

# ENGAGING COMMUNITIES IMPACTING CHANGE



## ANNUAL REPORT

**2016-17**



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REPORT

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Centre for  
Advocacy and  
Research

## **Few words from us .....**

Dear Friends,

It gives me a great deal of pleasure to present to you our Annual Progress Report.

For CFAR, the year 2016-17 was a year of deepening our work of engaging communities, strengthening their knowledge and skills across major development issues such as Sanitation, Social Exclusion and Urban Poor Marginalisation and RMNCHA+ to name a few, and strengthening households plus families to address multiple vulnerabilities social security, economic security, health and violence.

Across 51 settlements in 5 cities - Delhi, Jaipur, Kota, Jodhpur and Kolkata, we engaged communities to build a value chain to ensure their participation from designing and planning, to the delivery of sanitation services and ensuring its linkages with public health and safety of women and girls. The changes can be witnessed in the form of the Community Management Committees which were strengthened to lead the change they aimed at and use tools such as Public Hearings for improving the sanitation scenario and facilities in the basti.

2016-17 has also seen the finale of one of our flagship interventions of ensuring the mainstreaming and inclusion of sex workers, transgender persons and sexual minority groups in development schemes and programmes. While we consolidated activities across the 5 intervention States, we also focused on ensuring sustainability of the Single Window initiatives especially in Andhra Pradesh and Karnataka by building a cadre of community leadership skilled in training their peers on the essentials of social inclusion. We also continued to disseminate our ground level learning and experiences with other stakeholders besides undertaking an end of the project evaluation.

In terms of evolving transparent and accountable systems of governance and ensuring the delivery of social development programmes and schemes for the urban poor, in 5 cities (Bengaluru, Bhubaneswar, Delhi, Jaipur and Kolkata), we leveraged significant schemes and legislations such as the Right to Education Act in Delhi and Bhubaneswar, the SABALA programme in Jaipur, the functioning of Maternity Homes of the Municipal Corporation in Bengaluru and the Domestic Violence Act in Kolkata and ICDS in Bhubaneswar, to address vulnerabilities such as lack of social security, child marriage, violence, safety and security of women and girls. So while the Mahila Arogya Samitis (MAS) became the monitoring vehicles of Maternity Homes in Bengaluru, in Jaipur, the communities benefited with a model Anganwadi and yet in Bhubaneswar, we scaled up the enrolment of as many as 126 children in schools using the RTE.

Our other key intervention with urban poor communities in Pune, Ajmer, Bhubaneswar and Bengaluru this year witnessed a scale up in terms of adding new intervention settlements and households and further intensifying community leadership to ideate, lead and centre stage their vision of urban governance and demand accountability at all levels. All this has got shaped with a team of 159 community leaders across the 4 cities who have adorned multiple roles as researchers, advocates and watchdog group members.

Engaging households and not just individuals also became a prominent endeavour within urban settlements under the Wajood consortium and SESAME initiatives. We addressed diverse issues that ranged from gender based violence to promoting financial empowerment among families and attempted to create a band of conscientious youth working towards ensuring gender sensitivity and equality.

In the State of Uttar Pradesh, our concerted media advocacy on RMNCHA+ supported the government to sustain the momentum and political will on the programme through a vibrant media discourse. The coverage increased, reaching nearly 20.2 million readers of 39 publications and also showed a strong representation of all facets of the issue.

We salute all community members and volunteers who have tirelessly primed open every opportunity to negotiate and advocate for change.

The year that lies ahead, 2017-18 is a significant year for the organisation as it marks the completion of two decades of our work with the poor and the disadvantaged. We expect your support and best wishes to add more zest and vigour to our work and also want you to join us as we embark on a journey to celebrate some milestones, reconstruct some paths and create new footprints.

**Akhila Sivadas**  
**Executive Director**

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# COMMUNITY ENGAGEMENT ON URBAN SANITATION



Since 2015 Community Management Committees have been focusing on crystallizing community engagement and building a value chain to ensure community participation from designing and planning to the delivery of sanitation services. And on ensuring its linkages with related services such as public health, women and girls' safety and male engagement



## Enabling communities to demand basic sanitation services

In 2007 the Centre for Advocacy and Research (CFAR) initiated the process of enabling community based organizations (CBOs) and community groups across several cities, including Delhi, to mobilize, organize and articulate their demand for basic sanitation services and facilities in poorly serviced settlements. This initiative is being supported by Bill and Melinda Gates Foundation (BMGF)

### Intervention Areas:

Fifty one (51) settlements in five (5) cities -13 settlements each in Delhi and Jaipur, 7 each in Kota and Jodhpur and 11 in Kolkata.

### Key Processes:

- Institutionalizing convergence
- Improve sanitation services by strengthening community structures for better convergence and coordination
- Evidence based advocacy for behaviour change
- Building an enabling environment



In Delhi, CFAR focused on thirteen (13) underserved settlements as part of the process of institutionalizing convergence; following a MoU with Delhi Urban Shelter Improvement Board (DUSIB) to strengthen community engagement in Adarsh Basti. By the end of the year, Community Management Committees (CMCs) facilitated by the Mahila Pragati Manch and CFAR succeeded in an upgradation of facilities and services and enhanced provisioning as a first step to make these settlements truly Adarsh

### Key outcomes:

CMCs were facilitated to take ownership for improving sanitation services and facilities

across the settlements by conducting public hearings, in partnership with stakeholders, to devise a joint plan of action for implementation.

Steady progress was made in terms of upgradation of facilities and enhanced provisioning across thirteen (13) settlements. This resulted in:

- Community Toilet Complexes (CTCs) with extra seats for women, safety meshes, dustbins, regular water supply and the construction of treatment facilities in all areas.
- Pipelines, hydrants, taps and tankers were provided and prefabricated drains and concrete pavements were laid in most areas.
- To address concerns on solid waste management community dustbins were constructed in two settlements, dustbins and

*"Having a CTC near the settlement is a great relief for all of us women. Safety in the open has been a major problem with men and boys lurking everywhere."*  
- Neha, CMC member



mobile collection vans were also designated and regular removal of waste dumps was initiated across others.

- Sanitary workers, caretakers and officials were appointed to take care of issues relating to regular de-silting of drains, managing CTC cleanliness and infrastructure, ensuring equitable water supply and provisioning of tankers.
- Efforts were also made to repair poles and street lights, clear parks and open spaces, construct and renovate community centers.

**Premvati, CMC member-** *“When I come to the CTC and find the surroundings dirty I get angry and scold the women. If they have carelessly thrown soiled napkins in the toilet or forgotten to use the flush I patiently speak to them about the harm they were causing by dirtying their surroundings. Sometimes they start fighting with me for checking them; not realizing that I am much older and I know what I am saying. But this does not deter me”*

**Lalas, CMC member-** *“We have even kept dustbins outside the toilets so that women and men do not spit and stain the walls or clog the CTC. If I notice them doing so I tell them that this is our space and we need to keep it clean.”*

In all these processes the CMC was supported by male groups, adolescents forums and communicator groups that played a key role in building consensus among residents, facilitating transect walks, mapping locations for pipelines, lights and dustbins, liasoning with stakeholders and ensuring proper usage and management of facilities.

Evidence based advocacy was intensively used as a tool across stakeholder and community interface opportunities, depositions and planning and review meetings. One hundred and sixty three (163) vulnerable households (HHs) were surveyed and evidence generated to establish linkages between insanitary toilets, sanitation practices, disease and health. The findings were presented during an interface between the Deputy Director, Department of Women and Child Development (WCD) and CMC to establish the need for integration between Integrated Child Development Services (ICDS) and Water, Sanitation and Hygiene (WSH) issues.

While these key processes were strengthened, concrete interventions were initiated through creative mediums, behavior change communication tools, use of IEC materials, observance of flagship days, triggering exercises and theatre for outreach on safe sanitation practices and behavior change.

The communicators also intensively messaged on steps for preventing water and vector borne diseases, adoption of safe disposal practices, preventing water wastage, strengthening



*To address concerns on solid waste management community dustbins were constructed and mobile collection vans were designated*

Sewage Waste Management (SWM) and making settlements Open Defecation Free (ODF).

#### **Rajasthan:**

In Rajasthan, thirty two (32) public hearings, multi stakeholder consultations, local campaigns and triggering drives were held with key stakeholders.

In Jaipur, two thousand six hundred and fifty eight (2658) residents from thirteen (13) settlements participated in these events. In Jodhpur, it brought together 955 residents and in Kota 259 residents from each of the seven (7) settlements. These efforts resulted in the construction and use of Individual Household Latrines (IHHLs), upgrading of facilities and services in nine (9) slums- 4 in Jaipur, 2 in Jodhpur and 3 in Kota.

#### **Key outcomes:**

##### **Construction and use of IHHL**

- Thirty three (33) toilet subsidy processing camps, were conducted for 3215 persons in Jaipur, 240 in Jodhpur and 349 in Kota. Of the 3804, 3693 on-site verifications were conducted by Urban Local Body (ULB) officials. This resulted in the construction and inspection of one thousand and fifty four ( 1054) twin-pit toilets - 780 in Jaipur and 122 in Jodhpur.
- In all three (3) cities the ULB, in partnership with the community, conducted thirty three (33) sanitation camps for 4644 applications - 3215 Jaipur, 1080 Jodhpur and 349 Kota.



- Six (6) triggering drives, were undertaken in nine (9) settlements resulting in the construction of 477 twin pit toilets in Jaipur and Jodhpur.
- Jaipur Municipal Corporation, Nodal Body of Swachh Bharat Mission (SBM), mandated fifteen (15) community advocates as Swachhta Grahi and trained eight hundred (800) Mahila Arogya Samiti members from Jaipur on WSH issues to motivate peers to realize the goal of ODF.
- With Jhalana Kunda being recognized as a Learning Site, four hundred and eleven (411) Engineers, Junior Engineers, Executive and Revenue Officials of all the ULBs were trained on community engagement, eight five (85) JMC officials oriented on triggering exercises to stop open defecation and two (2) exposure visits were conducted of sixty nine (69) ULB officials.



*Twin pit toilets under construction*

##### **Upgradation and Management of Facilities and Services**

- Installation of sewerage line in one slum in Jaipur enabled

connection of IHHL of hundred (100) households (HH) to the city sewerage network thereby converting them into sanitary toilets.

- Construction of a permanent garbage depot in one settlement in Jaipur, following a six (6) month struggle by the Community Management Committee, resulted in waste management by over two hundred and fifty (250) HHs. A similar initiative across two (2) settlements of Jodhpur benefitted three hundred and sixty six (366) HHs.
- Laying of drinking water pipeline in one settlement in Kota benefitted two hundred and thirty four (234) households and ensured supply of potable water in one settlement in Jaipur.
- Repair of hand pump in one settlement of Kota ensured access to drinking water for one hundred and fifty (150) families and repair of pipeline in another settlement benefitted hundred (100) households.

#### **Kolkata:**

In Kolkata, findings from the baseline survey were shared with the representatives of Kolkata Municipal Corporation (KMC) and Ward Committees during two public hearings attended by five hundred and fifty seven (557) community members. Following persistent advocacy by the CMCs, significant improvements have been witnessed in Build, Use, Maintain and Treat (BUMT), MHM and SWM components

#### **Key outcomes:**

**Reduced insanitary toilets and 'institutionalized' open defecation by provisioning Community Toilet Complex (CTC) at Uttar Kumrokhali for fourteen hundred (1400) residents**

- Twenty seven (27) Community Advocates, trained as a Resource Group on Urban Sanitation, motivated three hundred (300) HHs with insanitary toilets in Ward No 27 of Rajpur Sonarpur Municipal Area to apply for Pradhan Mantri Awas Yojana for IHHL resulting in forty (40) being constructed. The budget and on spot verification for the construction of a toilet in a school with one hundred and twenty four (124) children was done.
- Baruipur Block has been declared as ODF.
- Alor Disha installed Bio-Drum Composting Unit at the household level covering five (5) houses on a pilot basis.
- Setting up of SWM units in two panchayats - South Garia and



*Alor Disha installed Bio-Drum Composting Unit at the household level covering 5 houses on a pilot basis.*



Mullickpore- with CFAR as technical partners, impacting five thousand 5000 HHs with four hundred and eighty eight (488) members trained in segregation of waste. Six (6) vats have been installed at the junction and thirty four (34) garbage bins have been installed in sub-lanes.

