

## Reunited with the help of The Red Cross...

Sanath (9 years old), Arjuna (7) and Arwinda (2)\* were Sri Lankan refugees, living with their mother in a refugee camp in Tamil Nadu. When their mother died, the children were all alone, without a single family member to look after them...

The children knew that their father was living in Sri Lanka but they could not contact him because they did not have his address or telephone number. Moreover, the area in Sri Lanka where they used to live was now in the middle of a conflict zone... Finding the father was their last chance to have a family, since they had no one else...

The refugees from the camp approached the Red Cross for help in tracing the children's father and the search began...

After several months, the Sri Lanka Red Cross had good news: they managed to locate the father. With the help of the Indian Red Cross Society and the ICRC, the children were reunited with him soon after.

Sanath, Arjuna and Arwinda had a family again...



\*The names of the children have been changed



## Indian Red Cross Society Family News Service (FNS)

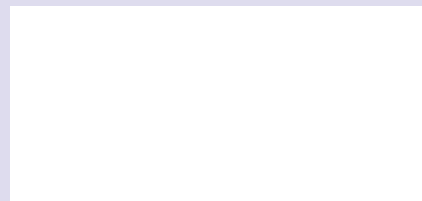
The Family News Service (FNS) department of the Indian Red Cross Society (IRCS), with all the National Societies worldwide, plays an important role in helping to re-establish or maintain contact between separated family members.

As part of the network, IRCS can help a person in India to locate a missing family member in any part of the world, be it in the Middle East, Europe, North America or anywhere else. It is a unique service provided free of charge to the public.

The IRCS Family News Service (FNS) department provides its services throughout India, through the widespread network of IRCS State and District Branches.

To find out more about the Family News Service, or to initiate a Tracing enquiry, please contact the nearest Branch of the Indian Red Cross Society:

**National Headquarters  
Indian Red Cross Society  
1 Red Cross Road, New Delhi-110001  
Tel: 0123716442, 0123716916**



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ICRC



## Are you looking for members of your family?



**Indian Red Cross Society  
Family News Service**





## Searching for The Separated Family Members

Every year, thousands of families all over the world are separated due to armed conflicts, natural disasters, migrations.... Not knowing what happened with family members is perhaps the most bitter anguish.

The Red Cross Family News Service Programme helps people to re-establish contact with family members after separation in situation of humanitarian crisis.

Individuals in the entire world can place inquiries to find missing relatives through the network of 186 National Red Cross and Red Crescent Societies and the International Committee of the Red Cross (ICRC)

## How and Whom We Help

**When a loved one is missing...** When contact is lost as a result of conflict, migration, natural disaster or other crisis, the Indian Red Cross Society takes steps to trace the whereabouts of missing persons and determine their fate.

**When family members cannot be traced and contacted using the traditional means of communication...** When regular means of communication (such as telephone, postal service, internet, etc) have been interrupted due to conflict or a major disaster or when they are not sufficient for locating a missing person, the International Red Cross/Red Crescent network provides a Family News Service helping separated family member to restore contact and eventually get reunited.

### Who can benefit from our service?

- Family members separated due to conflicts, disasters or any other situation of humanitarian need
- Refugees and asylum seekers
- Migrants
- Separated children
- Families of the above mentioned categories

## How does the IRCS Family News Service (FNS) Department Function?

Looking at the pictures you can see how the IRCS Family News Service can help locating missing family members:

**Step 1** If you are looking for a family member, and if you have exhausted all means available to you to find that person, contact your local IRCS office.



**Step 2** You will discuss your request, in confidence, with one of our trained staff or volunteers. Depending on the information provided, they will decide with you on the steps that can be taken.



**Step 3** You will then be assisted to complete an appropriate "Tracing form" which will be sent to the Red Cross or Red Crescent Society, or ICRC delegation in the country where you think your family member may be.



**Step 4** Should the Red Cross have success in locating your family member, the information will be channelled back to you.



We cannot guarantee that we will find the person sought, or how long it will take to conduct a search, as the result depends upon the amount of information provided, the period of time elapsed since the last contact, and the resources of our sister Red Cross or Red Crescent Society.