

2018-2019

# Annual Report



Centre for  
Advocacy and  
Research

# Annual Report

April 2018-March 2019

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## From the Executive Director's Desk



Translating its mission statement “Voice of the Voiceless” into practice, CFAR in 2018-19 concentrated its efforts in institutionalizing the representation of marginalised communities, in local self-governance. Many community representatives in Jaipur, Delhi and Kolkata were designated as Swachha Grahni (hygiene leaders), Task Force members and Nodal Point persons, by urban local bodies and city administration to work in tandem with government programmes not just to ensure access but also provide last mile connectivity to those living on the margins, across urban slums.

It is encouraging to see communities of women, girls, men and transgender persons who have been leading from the front, with exceptional grit and determination, not only to shape all processes to their advantage but also to take ownership, sustain and consequently improve their quality of life. These intrepid movers and shakers have left us in awe through display of their raw courage and tremendous resilience in the face of seemingly insurmountable challenges, and have in that process made this year's journey memorable.

Take the cases of Radha, a domestic worker from Sadubasti who has been looking after her disabled daughter, or Harkudi, a ragpicker from the most vulnerable Sansi community, Susheela from Gurjar Dharti and Jamna from Nagphani. They have all have done everything possible to link their peers to essential welfare schemes and services through the Help-desk in Ajmer.

Similar are the journeys of Lata Waghari, Smita Sonde and Sangeeta Pilaware in Pune, Uma, Salina Merry and Gayatri from Bengaluru, Pravasani Nayak, Pramodini, and Chabbirani in Bhubaneswar, Rani, Jyoti, Vidya, Lalsa, Suman, Sumitra, Usha, in Delhi, and Nafisa, Vijay Kanwar, Roshni, Meena, Sugna and Chetna in Jaipur, all of whom deserve due recognition and our collective appreciation for their contributions.

Together and individually, they have achieved many significant milestones. We are proud of the success of 75 community representatives who have been designated as Health and Sanitation Committee members, seven as City Sanitation Task Force members and 306 as Swachha Grahni, in the cities of Jaipur, Kolkata and Delhi. These individuals participated in our community empowerment initiatives and grew into people with incredible power and sense of responsibility. In Jaipur, our innovative mechanism called Single Window became the hub for delivery of coordinated sanitation, periodic desludging, and waste collection services for 5,000 households across seven wards in two zones inhabited by the poor.

Similar efforts have been made in Ajmer, Bengaluru, Bhubaneswar and Pune where the Single Window team reached out to ‘hidden’ communities and excluded groups such as the Waghari, Shikalgar, Sansi, transgenders, the elderly and persons with disability who have been supported with ration, pension and labour card services. In Kolkata, the Samajik Sahayata Kendra reached out with coordinated social entitlements, health and child care services in two wards to women and children from the minority and key population groups.

Given the many breakthroughs these communities have achieved, we now aim to forge a seamless continuum that will enable them to secure their right to social entitlements and help them take firm strides towards economic empowerment and livelihood development. This is essential, we feel, because without social security, economic empowerment and opportunities for livelihood development, the poor, especially women and young people, will continue to struggle with poverty and their many crippling vulnerabilities.

**Akhila Sivadas**



## Board Members



**MS. AKHILA SIVADAS**

Managing Trustee is a founder member of CFAR

**Ms. Sivadas** has rich and varied experience as a researcher and communication expert on issues related to gender and development, particularly the marginalised communities such as urban poor, women, excluded ethnic groups, persons with disabilities and transgenders, among others. With expertise in strategic planning and advocacy, she has assisted national and regional institutions in preparing strategy documents on gender, child rights, reproductive health, media

**Ms. Mukherjee** is a founding member of CFAR with experience of working on media education and rights of women and children. Her expertise is in conducting media sensitization workshops, developing modules and training curriculum for community interventions.



**MS. ANURADHA MUKHERJEE**

Trustee and Secretary



**MR. SANTOSH DESAI**

Trustee

**Mr. Desai** is an author, columnist and media critic. His primary area of interest is examining the evolving nature of consumer culture in India and children's fiction. He has served on several juries and governing councils, including that of the National Film Awards and the Tata Literature Live Awards.

**Ms. Puri** has long experience of working with the profit and not-for-profit sectors where she has led fundraising, marketing and communication planning. She has worked extensively on matters related to rights and welfare of children, artisans and craft workers. She is currently an advisory group member of Asian Venture Philanthropy Network and a resource person for the South Asian Fund-Raising Group and Resource Alliance.



**MS. AMITA PURI**

Trustee

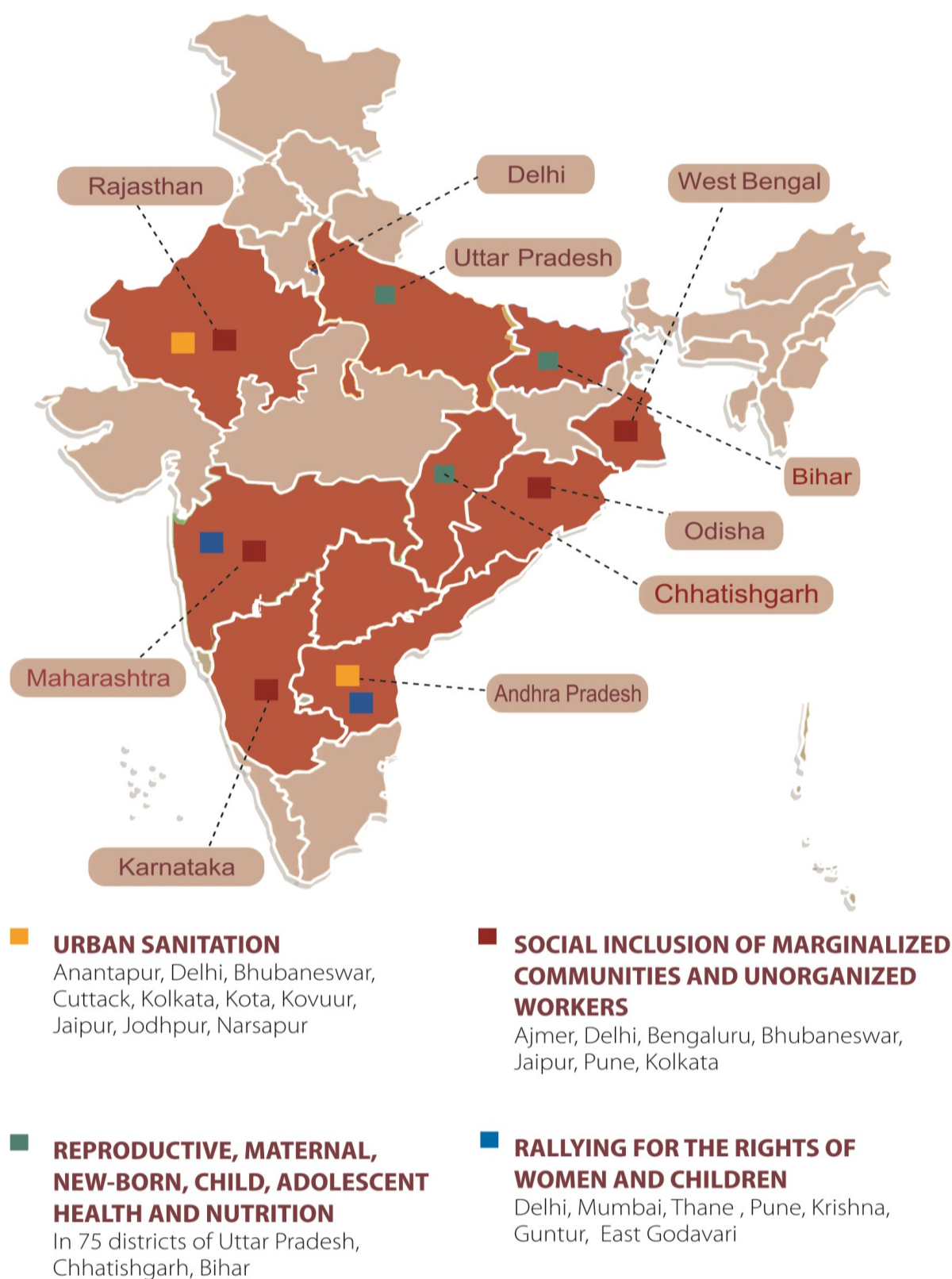


**MS. Manisha Priyam**

Trustee

**Dr. Manisha Priyam** is an academic and researcher who works on issues of development and politics in India. She has a doctorate from the London School of Economics and Political Science (LSE) in International Development where she examines the politics of education policy reforms in a comparative perspective. She is currently an Associate Professor at the Department of Educational Policy, National University of Educational Planning and Administration (NUEPA), India's leading policy advisory body for the Ministry of Human Resources Development (MoHARD), Government of India.