- An Advisory Committee has been formed to implement the Solid Waste Management Rule 2016 and Plastic Rule in Ward No. 59 & 60 with community participation.
- CFAR, a member of the MHM IEC Core Committee of Panchayat and Rural Development (PnRd) in collaboration with Sarva Siksha Mission developed and facilitated a MHM curriculum for twelve hundred (1200) adolescents in twenty one (21) government schools. This has, resulted in enhanced usage from 34% in 2015 to 66% in 2016 and the disposal of menstrual absorbent in the garbage vat has increased from 10% to 72%.
- In collaboration with Red FM and partner NGO SEED, Napkin Vending Machines installed in eleven (11) schools benefitting forty four hundred (4400) students.
- Official recognition of the innovation of setting up of 'Child Cabinet' in schools for spearheading child centered WSH initiative in school
- In six clusters, of Ward-27, twenty five thousand (25000) residents have received upgraded drains, roads, waste collection facilities, pipelines.
- The Kolkata Municipal Corporation (KMC) is organizing health camps thrice a month in Muchipara where there was no health facility. Eleven (11) health screening camps have been organized across all the clusters. Alor Disha also reach out to eight hundred and thirty four (834) women and adolescent girls, among whom three hundred and seventy five (375) or 45% were detected with RTI/UTI symptoms. One hundred and fifty four (154) have been treated.

- To address the issue of water logging during monsoon, the KMC has sanctioned the construction of a new drainage line. Drains in the by lanes that have been clogged for years have also being cleaned.
- The KMC has also sanctioned a pumping station that will cover Ward No. 59 & 60 to address the concern of drinking water.

#### **Institutionalizing Community Engagement to Strengthen Convergence**

In Delhi, this was achieved through a tripartite MoU between DUSIB, Mahila Pragati Manch (MPM) and CFAR that was formalized on March 11, 2016. This got further strengthened through a consortium of seven (7) NGOs led



Street Play on BUMT in Delhi

by CFAR which collaborated to redevelop fifty two( 52) bastis into model bastis or “Adarsh Bastis” in collaboration with the Delhi Urban Shelter Improvement Board (DUSIB).

In Rajasthan, this convergence was affected between the Swachh Bharat Mission, Directorate of Local Bodies, National Health Mission, State Sanitation Task Force and key stakeholders further leading to converging of community representatives and frontline workers of all departments and programmes - Health, Municipal Corporation, DLB and Urban Development.

In Kolkata, a partnership was established with the PNRD (Panchayat and Rural Development) Department, District Sanitation Cell and the Block Development Office (BDO) for solid waste management. Partnerships with the Sarva Shiksha Mission, School Management Committee, UNICEF and Mission Nirmal Bangla Public Health Service have also got strengthened.

### **Use of News Media and Visual Communication tools**

Across the cities, CFAR strengthened the media coverage on WSH issues and supported news reports on community engagement in urban sanitation across five (5) cities. Of the many reports eighteen (18) pertained to community processes, five (5) to SBM components such as CTC, MHM and SWM and four (4) on World Toilet Day. Journalists of six publications-English-Times of India, Statesman and PTI; Hindi-Jansatta; Bengali-Ae Somoy and Aajkal generated meaningful coverage.

In Kolkata, 6 posters on WSH and Childcare developed in collaboration with ICDS and distributed across 495 centres reaching 23750 persons. IEC material on SWM and Open Defecation and 10 videos of Best Practices on Community led sanitation processes across the three cities were also developed.

### **Motivating a shift away from open defecation**

Project Sammaan and Project O&M are collaborative projects involving an academic research organization, a multi-disciplinary research and innovation consultancy, CFAR and two city governments.

The projects sponsored by J-Pal (South Asia Institute for Financial Management and Research- IFMR), aim to design, implement and rigorously test a range of hardware and software innovations within shared sanitation facilities in urban slums in Bhubaneswar and Cuttack, in Odisha and thereby increase toilet usage and a reduction in the incidence of open defecation.

While Project O&M focused on operations and maintenance, Project Sammaan worked on structural aspects like the construction of community toilets and developing unique community toilet facilities that people can use in a sustainable manner.

***Ms Kabita Samal, 35 years, lives with her husband and three children in Ghasia Sahi, Cuttack. Previously, she and her family members went for open defecation near the canal.***

***But after the opening of the CTC, the entire family has become paid users of the CTC. She is also happy that there is an incinerator for destroying sanitary napkins.***

***She says “It feels good to use the CTC rather than open spaces for defecation. Earlier I used to feel very ashamed to go for open defecation. The incinerators which burn the sanitary pad are also very good. Earlier, women and adolescent girls would throw them in open spaces or in the latrine pan”.***



*Increasing awareness among communities on the importance of cleanliness*

### **Key Impact**

***When the CTC at Ghasia Sahi (BL 6), of Cuttack was inaugurated in May 2017, the community refused to pay users fees. So there were very few users.***

***But by July 2017, the user population increased to approximately one hundred (100) per day.***

***The CTC is cleaned at least three times a day by the sweeper and the Caretaker collects the user fees, which is deposited in the evening in a nearby bank where they have bank account in the name of the concerned CTC.***

### **O&M**

During 2016-17, CFAR which has been working in partnership with O&M since 2015, in twenty six (26) Community Toilet Complexes (CTC) in Bhubaneswar and thirty two (32) in Cuttack, decided to validate and test the management framework by conducting five (5) FGDs in the two (2) cities with ninety two (92) respondents.

The discussions focused on the structure of O&M toilet facilities, their perceptions on areas for improvement, the general attitude towards sanitation and the management of community sanitation facilities.

This was taken forward by the formation of toilet management groups and CMGs in seven (7) sites each in Bhubaneswar and Cuttack comprising of potential users and community leaders. In depth capacity building was also done of CMGs over a three (3) day period on the CTC's roles and responsibilities, cleaning and repairing protocol, oversight mechanisms, safety, security, etc, followed by a Functional Training on the Caretaker's roles and responsibilities.

### **Project Sammaan**

This project aims to ensure support from the community by identifying people, interest groups and institutions for the construction of community toilet complexes and also to identify gaps and potential barriers. The Project has two parts: Part I deals with the Construction of Community Toilet and Part II deals with Post Construction Dialogues.

During 2015-16, CFAR as a Community Engagement Partner was involved in facilitating community interactions in the field through social mapping of each slum in Bhubaneswar and Cuttack. During 2016-17 it has been involved in community engagement, dialogues during design and construction phases, Facility

Management Training for community members under O&M and in providing community management support.

### **Key outcomes:**

- Awareness increased among communities on the importance of using toilets rather than ODF and by May 2017 Community Toilet Complexes were opened at three (3) sites for public use in Cuttack.
- Seven (7) sites are ready for use in both Cuttack and Bhubaneswar and twenty nine (29) are being constructed in Cuttack and twenty three (23) in Bhubaneswar.
- The Municipal Corporations of both Cuttack and Bhubaneswar have signed MOUs with the Community Managers for maintenance of CTCs.



*Community meeting on the importance of using toilets rather than going for open defecation*



# PLACING COMMUNITIES AT THE CENTRE



CFAR focused on ensuring the inclusion of marginalized communities in flagship schemes and programmes by catalyzing community involvement based on the principles of community participation and convergence. And, more importantly, by fostering policy change and reform for greater integration of most at risk and vulnerable populations.



## Single Window for Social Inclusion

**Karnataka, Andhra Pradesh, Maharashtra, Tamil Nadu**

### The Context and Rationale:

The thrust of this multi-pronged intervention, supported by BMGF, is to: Facilitate evidence based advocacy to foster policy change and reform for greater integration of most at risk and vulnerable populations such as women in sex work and Transgender persons in key social sectors and programmes. To take this intervention forward Single Window mechanisms were set up in seven (7) districts of five (5) States for creating convergence of departments, schemes and programmes and linking communities to existing governance structures and delivery mechanisms.

### Key outcomes:

#### Consolidating project activities

#### Enhancing social inclusion

Two thousand eight hundred and forty three (2843) applications were submitted across five (5) states through the seven (7) Single Windows for thirty three (33) schemes and programmes. A total of one thousand, eight hundred and sixty eight (1868) applications were sanctioned and the rest are in the pipeline.

**In Andhra Pradesh**, sixteen (16) sex workers from Ananthapur were trained by the Nehru Yuva Kendra in Spoken English, Yoga, sports and physical fitness. The women have, in turn, formed a Youth Club and initiated similar activities since December 2016. Another twenty (20) women were selected by the District Rural Development Agency (DRDA) and Tribal Welfare Corporation (TWC) for training in employment generation and allied activities.

At a Job Mela organized by “Vikasa” a semi-government wing of DRDA in January 2017, fifty (50) adolescent children of sex workers were guided on the job opportunities they can access. Two (2) of the children were placed the very same day in a garment factory in Bengaluru.

**Ms. Gangamma, member, Ushodaya CBO, Kalyandurg** - “My son Upendra, who is 21 years old had completed his ITI training but was unemployed. During this Job Mela, the Road Transport Corporation officials appointed him as a contractual bus mechanic in Kalyandurg. All my worries are over because he will now be able to take care of himself.”



*In Andhra Pradesh training is being provided in employment generation and allied activities. Here a jewellery making class in progress.*

The District Child Protection Officer and the Single Window initiated discussions with Reliance and GMR who extended support and provided school shoes and note books to one hundred and fifty (150) sex workers belong to CBOs - Udaya Rekha, Changes, WISE and Nari Saksham between October and December 2016.

**In Tamil Nadu**, between January 2014 and September 2016, a total of three thousand, eight hundred and fifty nine (3859) community

members were reached out to through seventy three (73) scheme education camps and enrollment drives. Of them, one thousand five hundred and eighty eight (1588) applied across twelve (12) different schemes and as many as one thousand and thirty (1030) applications were sanctioned. These include one hundred and twenty two (122) Ration Cards, one hundred and fifty six (156) Aadhar Cards, one hundred and forty eight (148) Voter ID Cards and thirty eight (38) Labor Welfare Cards. CFAR also worked towards strengthening the partnerships between COs and government departments including the District Legal Service Authority (DLSA).

**Ms. Mahalakshmi, Member, Salem Pengal Nala Vazhvu Sangam-**

*"Since the general election was approaching we thought it would be a great opportunity to approach the District Collectorate to help our women who have not managed to access their Voter Identity Cards till date. Following our request, several special camps were organized by the Election Commission to help our women to access their cards and fulfill their duty as citizens."*

In Madurai, a three (3) day skill development training was organized by the Nehru Yuva Kendra for thirty (30) sex workers on embroidery and tailoring skills in May 2016. Of them, ten (10) women started doing part time jobs as tailors. Under the Prime Minister Mudra Yojana a total of fifty (50) applications were submitted by Transgender persons; all of which were sanctioned.

**In Maharashtra,** CFAR continued to provide inputs and suggestions to both the CO and as well as the WCD in Solapur. As a result, in 2016-17, three hundred and thirty two (332) women were enrolled under the National Food Security Scheme, of which three hundred and six (306) were provided with BPL Ration Cards. The Department of Revenue held two (2) enrollment camps in Barshi and Solapur and enrolled one hundred and sixty seven (167) community members for Voter ID Card. Another fourteen (14) were included under the Sanjay Gandhi Niradhar Anudan Scheme. One hundred and forty seven (147) children were provided foster care support through the Bal Sangopan scheme.



*Community members at an enrollment drive in Tamilnadu*

**Ms. Kalpana Chavan, Kranti Mahiala**

**Sanaghatan Solapur -** *"I am 37 year old and I have just got my first Ration Card. I am very happy to see my name on such an important government document like a Ration Card. This card is not just for food. It will also helps us to improve the quality of life of community members like us."*

**Strengthening the legal protection framework**

**In Andhra Pradesh:** forty eight (48) Para Legal Volunteers (PLVs) from six (6) Community Based Organizations (CBOs) were trained on the Domestic Violence Act, 2005, Sexual Harassment at Work Place Act, POCSO Act, Criminal Law Amendment Act and Juvenile Justice Act in October 2016 by legal and gender experts from Hyderabad, in Anantapur. During the door to door campaign, in November 2016, with DLSA in East Godavari thirty five (35) PLVs

reached out to four hundred (400) women from twenty (20) villages and provided them with legal literacy.

