

GOVERNMENT OF TELANGANA
OFFICE OF THE COLLECTOR AND DISTRICT MAGISTRATE, JANGAON
 (Chairperson, District Child Protection Society)

Notification No.04/CHL/2026

Dated: 08.10.2026

Sub: Mission Vatsalya – Child Helpline 1098, Jangaon – Engagement of personnel in all eight posts on outsourcing basis – Written examination on Thursday, the 15th October 2026 – Notification issued.

Ref: 1. Standard Operating Procedures of the Child Helpline under Mission Vatsalya, Ministry of Women and Child Development, Government of India.
 2. Lr.No.959/MV/2023, dated 24.05.2023 of the Commissioner, Women Development and Child Welfare, Hyderabad.
 3. Notification No.02/WCD/2026, dated 05.10.2026 of the Collector, Jangaon, for selection of the outsourcing agency.
 4. Proceedings Rc.No.COLLJN/PESH/GNRL/0077/2026, dated 08.10.2026 of the Collector, Jangaon, on the posts of the Child Helpline.

* * *

1. The Child Helpline 1098, Jangaon, works round the clock under Mission Vatsalya as a unit of the District Child Protection Unit. All eight posts of the Helpline are to be filled afresh by open selection, as ordered in the reference fourth cited. Applications are invited from eligible candidates for engagement, on outsourcing basis, in the posts shown below.

Sl.No.	Post	Number	Who may apply	Consolidated remuneration per month
1	Project Coordinator	1	Men and women	Rs.28,000
2	Counsellor	1	Men and women	Rs.18,536
3	Child Helpline Supervisor	3	Men and women	Rs.19,500
4	Case Worker	3	Men and women	Rs.15,600

2. The qualification and experience for each post are those laid down in the Standard Operating Procedures first cited and communicated in the reference second cited. They will not be relaxed. A higher qualification in the same subject is accepted in place of the

degree prescribed. The qualification and experience shall be held on the date of this notification.

Post	Qualification	Experience and other requirements
Project Coordinator	Post graduate degree in Social Work, Sociology, Child Development, Human Rights, Public Administration, Psychology, Psychiatry, Law, Public Health or Community Resource Management, from a recognised University; or a degree in one of these subjects with experience as shown.	For a candidate with the degree alone, 2 years of work in project formulation or implementation, monitoring and supervision, preferably in women and child development or social welfare. Proficiency in computers.
Counsellor	Degree in Social Work, Sociology, Psychology, Public Health or Counselling, from a recognised University; or post graduate diploma in Counselling and Communication.	At least 1 year of work with the Government or a non-Government organisation, preferably in women and child development. Proficiency in computers.
Child Helpline Supervisor	Degree, preferably B.A., in Social Work, Computer Science, Information Technology, Community Sociology or Social Sciences, from a recognised University.	Weightage for experience. Proficiency in computers.
Case Worker	Pass in Class XII from a recognised Board, or its equivalent.	Good communication skills. Weightage for experience. Proficiency in computers.

For every post the procedures prefer persons who have worked in an emergency helpline. The preference is given in the manner stated in para 5(h).

3. A candidate shall have completed 21 years and shall not have completed 35 years of age on 01.10.2026. The upper age limit is relaxed by five years for candidates of the Scheduled Castes, Scheduled Tribes and Backward Classes, and by ten years for persons with benchmark disabilities. It does not apply to persons now working in the Helpline.
4. Experience will be counted only where the certificate shows the post held and the dates of joining and relieving, and is supported by the appointment order and proof of payment such as bank statement, pay slips or EPF record. Field work, project work or internship done as a student, and voluntary service, will not be counted. A certificate issued by a non-Government organisation shall carry the registration number of the organisation and, where it has one, its NGO Darpan identity number. Every certificate relied upon will be referred to the issuing authority for confirmation.
5. Selection will be by a written examination followed, on the same day, by an oral test of 25 marks. The selection list will be declared the same day.
 - (a) For the posts at Sl.No.1 to 3 the written examination carries 200 objective questions for 90 minutes, in English. Part A of 100 questions is common to these posts. Part B of 100 questions is on the work of the post applied for.