## Our Interventions on the Ground



## Scaling up and institutionalizing Single Window approach and developing a coordinated response to mainstream socially marginalized urban poor communities in collaboration with Urban Local Bodies and key departments across four cities of Bhubaneswar, Ajmer, Pune and Bengaluru

### *Setting up and Managing Single Window*



### **BENGALURU**

The Single Window approach helps underprivileged communities in gaining access to their entitlements through an integrated facilitation system. Initially getting them to obtain identification and domicile documents, which are required for accessing various entitlements and schemes, Single Window supports them in identifying which schemes an individual may be eligible for, and get them to apply and benefit from these. As part of Single Window, community members also learn to work with each other and shoulder social and collective responsibility in order to make their own and others' lives better. In 2018, we started the project with a total of 270 camps and drives which were held to facilitate urban poor women and their families in getting enrolled under different schemes such as Aadhar (4), scholarship for children (5), housing (8), Integrated Child Development Services (59), labor camp (39), loans for Scheduled Caste/ Scheduled Tribes, people living with HIV and minorities (4), pension schemes (10), ration cards (22), construction of Individual Household Toilets (13), health camps (61), mid-day meals for senior citizens (8), Senior Citizen Card (19), Below Poverty Line (BPL) Scheme (2) and Domestic Worker Card (16).

During the year, a total of 5,968 people reached out with our support to avail different schemes and programmes. These included health services (2,385), ICDS (961), Labor Welfare Card (869),



pension schemes (365), ration card-new (102), ration card for transgender people (9), Aadhar Card (9), education/hostel scholarships (100), housing/house registration (6), Bhagyalakshmi Bond (11), Jandhan Yojana bank account (20), legal services (23), loans for person belonging to a Scheduled Caste/Scheduled Tribe, people living with HIV, and minorities (52), Voter Card (75), financial support for widows (6), financial support for education (under Right to Education ) (18), Senior Citizen Card (198), inter-caste marriage scheme (1), Below Poverty Line - BPL- (27), Domestic Worker Card (700), revolving fund (24), National Urban Livelihood Mission (NULM) and individual and group subsidy loans (7).

### **Arogya Raksha Samithi meetings**

Single Window, which is working in 11 Primary Health Centres (PHCs), has strengthened community participation in Arogya Raksha Samithis (ARS) under NUHM. The ARS members monitor the NUHM programme and address grievances of the poor related to health services. They have also taken on the responsibility of designing monthly activities.

### **Legal Campaign in collaboration with the District Legal Services Authority**

In order to create legal awareness among poor and disadvantaged communities, the District Legal Services Authority, in collaboration with Single Window and community-based organizations, held a campaign in November and December 2017. Paralegal volunteers and advocates from the Legal Aid Clinic conducted house visits and reached out to over 2,300 persons in Bengaluru urban area and educated them on the free legal services available through the Legal Services Authority.

### **Legal services campaign for senior citizens**



Sahaya Single Window and community-based organizations were part of the legal campaign organized by the State Legal Services Authority (SLSA) and District Legal Services Authority (DLSA) for senior citizens on January 29, 2018. They mobilized 1,000 senior citizens who had concerns about accessing schemes such as pension, health, Senior Citizen Card, etc. Hon'ble Justice Ashok Bangreppa Hinchigeri from the High Court distributed 25 Senior Citizen Cards during the event.

After the event, Single Window coordinated with the SLSA and DLSA to resolve various concerns that had been brought up with key departments. The Single Window submitted seven applications for Old Age Pension and SLSA forwarded the applications to the Directorate of Social Security and Pension to resolve issues concerning Old age Pension. SLSA directed the Directorate of Social Security and Pension to sanction pension for women living with HIV.

### **Labor Card education and enrolment camp**

From November 2017 to October 2018, as many as 39 Labor card enrollment camps were held at which 351 applications were submitted to the labor department. Three hundred Labor Cards were distributed to construction workers.



### **Scholarship for the children of construction workers**

Sahaya Single Window helped the children of construction workers to apply for scholarship benefits under the Department of Labor and submitted 27 Applications - Panthrapalya-13, Ullalu Upanagar-2, Anjanappa Garden-2, Ambedkar Nagar-5 and KP Agrahara-5.

In March, 2018, the Department of Labor released the scholarship money to all 27 children. This has increased the confidence of the community and motivated it to access department schemes. During this financial year, 60 applications for scholarships for children of construction workers have been received.

### **One lakh housing scheme facilitation**

The Government of Karnataka announced one lakh houses would be provided to poor and other marginalised communities, including sex workers. Community-based organizations working for and constituted by sex workers, with the help of Sahaya Single Window, submitted 110 applications. Of these, Vijaya Mahila Sangha and Jyothi Mahila Sangha submitted 67 and 43 applications to the Jayamala Committee. Eight women were also supported in applying online for housing under the Chief Minister's housing scheme.

### **Distribution of Below Poverty Line (BPL) ration cards**

Sahaya Single Window, with support from the Department of Food and Civil Supplies, held registration camps for issuing ration cards to people below poverty line. Around 779 families, including nine transgender persons, were registered for the BPL Ration Cards. As of now, 639 families have received these cards and are availing the benefits.

These families/persons are from the following localities: KP Agrahara-35, Chamundi Nagar-49, Kengeri-37, Kamakshipalaya-18, Anjanappa Garden-19, Panthrapalya 52, Buddha Nagar-63, Ashraya Nagar-15, Siddarthnagar-78, Ullalu Upanagar-80, Jalahalli-112, Dasarahalli: Katha Nagar,-95 Yelahanka: Vidyaranya-pura-64, SRS-72.



### **Self-help groups (National Urban Livelihood Mission) meetings**

Single Window supported 28 self-help groups in conducting their monthly meetings. Between November and April, 336 self-help group meetings were held at – KP Agrahara (1), Chamundi Nagar, (2) Kengeri, (3), Ramakrishna Seva Nagar- (5), Ambedkar Nagar (1), Anjanappa Garden (1), Panthrapalya, (3) Ramakrishna Seva Nagar (1), Ullalu Upa Nagar (5), Buddha Nagar (3), Jalahalli (1) and Siddarth Nagar(1). The groups meet every month with the Single Window team, conduct meetings, maintain minutes and collect Rs. 200 which is deposited in their banks. They also borrow from within the groups for school fees and other needs.

### **Pension Adalats at the settlements**

In its third year, Single Window organized Pension Adalats in collaboration with the Directorate of Social Security and Pension in six settlements which were attended by 294 community members.

Mr. Anil Kumar Singh, Revenue Inspector, Bagalaguntte, Mr. Sathyanarayana, Revenue Inspector, Bagalaguntee, Mr. Shekhar, City Circle, Revenue Inspector, Rajaji Nagar and Mr. Gangadhar,

Revenue Inspector, Rajaji Nagar, participated in the Pension Adalats and addressed the issues raised by community members.

### **Working with Sarva Shikshan Abhiyan**

Single Window worked with Sarva Shikshan Abhiyan to educate the community on the process that must be followed while applying for free education seats under the Right to Education Act. Shri Palakshaiah, Chairperson, addressed the community on how to apply for free seats. With the help of Sarva Shikshan Abhiyan, Single Window held camps in the settlements and helped 24 children to apply for admission to schools. Of them, 18 children got free seats for the academic year 2018-19.

### **PUNE**

In 2018-19, 75 camps, drives and events were held in the settlements to facilitate the enrolment of urban poor under different schemes and programmes such as getting Aadhar cards (3), education scholarships (7), Jan Dhan scheme (1), legal services (1), loan schemes (1), Pradhan Mantri Suraksha Bima Yojana (1), food security (9), health checkups (1), Urban Poor Aaryogyadayee Yojana (10) and financial support for widows (1).



A total of 2,728 beneficiaries enrolled for various schemes and programmes, including Aadhar Card (251), education scholarships/free bicycles for students (428), Jan Dhan Yojana (23), Labor Welfare Card (59), legal services (42), loan schemes (41), pension - Sanjay Gandhi Niradhar Anudan Yojana (47), Pradhan Mantri Jeevan Jyoti BimaYojana (1), ration card (45), Food Security Scheme (464), ration card for transgender persons (12), health check-ups (187), Urban Poor Aaryogyadayee Yojana (39), financial support for widows (140), financial support for education-RTE (15), Sukanya Samridhi Account Scheme (7), Handicap Welfare Scheme (26), health services (768) and access to civic amenities (127).

In all, 28 meetings were held with departments and agencies such as DLSA, ICDS, Women and Child Department, Social Development Department, Solid Waste Management, Revenue Department, Mahila Aarthik Vikas Mahamandal, Food and Civil Supplies Department and Health Department to strengthen the convergence structure and ensure the setting up of regular channels of communication. A total of 206 departmental officials participated in the meeting.

The enrolment drive for the Waghari community on December 12, 2017 resulted in 74 applications being filed for accessing various schemes – Pradhanmantri Jeevan Jyoti Bima Yojana – 3, Pradhanmantri Suraksha Bima Yojana - 21, Jan DhanYojana – 41 and Sukanya Yojana-8.

### **Award to Sahaya Single Window and Community Management Committee**

Sahaya Single Window and Community Management Committee (CWC) were awarded the Swachh Puraskar by the Pune Municipal Corporation on February 15, 2018 for the outstanding work that was done by CWC members to improve public toilet sanitation, ensure clean drinking water, civic amenities and clean settlements. And also to create public awareness on the various

innovative initiatives that are being undertaken by stakeholders to improve the hygiene and sanitation status of the city.

### **Skill Development Centre**

A Skill Development Centre which has been inaugurated in partnership with the Social Development Department of Pune Municipal Corporation imparted training to 112 community members on the skills of tailoring (34) and mehendi (56), mobile and two-wheeler repairing (8) while the Maharashtra state certificate in information technology was awarded to 14 trainees.