**Ms. Anitha, Ushodaya CBO-** *"I am a sex worker who underwent the training as a PLV by DLSA. This training not only helped me to address violence and legal cases faced by the community, but also gave me recognition and the opportunity to reach out to women who are still not aware of the basic laws that are meant to protect them"-*



Launch of free legal aid services in Solapur

**In Maharashtra,** we supported the CBO, Kranti Mahila Sangha, in strengthening its relationship with DLSA. Besides providing free legal aid support, the DLSA deputed two senior advocates who visit the CBO twice a month to hear cases from the community.

**Ms. Sunita Gaikwad, Community Member, Kranti Mahila Sanghtan, Solapur -** *"Now the Advocates and Police have started to respect us, The DLSA not only provides us free legal service but also tries to protect our social security rights by recognizing members of the community as PLVs".*

#### **Handholding and Strengthening the CBOs**

**In Tamil Nadu,** CFAR worked towards strengthening the partnerships between CBOs and government departments including the

DLSA in both Salem and Madurai.

**In Karnataka,** as a part of the support provided to Sweekar, a CBO of sexual minority members in Belagavi District, Single Window Belagavi organized a meeting with Mr. Kiran Keni, Secretary DLSA Belagavi on May 20, 2017. A total of sixty (60) representatives from Sweekar requested the DLSA to organize a free legal literacy camps for community members. Have a dedicated day for addressing their legal concerns, implementation of the NALSA Scheme, 2015 and training of PLV from the community.

**In Maharashtra,** as we transitioned the Single Window to the CBO, Kranti Mahla Sangha, between April and June 2016, we worked on strengthening CBO-government partnerships by conducting a Stock Taking and Planning Meeting with district officials and CBO leaders on April 12th. A total of twenty three (23) officials including the Deputy District Collector, Tahsildar and eighteen (18) district level officers from various departments attended the meeting.

#### **Achieving sustainability through Master Trainers**

**In Andhra Pradesh,** a cadre of eleven (11) Master Trainers, who had contributed to the development of a module, were selected to train other community members and thereby sustain the Single Window effort and replicate their learning. The eleven (11) Master Trainers



DLSA has been very supportive for organizing one legal literacy camp every month



capacitated and trained fifty six (56) members of Social Action Committees, Mahila Samakhyas and Mandala Samakhyas from three (3) villages under DRDA and SERP.

**Ms. Vanaja, District President, Social Action Committee-** *“We do understand the importance of supporting poor and marginalized women to access social entitlements but very often we do not pursue the challenges they may be facing because of the mindset we have on the system and previous unpleasant experiences. This training helped us to understand their concerns and how to overcoming these challenges”.*

**In Karnataka**, the Single Window in Belagavi trained fourteen (14) Master Trainers from Shakthi AIDS Tadehattuva Mahila Sangha, Sweekar and Belagavi Integrated Rural Rural Development Society. A module providing a step by step training on managing the Single Window for sex workers and those vulnerable to violence including trafficking, destitution and extreme poverty was developed. This was followed by a Training of Trainers done in two batches. The first batch included community leaders from five (5) districts; Chamarajnar, Tumkur, Gadag, Raichur and Vijayapur, on June 14, 2017. The second batch comprising of community leaders from six (6) districts - Shimoga, Gulbarga, Hubli- Dharwad, Koppal, Raichur and Bellary were trained on June 22, 2017.



*Training of Trainers in Belagavi on managing Single Window for sex workers and other vulnerable communities*

### ***Building an accountability system through community monitoring***

In Tamil Nadu, we continued our work on strengthening treatment adherence among People Living with HIV (PLHIV). The findings of the study done on the impact of floods and natural calamities on treatment adherence amongst PLHIV were presented to the State Planning Commission Member Secretary Mr. Anil Mesharam, IAS, on October 26, 2016. Following this, the Planning Commission met the concerned State Government Departments and responded through a public education campaign on television on flood preparedness and the precautions to take during emergency evacuation. Further, CFAR in partnership with PWN provided livelihood support to twenty five (25) families by garnering funds from SYNOD (CSI Church), Royapettah.



*An MSM shares the legal challenges faced by the community during the Consultation*

### ***Making the HIV programme community centric***

**In Tamil Nadu**, a consultation was held on August 29, 2016 in Chennai on the experiences of NACP IV and future strategies for Targeted Interventions (TIs). Around sixty (60) representatives of CBOs working with sex workers and Transgender persons in Andhra Pradesh, Karnataka, Tamil Nadu, Telangana, and Kerala

participated in the Consultation that was held in collaboration with the South India AIDS Action Programme (SIAAP). The Consultation reviewed the National AIDS Control Programme's National Strategic Plan, 2012-2017 with participants highlighting and identifying programmatic challenges and the strategies that are necessary for addressing them. The recommendations were shared with Dr. Kang, Director General, NACO on August 31, 2016 and it was decided that separate working groups would be set up for addressing gaps and designing a new TI strategy for NACP-5.

#### ***Disseminating the Lessons Learnt:***

A two day National Dissemination Meeting on, “Mainstreaming Sex Workers for Greater Social Inclusion”, was organized on July 13 and 14, 2016, in New Delhi. The main objective of the meeting was to share the outcomes of the project and discuss the possibilities for up scaling and replication.

Apart from Dr. Kang, Secretary, National AIDS Control Organization, Mr. Alok Agarwal, Member Secretary, National Legal Services Authority, Ms. Preeti Sudan, Additional Secretary, Ministry of Women and Child Development, Ms. Anjali Gopalan, Founder and Executive Director, Naz Foundation, Dr. Sameer Kumta, Senior Programme Officer, Bill and Melinda Gates Foundation and many others participated in the meeting.

**In Maharashtra,** At the State level, a Dissemination Consultation was organized on May 17, 2016 in Pune to share the experiences and learnings of the pilot project with government and non-government stakeholders.

Senior Government officials the of Women and Child, ICDS, Education Department, Election Commission, Women's Commission as well as representatives of Civil Society organizations and CBOs of sex workers from Solapur and Parbhani participated in the programme.

#### **Showcasing Single Window and expanding the efforts to other marginalized groups**



*Activity at a Single Window*

**In Karnataka,** About forty (40) officials and faculty from Maharashtra, Madhya Pradesh, Andhra Pradesh, Mizoram, West Bengal, New Delhi and Kerala visited the Single Window in Bengaluru on July 8, 2016 to understand the role played by the Single Window in facilitating community access to government schemes and programmes. A similar visit was organized to the Single Window site in Belagavi on June 15, 2017 where a total of thirty five (35) participants from ten (10) districts visited the Single Window to learn and replicate the effort in other districts. During their visit, the Single Window team explained the structure of the Window, day-to-day functioning, activities like scheme education, camps, due diligence processes, follow up mechanisms, etc. The participants also interacted with government

officials and the beneficiaries of the programme.

**In Delhi**, the learnings from the pilot project were used to advance the mandate given by the Delhi State Legal Services Authority (DSLSA) on November 29, 2016 to pilot the National Legal Services Authority (NALSA) Scheme for “Victims of Trafficking, Sex Workers and Commercially Exploited Women, 2015”. CFAR in partnership with CBOs such as Seva, Aarohan, Savera and AINSW, implemented a pilot intervention in North-west district of Delhi. The intervention was launched for a period of six months commencing from December 1, 2016.

A Single Window was launched at Prem Nagar, New Delhi, which informed a population of three thousand, seven hundred (3700) of the various government schemes that they can avail. Over one thousand and seventy seven (1077) community members were enrolled for Aadhaar, Birth, Caste and Domicile certificates through seventeen (17) camps. A free legal aid clinic was set up on March 8, 2017 where sixty two (62) cases of Domestic Violence, property disputes, dowry harassment and maintenance were heard. Twenty three (23) of them were referred for legal remedy to the DLSA, North West. A total of over nine hundred (900) marginalized women were reached out to and provided free legal support through the DLSA.

Encouraged by the success of the pilot project in North-west district, the DSLSA has proposed the setting up of a Single Window in Shahdara district to facilitate the inclusion of unorganized workers, child survivors of sexual violence and socially marginalized women. The proposal has been accepted by Mr. Akash Jain, Secretary Shahdara, and under his guidance six PLVs have been oriented to conduct preliminary processes in the district. A formal approval was recently received from DSLSA.

#### ***External evaluation of the project***

During March 2017, an external evaluation was carried out by Amaltas, an organization based in Delhi, to understand and review the efforts taken by the Single Window to strengthen the inclusion of sex workers, Transgender persons and sexual minority groups. The team visited the Single Window sites in Belgavi and Bengaluru in Karnataka and Ananthapur in Andhra Pradesh.

The team submitted their detailed evaluation report in July 2017 which captured the trajectory of the initiative, uncovered improvements in access to social entitlements of the community in Andhra Pradesh and Karnataka, assessed the sensitization of governance structures and discussed the sustainability and applicability of the approach to other settings and excluded groups.

The evaluation team recommended that the Single Window model “can not only result in further development of a sustainable model for sex workers and sexual minority, but also help support inclusion among other marginalized groups.”



*Enrollment drive for the Aadhaar card at the Single Window at Delhi*



*Launch of Single Window in Collectorate in Delhi.*



## **Catalyzing community involvement for social accountability**

During 2016 and 2017, our focus with support from the FORD Foundation has been on strengthening social accountability processes, evolving transparent and accountable systems of governance and ensuring the delivery of social development programmes and schemes by catalyzing community involvement across five (5) cities-Bengaluru, Bhubaneswar, Delhi, Jaipur and Kolkata.

In Delhi and Bhubaneswar, we used the Right to Education Act, 2006 to directly leverage the landmark legislation, Right of Children to Free and Compulsory Education, 2009 (RTE Act), thereby ensuring that education became an empowering tool for the urban poor, particular excluded and socially marginalized communities.

In Jaipur, our thrust was on using the recently launched SABALA programme as an entry point to address the issue of child marriage in urban slums.

In Bangalore, we focused on the functioning of Maternity Homes under the Bruhat Bengaluru Mahanagara Palike (BBMP) or Greater Bangalore Municipal Corporation.

In Kolkata, we used the Prevention of Women against Domestic Violence (PWDVA) Act 2006, to ensure that services under this Law to protect, prevent and seek legal redress for physical, mental and economic violence against women and children were being accessed and availed of by the most vulnerable of urban poor communities.

In Kolkata and Bhubaneswar, we also addressed the functioning of Integrated Child Development Centres run under the aegis of the Department of Women and Child Development.

### **Bangalore: Maternity Homes**

This initiative was spread across three (3) Maternity Homes that cater to women across six (6) slums with a population size of eighty five thousand, eight hundred and eighty four (85,884) persons.

#### **Key outcomes**

CFAR formed twenty four (24) Mahila Arogya Samitis (MAS) across the three (3) maternity homes that actively participate in the National Health Mission programme and work to strengthen health services. The MASs work with the community and motivates them to access health services, promote institutional deliveries and ensures regular health checkups, immunization, etc.

**Dr Raksha, Medical officer, National Urban Health Mission (NUHM)-** *"With the help of ASHA and Mahila Arogya Samithi we were able to create awareness on health services among poor and working class communities. When the hospital building was under renovation and we were referring the pregnant mothers to KC General Hospital there was a drastic decline in the ANC cases.*



*"In 2017 we reopened the Maternity home and during the last six (6) months the ANC cases have increased and a full time gynecologist has been appointed. Now the deliveries have increased from 8 to 20 per month. We hope that in the next few months we are able to reach more pregnant women and motivate them to opt for institutional deliveries".*

**Roopa, ASHA worker, Nandini Layout-** *"There was no regular doctor and the pregnant women refused to enroll in our maternity home. They used to go to other hospitals and we could not reach our target. Though the ANC and PNC camps were held there was no attendance and we were issuing one or two Thai cards per month. But now the pregnant women are happy and a gynecologist is available throughout the day in the hospital. Now evening clinics have also been started and specialist doctors are available".*

**Sharanamma, 35, Nandini Layout-** *"After we migrated from Gulbarga and settled here the ASHA worker enrolled me in Nandini Layout hospital and gave me a Thai card. She also accompanied me for my monthly check up. I delivered a baby boy in the maternity home here and got all the benefits like Madilu kit and other medicines.*

*"My son had a health problem after the delivery and the hospital arranged a ambulance to take us to KC General hospital. The doctors treat us very well and I would like to thank all the ASHA workers, doctors and hospital staff".*

CFAR is also a part of the Arogya Raksha Samitis, at the Maternity Home level, which is a monitoring body of the National Health Mission programme.