- (b) For the post at Sl.No.4 the written examination carries 100 objective questions for 60 minutes, in English and Telugu.
- (c) In every paper each question has five options and carries one mark. One fourth of a mark will be deducted for every wrong answer. Nothing is deducted for a question left unanswered. Answers are marked on an OMR answer sheet. The syllabus is in Annexure II.
- (d) For the posts of Child Helpline Supervisor and Case Worker, for which the procedures give weightage to experience, two marks will be added for each completed year of paid work in child protection or in an emergency helpline, up to ten marks.
- (e) The key will be displayed at the venue at 12.00 noon on the day of the examination. Objections to the key, in writing and with proof, will be received at the venue up to 12.45 PM and decided before the result is declared.
- (f) The result of the written examination will be displayed at the venue at 2.00 PM. Candidates will be called the same day for verification of original certificates and the oral test, in the order of marks, at three candidates for each vacancy. Every candidate shall therefore bring all original certificates to the venue and remain there till the result is displayed. A candidate who is absent when called, does not produce the originals, or is found not eligible, will be passed over and the next candidate called. No other date will be given.
- (g) In the oral test each candidate will answer five questions drawn from a question bank. Each answer will be marked out of five by the Selection Committee on a scoring sheet, which forms part of the record.
- (h) The selection list for each post will be drawn in the order of the total marks. Where the total is equal, a candidate who has done paid work in an emergency helpline (1098, 112, 181 or 108) will be placed higher; then the candidate with more marks in the written examination; and then the candidate older in age. The list will be declared the same evening. Orders of engagement will issue on the next day, the 16.10.2026, for every candidate on whom the report of the Police is received. The engagement is subject to confirmation of the certificates by the issuing authorities; where a certificate is not confirmed the engagement ends without notice. A waiting list will be kept for one year.

6. The schedule is as follows.

Sl.No.	Stage	Date
1	Issue of notification	08.10.2026
2	Receipt of applications and issue of hall tickets across the counter	09.10.2026 to 14.10.2026 Up to 5.00 PM on working days and up to 1.00 PM on Saturday, 10.10.2026
3	Announcement of venue	13.10.2026
4	Written examination	Thursday, 15.10.2026 Sl.No.1 to 3: 10.00 to 11.30 AM Sl.No.4: 10.00 to 11.00 AM
5	Display of key, at the venue	15.10.2026, 12.00 noon
6	Objections to key, at the venue	15.10.2026, up to 12.45 PM
7	Result of written examination and list for oral test	15.10.2026, 2.00 PM
8	Verification of original certificates and oral test, at the venue	15.10.2026, from 2.30 PM
9	Selection list	15.10.2026, the same evening
10	Orders of engagement	16.10.2026, on receipt of the report of the Police

7. Applications in the form in Annexure I, with self attested copies of the certificates listed in it and two passport size photographs, shall be handed over at the Inward Section of the Collectorate, Integrated District Offices Complex, Jangaon, from 09.10.2026 to 14.10.2026, between 10.30 AM and 5.00 PM on working days and between 10.30 AM and 1.00 PM on Saturday, the 10.10.2026. The hall ticket will be issued across the counter on receipt of the application. Applications sent by registered post or speed post shall reach the Collectorate by 5.00 PM on 14.10.2026, and the cover shall be superscribed with the name of the post. Applications will not be received at the office of the District Welfare Officer or at the Helpline. A candidate may apply for one post only. The written examinations under Notifications No.04/CHL/2026, No.05/CH/2026 and No.06/DHEW/2026 are held at the same hour on the same day, and a candidate may apply under only one of them. There is no application fee.
8. Admission to the written examination is provisional. The venue will be announced on the district website <https://jangaon.telangana.gov.in> and on the notice board of the Collectorate by 13.10.2026. Candidates who applied by post shall collect the hall ticket at the help desk at the venue between 8.30 AM and 9.15 AM on the day of the examination, on production of an identity card. The candidate shall bring the hall ticket, an identity card in original, all original certificates and a blue or black ball point pen, and shall report by 9.00 AM. No candidate will be admitted after 9.45 AM. Mobile phones, calculators and other electronic devices are not allowed in the examination hall.
9. The conditions of engagement are as follows.