### **Online Grievance Assistance Cell in Single Window**

In collaboration with the Pune Municipal Corporation, an online Grievance Assistance Cell was established at Single Window where 112 new online complaints were filed regarding civic amenities, and 122 were resolved, which included complaints pending from last year.

### **Legal Aid Clinic**

Enrolled 42 cases of women regarding various issues through the Legal Aid Clinic established at the Single Window by DLSA. Of them 25 got relief with the legal assistance provided by Single Window.



### **Departmental initiative for availing the benefit of National Food Security Act (NFSA) to most marginalized communities**

In partnership with the Department of Food and Civil Supplies, a meeting was held on June 30, 2018 in which 58 community representatives discussed the difficulties faced by ration card holders in getting the benefit of the Food Security Scheme. The department issued 311 new ration cards as a result. Special drives were also held in collaboration with the department in which 464 of the poorest families were identified and supported to submit fresh applications for availing subsidized food grains under the food security scheme. As of now, 217 of them have received this benefit.

### **Special initiatives to strengthen health services in partnership with the Health Department and other stakeholders on adolescent girls' education programme on personal health and sanitation**

Under adolescent reproductive and sexual health (ARSH), an awareness programme on personal hygiene and sanitation was held on February 19, 2018. Around 19 adolescent girls participated in the discussion on menstrual hygiene. Finally 10 adolescent peer educators volunteered to educate adolescent girls on menstrual hygiene in all settlements.

### **Awareness on Leprosy and Tuberculosis (TB) in collaboration with Health Department**

Leveraging the powers of the DLSA to strengthen departmental convergence and access to schemes and programmes for the urban poor: Over the last year, 4 meetings were held in which 121 government officers from 19 departments, 64 paralegal volunteers and 89 community representatives participated. This resulted in the convergence of government departments under



the leadership of DLSA. Single Window made special efforts to organize a Maha Yojana Shibir on January 28, 2018, with the participation of 19 government departments headed by DLSA. More than 12,000 urban poor received information on the schemes and programmes, and around 7,000 applications for various schemes were filled. Of these, 4,536 were accepted by the respective departments.

### **Legal Awareness**

On June 30, 2018, a meeting was organised in partnership with DLSA on the Protection of Women from Domestic Violence Act, 2005 in which 60 community messengers participated. Following this meeting, community messengers decided to spread awareness against domestic violence and the free legal assistance provided by DLSA.

### **Initiated networks for addressing issues of senior citizens and persons with disability**

We have initiated a network of civil society and legal experts who are working for senior citizens and persons with disability. In the next phase, we will launch a special campaign to obtain the rights and entitlements for them with the support of DLSA.

### **Policy-level reforms**

On the basis of recommendations made by the community, the Maharashtra State Legal Services Authority issued a letter to the Chief Secretary of Maharashtra on February 20, 2018, asking for the appointment of Additional District Collectors as nodal officers to strengthen the National Legal Services Authority (NALSA) Social Security Scheme 2015. Similar letters were written to the Chairmen of all District Legal Services Authorities, instructing them to appoint nodal officers in their respective districts across Maharashtra.

On March 3, 2018, DLSA Pune, issued 19 letters to the Pune Municipal Corporation, Pimpri Chinchwad Municipal Cooperation, Department of Labor and 16 Municipal Councils and Zilla Parishads in Pune to organize registration drives for construction workers from February 23 to March 23, 2018.

### **AJMER**

#### **Knowledge cum enrollment camps**

In Ajmer, 25 knowledge camps were conducted on Bhamashah Card (5), pension (3), Labor Card (4), ration (4), Domestic Worker Union Card (4), Voter Id Card (3) and Palanhar Scheme (2), resulting in the enrolment of 682 beneficiaries in 9 settlements - Babugarh, Nagfani, Nosar, Khanpura, Gurjar Dharti, Sansi Basti, Sadhu Basti, Gautam Nagar and Gulabari - with the support of community representatives and the Electoral Department.

Enrolment drives were jointly held by the Sahaya Single Window and the Department of Social Justice and Empowerment. Around 147 new registrations were done for Unique Identity Cards for persons with disability.

A team from the Beedi Welfare Board, along with four community representatives, conducted a door-to-door campaign in Sadhu Basti, Jhalkari Nagar, Gurjar Dharti, Gulabbari, Jadugar and





Gautam Nagar. They succeeded in identifying 248 eligible beneficiaries whose Beedi Cards could be renewed for getting the benefits of beedi welfare schemes.

### **Facilitation of meetings of community based organizations**

Single Window facilitated 22 monthly follow-up meetings of Akshara and Shakti groups. The groups discussed the functioning of the Basti Sewa Kendra, training of community volunteers for the e-Sakhi programme, a knowledge camp-cum-enrolment drive, checking of application forms that had been collected and the challenges faced by the Basti Sewa Kendra.

### **Mahila Arogya Samithi Meetings**

During this year Sahaya Single Window team facilitated 71 meetings in Gurjar Dharti, Jhalkari Nagar, Harijan Basti, Jadugar, Gulabbari, Nagfani, Sadhu Basti and Khanpura. As many as 488 members participated in these meetings where discussions on prevention of tuberculosis, the importance of immunization, the need to address malnutrition, enrolment of 0-6 years old children in anganwadi centres, prevention of swine flu, dengue, emergency services 104 and 108, disability schemes, the Bhamashah Swasthya Bima Yojna and Matritva Vandaan Yojna. As a part of their regular monthly activities, Mahila Arogya Samithi members celebrated the birth of girls and Godh Bharai and conducted nutrition awareness camps for pregnant and nursing mothers at anganwadi centres.



### **Strengthening School Management committee**

Four community representatives participated in 15 School Management Committee meetings held in Jadugar, Gulabbari and Sansi Basti on availability of drinking water for students and sanitation in school, dropout children, Aadhar enrolment of school children, new admissions and for encouraging the use of Child Line 1098 and its allied services.

### **Facilitating Child Line services**

Sahaya Single Window and the Child Line team jointly held 12 monthly meetings from November 2017 to October 2018 at Sansi Basti with the “Hum Sab Ek Hai” child club. A group of 15 boys and girls were given lifeskills education. They were taught how to speak, how to stay clean and healthy, understand the importance of education, how to re-register dropout children, and how to interact with local police officials.

### **Facilitating self-help group meetings under National Urban Livelihood Mission (NULM)**

Financial inclusion was strengthened through the facilitation of 55 monthly meetings of 8 self-help groups (SHGs) – Prerna, Maa Durga of Gurjar Dharati, Shakti of Jhalkari Nagar, Sawera and Dwarka group of Nosar, Gayatri, Laxmi, and Kiran. The SHGs have been formed by the Single Window team. At these meetings, members discussed issues ranging from opening of bank accounts to the utilization of revolving funds, regular savings and livelihood opportunities for SHGs. Two SHGs from Gurjar Dharti got an opportunity to participate in the Urban Haat organised in Ajmer and Jaipur by the NULM and all 8 groups received revolving funds.

### **Strengthening the Community led e-Mitra**

In 2018 the , , community led e-Mitras started their operations with the support of community volunteers on creating awareness, form-filling and completing and submitting applications. All the

processes were completed by its members, and e-Mitra and Aadhaar Services, at the Collectorate Sahaya Single Window Extension Counter, in collaboration with the Social Justice and Empowerment Department, Department of Information and Technology, Unique Identification Authority of India and local service provider Abhichal Services.

### **Door-to-door campaigns**

A door-to-door campaign was held in all 12 settlements - Luhar Basti, Jhalkari Nagar, Gurjar Dharti, Gulabbari, Jadugar, Harijan Basti, Gautam Nagar, Sadhu Basti, Khanpura, Babugarh, Nosar and Nagfani - during which various schemes were identified. Follow-ups were also done on non-sanctioned schemes.

### **BHUBANESWAR**

During the last year of the project, a total of 90 camps and 152 drives were held in the settlements to facilitate the poor to enroll for various scheme benefits.

The camps were held on Aadhar card registration (25) Labor Card (9) Ration Card (15) Ration Card for transgender persons (5) construction of individual toilets under Swachh Bharat Mission (6), construction of community toilets (3), health camps (17) National Urban Livelihood Mission (9) and Revolving Fund (1).

Around 145 drives were held on Aadhar Card, education, Labor Card, legal services, pension - Old Age and Widow, food security schemes, news ration cards, Anthodaya, Ration Card for transgender persons, skill development, construction of individual toilets under Swachh Bharat Mission, Voter Card, health check-ups, Janani Suraksha Yojana, Artisans Card, Revolving Fund, Harischandra Yojana, National Urban Livelihood Mission - individual subsidy loan / financial assistance, water ATM, tricycles and free electricity connections.

During the year a total of 3,245 persons reached out to benefit from different schemes and programmes. These included - Aadhaar Card (1,008), education (36), housing (15), ICDS (1), Labor Welfare Card (78), legal services (22), subsidy loans (20), Old Age Pension (32), Disability Pension (1), Single Women Pension (3), Widow Pension (22), Ration Card - New (180), Ration Card - Anthodaya (11), Ration Card for transgender persons (33), skill development (118), construction of individual toilets, under Swachh Bharat Mission (118), Voter Card (225), health check-ups (668), Public Health Engineering Department (PHED) work (156), Artisans Card (30), Revolving Fund (21), Disability Certificate/Card (23), individual subsidy loan/financial assistance (72), Water ATM (297), tricycles (4), access to civic amenities (8) and free electricity connections (42).