In Nandini Layout hospital, CFAR facilitated the community to demand the reopening of the maternity home which was under renovation from 2014. The community, with support from CFAR, held a number of meetings with the health department which resulted in the maternity home being re-opened in January 2017. Within a month of it being reopened about fifty (50) to sixty (60) pregnant women availed of its services.

Community members have also been facilitated to share their success stories on the Community Radio.

#### **Kolkata: Addressing Domestic Violence and ICDS Centres**

In Kolkata, the initiative focused on reducing the incidence of domestic violence and in educating and encouraging victims to seek assistance and curb the



*Capacity building of MAS workers in Bengaluru*



*Distribution of Nutrition food by National Urban Health Mission*

stigma associated with victimization. These initiatives were conducted through community meetings, legal awareness camps and capacity building exercises.

### Key outcomes

Reached out to one hundred and forty two (142) women in five (5) clusters of Rajpur Sonarpur Municipal Corporation, through twelve (12) group meetings and educated them on how they should respond to domestic violence.

**Minu Sanfui 60, Stadium Para-** *"We came to know about laws that protect women from domestic Violence. But I wonder if ordinary people will be able to avail of these laws or are they only on paper".*

**Sabina 35, Uttor Kumrokhali-** *"Knowledge gives one confidence. Now we are confident about the steps we should take if there is a case of violence in our community".*

**Mohini 18, Ukhila Cluster after getting Wenlido training-** *"Earlier, when any boys or men teased us we felt guilty. But now we have the mental strength to protect ourselves and others".*

**Sonali 40, Pirottopally-** *"In our community domestic violence is very common. As a member of Alor Disha I needed the training. Now I will be able to talk to victims of domestic violence more confidently".*

### ICDS Programme

#### Process:

Between April 2016 and September 2016, one hundred and ninety seven (197) women were reached out to through eighteen (18) Mothers' Meetings and provided information on ICDS and the importance of personal and community hygiene through sixteen (16) workshops.

**Sajira Laskar-** *"There are so many women who come to us asking us to accompany them to Bangur (District Hospital) when they have problems concerning menstruation. So it is obvious that they have been impacted by the advice and information we have given. Earlier, no one even mentioned it in passing".*

**Ruksana Mandal-** *"We are not only Forum members we are RCVs (Resident Community Volunteers) appointed by the Municipality and we find that over the last year and a half cases of Diarrhea and Malaria have also decreased".*

### Behaviour change among mothers on the need to maintain hygiene:

Pre workshop, seven (7) percent of households



ICDS worker helper training



Legal awareness camp

would throw their garbage in the open. Post workshop, seventy six (76) percent households were using litter bins. The percentage of households following the correct practice for washing hands went up from twenty one (21) to seventy nine (79) percent.

While twenty one (21) percent used the local pond for bathing, post workshop, only seven (7) percent were continuing to do so.

**Seema Mandal, Forum member-** *"Just speaking to our neighbors and others about the ill effects of bathing in the pond would not have effected a change if the Municipality had not introduced and regularized garbage collection"*

**Suriya Bibi-** *"It is not that we were merely speaking to them. In fact, in our area we identified and cleared an open space and made it a designated space for throwing garbage. The Municipality van collects it from here. After all we are also simple homemakers like them. If we could do it so can others".*

### **Jaipur: Addressing the issue of Child Marriage**

Since October 2013 CFAR, in collaboration with the Department of Women and Child Development (DWCD) and the Department of Women's Empowerment (DWE), has been working on the issue of curbing the practice of child marriage under SABALA, an Adolescent Girls Integrated Development programme.

The intervention area covers seventeen (17) Anganwadi Centers, in eleven (11) slums in Jaipur city having four thousand, six hundred and twenty one (4621) households and a population of twenty seven thousand, four hundred and ninety six (27,496). Adolescent girls in these areas are being educated about reproductive and sexual health, cleanliness during menstruation, life skill training and the prevention of violence against women.

### **Key outcomes**

- A model Anganwadi centre has been created in Sootmill Colony with facilities for providing immunization, nutrition and other information resources.
- An information kiosk has been set up in Jhalana Kunda through which eleven (11) cases of child marriage were addressed. These kiosks have also helped three hundred and fifty six (356) community members to access social development schemes.
- One hundred and fifty (150) Anganwadi workers have been sensitized on laws against child marriage and preventing child marriages
- A trained team of twenty eight (28) master trainers have created awareness among one hundred and thirty five (135) women in the community on the ill effects of child marriage and the importance of taking the lead in curbing the practice.



*Awareness camp on child marriage*



- Eleven (11) Anganwadi centers have been able to strengthen the SABALA programme

### **Bhubaneswar: Right to Education and ICDS services**

During 2016 and 2017 our intervention in Odisha has been two fold. At one level it was on ensuring the effective implementation of the RtE by strengthening the participation and involvement of Parents Teacher Association (PTAs) and School Management Committee (SMCs) in the shaping and running of schools and more importantly in making schooling truly inclusive and non-discriminatory. At another level, we focused on ensuring the proper and effective functioning of Anganwadi Centres (AWC) under the ICDS.



Anganwadi workers being sensitized on laws against child marriage and prevention

This intervention was spread over ten (10) Government Sarva Shiksha Abhiyan (SSA) primary and upper primary schools and fifty (50) Anganwadi Centres (AWCs) that twenty seven (27) marginal communities, in and around these schools and AWCs, feed into.

#### **Process - Right to Education**

CFAR facilitated three (3) meetings of Parent Teachers Associations (PTAs) along with School Management Committee (SMC) members and teachers. Participants included ninety seven (97) parents, nine (9) SMC members and nine (9) teachers.

Two (2) cluster wise meetings were organized on RtE provisions for fifty five (55) stakeholders to strengthen information on RtE and orient the parents, teachers and others on RtE and ICDS provisions, identify gaps and work out solutions.

Quarterly Review Meeting of Community Monitoring Committees were organized with thirty six (36) AWC representatives of Mothers Committee, Janch Committee, School Management Committee (SMC) members, ASHAs and others.

**Other activities:** included the celebration of important days and the holding of review meetings of monitoring members, settlement level meetings, cluster meetings, orientation programmes, training activities, community meeting, consultation programmes, Focus Group Discussions etc.

**Key Impact:** A 'Pravesh Ustav' or 'intensive enrolment drive' was organized by the Department of School and Mass Education (S&ME) from April 2 to April 7, 2017 in all Government primary schools with the objective of "ensuring the education of all children between 6-14 years" in nearby Government primary schools". About one hundred and twenty six (126) children from twenty one (21) settlements were enrolled in nine (9) schools.

## ICDS

### Process:

A Consultation was organized with thirty (30) participants including the Deputy Commissioner, CDPOs, supervisors, AWWs and members from the Mothers & Janch Committee (MC&JC). The action plan that was finalized called for orientation of JC & MC members on their roles and responsibilities and of AWWs and AWHs on services, schemes management, quarterly stock taking meetings, celebration of important days, local campaigns and awareness events.

### Delhi - Strengthening Right to Education

This intervention in Delhi has primarily focused on the strict implementation of the Right to Education Act, 2009 on the ground by ensuring admission of Economically Weaker Sections and Disadvantage Groups in private schools and the strengthening and capacitating of members of School Management Committees (SMCs). The intervention has also been enabling the community to avail of Aadhar, Pension, Voter ID Card, etc. And Legal Education is being provided through authorities such as DLSA to educate the community about the law.

The five (5) areas of intervention are Sunlight Colony Old Seempauri, Kalyanpuri, Saboli Khadda, Janta Mazdoor Colony and Nangal Raya. There are just ten (10) schools for these settlements.

### Key outcomes

1. Four (4) camps were organized for Economically Weaker Sections and Disadvantaged Groups in which of the eighty eight (88) who applied, 30 were enrolled in private schools
2. Reached out to four hundred and twenty nine (429) community members through five (5) events marking important days (Children Day, Republic Day, Women's Day, World Environment Day and Eid).
3. Organized two (2) training sessions with thirty four (34) youth participants to enhance their knowledge about their education, career and life skills.



*PTA/SMC meeting in Bhubaneswar*



*Enrollment Day or 'Pravesh Utsav' is held every year by the Education Department in Odisha in April*



*Students at a primary school in Bhubaneswar*



## Mainstreaming Communities

The Centre for Advocacy and Research is working on strengthening and mainstreaming marginalized communities of unorganised workers, single women, survivors of violence, victims of trafficking, the elderly and those living with HIV in urban clusters and bastis of Bengaluru, Ajmer, Bhubaneswar and Pune.

This project, with support from Azim Premji Philanthropic Initiatives, seeks to catalyse increased collaboration of governance structures with marginalised communities through Single Window centres; to demonstrate their inclusion in flagship schemes and programmes that are based on the principles of community participation and convergence.

## Key Outcomes

### Community Outreach

Reached out to a total of fourteen thousand, six hundred and thirty seven (14637) urban poor households across four (4) cities. They included 7646 domestic workers, 4578 SHG members, 4027 daily wage workers, 2553 garment workers, 3978 homemakers, 3446 construction workers, 296 scavengers, 916 home based workers, 810 beedi rollers and eighty (80) sanitation workers.

Single Window Centres were started in each of the four (4) cities to facilitate marginal urban poor communities to leverage flagship schemes like ICDS, Pension, Housing, Food Security, Health, Labour Welfare and Skill Development. Five thousand, six hundred and seventy (5670) community members accessed as many as thirty four (34) schemes. They included: 316 scavengers, 652 construction workers, 866 domestic workers, 194 street vendors, 898 homemakers, 236 rag pickers, 259 garment workers, 854 daily wage earners, 439 beedi rollers, 829 home based workers, 29 sanitation workers and 98 from other unorganized occupations.



Enrollment drive for Aadhar Card at the Single Window in Ajmer



Launch of a Single Window in Ajmer

### Support from civic authorities

Municipal Corporations in Bengaluru, Pune and Bhubaneswar and the Women and Child Development Department in Ajmer have extended support to the various Single Window initiatives. One hundred and fifty nine (159) community advocates (Bengaluru-35, Pune-56, Bhubaneswar-32, and Ajmer-36) were also trained to work with government officials on issues concerning the urban poor.

In **Ajmer** the District Administration has set up an extension centre of the Single Window in the Department of Social Justice and

Empowerment to facilitate access of urban poor women to schemes like Pension, NFSA, loan subsidy for the disabled and Palanhar. The District Reproductive and Child Health Officer,

National Health Mission has issued directives to primary city hospitals to strengthen the NHM programme while the Mahila Arogya Samitis and the State Women and Child Department has directed the ICDS to reach out to urban poor women and children through the Single Window.

In **Pune**, the Divisional Women and Child Development Department has designated a Community Development Project Officer(CDPO) as a nodal officer to work with the Single Window and strengthen the inclusion of urban poor women. And the Health Department has started a Community Health Clinic in collaboration with CFAR at the Single Window. The District Legal Aid Services has also set up a legal clinic at the Single Window to strengthening the legal rights of women from urban poor settlements.

In **Bengaluru**, the District Health Officer, National Health Mission issued directives to Primary Health Centres to coordinate with CFAR to strengthen the NHM programme and Mahila Arogya Samitis. The Labour Department has held special camps for issuing Labour Welfare Cards; the NULM has mandated the Single Window to form Self Help Groups and the Department of Women and Child Development has directed Anganwadi workers to include community members in Anganwadi Bala Vikasa Samitis. Aadhar enrolment camps were also held collectively by the Health and Family Welfare Department, National Health Mission and E-Governance resulting in the enrolment of one hundred and seventy two (172) persons. The SAKALA Guaranteed Service Delivery Mechanism has also been used to ensure that services reach the community within the stipulated time frame.

In **Bhubaneswar**, the Food and Civil Supplies Department has mandated the inclusion of Transgender persons under the Nation Food Security Act (NFSA) through the Single Window. And the Bhubaneswar Municipal Corporation (BMC) has initiated a permanent Aadhar enrolment centre at the Single Window. Eight hundred and thirty two (832 )persons have enrolled so far.

#### ***Participatory mechanism***

Two PLVs have been recruited by the District Legal Services Authority in **Pune** to assist lawyers who are offering free legal aid services to women prisoners at Yerawada Central Jail. A Community led Toilet Management and Monitoring Committee has renovated eight (8) public toilets on the basis of the feedback given by the Committee to the Social Development Department.