- (a) The person selected will be engaged on outsourcing basis through the agency selected by the Collector under Notification No.02/WCD/2026, which will pay the remuneration and remit the contributions to EPF and ESI. The selection, continuance and removal of the person rest with the Collector. The agency has no part in them.
 - (b) The engagement is for one year at a time, and in the first instance up to 31.03.2027. It is not service under the Government and confers no right to regularisation. Continuance depends on the annual appraisal of performance, on the continuance of the scheme and on the release of funds. The engagement may be ended at any time as provided in the agreement with the agency.
 - (c) The work is full time. The Helpline works round the clock, and the persons engaged shall work in shifts, at night and on holidays, as the roster requires.
 - (d) Verification of antecedents by the Police is mandatory before engagement, as laid down in the procedures first cited. Candidates called for the oral test shall give the particulars required for it to the Police team at the venue.
 - (e) The persons engaged shall keep the records of children and of callers confidential and shall take up no other employment. Every person engaged is bound by section 19 of the Protection of Children from Sexual Offences Act 2012 to report any offence against a child that comes to his or her knowledge.
 - (f) Persons who have worked or are working in the Helpline may apply for any one post for which they hold the qualification. Their service in the Helpline counts as experience. No preference will be given to them beyond what is stated in this notification.
 - (g) Canvassing in any form will disqualify the candidate. A candidate who furnishes a false certificate or suppresses any fact will be removed at any stage and is liable to prosecution.
 - (h) No travelling allowance will be paid for attending the examination or the oral test.
10. The rule of reservation, including the reservation for women and for persons with disabilities, and the Telangana Public Employment (Organisation of Local Cadres and Regulation of Direct Recruitment) Order 2018 will be followed. A roster is opened for each category with this selection. The posts of Project Coordinator and Counsellor are single posts, and each falls at the first point of its roster, which is open competition. For the three posts each of Child Helpline Supervisor and Case Worker, the points of the roster that fall to them will be certified by the establishment section of the Collectorate and displayed at the venue before the written examination. Local candidates of Jangaon District, as defined in that Order, will be selected first in the order of merit. A candidate who is not local will be considered only where no local candidate is found eligible.
 11. The Collector may modify or cancel this notification or vary the number of posts.
 12. The key, results and all notices will be placed on the district website and on the notice board of the Collectorate. No individual intimation will be sent.

Sd/-
Collector and District Magistrate, Jangaon
and Chairperson, District Child Protection Society

To

The District Public Relations Officer, Jangaon, for publication of the abridged notification in Annexure III in two Telugu dailies and one English daily on 09.10.2026.

The District Informatics Officer, NIC, Jangaon, for placing the notification and its annexures on the district website.

The District Welfare Officer, the District Child Protection Officer and the Additional Collector (Revenue), Jangaon.

The Deputy Commissioner of Police, West Zone, Jangaon, with a request to verify the antecedents of the selected candidates by 11.00 AM on 16.10.2026.

All Tahsildars and Mandal Parishad Development Officers of the district, for display on the notice board.

Copy submitted to the Director, Women Development and Child Welfare, Hyderabad, for information.

//F.B.O//

**Digitally signed by
SURAKANTI SHEKHAR
Date: 09-10-2026
11:51:18
Superintendent (P)**

Annexure I to Notification No.04/CHL/2026, dated 08.10.2026

Form of application for engagement in the Child Helpline 1098, Jangaon. The form shall be filled in the hand of the candidate. A recent passport size photograph shall be pasted at the top right and signed across.

Sl.No.	Particulars	To be filled by the candidate
1	Post applied for (one post only)	
2	Name in full, as in the SSC certificate	
3	Name of father or husband	
4	Date of birth, and age as on 01.10.2026	
5	Gender; community (OC, BC with group, SC with group, ST); and whether a person with disability, with the per cent of disability	
6	Address for communication with PIN code	
7	Mobile number and email	
8	Identity proof enclosed and its number	
9	Whether a local candidate of Jangaon District. Schools and places of study from Class I to Class VII, or number and date of the residence certificate	
10	Paid work in child protection or in an emergency helpline (1098, 112, 181 or 108), if any: organisation, post and period	
11	Whether working or worked earlier in the Child Helpline 1098, Jangaon, or in any wing under the District Welfare Officer, Jangaon. If so, post and period	
12	Whether any near relative is working in the office of the District Welfare Officer, Jangaon, or in any of its wings. If so, name, post and relationship	
13	Whether any criminal case is pending against the candidate, or the candidate was convicted in any case. If so, particulars	
14	For verification by the Police: police station of the present and of the permanent address, and places of residence in the last five years	

15. Educational and professional qualifications, from SSC onwards.

Examination passed	Board or University	Year of passing	Regular or distance	Marks per cent	Subjects

16. Experience. Only paid employment shall be shown. Each entry shall be supported by the appointment order, the experience certificate and proof of payment.

Organisation and place	Post held	From	To	Years and months	Nature of work

17. Enclosures. Self attested copies of the SSC certificate; certificates and marks memos of the qualification; experience certificates with appointment orders and proof of payment; study certificates from Class I to Class VII, or the residence certificate issued by the Tahsildar where the candidate did not study in a school; community certificate, where relaxation of age is claimed; certificate of disability, where claimed; identity proof; and two passport size photographs.