### **Facilitation of Mahila Arogya Samithi meetings**

Every month Single Window facilitated the Mahila Arogya Samithi's monthly meetings and ensured their members active participation in strengthening health services and addressing health and sanitation issues in the community. A total of 137 meetings were conducted and facilitated across the settlements during the reporting year, covering 619 members.

The dedicated efforts of the Mahila Arogya Samithi with the support of Prayas Single Window resulted in the Jagruti Mahila Arogya Samithi of Rickshaw Colony receiving the award for the best Mahila Arogya Samithi in the state. In an event organized by NUHM department on June 26, 2018, the Samithi was announced as the best performing unit.

### **Self-help groups (National Urban Livelihood Mission and Bhubaneswar Municipal Corporation) meetings**

In 2018, Single Window facilitated 103 self-help group meetings with 85 groups and 445 members. Among them 2 were groups comprising transgender members (numbering 21) formed in Ganapati Nagar.

These self-help group members were strengthened through financial inclusion. They saved better and were also able to borrow from the groups when they needed to. The group addressed domestic violence issues in their community too.

### **Setting of Aadhar card registration unit at Prayas Single Window**

A permanent Aadhar unit has been set up in the Prayas Single Window premises in collaboration with the Computer Lab e-governance partner of the Odisha Government. A total of 1,008 beneficiaries were registered during this financial year.

### **Meeting with one stop Sakhi Centre**

Nine meetings were held with the support of the one-stop Centre Sakhi in 15 settlements with 324 community representatives.

The objective was to make them aware of different forms of violence and the available provisions for protection against these. As a result, domestic violence reduced in the community and 6 domestic violence cases were solved by community members through the one-stop Sakhi Center.

### **Strengthening Community Management Committee (CMC) for sustainable sanitation**

To address the issues of sanitation, 32 community management committee members conducted meetings in all six settlements of ward number 52. At these meetings, Bhubaneswar Municipal Corporation officials worked with the CMC members on sanitation-related issues. With the support and efforts of CMC members, a tank for storing and supplying water was constructed at Ganga Nagar hostel site, meeting the requirements of 70 households.

### **Monthly meeting with adolescent girls groups**

Prayas Single Window conducted 61 meetings in 15 settlements to strengthen healthy menstrual hygiene management practices among 300 young girls. The girls were made aware of Khushi Yojana, Sukanya Samrudhi Yojana, maintaining personal hygiene during menstruation, types of nutritious foods, sexual abuse, child trafficking and the implications of child marriage, cyber crime, dengue and its prevention.

### **Community-level meeting with Transgender persons**

Prayas Single Window formed two self-help groups of transgender persons, which was the first of its kind in Bhubaneswar under NULM, and conducted 5 meetings with 22 members of the groups in Ganapati Nagar.





### **Facilitating Ward Kalyan Samiti meetings**

In 2019, eight (8) Ward Kalyan Samiti meetings were organised in Rickshaw Colony, Eshaneswar, and Maa Mangala Basti with 73 community representatives including anganwadi workers, Mahila Arogya Samithi members, ASHAs, ANMs and the local councillor. Discussions were held on sanitation and health, resulting in installation of dustbins, piped water connections in households and construction of roads in Rickshaw Colony and Eshaneswar.





# **Reproductive, Maternal, New-born, Child, Adolescent Health and Nutrition**

## **UTTAR PRADESH**

**Providing technical support to the Government of Uttar Pradesh for strengthening health communication through mass and traditional media on RMNCHA+N and enhancing capacity on program communication in 75 districts- September, 2017- October-2019**

### **Aim**

To assist and support Government of Uttar Pradesh, National Health Mission Program and Technical Support Unit in strengthening health communication and media engagement on RMNCHA+N and building capacity in 75 districts.

In the light of the success achieved from the years 2015 to 2017, we were committed to making media advocacy an integral part of the information, education, communication (IEC) component of the NHM program; building capacity of the IEC nodal officers at the district and block levels and simultaneously sensitising and facilitating the media - print and online – to engage both rigorously and consistently with all aspects of RMNCHA+N. This strategy required both working with the media and keeping them informed while supporting the health department in responding to media queries and facilitating constructive discussions to create a conducive media environment for health program uptake.

### **Approach**

To advance the process of health system strengthening and highlight the unified effort being made by both government and TSU to improve the outreach and quality of services, we endeavoured to sensitize the media and build a discourse on the many barriers and hugely preventable risks that poor women, girls and their families face.

Therefore, under this grant, we were looking at:

- Scaling up the media engagement intervention from 25 districts and 5 divisions to 75 districts and 18 divisions.
- Ensuring consistency of coverage on RMNCHA+N by embedding within the reports a recognition of the advancements made under the NHM programme and the importance of addressing social determinants of women's health and RMNCHA+N,
- Deepening the quality of media engagement with RMNCHA+N and ensuring media's involvement in an informed and engaged manner,
- Building capacity of the health system and those managing and implementing the RMNCHA+N to facilitate engagement with the media consistently; strengthening timely and informative response on key issues and enhancing the ability of the IEC division and unit to handle media interactions.

We scaled up our intervention from 25 high-priority districts to 38 districts in eight divisions of Uttar Pradesh out of which 20 districts were taken on afresh while we continued to work in 18 other districts. We selected high-priority districts such as Varanasi and Gorakhpur and also ventured into new sub-regions such as Bundhelkhand and Purvanchal.

## **April-September, 2018**

To translate the steps into action we did the following:

### **Media sensitization**

To do this effectively, we had detailed discussions with district health officials to know their readiness to speak about various health issues, including opportunities, challenges and advocate about the different socio-economic factors impacting healthcare. Presentations for the media was prepared by us, shared with the key officials leading or implementing the program, who shared their inputs before we finalized the presentations.

### **Media-government interactions**

We acted as a bridge between the health system and the media, creating a platform for exchange of information and interaction on health issues in the light of socio-economic factors, literacy rate, cultural norms and topography.

Knowledge levels of journalists improved, and this was particularly important as they had little information about all the approaches that were being adopted to address issues related to High Risk Pregnancy (HRP) facilities like first referral units (FRUs) and nutrition rehabilitation centre (NRCs), promotion of male involvement in family planning through no-scalpel vasectomy (NSV).

**Addressing reservations and disagreement on both sides:** For example, in one of the workshops in Lucknow, the media felt that the health department was not paying enough attention to water-borne diseases. After a heated discussion, it was decided that the department would involve journalists while planning these activities and share prior information so that media could also cover these.

**Whatsapp groups** were formed across districts to ensure that everyone was informed.

Impact on media was evident in the fact that as high as 20,589 reports had by-lines (exclusive stories published by journalists which carry their names). With this, the state media accounted for 1,167 by-line reports and the district media for 19,422 by-line reports. More than 58% of the reports had evidence and 72% of the reports got prominent space.

The overall impact of this processes we adopted became evident by September, 2018. We were ready to support both the government and partners.

**In September 2018, our media coverage peaked because of the huge levels of coordination and exchange we had built from November, 2017 and the media in turn projected it as a mass and united movement of people and stakeholders.**

By this time we had reached out to all mediums such as TV, radio, community radio and web portals and established working relationships with 330 journalists.

In order to get capital city-based journalists to get a first-hand experience of systems working in the districts, we organized site visits for Doordarshan, Uttar Pradesh, to witness Godbharayi program at Gaura village, Mohanlalgunj, Lucknow. A team from All India Radio visited the anganwadi center in Ghaziabad; a journalist from Dainik Jagran visited the pradhan intervention of Global Health Strategy at Bamaur, Jhansi; a journalist from Shagun news portal witnessed the Ladli

diwas in Lucknow at Lalpur village, Mohanlalgunj, at the CHC Mohanlalgunj and at the primary school, Nigoha.

### **Sustaining the process**

In January 2019, we supported NHM IEC division in organizing Swasthya Sanchar Kumbh at Prayagraj by facilitating the media briefing held at the IEC stall in which the Minister for Women and Child Development, Dr Rita Bahuguna Joshi, interacted with the media, inaugurated the IEC repository and released the e-newsletter, *Swasthya Darpan*. We developed a booklet with key messages with support from Social and Behaviour Change Communication (SBCC) unit of Ashoka University and UPTSU. We supported the NHM IEC division in preparing a repository of IEC material and also developed a dashboard.

We formed a core group of health experts in the state and districts. The core group members also helped with content on nurse mentoring, FRU strengthening, breastfeeding, ASHA payments, spacing methods, Home-based Newborn Care program, complementary feeding, anganwadi strengthening and nutrition corners. These documents were extremely useful to the media and helped CFAR facilitate consistent coverage in the last two years.

### **CFAR's integration with the health system**

**CFAR's inclusion in District Health Society (DHS) meetings:** By January 2019, CFAR became an integral part of NHM and health department in almost all districts of Uttar Pradesh. We were invited for all DHS meetings, and added to official what'sapp groups formed for different issues such as SBCC strengthening, sanchari rog niyantran group to give our inputs on various activities and get alerted about the district plans.