In **Bhubaneswar**, three (3) community members were designated as Swachha Doot by the Bhubaneswar Municipal Corporation under the Swachh Bharat Mission. When two hundred and forty nine (249) households in Bhubaneswar applied for the Individual Household Latrine (IHHL) Scheme the SBM and the Mahila Arogya Samiti took the responsibility for verifying the IHHL applications along with the Community Organizer of the Bhubaneswar Municipal Corporation.



*Discussion on Need Assessment map of the community*



To strengthen the access of women from the scavenger community to various schemes, the National Urban Livelihood Mission in Bhubaneswar formed four (4) SHGs and facilitated the capacity building of Mahila Arogya Samitis in all seven (7) settlements.

**In Ajmer**, one community representative has been nominated as Secretary of the Area Level Federation (ALF) comprising of thirteen (13) SHGs. In Sansi settlement, a committee has been formed with five (5) members to work with the Ward Councillor to address problems like street lights, sanitation and water and also for creating awareness on various schemes. Similarly, three community representatives in Jadugar basti are working with Mahila Arogya Samiti members to ensuring regular monthly meetings at Anganwadi centers.

### **Social protection of women, girls, elderly and Transgender**

Across the four (4) Single Windows, a total of five hundred and twenty two (522) persons were provided with Aadhar Cards, one hundred and fifteen (115) with Ration Cards, ninety three (93) with Labour Welfare Cards, twenty eight (28) with Pension Schemes, one thousand three hundred and eighty nine (1389) were given access to ICDS and six hundred and thirty one (631) were enrolled for the housing scheme.

**In Bhubaneswar**, the Department of Food and Civil Supplies included twelve 12 Transgender persons under the National Food Security Act and provided them with Ration Cards.

**In Pune**, the Pune Municipal Corporation started a settlement health clinic from September 2016 onwards at the Single Window which has benefited five hundred and fifty (550) women thus far. The ICDS supported the Single Window in enumerating and enrolling nine hundred and eighty seven (987) women as beneficiaries.

**In Bengaluru**, the Single Window has supported the National Health Mission (NHM) in forming thirty two (32) Mahila Arogya Samitis (MAS) and twenty four (24) bank accounts have been opened through which an untied fund of Rs. 5000 has been provided for each MAS group. The Revenue Department conducted Pension Adalats to fast track the delivery of the Pension Scheme and seventeen (17) applicants have benefitted so far. Further, Take Home Ration (THR) is being distributed in collaboration through Self Help Groups (SHGs) and a total of one hundred and one (101) women and children have benefitted from this.

**In Ajmer**, the SDM approached the Single Window to expedite the seeding process for Pension, for identifying beneficiaries and the District Industries Centre (DIC) sought the support of the Single Window for registering artisans under various social welfare schemes through the newly launched "Handmade in Rajasthan Portal". Further, the ward councilor of Ward no. 19, comprising of five Sansi community settlements, has committed to providing space for opening an extension centre of the Sahaya Single

Window in the Sansi area for easy access of schemes by the community.

**Shri K Mathai, Assistant Commissioner, SAKALA Mission-** *"Single Window has helped the SAKALA Mission to educate poor and disadvantaged communities on the benefits it provides by organizing 10 to 12 education drives in the settlements. Now the community is coming forward and utilizing the benefits offered by SAKALA and we are insisting that they apply for scheme benefits under SAKALA so that they can follow up with officials".*

**Salina Mary, member of Mahila Arogya Samithi-** *"Twelve of us formed Mahila Arogya Samitis in order to strengthen health services available at the Primary Health Centres. We have educated the community on the Thai Card, immunization and the Madilu Kit provided to pregnant women. We also meet every month to discuss health issues of the community and bring it to the notice of the Arogya Raksha Samitis through ASHA workers".*

**Nagarathna, Ashraya Nagar-** *"During a survey, we found that many of the Construction Workers did not have Labor Cards and there was no security for them at their workplace. This prompted the Single Window to expand their intervention to other marginal communities such as construction workers, domestic workers, garment workers and sex workers; thereby enabling these communities to work with other key departments. So far one hundred and sixty one (161) construction workers have received their Labor Cards and thirty four (34) sex workers have received subsidy loans of Rs.25000 from the Dr Ambedkar Development Corporation".*

#### **Bhubaneswar**

**Pinki Nayak, Community Coordinator-** *"Prayas Single Window has also capacitated us to address our own issues like domestic violence in the community. As a MAS member I can feel the change in my lifestyle from a simple house wife to an active leader of Rickshaw Colony who the community people admire as a leader."*

**Menaka Kinner Ganapati Nagar-** *"I am a Transgender living in Ganapati Nagar. I met the CFAR team during the consultation on our Transgender Policy in 2016. Since then the TG community has been associated with Prayas Single Window which set up a camp to enable us to get our Aadhar Cards and has also persuaded the Food Commissioner to include us under the National Food Security Act (NFSA) so we are able to get our rations from the nearby dealer. More importantly, the platform provided by CFAR has helped to bring forward larger issues like recommendations for a*



*A health clinic in Pune*

*Transgender Policy in Odisha to enable us to leverage our rights and entitlements".*

## **Pune**

**Sunita Kamble, Lalxmi Nagar Yerwada-** *"It is a great help to have a health clinic close to our basti. We always used to struggle to find extra time from our daily chores to visit the doctor and spend on travel and doctor's fee. Standing in a queue with young kids at the Ward Government Hospital was also very tiresome".*

### **Public hearing on Lack of Civic Amenities**

We held a Public Hearing on lack of civic amenities in urban poor settlement on April 29, 2017, in partnership with Civil Society organizations and Pune Municipal Corporation.

**Sarika Jadhav, Community Representative from Shramik Vasahat-** *"We filled thirty three (33) compliant on issues concerning blocked drainage system, unclean and smelly drinking water, garbage disposable, maintenance and repairing of public toilets etc Of them fourteen (14) complaints were address by the Pune Municipal Corporation (PMC) the very next days and resolved.*

*"Pune Municipal Corporation has provided an Online Grievance Mechanism which is really helpful for the community like us. We received training on Online Services of PMC from Sahaya Single*

*Window. Pune Municipal Corporation should provide such digital literacy training to all urban poor populations"*

**Mahananda Bhongane** spoke to Shree Ramdas Athavle, Minister of State for Social Justice and Empowerment on the challenges faced by the community, especially poor and marginalized women due to their inability to furnish relevant documents such as Certificate of Income, residence proof, certificate of domicile etc. She requested the Minister to fast track the provisioning of income certificates, Caste Certificate etc.

**District Legal Service Authority** organized a NALSA Scheme Education Camp for women in unorganized sector on February 17, 2017 in the Single Window. During the visit the Member

assured the community that a Free Legal Aid Centre for Women would be opened for the unorganized sector in partnership with Sahaya Single Window.

We held interactions with Officials of the Food and Civil Supply Department and Health Department of Pune Municipal Corporation on October 26, 2016.

**Surekha Jadhav from Shramik Nagar-** *"I do not have a BPL Ration Card. For accessing free-health service at the public hospital, I have to show it. Normally, I spend 15-20% of my earnings every month*



*Public hearing on civic amenities in urban poor settlements in Pune*

*on medical expenses. If I can save this money, I could use the same on my child's education".*

Public Toilet Management Committee Members from Vishrantwadi Settlement shared their issues with Deputy Commissioner Mr. Rajendra Jagtat, Pune Municipal Corporation at a meeting held on March 28, 2017.

**Sunita Ovhal, Community Representative** from Visharant Wadi Settlement, did an update on the work done by the committee to maintain and keep public toilet clean and ensure proper lighting in and around the toilets.

#### **Community Voices:**

##### **Ajmer**

Wherever **Leela Devi**, 45, from Gujar Dharti went in search of work, she was asked to show her Aadhar Card or any other document to prove her identity. But she did not have any such document. Because of this she was not getting any work though she desperately needed an income to care for her family.



Sahaya Single Window helped her to get her Aadhar Card and based on the Aadhar number she soon got a job as a cleaner in a Railway garage where she earns Rs. 150 per day. As Leela says, *"Getting the Aadhar Card has brought new hope to my life. Now I can also be a beneficiary of various Government schemes."*

**Vimla Devi**, 45, Jadugar settlement. She has studied till Class V. Vimla is a beedi worker who earns Rs 2000 per month. She has been rolling beedies since her childhood and is known to beedi workers in the adjoining areas.



Vimla took the responsibility for compiling a list of women who did not have Beedi Labor Cards. She has also identified five (5) women who had Beedi Labor Cards and land registered for making their homes, which entitles them to a grant of Rs.1.5 lakhs for constructing a house and four (4) women who were not receiving Widow Pension.

**Savitri**, 39, lives in Bawdi Pada (Jhalkari Nagar) settlement, Ajmer. She has passed Class X. Savitri is the President of the Mahila Arogya Samiti that works with adolescent girls on issues relating to vaccinations, nutrition and general health.



Savitri undertook an initiative which has resulted in building awareness among adolescent girls in the settlement on health issues and they are now demanding that such meetings be held at least once a month. Savitri said, *"In future I will organize all meetings in the presence of the ANM and Medical Officers and also try to mobilize many more adolescent girls from the settlement."*

**Vidhya Devi**, 50, has studied up to class 9 and earns Rs. 3500/- per month by tailoring. She is an active community leader in Sansi basti.

A major problem this basti faces is that of water. When the issue was raised on June 29, 2016, with the local Municipal Councillor at the Settlement Level Meeting he told them the government was not interested and that if 10 to 15 families were prepared to pay for legal connections he would try to get a new pipeline laid.



Vidhya immediately took the responsibility of getting the women to opt for legal connections. They in turn persuaded their husbands and today, thirty five (35) families have agreed to opt for legal connections and each family have deposited the application fee of Rs. 350/-. Meanwhile, Vidhya and other team members have also warned people that they will lodge an FIR against families with illegal connections.



# ENGENDERING DEVELOPMENT



During 2016 and 2017 we extended our activities beyond the basics of food, shelter and jobs to reach out and engage with individuals and families on issues that ranged from gender based violence, with special focus on domestic violence, to promoting financial empowerment among families and creating awareness among parents on the importance of guided and focused play for the overall development of their children

## Addressing and seeking solutions to gender based violence

*The aim of the initiative is to engage primarily with young people a host of interactive and creative processes were initiated such as creative workshops and tutorials, anniversary events, networking with campaigns such as One Billion Rising, street plays, rallies, video shows and youth group meetings. Strategic interventions were also planned to reach out and engage with men and foster partnerships to establish collective responsibility for dealing with violence. This was done through group meetings, one to one discussions, using learning tools, video clips, mid media activities and events in settlements.*

Under the WAJOOD Consortium supported by Population Service International (PSI), CFAR is mandated to address gender based violence with special focus on domestic violence through composite interventions by young people in college campuses and those residing in slums. The vision behind this mandate was based on the understanding that responses to violence must be informed by the experience of survivors, to strengthen internal and external linkages both as affected service seekers and providers of solutions.

**Intervention areas:** Kalyanpuri, Nangal Raya and Saboli Khadda

### Process

CFAR has worked at multiple levels to bring together disparate groups such as young people residing in various settlements and studying in colleges with survivors of violence while linking them to major stakeholders, such as the Delhi Legal Services Authority, Delhi Commission for Women, the Child Welfare Committee, academic institutions, and service providers such as ICDS workers, Mahila Panchayats, Police, CBOs, partner NGOs and campaigns.

Multiple strategies were deployed to create an enabling environment for survivors ranging from community mobilisation to reaching out to the vulnerable and those at-risk through neighbourhood meetings, one-to-one interactions and group meetings.

The key strategies and approaches included: Catalyzing a learning environment and inquiry to strengthen zero tolerance to domestic violence with young people forming an internal enabling environment. Developing a survivor centered response, facilitating legal aid and redress and strengthening institutional collaboration with agencies such as Crimes Against Women Cell, Delhi Commission of Women, the Legal Services Authority and academia from leading colleges.

### Key Outcomes

- Strengthened city wide network of over forty (40) PLVs mandated by DSLSA in collaboration with thirteen (13) CBOs and NGOs, to act as the first referral for the community.
- Strengthened response from DSLSA/DLSA duty bearers to facilitate and catalyse support for survivors.
- Conscientious groups of young people with commitment to create an equality consciousness to address gender based violence at the individual and collective level.
- Strengthened network of survivors to provide immediate support at the community level.



