate, All Districts (Except Purba Medinipur & Jhargram)
- 23) Deputy Director, CRT (in charge of DCPU, Kolkata)
- 24-43) District Social Welfare Officer, All Districts (Except Purba Medinipur & Jhargram)
- 44) DCPO, Kolkata

**Director of Child Rights & Trafficking &
Member Secretary
State Child Protection Society, West Bengal**