**Crisis response** - We have been supporting the administration in dealing with critical reports. These reports range from poorly managed cases of measles, chickenpox, swine flu, dengue, diarrhoea, malaria, acute encephalitis syndrome (AES) and hepatitis B to adverse reaction to drugs such as filarial medication and various issues such as the ambulance not reaching on time, non-availability of services in urban health centres, reports on RBSK's app not working, negative news reports on Ayushman Bharat, death of children in medical colleges and some at special neonatal care unit (SNCU) and during immunization.

## **BIHAR**

### **Strengthening communication, using mass media to support program and advocacy priorities on RMNCHA+N in 38 districts of Bihar, India - October 2018-19**

The key strategies:

- 1) Scale up the media advocacy intervention across the 38 districts of Bihar to deepen the quality of media engagement with RMNCH+A and ensure not just coverage but also the involvement to impact the issue in an informed and engaged manner.
- 2) Build capacity of and support the health system and those managing and implementing the RMNCH+A to interact with the media consistently; strengthen timely and informative response to the media and strengthen the ability of the government's communication division to translate the coverage into a wider discourse on commitments that stakeholders within the government and in civil society have to make to ensure quality healthcare for women, children and those most at risk of losing their lives to highly preventable causes.

## Project Activities

1. State and National level review workshops of programme teams to review processes that worked or did not work and undertake course correction accordingly for realization of the project goal.

In inception phase, a state-level orientation was done for all team members by national team of CFAR. The next review-cum-training for the team has been planned with CARE and other development partners in the second year of the project.

2. Tracking and monitoring of 5 Hindi, 3 English and 2 Urdu publications along with 3 electronic channels, 3 web portals at state capital Patna and 3 Hindi publications in 37 districts – in all 111 newspapers across the state of Bihar on a daily basis.

**Media Scan:** 118 newspapers are being monitored on a daily basis. Also, local and regional newspapers (Tarunmitra, Deshpran, Navbihar doot, Navbharat Times, Hamara Metro, Rashtriya Sagar, Paridhi Samachar, Sanmarg, Punjab Kesari, Hindustan Smart, etc) and 78 web portals, in addition to the daily newspapers, are being tracked regularly by the divisional team for the CFAR-supported clips. We tracked and analyzed as many as 55,880 news reports in 10 months across 38 districts of Bihar, including Patna.

**Three national newspapers-** Dainik Jagran, Prabhat Khabar and Hindustan were being tracked daily to monitor health reports, particularly focusing on RMNCHA+N; seven state publications -5 Hindi (Dainik jagran, Dainik bhaskar, Prabhat khabar, Aaj, Hindustan) and 2 English (Hindustan times and The Times of India) were tracked on a daily basis.

**Daily alerts-** On the basis of daily monitoring, we shared daily newsletter alerts with the teams at the Foundation, partners and officials. A monthly report was prepared and shared with BMGF and partners.

The first year of the project focused on increasing media engagement on health issues and also supporting them in informed reporting. So we first started tracking 19 functional districts in the month of December and created a benchmark to work on. To change the scenario, we started working with the media by holding regular meetings and media sensitization workshops, shared content, especially backgrounders, press notes, issue-based briefs, and facilitated regular interaction with health officials through whatsapp groups, one-to-one meetings, facilitating officials' comments on an issue while helping journalists get official data. This process strengthened their understanding on health issues which reflected in the quality of their reporting. The focus was on building the media's capacity on issues, supporting them for data-based reporting by facilitating regular interaction with health officials.

### **This resulted in increase of informative report from 65% to 82%.**

With strategic media engagement, CFAR was able to shift the trend – more informed and balanced media reports were published. A large number of these were CFAR-supported – the content of the media stories was based on the efforts put in by CFAR. These reports increased from only 3 reports in November 2018 to 1,880 in September 2019. Similarly, the percentage of informed reports increased from 65% in November to 82% in September 2019.

The percentage of CFAR-supported news reports against total informed (I have replaced informative with informed as the comparison is with 'uninformed' reports. An informed report



could be an analytical report too, while an informative report will be only giving out information) reports increased from less than 1% in November 2018 to 35% in September 2019. Around the same time, a decrease in uninformed reporting was witnessed. The second year of the project will focus on further decreasing uninformed reporting. A change was also recorded in use of data in media reports. Data use increased from 11% in November to 23% in October 2019, showing a steady growth throughout the year. The increase in informed report is also due to an increase in thematic reporting. For example, on the theme of mother and child, there is informed and thematic reporting. There was a dramatic rise from 14 such reports in November and 27 reports in December to 564 reports in September 2019 out of which 60% (341) were supported by CFAR.

An example is of the dissemination workshop organized by the health department with support from CARE and the Foundation. The programme was covered by all leading Hindi and English dailies and the electronic media in the state. A total of 38 reports were published. The quality of coverage was appreciated by partners.

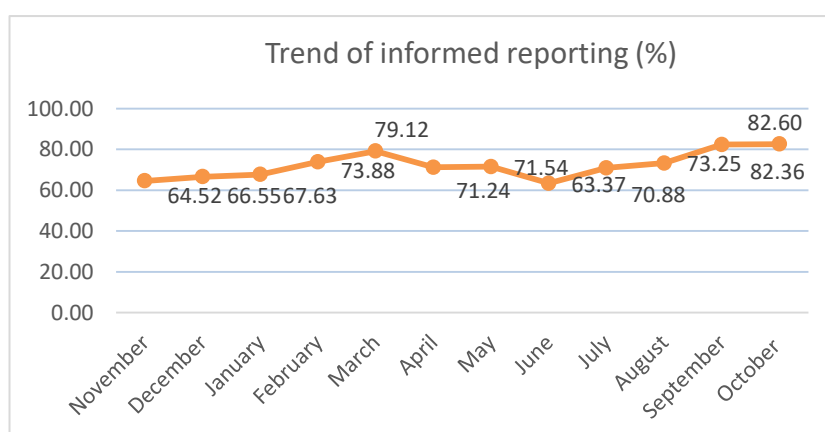
We have documented as many as 20 best practices like maternal nutrition, child nutrition, family planning, breastfeeding, success stories on field-level workers who contributed to advancement of community health, NSV, special stories on children who recovered from AES successfully, features on no-scalpel vasectomy and safe delivery, and 30 in-depth notes on key initiatives related to diarrhea management, government schemes on maternal and child health, care during pregnancy, e-aushadhi, child and adolescent health and nutrition. These reports were shared with all media outlets at the district level.

Over all we developed 2,098 reports in the form of best practices, press releases, background notes and case studies/ champion stories.

## Impact

*Tracking the change from the baseline in December, 2018 to the end of Year One in October, 2019*

The first year of the project focused on increasing media engagement on health issues and also supporting them in undertaking informed reporting. So, we started from December, 2018, tracking publications from 19 districts to create a benchmark on quantity and quality of health reporting, especially on themes that the Foundation partners and government were working on. To strengthen the shift towards more informed reporting, the CFAR team started sensitizing journalists through regular meetings, workshops and by sharing materials such as backgrounders, press release, issue-based briefs, and facilitated regular interaction with health officials through whatsapp groups, one-to-one meetings while enabling officials and partners to voice their views on issues and developments, backed by data. This process strengthened the media's understanding on health issues which reflected in their subsequent reporting.



## Mobilizing, Facilitating and Replicating Socially Inclusive WASH Initiatives in India's Urban Slums, Bhubaneswar, Jaipur



### Salient Activities

#### 1) Institutional Networking and Advocacy

**Municipal Level:** As the Clean India Mission was preparing to declare the city open defecation-free in late 2018, we began collaborating with the city-level nodal body, i.e. the Bhubaneswar Municipal Corporation across two zones –North and South West and key agencies such as Orissa Water Supply and Sewerage Board (OWSSB). Together with these governmental agencies, the Single Window team began highlighting and addressing incrementally the gaps and unmet needs for safe water and sanitation services of communities living in informal settlements. This quarter, there has been concerted interaction with the Deputy Commissioner, keeping his office informed about the concerns of the community and keeping the community informed about what the Deputy Commissioner's office is envisaging for these slums and wards.

We engaged the Social Security for Employment of Persons with Disability (a nodal department to safeguard the welfare of transgenders, the elderly and persons with disability) and District Legal Services Authority (a quasi-judicial body to ensure the legal rights of all marginal and vulnerable populations) in all of the city-level consultations undertaken, and they have extended their support to Single Window as a mechanism to strengthen equitable access to WASH services.

We have also started building relationships with the Bhubaneswar Smart City Limited whose mandate is to strengthen public-private partnership, and Odisha Liveable Habitat Mission (JAAGA), a public-private partnership which aims to provide property rights to around 1.8 million people living in urban slums.

**Sub-national Level:** CFAR has begun advocating with the Department of Housing and Urban Development (DOHUD), the agency responsible for “provision of affordable housing, safe drinking water and sanitation, including solid waste management, storm water drainage, sewerage, roads, public transport and creation of livelihood opportunities for the urban poor.”

## **2) Finalised baseline study**

The baseline study was completed by RTI International and CFAR. The preliminary findings were shared with the Water for Women Fund management team. The report was in the process of getting completed in April.

## **3) Established the governance and operating structure of Single Window from the zone to the ward and settlements**

The role of Single Window is to represent the needs of community members in a streamlined and coordinated way to the municipal government and service providers. At the city level, the project team, led by the project manager and the coordinator, liaise with city-level officials and six key partners to ensure higher level of coordination between all stakeholders.