A play on violence and abuse by students of Miranda House



- Capacitated mid media groups of young people to voice concerns on issues of domestic and intimate partner violence.
- Enhanced opportunity for convergence of services on domestic violence through Single Window mechanism in Shahdara and East districts.
- Created a network of four hundred and fifty (450) young people from School of Life to strengthen the value chain on addressing domestic violence.

## Voices

- **Ms. Geetanjli Goel, Director, National Legal Services Authority-** *"We realize that law can only be an instrument of social transformation when the wider society embraces and joins forces with the judiciary to change entrenched mindset and attitudes. The School of Life is addressing this vital need by building a pro-active initiative led by young people."*
- **Dr. Pratibha Jolly, Principal, Miranda House-** *"I have learnt a great deal from the youth associated with the program and it was humbling to see young boys and girls adopting new vocabulary and becoming change leaders in their own right."*
- **Mr. Pritpal Marjara, Managing Director, PSI-** *"As a close partner and associate of the School of Life it is clear that as with all other issues we need to reap the demographic dividend and reach out to young people and infuse them with a sense of urgency and mission to stop gender-based violence."*
- **Rachna, a survivor and leader of the Support Group-** *"There was a time when I did not know how to cope with domestic violence and how to speak up. This fear left me when I met other survivors. Now I am confident that each one of us will fearlessly voice our feelings and work together to ensure that every woman leads a life of dignity."*
- **Sonia, a survivor-** *"As a survivor what has moved me most is the fact that all the creative work showcased in the 'School of Life Public Art has been inspired by our struggle. Today the fight against the injustice we have suffered is everyone's cause . Even the logo of School of Life is created by the survivors"*
- **Neha, Janata Mazdoor Colony-** *"I learnt so many new things in the School of Life which we don't get exposed to in schools. No one bothers to explain or talk to us about issues such as gender, patriarchy and domestic violence"*
- **Injila Abbasi, student, Miranda House-** *"We never realized how young girls who were married off early dealt with both marriage and divorce. The interaction with survivors was inspiring for many of us."*



Visitors at a public exhibition on gender concerns at Jamia University

## Facilitating media to prioritize mother and child health

The Centre for Advocacy and Research (CFAR) was awarded a grant by the University of Manitoba, to support the Uttar Pradesh Technical Support Unit (UPTSU) and GoUP through concerted media advocacy aimed at prioritizing RMNCH+A among all stakeholders in the State and to sustain the public momentum and political will on the programme at high levels by strategically working across the English and regional media.

Using the core competency of evidence-based advocacy, CFAR aimed at developing the content for the mass and mid media and supporting the GoUP to use it effectively for the promotion of better child and mother health-related behaviour for increasing decisive engagement on the prioritization of RMNCH+A by sensitizing and facilitating the media sensitization to ensure improved coverage and qualitative reports.

The intervention area comprises of twenty five (25) high priority districts of Uttar Pradesh where CFAR undertook evidence building through media monitoring and tracking. This evidence was used for networking and sensitizing media practitioners and thereby influencing the reportage on these issues.

### Key outcomes

The coverage increased from 3052 to 12124 news reports reaching nearly 20.2 million readers. The interaction with journalists increased from 3459 to 26225 and the number of journalists and publications increased from 145 to 195 journalists and 21 to 39 publications respectively.

We also ensured consistency of coverage at state and district level. This is evident from the fact that the first peak of 1038 reports was seen in January 2016 followed by a slight decrease (964) in February before reviving and maintaining a steady high of 1579 in July, 1556 in August and 1617 in September and decreasing slightly to 1174 reports in October. The average ratio of reports per day was 3.4 for two years; the ratio increased from 0.9 reports in the first year to 2.7 reports in the second year.



Hardoi district workshop of IEC Nodal Officer's

The increase in reporting from two-fold to four-fold across themes, including adolescent and reproductive health, shows a strong representation of all facets of the issue. And, if we take child health, maternal health and system strengthening we will find that the coverage ensures greater cohesion across sub-themes. As a result the percentage of informative reports on RMNCH+A increased from 68% in the first year to 80% in the second year

In terms of media crisis management, negative reports declined from 33% (979/3052) in Year One to 21 % (2509/12124) in Year-Two. This reduction was most decisive on themes like maternal

health as it declined from 93 % to 12% (306/329 in Year One to 376/3143 in Year Two).

To consolidate these outcomes, CFAR in collaboration with TSU and NHM conducted capacity building of three hundred and fifty (350) IEC and BCC Nodal officers in sixteen (16) districts across UP on strengthening health communication. This process has enabled us to create common priorities, messages and content for the media.

Sixty three (63) media persons from print and electronic media from three district (3) districts (Hardoi, Maharajganj, Lakhimpur) were sensitized

Fifteen (15) best practices were identified and shared with the media during sensitization workshops in Hardoi, Jhansi, Lakhimpur, Gorakhpur and Maharajganj.

Forty (40) journalists from the state and eighty seven (87) from twenty five (25) high priority districts were sensitized on RMNCH+A themes and related issues through special briefings, one to one interactions and the sharing of field level evidence.

#### **Community Voices :**

**Budna Devi-** *"After my story appeared in the newspapers, the villagers have started appreciating my work. I became famous not only in my village but even in neighbouring villages. People in my village have reposed faith in me so whenever there is a delay in the disbursal of funds under government schemes, the locals came forward with monetary help."*

**Mr Kushwaha -** *"ASHAs are the backbone of the health system and it is their efforts that have helped in reducing maternal and infant deaths. ASHAs are also playing an important role in improving literacy, sanitation, removing myths and misconceptions and in empowering women."*



*Lucknow divisional workshop*

**Nand Lal (Dainik Jagran) Gonda-** *"We received a lot of information on the initiatives of the Health Department from CFAR which we would develop further by interacting with the officers concerned before using it in the newspaper. We also received information about events which was very useful for us."*

*"We suggest that any initiatives taken by the Health Department should be shared with the media in meetings or at workshops. When the community is informed about such initiatives, its faith in the health system is reinforced. If the community is aware of such a facility, they would not run to the District Hospital for treatment."*

**Ved Prakash Gupta (Bureau Chief, Dainik Jagran), Sant Kabirnagar-** *"Whenever we receive any data or information from CFAR, we counter check it at the local level and given it good display. We have received information and support from CFAR so far and we hope that such support will continue in the future as*

*well. If the staff at the facilities also came forward to inform the media about initiatives, it would be really helpful."*

**Diwakar Pratap Singh (Hindustan)-** *"CFAR gave us information about health issues which we would not have got otherwise. Your content is very useful but it should give data about the district and not entire zone because we find it difficult to obtain district level data. If you reached out to the entire media the information would reach a larger population. "*

**Impact on the ground:**

**Gita Singh, ASHA, Paraspur Block, Gonda-** *"Health facilities have improved over time. Now when we go to hospital with a patient, we are shown respect and the patient gets all services free of cost at these facilities. All pregnant women receive free vaccinations and adolescent girls receive free counseling on adolescent health on VHN Days. If we get sanitary pads from the hospital, we give it to the girls in the village who have to miss school during periods. Those who can afford sanitary napkins give us money and ask us to buy it for them. There is immense awareness among women now. Pregnant women come to us for registration and vaccination voluntarily. People are now seeking health."*

**Dr. R.N. Giri, ACO, RCH Bareilly-** *"This is a very relevant and important campaign. A healthy society will not be possible without a healthy mother. It should have started fifty (50) years ago but better late than never."*

**Ms. Ronita, staff nurse at Kayamganj CHC, said-** *"Now we have the skills necessary for dealing with emergency cases as a result of which incidence of post partum haemorrhage (PPH) and cervical tear have come down as have the cases of infant deaths because the nurses can deal with asphyxia."*



## Family: Financial Literacy

The focus of this three year initiative by the Sesame Workshop India Trust is to promote financial empowerment among families with young children in the age group of 3-8 years residing in under served settlements through a trans media experience that integrates TV, print, social media and through local community engagement. It seeks to establish fundamental skills and strategies in the lives of young children and adults to help promote behavior change and engaging families, in particular the head of the household or mothers as primary care givers, in planned financial behavior

The project aims to reach out to a sample size of twenty thousand (20,000) children within the age group of 3-8 years in three districts - Shahdara, East and South Delhi in three phases.

### Key outcomes

This intervention has successfully examined the role of external factors to motivate children to develop the habit of saving money, planning their expenses and sharing their gains. This was done through a focused understanding of learning to differentiate between needs and wants. Hands on activities, games, videos and others Behaviour Change Communication (BCC) tools were used to sharpen children's perceptions and motivation for saving, planning and informed spending.

This was done by encouraging children to identify one primary spending which they would like to plan and save money for. The children were taught to make gullaks or piggy banks, save money over a period and later spend what they had saved as planned.

In Harsh Vihar, we reached out to five thousand (5000) children and ten thousand, four hundred and sixty two (10,462) parents and caregivers through nineteen thousand, six hundred and twenty six (19,626) group sessions of games, activities and workshops and fifty two thousand, two hundred and forty three (52,243) cartoon video shows over a consistent engagement of five months in Phase I. In Phase II, five thousand (5000) children and six thousand, nine hundred and seven (6,907) parents and caregivers participated in thirty five thousand two hundred and twenty four (35,224) group sessions of games, activities and workshops and eleven thousand, eight hundred and sixty six (11,866) cartoon video shows over a consistent engagement of five (5) months.

In Kalyanpuri, we reached out to five thousand (5000) children and fourteen thousand, three hundred and thirteen (14,313) parents and caregivers, through fifty three thousand, three hundred and seventy three (53,373) group sessions of games, activities, workshops and twenty three thousand, five hundred and thirty eight (23,538) cartoon video shows over a consistent engagement of four months in Phase I. In Phase II, five thousand (5000) children and six thousand, nine hundred and thirty nine (6,939) parents and caregivers attended thirty three thousand, one hundred and twelve (33,112) group sessions of games, activities, workshops and

***Pari, a four (4) years old girl, residing in Gautampuri, started participating in Galli Galli Sim Sim activities and games which focused on playway methods to inculcate habits of saving, sharing, differentiating between needs and wants, planning expenditures, and buying favorite items in March 2017.***



***Galli Galli Sim Sim has provided Pari with an inclusive environment for engaging with children her age and learning through activities. Pari's***

***mother is overwhelmed at the change in her daughter who hardly spoke to people.***

***Pari says that she never thought about the value of money and always wanted to buy toffees. Now she thinks before spending money and always wants to help her mother with domestic chores in whatever way she can.***

***Her mother feels that her impatient and troublesome daughter has become more understanding and patient for which she is extremely grateful to Galli Galli Sim Sim.***



*Motivating young children on planning, saving and informed spending*

eleven thousand, four hundred and twenty two (11422) cartoon video shows over a consistent engagement of four months.

**Community Voices :**

**Poonam, Trilokpuri-** *"This programme is very good for children. Such programmes should also be organized for adults."*

**Anu Devi, Khichdipur-** *"I feel children learn good things through these activities. I will also help you to conduct*

*such activities"*

**Suman, Mandoli Extn-** *"In the Galli Galli Sim Sim cartoon, Chamki helps everyone while Elmo saves money. Children have also learnt to save through this programme."*

## Reshaping parental involvement and responsibility

Alongside the flagship project on financial literacy ***"Sapna Bachat,Udaan: Arthik Bal Har Parivar Ka Haq"***, CFAR and Sesame Workshop India (SWI) have launched the Lego Foundation's "Khel,Mast, Sikho Jabardast" or "Play Every Day Project" to enhance development skills in children by facilitating education through play.

The objectives of the Project are twofold to increase parents awareness on the importance of guided and focused play for overall development in children and to enhance parents' capacity for engaging actively in play through an understanding of their role as primary caregivers.

Thus, as part of the project, children coming from diverse religious, cultural and ethnic backgrounds are encouraged through the use of play tools that are available at home and other activities to play with their parents. At the same time, parents are facilitated to realize the importance of playing with their children and spending time with them to explore new things that will enhance their holistic development skills.