18. Declaration. I declare that the particulars given above are true and complete. I understand that if any particular or certificate is found to be false, my candidature or engagement will be cancelled at any stage and I am liable to prosecution. I agree to the verification of the certificates with the issuing authorities and of my antecedents by the Police.

Place:

Signature of the candidate

Date:

Acknowledgment, to be detached and given to the candidate. Received the application of for the post of in the Child Helpline 1098, Jangaon, on at hours. Inward number Hall ticket number Signature and seal of the receiving official.

Annexure II to Notification No.04/CHL/2026, dated 08.10.2026

Scheme and syllabus of the written examination.

For the posts at Sl.No.1 to 3 the paper carries 200 questions in two parts. Part A is common and carries 100 questions.

Sl.No.	Subject	Questions
1	General knowledge and current affairs, with reference to Telangana and Jangaon District	15
2	Reasoning, arithmetic and interpretation of data	15
3	Constitution of India and the Convention on the Rights of the Child: rights of children	10
4	Juvenile Justice (Care and Protection of Children) Act 2015 as amended in 2021 and the Model Rules 2016: children in need of care and protection, the Child Welfare Committee, production of children and Child Care Institutions	20
5	Protection of Children from Sexual Offences Act 2012 and Rules 2020, including reporting of offences; Prohibition of Child Marriage Act 2006; Child and Adolescent Labour (Prohibition and Regulation) Act 1986; missing children; offences against children in the Bharatiya Nyaya Sanhita 2023	20
6	Mission Vatsalya and the Standard Operating Procedures of the Child Helpline: the WCD Control Room, ERSS-112, the Child Helpline Unit at the District Child Protection Unit, Child Help Desks at railway stations and bus stands, and the timelines for follow up of cases	15
7	Basic computer knowledge	5

Part B is on the work of the post and carries 100 questions.

Post	Syllabus
Project Coordinator	Management of a helpline unit that works round the clock; shift rosters and supervision; handling of emergency, non-emergency and information calls as the procedures lay down; follow up and closure of cases within the timelines; coordination with the Police, health, labour, railways, transport and the Child Welfare Committee; the resource directory; data, reports and the Mission Vatsalya portal; plans for awareness and outreach; training of staff; confidentiality of records.
Counsellor	Child and adolescent development; counselling of children in crisis, in person and on the telephone; abuse, neglect and trauma and their effects; psychological first aid; assessment of risk, including the risk of self-harm, and referral; counselling of runaway, missing and married children and of their families; support to child victims under the POCSO Act; ethics, consent and confidentiality; documentation.
Child Helpline Supervisor	Receipt, triage and recording of calls; case management and follow up within the timelines; rescue and outreach with the Police and other departments; production of children before the Child Welfare Committee; case files and documentation; spreadsheets, email and online portals; supervision of a shift; the law relevant to interventions; confidentiality.

For the post at Sl.No.4 the paper carries 100 questions, in English and Telugu.

Sl.No.	Subject	Questions
1	General knowledge and current affairs, with reference to Telangana and Jangaon District	20
2	Simple arithmetic and reasoning	20
3	Reading and understanding of simple passages and instructions in Telugu and English	15
4	Rights and protection of children: the Child Helpline 1098 and 112, child marriage, child labour, abuse, missing children, the Child Welfare Committee and the reporting of offences under the POCSO Act	30
5	Computers: operating system, word processing, spreadsheets, internet and email, data entry	15

Annexure III to Notification No.04/CHL/2026, dated 08.10.2026

Abridged notification for publication in the newspapers.

OFFICE OF THE COLLECTOR AND DISTRICT MAGISTRATE, JANGAON

Notification No.04/CHL/2026, dated 08.10.2026

Applications are invited for engagement on outsourcing basis in all eight posts of the Child Helpline 1098, Jangaon, under Mission Vatsalya: Project Coordinator (1), Counsellor (1), Child Helpline Supervisor (3) and Case Worker (3). Age: 21 to 35 years as on 01.10.2026, relaxable by five years for SC, ST and BC and by ten years for persons with disabilities. Selection is by a written examination with negative marking on Thursday, 15.10.2026, at 10.00 AM, with the oral test and the result on the same day and orders of engagement on the next day. Candidates shall bring their original certificates. Applications in the prescribed form will be received at the Inward Section of the Collectorate, IDOC, Jangaon, from 09.10.2026 up to 5.00 PM on 14.10.2026, and hall tickets will be issued across the counter. Persons working in the Helpline may also apply. The qualifications, syllabus, form of application and conditions are in the detailed notification on <https://jangaon.telangana.gov.in> and on the notice board of the Collectorate.

Collector and District Magistrate, Jangaon