In furthering the establishment of Single Window, the following steps were undertaken in this quarter:

### **a) Agreement on structure and formation of CMCs in 19 out of 32 settlements**

Following consultations with the community, civil society organisations and government officials in December, it was agreed that the Single Window structure must align with government approved structures, and as such community management committees should be established in each settlement, drawing members from the existing government-recognised self-help groups. In addition, it was agreed that CMCs must include all targeted marginalised groups on one platform, including persons with disability, transgenders, the elderly, single women and scheduled castes. Representatives from the CMCs will then come together as a federated structure at the ward level called the Single Window Forum, which will represent community interests in Single Window.

20 CMCs with 298 members (233 female members, 55 male members, 10 transgender members) were established in 19 settlements; one settlement, Kimbhiria, has two CMCs as it is a larger settlement.

The 298 CMC members include 28 elderly, 15 persons with disability, 13 single women, 13 adolescents and 10 transgender members. Socially, they represent 74 Scheduled Castes, 24 Scheduled Tribes, and 200 urban poor.

### **The CMCs' roles and responsibilities include:**

- Act as the first point of contact in the settlement for WASH-related issues
- Assist individuals seeking WASH services by supporting them to apply or submit written requests to local authorities
- Present collective petitions seeking improvements in WASH services
- Host and organize meetings with providers and administrators
- Put forward representatives to be Single Window Forum members for official interactions to ward and zonal offices of the BMC.

#### **b) Established the Single Window Forum**

From the 298 CMC members, a 74-strong (66 female members, 5 male members, 3 transgender members) Single Window Forum has been constituted of representatives from 19 settlements across 13 wards.

The Forum members represent the following: urban poor - 52 and marginalised Groups - 44 (including 7 elderly persons, 6 single women, 6 persons with disability, 3 transgenders, 15 from scheduled castes and 7 from scheduled tribes).

The Single Window Forum's roles and responsibilities include:

- Link the CMCs with the Single Window focal point and officials at the ward and zonal level
- Aggregate demands and present plans for more systematic inclusion in key services across settlements, wards and zones
- Enable the Single Window Secretariat to foster systematic linkages between communities, government, private sector and CSOs
- Lead all discussions and deliberations facilitated by the Single Window with all stakeholders
- Plan with the Single Window team the issues to be taken up and presented to the government.

#### **c) Established the Single Window focal point and secretariat**

To support official engagement at the zonal level, we have on the request of Deputy Commissioner, Bhubaneswar Municipal Corporation (BMC), north zone, placed a Single Window focal point at the municipal office, supported by a secretariat consisting of field coordinators and outreach workers. By the end of May 2019, after the completion of the national and state election, we will formalize this arrangement and also place a Single Window focal point in BMC, south zone.

### **4) Worked in collaboration to advance WASH and GESI outcomes for the community**

This quarter, the community engagement process was taken forward in 32 settlements. Of these, 12 are mature, 9 are taking shape and 11 are being initiated.

#### **a) Community awareness-raising**

To increase community awareness on gender equality, social inclusion and WASH, partners conducted 25 knowledge and perspective-building meetings for 1,061 (866 females, 137 males, 58 transgenders) members from the community. This comprised the following:

- **Disability:** Swabhiman conducted nine meetings for 461 members on two themes: legal framework on rights of persons with disability and designing disabled-friendly WASH services. Of the 461 members, 18 were Single Window Forum members, 52 CMC members and 409 volunteers.
- **Transgender awareness:** Sakha conducted 7 meetings for 319 participants to break down barriers of 'us' and 'them' and increase understanding of what a transgender identity means. Of the 319 members, 17 were Single Window Forum members, 49 were CMC members and 253 volunteers.
- **Ageing:** Helpage facilitated 3 focused sessions with 116 members sharing with them information on the challenges faced by the elderly, and supporting them in forming SHGs of elderly persons. Of the 116 members, 12 were Single Window Forum members, 36 CMC members and 68 volunteers.



- **Sanitation:** Ernst and Young (who are the Technical Support Unit of the Department of Housing and Urban Development) facilitated four technical sessions with 140 members of Single Window Forum, CMCs and volunteers. At these sessions, they educated the participants on sewerage connection, septage management and toilet designs, and encouraged the community to explore de-centralized onsite faecal sludge management options such as constructing common septic tanks.
- **Advocacy:** The Urban Management Centre (UMC) Technical Support Unit of the State Urban Livelihood Mission held two sessions with 49 members of Single Window Forum and CMCs on the use of Swacchata app, launched by the government to provide feedback on sanitation services.
- Observation of International Women's Day and the World Water Day in collaboration with partners Swabhiman, Helpage, RTI International and Sakha, reinforcing the messages of 'Balance for Better' and 'Leave no one behind'. The events generated several media articles:  
<https://www.samajalive.in/world-water-day-celebrate-at-bbsr/72738.html>  
<https://www.english.samajalive.in/world-water-observed-safe-drinking-water-needs-stressed/>  
<https://www.dailypioneer.com/2019/state-editions/city-slum-women-speak-out-on-challenges.html>  
<http://www.odishabarta.com/news/index.php/component/k2/item/3651-cfar-celebrates-international-women-s-day>

#### **b) Community-led planning process for inclusive WASH Services in 8 settlements**

To achieve inclusive planning, CFAR and the Single Window team collaborated with partners to develop a WASH checklist based on the water and sanitation services and entitlements guaranteed by the Clean India Mission and Bhubaneswar Smart City Limited.

The checklist was then used to undertake a community campaign, building awareness about WASH rights and building consensus on priorities for improved WASH services. Around 355 community facilitators visited 1,272 households as part of this initiative.

Of the 1,272 households, 40% highlighted the need to connect their settlement with sewerage, 37% identified provisioning and distribution of water supply as the most essential service and 12% identified better storm water drain maintenance and regulation as most essential. Household dialogues were followed by 23 lane-wise meetings and 3 ward-level meetings to consolidate the findings and agree on the next steps.

#### **c) Represented community WASH needs to public and private sector representatives (Municipal Corporation, key departments, civil society networks, technical experts and private sector)**

The Single Window team conducted 14 consultations to advance the community priorities identified above. Each of the consultations brought together multiple stakeholders – civil society organisations, the government, allied agencies, the community and the private sector.

These consultations enabled Single Window to advance several community WASH priorities as described below:

- With support from Odisha Water Supply and Sewerage Board (OWSSB) the Single Window Forum and CMC members (under the technical guidance of E&Y and CFAR)

began the exercise of planning one settlement's sewerage connections. It involved locating the settlement on the original sewerage map of OWSSB, which is in the final stages of approval, and measuring the distance from the main sewerage line to confirm the feasibility of including the settlement in this connection.

- Advanced the process of private sector engagement by advocating with Piramal Sarvajal and BMC to make Water ATMs disabled-friendly.
- Facilitated the community to engage with private operators to discuss securing regulated and affordable faecal sludge management services such as desludging and sanitation pans in 8 locations.
- Successfully advocated with PHED to activate a water connection for which the community has been waiting for since pipeline was laid in September 2018. Facilitated by the Single Window Secretariat, the CMC wrote to PHED seeking a response on when the water supply would be activated. After six rounds of meeting, their request was forwarded to the ward office of the PHED and on 29 March the supply of water began, benefitting 30 Scheduled Caste households.

## **5) Ongoing Monitoring, Evaluation, Accountability and Learning ( MEAL) and project coordination processes**

The following were undertaken:

- Regular planning and coordination meetings between Single Window Team, focal point and Forum members.
- Conducted 36 coordination meetings with project partners.
- Initiated sharing of weekly plans with all partners from the beginning of March to ensure all partners are on the same page which also provided opportunities for feedback.
- Ongoing data collection on applications for WASH services provided by the Municipal Corporation and allied agencies through the Management Information System (MIS). This quarter, 363 households from 4 settlements applied for services, including household and community toilets, desludging and water connection. These requests are being followed up with and advanced with support of Single Window.

### **A note on how data captured and recorded in the MIS**

On each action or activity undertaken by Single Window, data is captured by members of the Community Management Committees, Single Window Forum and the Secretariat. The Secretariat also records details of every beneficiary who comes to Single Window for support in securing services or schemes.

The data is then entered into a pre-existing excel format that records all relevant information on the beneficiary, starting from the date of the first visit or meeting, purpose of visit, contact details, category of service/scheme, date of submission of applications to the concerned department/authority, date of response from the department, follow-up, status of application, and finally, whether it is sanctioned or not.

The MIS also records the data issue-wise – water, toilets, sewerage – and groups or population-wise, which includes the elderly, transgenders, single women, scheduled castes, scheduled tribes, to name a few.

Efforts are made to update the MIS on a daily basis and it is reviewed weekly to ensure that all data is recorded.

### **Key Achievements**

Established the governance and operating structure of Single Window from the zone to the ward and settlements.

Following consultations with community, civil society partners and officials, we established Community Management Committees or CMCs in each settlement, or 20 CMCs with 298 members in 19 settlements drawing members from existing self-help groups and with representation from persons with disability (15), transgender (10), elderly (28), single women (13) and scheduled castes (74).

Representatives from the CMCs came together as a federated structure at the ward level and formed the Single Window Forum to represent community interests in Single Window.