The key areas of intervention are - Gautam Puri and adjoining catchment areas namely BIW camp, Ali Gaon, Sapera Basti, Peer Mohalla, Subhash Camp, Ali Vihar, Indira Kalyan Camp and Masjid Colony. All these areas have a diverse population of communities from Bihar, UP, West Bengal, Jharkhand and Rajasthan.



Children playing Game  
- "Chahto ka Taalaab" Aspiration Pond

### Key outcomes

We conducted Parents Advisory Workshops with a representative group of sixteen (16) parents to get an understanding of whether they see parental interactions with children through play as important and necessary and if they engage with their children through play. Four play workshops, with twenty five (25) families in each workshop, were conducted in this phase.

At the end of this formative phase, follow up sessions were done with sixty (60) care givers. It was observed that:

- Mothers were regularly playing with their children for at least one or two hours every day.
- Parents reported that these workshops had encouraged bonding and interaction between them and their children. Fathers, in particular, agreed that they felt more

involved and closer to their children following these workshops.

- Mothers agreed that they enjoyed playing with their children; however fathers were a little inhibited in reaching out to children.
- Many caregivers agreed that they learnt techniques of "playing" with children and were able to devote focused time to them.
- Most families said that they also got an opportunity to learn new games and techniques which helped them to observe and identify the inherent talents and aspirations their children harbored.
- All the parents who participated in these workshops expressed interest and appreciation for the efforts of the SWI and CFAR teams. They felt these workshops were useful for them as parents and their children and were enthusiastic and eager to participate.

#### **Community Voices :**

**Shahid, Ali Village-** *"After attending this workshop we realized the importance of spending time with our children. My children spend most of their time with their mother and I always felt that was needed. But today I realize that as a father playing with my child has helped me understand and relate to her in a new way."*

**Tarun Sharma, Chanderlok Colony-** *"Play enhances both mental and physical qualities in children. They become agile and focused."*

**Ram Niwas Raja Mohalla, Jasola Village-** *"Playing together helps bring parents and children closer. Children develop a bonding with their father and overcome the fear and awe they have of them"*

**Zahida Begum, Bilaspur Camp-** *"Instead of playing with mud my child is now playing with household items like glasses, bowls and spoons. He is using them to make different shape."*

**Farzana, Gautampuri, South East Delhi-** *"My child is very inquisitive; she has a habit of dismantling everything. After coming to this workshop I realized that this curiosity is part of the learning process. Instead of getting irritated now I am able to explain and explore with her. Earlier, I never used to play with her like this."*

**Sangeeta, Gautampuri, South East Delhi-** *"This is a very good exercise. I had never realized that children could be taught through such methods."*



# Institutional Profile: Centre for Advocacy and Research

The Centre for Advocacy and Research (CFAR), headquartered in Delhi is a non-profit organization registered as a Charitable Public Trust, in January 1998. CFAR is committed to advancing the rights of marginal communities such as sex workers, urban poor, girl child, unorganized workers, transgender persons and sexual minorities, single women, People Living with HIV, people who inject drugs (PWID) and people living with disabilities

Being a registered Public Charitable Trust, CFAR Trust is duly adhering to all required statutory compliance. CFAR has at its helm by its governing body and Managing Trustee, Ms. Akhila Sivadas, who is duly authorized to lead the centre.

## 1. General Information of the Organization:

<b>Name of Organisation</b>	<b>: CENTRE FOR ADVOCACY AND RESEARCH</b>
<b>Date of establishment of CFAR</b>	<b>: 29 January, 1998</b>
<b>Registered Office Add</b>	<b>: E-1, Press Enclave, Saket, New Delhi-17,</b>
<b>Function Head Office Add</b>	<b>: H-2B, 1<sup>st</sup> Floor, Kalkaji, New Delhi-19</b>
<b>Telephone Numbers</b>	<b>: +91-011-26418846, 26410133, 40640193</b>
<b>E-mail Address</b>	<b>: <a href="mailto:cfarheadoffice@cfar.org.in">cfarheadoffice@cfar.org.in</a></b>

## 2. Name and Designation of the Authorized Person/Chief Functionary:

- Name : Ms. Akhila Sivadas,
- Designation : Managing Trustee/Executive Director/Chief Functionary
- Contact No. : Mobile No. (9810415066)

## 3. Registration details of Organization

- Registered as : Public Charitable Trust
- Registration No. : 661
- Place of Registration : Delhi
- Date of Registration : 29/01/1998
- Area of operation : National Level NGO (All over India)
- Registration Valid : (forever)- Permanent

## 4. Registration of Organization with Income Tax Department

Registration of CFAR Trust with Income Tax Department U/S 12A of the Income Tax Act 1961.

- Registration No. u/s 12A : C-520
- Place of Registration : Delhi
- Date of Registration : 17/09/1998
- PAN No : AAATC-0743-J
- TAN No : DELC-04334-B
- 80G Order No u/s 80G : No-DIT(E)/2009-2010/C-520/1860 dated 29/09/2009 and valid from A.Y. 2010-11 to A.Y.2012-13

## Note

- Donor can claim exemption on income tax under section 80G subject to a limit prescribed under the Income Tax Act 1961
- Any approval under Section 80G(5) on or after 1.10.2009 would be a one-time approval which would be valid till it is withdrawn as per the Circular No. 7/2010 [F.No.197/21/2010-ITA-I], Dated 27-10-2010

## 5. Registration of organisation with MoHA-(Ministry of Home Affair) FCRA Department

Registration of CFAR Trust under the Foreign Contribution (Regulation) Act, 1976 and latest amended Act 2010.

- Registration No. : 231660104
- Date of Registration : 10/01/2001
- Date of Renewal : 01/11/2016
- Validity of FCRA Reg. No. : 31/10/2021

## 6. MAIN FCRA Bank Account Name, Address and Account No:

- Name of Bank : **STANDARD CHARTERED BANK.**
- Address of Bank : **1<sup>st</sup> Floor, Express Building, 9-10 Bahadurshah Zafar Marg, New Delhi-110002.**
- IFSC Code : SCBL0036086..
- MICR No. : 110036020.
- Account No. : 52011027084 ( Saving Account)
- Swift Code : SCBLINBBXXX
- ABA Number : N/A

## 7. Online Payment Bank Account (Sub-FCRA Bank) Name, Address and Account No:

- Name of Bank : **HDFC BANK**
- Address of Bank : **Greater Kailash 2, M Block, Shop No. M-29, Greater Kailash-II, New Delhi-110048.**
- Account No. : 50100078075822, (Saving Account)
- IFSC Code : HDFC0000557.
- MICR No. : 110240087.

## 8. PSI Project ( Sub FCRA Bank Account ) Name, Address and Account No:

- Name of Bank : **HDFC BANK**
- Address of Bank : **Greater Kailash 2, M Block, Shop No. M-29, Greater Kailash-II, New Delhi-110048.**
- Account No. : 50100081748390, (Saving Account)
- IFSC Code : HDFC0000557.
- MICR No. : 110240087.

## 9. NON-FCRA (Local Currency) Bank Name, Address and Account No:

- Name of Bank : **CORPORATION BANK.**
- Account No : 028600101013343 ( Saving Account)
- Account No : 028600101041373 ( Saving Account)
- Account No : 028600101041374 ( Saving Account)
- Add. Of Bank : **M-4, Greater Kailash, Part-II, New Delhi-110048.**
- IFSC Code : CORP0000286.
- MICR No. : 110017005.

## 10. APPI Project ( Local Currency ) Name, Address and Account No:

- Name of Bank : **HDFC BANK**
- Address of Bank : **Greater Kailash 2, M Block, Shop No. M-29, Greater Kailash-II, New Delhi-110048.**
- Account No. : 50100061341440, (Saving Account)
- IFSC Code : HDFC0000557.
- MICR No. : 110240087.

## 11. Geographical Coverage/Area of Operation:

All over India (including states like Delhi, Maharashtra, Andhra Pradesh, Telangana State, Karnataka, Tamilnadu, Rajasthan, West Bengal-Kolkatta, Odisha-Buhabaneswar & Cuttack, Uttar Pradesh etc.)

## 12. Annual Remuneration Paid to Board Members/Key Person during FY 2016-17:

- CFAR Trust paid total **Rs. 14,40,000.00** (Rupees Fourteen lacs forty thousand only) to Ms. Akhila Sivasdas, Managing Trustee during the F.Y. 2016-17 towards annual remuneration for her services working as capacity of full time Executive Director in the CFAR Trust.

### Note

- **NO remuneration, sitting fees was paid to any other Board Members except Ms. Akhilas Sivasdas .**

## 13. Monthly Remuneration Paid to Executive Directors/Chief Functionary during FY 2016-17:

The gross monthly remuneration paid to Executive Director/Chief Functionary was **Rs.1,20,000/-** per month starting from April 2016 to 31<sup>st</sup> March 2017 period.

## 14. Range of Remuneration paid to staffs during FY 2016-17:

Highest range..... Rs. 1,20,000/-  
Lowest range..... Rs. 12,500/-

### Note

- **Excluding contractual consultants and part time associates.**

## 15. Total Cost Incurred on Travel during FY 2016-17:

CFAR Trust incurred approx **Rs. 1.45 Cr.** cost on account of travel (including air travel, ground travel, stay and food cost) during the year 2016-17 towards implementation of various projects activities undertaken by CFAR Trust.

## 16. Total Cost Incurred on International Travel during FY 2016-17:

**NO, expense incurred on International Travel in FY 2016-17**

## 17. Institutional Membership of CFAR Trust:

- a) CFAR Trust is a accredited member of **CREDIBILITY ALLIANCE** and Membership Number is **-CA/02/2016**. CFAR Trust is accredited for adherence to the minimum norms of Governance & Accountability, Transparency, Organizational Capacity and Program Implementation & Effectiveness.
- b) CFAR Trust was also accredited by **Samajik Suvidha Sangam, Mission Convergence**, Delhi Government for adherence to better Governance & Accountability, Transparency, Organizational Capacity and Program Implementation & Effectiveness.
- c) CFAR Trust is also accredited by **GuideStar India**, for adherence to better Governance & Accountability, Transparency, Organizational Capacity and Program Implementation & Effectiveness. GuideStar India has awarded Platinum Certificate (Champion level vide **GSN No-596**) to CFAR Trust recognising it for better transparency and adhering to full compliance of required statute.

- d) CFAR Trust is also registered with **Niti Ayog (Planning Commission)** under portal of **DAARPAN** created of Niti Ayog vide registration No- DL/2016/0095652.
- e) Apart this we are registered with following credible organisation and statutory bodies Like:-
- FICCI-SEDF-FICCI Socio Economic Development Foundation
  - India Sanitation Coalition-(ISC)
  - BSE-Sammaan
  - DASRA
  - NALSA-National Legal Service Authority

## 17. CFAR's own visibility and networks :

- Organisation's Website ID : [www.cfar.org.in](http://www.cfar.org.in)
- Organisation's e-mail ID : [cfarheadoffice@cfar.org.in](mailto:cfarheadoffice@cfar.org.in)
- Facebook ID : [www.facebook.com/cfar123](https://www.facebook.com/cfar123)
- Twitter ID : <https://twitter.com/delhicfar>
- LinkedIn ID : <https://www.linkedin.com/in/cfar-ngo-4134bab4/>

## 18. Awards, recognition and achievement of CFAR Trust so far:

- (A) During the year 2009-10, CFAR had been awarded by Delhi Govt. under Mission Convergence Program for Meritorious Work, through **Her Excellency Mrs. Pratibha Patil, President of India**, on 14<sup>th</sup> August, 2009 at Vigyan Bhawan, New Delhi.
- (B) We also received certificate from **NACO** for our Bangalore Unit office towards excellent work done in documenting the **RED RIBBON EXPRESS PROJECT 2009-10**
- (C) We have received a charter of collaboration from The National Mission for Empowerment of Women (NMEW) in August 2012 for the thematic convergence project (2012-13).
- (D) We have received Regional Winner Award from PLAN INDIA for carrying out the Most Successful Advocacy Campaign under LGBB-(let Girls be Born) project.
- (E) We have received appreciation letter from Rajasthan Chief Minister, **Smt. Vasundhara Raje Scindia** appreciating that **Centre for Advocacy & Research** is making continuous efforts and working on the issue of declining child sex ration in Rajasthan.
- (F) We received letter of appreciation in 2010 from Mr. A.A. Khan, Health Ministry of Rajasthan Govt., for spreading awareness about PCPNDT Act and stopping sex determination.
- (G) We received letter of appreciation in 2014 from Ministry of Women & Child Development, Govt. of India, for sharing suggestion in formulation of policies & schemes of Ministry of Women and Child Development.
- (H) We received letter of appreciation and memento from Govt. of Rajasthan, Local Self Government Department recently.
- (I) Appreciation Memento received so far from various institutions/departments like:-



- **Bhagini Nivedita College**, University of Delhi on its Founder's Day 2013.
  - **UN WOMEN**-on organizing consultation on Reducing Gender Inequalities a possible framework for post-2015.
  - **NACO/USAID/UNAID**-for Presentation at NACP-III Dissemination Summit-2012.
  - We have received appreciation momentous from NACO for Good Presentation in NACP-III Dissemination Summit 2012.
- (J) In 2015, the First ever MoU with the Nodal agency of Swachh Bharat Mission-Delhi Urban Shelter Improvement Board (DUSIB) is under process- The CFAR WSH team, along with members of Mahila Pragati Manch (MPM), have submitted the TOR and a Discussion Note to DUSIB.
- (K) In July 2015, CFAR has been mandated as a key partner in implementation of SBA in Jaipur by the Mission Director and Directorate of Local Bodies-Jaipur.
- (L) On 11 July 2015, CFAR has been invited by Government of Rajasthan to be part of monitoring committee of Jaipur (Urban & Rural) on procurement and distribution of low cost sanitary napkins amongst school and non-school going adolescent girls.
- (M) Received Appreciation letter from Ministry of Urban Development, Govt. of India in July 2016 for Partnership with SBM (Urban) for National Triggering Drive.
- (N) We received Goodwill Ambassador certificate in October-2016 from Bhubaneswar Municipal Corporation under SWACHH BHARAT MISSION.