### **Community-led advocacy for inclusive WASH Services**

Facilitated by CFAR Project team and the Single Window Forum, a campaign undertaken by 355 CMC members and volunteers reached out to 1,272 households to build awareness on WASH rights while also build consensus on the priorities for improved WASH services. This has strengthened coordination and collaboration with leading agencies such as the Bhubaneswar Municipal Corporation, Odisha Water Supply and Sewerage Board, Public Health Engineering Organization, Jaga Mission (Mission for Livable Habitats for Poor) and National Urban Livelihood Mission.

### **Community needs/ priorities presented to Municipal Corporation, key departments, CSO networks, technical experts and private sector**

The Single Window team conducted as many as 14 consultations to advance the community priorities identified above. With support from OWSSB and Ernst &Young, the Single Window Forum and CMC members began the exercise of planning and checking out the technical feasibility of connecting slums to a sewerage system. In addition, we were also encouraged by the government to develop a plan for a shared septic tank and community toilets which the government has committed to fund. All the processes related to it from search of land to building the infrastructure to costing and developing a technical plan was initiated.

### **WASH Service Inclusion**

In collaboration with Water Corporation of Odisha (WATCO) and Public Health Engineering Department (PHED), we planned the provisioning of water supply across 23 Settlements in 12 wards.

Single Window enumerated 648 households in 6 slums where common applications on water pipeline, Water ATM, and testing of water quality were generated. The applications were forwarded to the urban local bodies and followed up with them. In settlements with dirty water, the CMC, Single Window Forum members trained on water testing, demanded safe water. With support of RTI International, 54 households in 5 settlements bought water filters through Deepak Terrafil Pvt. Ltd. This ensured safe drinking water in 14 settlements.

For safe sanitation, 850 households in 13 settlements and 9 wards were enumerated to determine type of pit and date of the last desludging done. Applications were submitted to Deputy Commissioner, Sanitation, on 5 December, 2019, who urged Single Window to prepare a route map with a timeline to ensure that it is cost-effective and beneficial for the community and viable for the operator/person managing the business. Three meetings were organized to decide on the most efficient route. Through GPS verification, the route map for 51 settlements from the Municipal Corporation to the treatment plant was developed. The route map was released by the Mission Director, Clean India Mission and Commissioner, BMC.

## Gender and Social Inclusion

The project engages with WASH duty-bearers to promote the inclusion of women and marginalised communities, including transgenders and persons with disability in substantive roles in the sector. The project actively engages with rights-holders' organizations (RHOs) to influence and advocate for increased representation of women and marginalised people in leadership and non-traditional roles in the WASH sector. This has been further strengthened by the strong representation and diversity in CMC and Single Window Forum members.

This has impacted the outcomes in many ways. To begin with, we have forged purposeful collaboration and coordination between CFAR, RHOs, CMC and Single Window Forum members and the duty-bearers-the Municipal Corporation and Jaga Mission. This has infused the community members with self-belief and confidence. The service-seekers are treated as clients of the system. We are seeing the beginning of a more gender-responsive WASH service establishment.

Now with 59 representatives of CMC and Single Window Forum playing an oversight role and monitoring quality of water, periodic de-sludging, conducting access audit and strengthening strong ward level coordination, we can say confidently that a shared perspective on gender-responsive and inclusive WASH service delivery system is evolving and taking shape.





## Aligning with National Programmes and Policies on Sanitation: Enhancing Community Engagement and Demand Generation



### Introduction

#### **The two outcomes we committed to in this project phase were:**

PRIMARY OUTCOME 1: Successful Community Management Committee model for sanitation and faecal sludge management scaled up in settlements across Delhi, Jaipur and Kolkata through administrative convergence, including key programmes related to women, children and adolescent health and livelihood development.

INTERMEDIATE OUTCOME 1.1: Increased understanding of sanitation needs and awareness level on faecal sludge management and decentralised septage management of the urban poor in Jaipur, Kolkata, Delhi.

#### **To achieve the above outcomes, the project went through three distinct phases.**

The first phase was to secure a basic recognition or buy-in from the urban local bodies to service the poor living in unauthorised slums and to facilitate a convergence of disparate institutions and agencies mandated under Swachh Bharat Mission to achieve open defecation-free cities and towns? 2016-17.

The second phase was to create both the policy and programmatic framework for integrating community engagement in the implementation of urban sanitation programmes in order to achieve seamless continuum from ODF to ODF+ to ODF++ -2017-18..

The third phase was to institutionalise community engagement in order to sustain the gains made in strengthening the sanitation value chain-2018-19.

**First phase – To secure a basic recognition or buy-in from urban local bodies to service the poor residing in unauthorised slums and to facilitate a convergence of disparate institutions and agencies mandated under SBM to achieve open defecation-free status.**

What characterised this phase was the effort we made to achieve an essential alignment with the urban local bodies and secure basic sanitation services such as community toilet complex, individual household latrines, waste collection, paved roads and lanes, community centres, parks and child care centres.

### **Role played by CMC**

In Delhi, 13 CMCs successfully secured from Delhi Urban Shelter Improvement Board (DUSIB), Municipal Corporation of Delhi (MCD), Delhi Jal Board (DJB) and BSES, renovation and upgradation of a number of facilities and improvements in services.

Similarly, in Jaipur, Jodhpur and Kota, 55 Forum representatives emerged as community resource persons. In addition, 300 community facilitators in Jaipur, Jodhpur and Kota spread the message on safe sanitation practices and reached out to 12,000 residents in 27 settlements.

In Kolkata, 45 women of Alor Disha, a community-based organisation, and CMC members trained by CFAR were nominated by the urban local bodies to spread messages on sanitation and related diseases, along with vector-borne and water-borne diseases.

### **Securing buy-in from urban local bodies**

In this period, we succeeded in forging the first level of alignment with urban local bodies and related agencies. In Delhi, for the first time, a tripartite memorandum of understanding (MoU) between DUSIB-Mahila Pragati Manch-CFAR was formalised on March 11, 2016. In Rajasthan, across the cities of Jaipur, Jodhpur, Kota, we aligned with Swachh Bharat Mission and the directorate of local bodies. In Kolkata, similar partnerships were established. **While this was a promising beginning, we realised that much more work was needed to shape community engagement in the context of the administrative and developmental jurisdiction and functions of the urban local bodies.**

**Second Phase – To create both the policy and programmatic framework for integrating community engagement in the implementation of urban sanitation programmes in order to achieve seamless continuum from ODF to ODF+ to ODF++.**

To establish the necessity of strengthening sanitation value chain and recognise community as a resource, across the cities, the activities we took forward in this phase were:

Conducted knowledge camps on faecal sludge and septage management to enable the entire community to not only understand its technical but also regulatory aspects.

We conducted 104 knowledge camps on faecal sludge and septage management across the cities.

**Built capacity of CMC members to become an informed voice, enabling them to not only demand better service but to also assess the service gaps, audit quality, enumerate the specific needs of households and engage with the process of conducting technical feasibility study prior to executing improvement in facilities and services.**

In Delhi, under the direction and support of East Delhi Municipal Corporation (EDMC), we facilitated CMCs to conduct an audit of 55 community toilet complexes and 19 public toilet complexes across 60 settlements of 7 wards in Shahdara North. This survey revealed the presence of over 10,398 insanitary toilets in 23 settlements. A similar audit of 60,757 households in 158 settlements across 30 wards in Shahdara South identified 24,375 insanitary toilets in 46,637 households in 110 settlements. In September 2017, the audit findings were presented to the Deputy Commissioners of EDMC, Shahdara South and Shahdara North and deliberated upon in five meetings held between November-December, 2017. In Jaipur, a survey of 3,965 households in 10 settlements of ward 62, revealed that 424 or 19% of households had a kuccha single pit, 63 carried out open discharge, and 34 households required immediate de-sludging, while 205 faced problems in de-sludging due to narrow lanes.

### **Strengthened ward-level synergies to forge a coordinated delivery and uptake of services**

In Delhi, by February 2018, micro-planning across the wards in South Delhi Municipal Corporation (SDMC) was followed up with rapid inspection and verification to validate the findings from the audit. The Deputy Commissioner, EDMC, Shahdara South formally accredited 98 CMC members from nine wards as Swachhagrahis or focal points to coordinate with service providers on a day-to-day level. Similar accreditation of Swachhagrahis was done by SDMC with 209 CMC members designated as Swachhagrahis to co-manage and monitor sanitation services in 100 settlements of 18 wards.

In Jaipur, Single Window conducted regular convergence meetings with zone level officials to deliberate on the poor quality of sanitation services and toilet subsidy. The Jaipur Municipal Corporation accredited 35 representatives of CBO and CMC as Swachhagrahis or sanitation volunteers and 18 CMC members as point persons to facilitate all the ground-level processes and initiatives and 4 CMC members were nominated to the Committee on Health and Sanitation.

In Kolkata, the Baranagar municipality partnered with CMC members to carry out a month-long 'no-plastic campaign' in 16 local municipal markets to implement the solid waste management 2006 rule. In keeping with the 74th Constitution Amendment Act, a Sanitation Task Force (STF) was set up in ward 59 by the Kolkata Municipal Corporation to monitor the overall sanitation of the ward. In North Dum Dum Municipality, 44 accredited CMC members were included in the planning meeting of the ward committee and 3 CMC members were nominated to the Ward Committee, a decision-making body at the ward level.