## Details of Board Meetings held during the F.Y. 2016-17

Sr. No	Date	Venue	Total Board Members	Board Members Present
01	22/04/2016	CFAR, H 2B, First Floor,Kalkaji, New Delhi-11001905	05	05 Ms. Akhila Sivadas Mr. D. K. Bose Mr. Santosh Desai Ms. Anuradha Mukherjee Ms. Amita Puri
02	27/07/2016	CFAR, H 2B, First Floor,Kalkaji, New Delhi-110019	05	03 Ms. Akhila Sivadas Mr. Santosh Desai Ms. Amita Puri
03	21/09/2016	CFAR, H 2B, First Floor,Kalkaji, New Delhi-110019	05	03 Ms. Akhila Sivadas Mr. D. K. Bose Ms. Amita Puri
04	17/03/2017	CFAR, H 2B, First Floor,Kalkaji, New Delhi-110019	05	03 Ms. Akhila Sivadas Mr. D. K. Bose Ms. Amita Puri

**FORM NO. 10B**

[See rule 17B]

**Audit report under section 12A (b) of the Income-tax Act, 1961, in the case of charitable or religious trusts or institutions**

I have examined the balance sheet of **Centre for Advocacy & Research (CFAR) :: New Delhi PAN NO.-AAATC0743J** [name of the trust or institution] as at **31<sup>st</sup> March 2017** and the Profit and loss account for the year ended on that date which are in agreement with the books of account maintained by the said Trust or institution. I have obtained all the information and explanations, which to the best of my knowledge and belief were necessary for the purposes of the audit. In my opinion, proper books of account have been kept by the head office and the branches of the above named trust/institution visited by me so far as appears from my examination of the books, and proper Returns adequate for the purposes of audit have been received from branches not visited by me, subject to the comments given below:

In my opinion and to the best of my information, and according to information given to me, the said accounts give a true and fair view-

- (i) in the case of the balance sheet, of the state of affairs of the above named \*trust/institution as at **31<sup>st</sup> March 2017** and
- (ii) in the case of the profit and loss account, of the profit or loss of its accounting year ending on **31<sup>st</sup> March 2017**

The prescribed particulars are annexed hereto.

Place : New Delhi

Date : 26 September, 2017



**R.K. SHARDA & ASSOCIATES**

Chartered Accountants

FRN No.-006226N

*R.K. Sharda*

**R.K. SHARDA**

M.No.-084847

# CENTRE FOR ADVOCACY AND RESEARCH

E-1, Press Enclave, Saket, New Delhi-110017

## BALANCE SHEET AS AT 31ST MARCH 2017

PARTICULARS	SCHEDULE	Amount 2016-17 (Rs.)	Amount 2015-16 (Rs.)
<b>LIABILITIES</b>			
FIXED ASSETS FUND	A	2,327,142.00	2,704,088.00
CORPUS FUND	B	6,201,100.00	6,201,100.00
RESERVE FUND	C	393,648.50	671,360.50
GENERAL FUND	D	5,699,443.34	5,593,906.87
CURRENT LIABILITIES	E	121,535,304.06	60,169,425.57
	<b>TOTAL</b>	<b>136,156,637.90</b>	<b>75,339,880.94</b>
<b>ASSETS</b>			
FIXED ASSETS	F	2,327,142.00	2,704,088.00
INVESTMENTS	G	9,500,000.00	8,500,000.00
CURRENT ASSETS	H	124,329,495.90	64,135,792.94
	<b>TOTAL</b>	<b>136,156,637.90</b>	<b>75,339,880.94</b>

Accounting Policies & Notes |

As per our audit report even dated attached

For R.K.Sharda & Associates  
Chartered Accountants  
Firm Reg. No. 006226N

*R.K. Sharda*  
Proprietor  
M.No.084847



*Indira Puri*  
(Treasurer/Trustee)



*Aphile Sirohas*  
(Managing Trustee)

Place: New Delhi  
Date : 26/09/2017

# CENTRE FOR ADVOCACY AND RESEARCH

## INCOME & EXPENDITURE ACCOUNT YEAR ENDED 31ST MARCH 2017

PARTICULARS	SCHEDULE	Amount 2016-17 (Rs.)	Amount 2015-16 (Rs.)
<b>INCOME</b>			
Project Income	<b>1</b>	134,707,597.27	81,873,811.27
CFAR Project Contribution		838,354.00	908,364.00
Donation Received		-	-
Bank/FDR Interest		4,269,386.79	4,137,783.19
Interest on IT Refund		30,797.00	-
<b>TOTAL</b>		<b>141,846,135.06</b>	<b>86,919,958.46</b>
<b>EXPENDITURE</b>			
Project Expenditure	<b>1</b>	76,698,466.09	85,229,358.62
<b>Institutional Expenses</b>			
1 Salary/Honorarium & Allowances		213,160.00	347,893.00
2 Professional/Audit fee/Consultancy Charges		384,265.00	445,034.00
3 Post/Stationery/Photostat/Telephone etc.		94,613.00	40,794.22
4 Travel/Conveyances		143,941.00	138,436.00
5 Miscellaneous, Charity & Donation etc.		22,500.00	1,163.00
6 Workshops/Meetings/Venue Conference etc.		118,573.00	29,027.00
7 Outstation Travel		265,908.00	112,259.00
8 Recording, Shooting & Equipment Hiring Charges		3,100.00	-
9 Boarding & Lodging/Meals & Refreshment etc.		249,485.00	76,714.00
10 Bank Charges/Bates & Taxes/Brokerage etc.		27,169.57	6,396.11
11 Repair & Maintenance of Equipments/Vehicles		76,498.00	70,325.00
12 Office Maintenance, Water, Electricity, Staff Welfare/Social Security etc.		976,817.00	1,357,349.00
13 Publication of Books & Materials/Data Editing etc.		16,494.00	16,841.00
14 Translation & Transcription Charges		-	9,268.00
15 Equipment-Non Recurring Expenses		43,154.00	59,429.00
16 Cable Charges/Periodicals etc.		22,500.00	-
<b>TOTAL EXPENDITURE</b>		<b>79,296,645.66</b>	<b>87,940,186.95</b>
<b>Balances Carried over to Project Balance Fund</b>		<b>62,721,644.93</b>	<b>(22,565,328.64)</b>
<b>Surplus/ Deficit transferred to General Fund</b>		<b>(44,463.88)</b>	<b>72,775.81</b>
<b>Surplus/ Deficit transferred to Reserve Fund</b>		<b>(127,712.00)</b>	<b>(180,539.00)</b>
<b>TOTAL</b>		<b>141,846,135.06</b>	<b>86,919,958.46</b>

As per our audit report even dated attached

For R.K.Sharda & Associates  
Chartered Accountants  
Firm Reg. No. 006226N

*R.K. Sharda*  
Proprietor  
AN No. 084847

Place: New Delhi  
Date: 26/09/2017



*Anita Puri*  
(Treasurer/Trustee)

*Shilpi Puri*  
(Managing Trustee)



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CENTRE FOR ADVOCACY AND RESEARCH, NEW DELHI  
CHD JODHA - NEW MOBILE NUMBER: 9810 123

[illegible]

Revenue Expenditure on Research	70,962,711.00
Capital Expenditure on Research	700,451.00
Other Expenditure on Research	
<b>Total Project Expenditure (B)</b>	<b>71,663,162.00</b>
Investment on R & D (C) (Funds, Cash)	4,238,279.07
Total Government Expenditure (B) - (C)	67,424,882.93
<b>Total Step 140 Revenue &amp; Expenditure (B) - (C)</b>	<b>70,286,603.00</b>

[illegible]

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# CENTRE FOR ADVOCACY AND RESEARCH

## RECEIPTS & PAYMENTS ACCOUNT YEAR ENDED 31ST MARCH 2017

Annexure	Amount 2016-17 (Rs.)	Amount 2015-16 (Rs.)
<b>RECEIPTS</b>		
<b>Opening Balances</b>		
Cash-in-hand	34,018.00	40,161.00
Bank Balance	2,528,947.78	2,948,281.63
Short-Term Deposits-FDR/Bank Guarantee	53,500,000.00	53,500,000.00
Investments	8,500,000.00	8,700,000.00
Amount Recoverable/Adjustables etc	1,438,149.16	2,368,522.80
<b>Receipts for the year</b>		
Projects Income	134,703,587.27	81,873,811.27
Project Contribution Received	838,334.00	43,965.00
Donation Received	-	-
Interest Received (Bank+FDR)	4,300,183.79	4,137,783.19
<b>TOTAL (A)</b>	<b>268,847,250.00</b>	<b>153,912,524.89</b>
<b>PAYMENTS</b>		
<b>Projects Expenses</b>	<b>76,096,466.05</b>	<b>84,743,875.62</b>
<b>Institutional Expenses</b>		
Salary/Monogram & Allowances	233,180.00	347,893.00
Professional/Audit fee/Consultancy/Services Charges/Monitoring etc	884,265.00	445,024.00
Post/Stationery/Photostat/Telephone etc	34,615.00	40,794.22
Travel/Conveyances	343,941.00	118,438.00
Miscellaneous, Charity & Donation etc	22,500.00	1,163.00
Workshops/Meetings/Venue Conference etc	118,573.00	29,027.00
Outstation Travel	265,908.00	112,258.00
Recording, Shooting & Equipment Hiring Charges	8,100.00	-
Boarding & Lodging/Meals & Refreshment etc	349,485.00	76,734.00
Bank Charges/Notes & Taxes/Brokerage etc	27,189.57	5,396.11
Repair & Maintenance of Equipments/Vehicles	76,498.00	70,335.00
Office Maintenance, Water, Electricity etc	876,817.00	1,313,955.00
Publication of Books & Materials/Data Editing etc	18,494.00	16,841.00
Translation & Transcription Charges	-	9,368.00
Equipment Not Recurring Expenses	41,154.00	19,428.00
Cable Charges/Periodicals etc	22,500.00	-
<b>Closing Balances</b>		
Cash-in-hand	57,734.00	34,018.00
Bank Balance	2,406,376.16	2,528,947.78
Short-Term Deposits-FDR/Bank Guarantee	114,500,000.00	53,500,000.00
Investments	8,500,000.00	8,500,000.00
Amount Recoverable/Adjustables etc	3,086,117.98	1,438,149.16
<b>TOTAL (B)</b>	<b>268,847,250.00</b>	<b>153,912,524.89</b>

As per our audit report even date attached

For R.K.Sharma & Associates

Chartered Accountants  
Firm Reg. No. 086226H

Proprietor  
M.No. 084547

Place: New Delhi  
Date: 26/03/2017



*Anita Puri*

(Treasurer/Trustee)

*Abhijeet Sivasdas*

(Managing Trustee)