### **Facilitated policy consultations; periodic interface between decision-makers and community representatives to ensure that shared ownership and responsibility is developed**

In Delhi, four policy consultations during this period further strengthened the collaboration and led to an early beginning of convergent processes between the municipal corporations of East and South Delhi, DUSIB and CMCs.

In Jaipur, policy consultation helped in scaling up the Single Window mechanism from 1 to 3 wards to strengthen the sanitation value chain.

In Kolkata, three policy consultations on faecal sludge and septage management were held with officials from nodal department such as Urban Development (UDD), State Urban Development Agency (SUDA) and urban local bodies.

### **Developed monitoring and accountability tools to ensure both responsiveness of the sanitation system and self-regulation**

In all cities, accountability tools such as a sanitation checklist, basic guarantee services tool, service tracking tool and community report cards were deployed to monitor the quality of supply and services and strengthen self-regulation.

### **Began the process of streamlining faecal sludge management services, using different mechanisms such as administrative convergence in Delhi, single window in Jaipur and Ward Committee and ward sanitation task force in Kolkata**

In Delhi, we facilitated continuous interaction with decision-makers and strengthened the ongoing effort being made to make zones open defecation-free and to sustain it by ensuring better Operation and Maintenance (O & M) of all community toilets or what is referred to as open defecation free zone+ and ensuring proper faecal sludge and septage management services or open defecation-free++ zone.

In Jaipur, Single Window initiated a similar process of systematising the services from construction of sanitary toilets to creating awareness on de-sludging of pits and safe transportation of faecal sludge to the treatment plants.

In Kolkata, ward-level coordination intensified and some of the key municipalities were keen to institutionalise the process.



**This entire process of creating both policy and programmatic integration of community engagement in the functioning of the urban local bodies reached a critical stage by May 2018. In the next one year, we had to focus on institutionalising community engagement within the jurisdiction of urban local bodies and build convergence between the Swachh Bharat Mission and National Urban Livelihoods Programme.**

**To achieve this, we had to enable community representatives in different cities to train urban local bodies officials on community engagement, manage Single Window and create purposeful ward synergy and strengthen the learning through effective documentation of best practices and generating ready-to-use modules and tools.**

**Third Phase – It is aimed at institutionalising community engagement in order to sustain the gains made in strengthening the sanitation value chain.**

- 1. Secure policy support to safeguard the rights of people living in unauthorized settlements to safe sanitation services in Delhi**  
**Problem**



As early as 2017, CFAR and Mahila Pragati Manch (MPM), a community-based organization, conducted a door-to-door audit of toilets in Sunlight Colony and Gram Kheda and found that a majority of households had insanitary toilets. Needless to say, it was causing immense distress to people.

### **Community action**

The CMC members presented their concerns on insanitary latrines to Ms. Alka R. Sharma, former Deputy Commissioner, EDMC-Shahdara North, on September 4, 2017. At this meeting, it became clear to all, including the CMC members, that this matter had to be resolved at the highest level because of an administrative notification barring the provision of sewer connection in unauthorized settlements.

### **First positive response**

It was in June 2018, that we got the first concrete assurance from the Deputy Commissioner, EDMC, that he was ready to support the CMC and place the matter at the highest level. He assured the CMC members that he would make an all-out effort to get the notification revoked and at the very least pilot the installation of shared septic tanks in two clusters – Sunlight Colony and Gram Kheda – which were likely to benefit 1,104 households.

### **Policy engagement**

While no one wanted to accept our demand, they also did not want to refuse or reject it. Everyone suggested different ways to overcome the administrative impasse. So, from December 2018, we had many rounds of meetings with policy-makers such as the Vice-Chairman, DJB, MLA-cum-Speaker, Delhi Legislative Assembly, and finally the Chief Minister himself, and found that none was ready to commit on behalf of the government or intervene decisively to take forward the demand for an Onsite Sanitation (OSS) solution.



### **Finding a way out**

This happened at a multi-stakeholder meeting held on June 8, 2018. It was chaired by member expert, EDMC and attended by representatives of SBM, Central Public Health and Environmental Engineering Organisation (CPHEEO), DUSIB, DJB and members of National Faecal Sludge and Septage Management Alliance (NFSSM) Alliance. At this meeting, it was decided that all efforts would be made to support CFAR, MPM and CMCs to pilot the construction of shallow sewers in two settlements – Sunlight Colony and Gram Kheda.

To facilitate the process, the CMC members were encouraged to apply for toilet subsidy and to use the amount collectively to construct and lay a shallow sewer. We processed 224 applications from Sunlight Colony, which were uploaded for the release of SBM funds for the construction of the sub-structure.

### **Tweaking the process**

Having done this, we found that the due diligence process had to be tweaked. On September 19, 2019, the Chief Engineer, Shahdara (North) Zone requested SBM, Director, Ministry of

Housing and Urban Affairs (MoHUA) to ease the process by creating a section/clause of application group option for verification/accepting of application for conversion of insanitary toilets to sanitary, so that the uploaded applications get accepted. While the SBM is willing to support the cause, it is not prepared to state this in writing and would like EDMC to take it forward with the support of the existing guidelines.

### **Implications for the future**

Therefore, it is clear to us that the battle we are waging is a small but significant step to break the decades-old barrier and advance OSS solutions in the context of informal settlements and will have implications for all unauthorized settlements across the country, and most importantly give teeth to the SBM guidelines where and when it matters most.

## **2. Establish the efficacy of the model ward and Single Window in the urban local bodies of Kolkata and Jaipur**

### **Jaipur: Ward-level Single Window to streamline sanitation improvements across wards**

By the closure of the programme in 2019, we had successfully shifted to implementation of community-led programmes at the ward level through Single Window.

### **What worked?**

Three factors worked. They are:

**Role played by Daksh Samooah (CBO) and later CMC** to enthuse the community to shape single window in order to claim rights and demonstrate responsibility.

**The design of the single window** has three hubs – communication hub (chaupal), learning hub (gurukul), and linkage hub (sewa sangam) for information and redressal of issues such as sanitation and social security, to train community members in sanitation livelihoods and to connect community members with government officials, respectively.

**Painstaking facilitation is provided by Single Window** to achieve improvement in sanitation services across the value chain. Single Window has coordinated with de-sludging operators to make their services available in bulk to communities at low prices. From September 2017, when a meeting was held between the Single Window Forum and CMC members and the solid waste collection supervisor, all households were able to avail the door-to-door service. On menstrual hygiene management, 10 adolescent forums trained in the subject spearheaded this work and then spread the information to other women and girls. Expansion to other wards: By April 2018, Single Window had scaled up its services to cover seven wards in two zones.

### **Model wards in Kolkata**

The 74<sup>th</sup> Amendment Act mandates the representation of the public, particularly socio-economically disadvantaged groups and women, in ward-level governance. Based on this amendment, CFAR realized the need to incorporate CMC members in the ward committees.

### **What worked?**

**Effectiveness of CMCs to federate into ward-level sanitation task force and be represented in ward committees** – North Dum Dum Municipality (NDDM) in Kolkata has

poor amenities and infrastructure, especially in Ward 19. The CMC began functioning there from January 2018. CFAR facilitated the formation of a ward-level sanitation task force and they worked closely with the ward committee and concerned departments such as health and education.

### **Unstinting support and readiness of policy makers to establish and scale up the model ward**

In September 2018, at a planning meeting with NDDM officials and Sanitation Task Force and CMC members, it was unanimously decided that Ward 19 would be upgraded as a model ward. To achieve the goal, all key departments – Women and Child Development (WCD), Education, National Health Mission (NHM), NULM, Bazaar Committee, and local bodies – were brought together on a common platform to develop a strategic plan for the model ward. Through consultations and planning meetings with all stakeholders, the parameters for the model ward were established, along with the roles and responsibilities of different stakeholders.

### **Expansion to other wards**

At the end of November 2018, at the request of the Councillor, Ward 31, CMCs were formed and by February 2019, Samajik Sahayata Kendra – or Single Window – was established in the space provided by the Councillor. In April 2019, the NDDM Board decided to replicate the model ward intervention in wards 1, 3, 33, 21 and 32.

### **Convergent planning and improvement of services**

In Kolkata, the survey carried out among 1,200 households in October 2018 revealed that the prevalence of insanitary toilets was as high as 20.76%, with open discharge at 22%, open defecation at 27.9%, pit latrines and low awareness of de-sludging at a whopping 46%. This was impacted significantly with insanitary toilets reduced to 12%; open discharge reduced to 8%, open defecation to 9.38% and non-de-sludging households to 22%.

## **3. Engage with the concerns of sanitation workers and manual scavengers; initiate the process of skilling them on sanitation and related services**

The opportunity to engage with the concerns of sanitation workers and manual scavengers presented itself when the District Magistrate held a series of meetings from November 2017 to March 2018 and directed all stakeholders to identify the manual scavengers and produce an identified list of manual scavengers to be rehabilitated and given alternate livelihood options. As part of this process, Mahila Pragati Manch and CFAR visited the field to identify manual scavengers and the place they live in. Thereafter, a provisional list of 35 manual scavengers in Shahdara District, 11 in East and 4 in North-East District, totalling 50 was prepared

Thereafter, accredited agencies trained 50 manual scavengers and sanitation workers on cooking and housekeeping. With the completion of the Skill Development Programme on November 11, 2018, job offer letters as housekeepers and caretakers were issued to all 50 trainees. Of the 50 manual scavengers and sanitation workers, 30 of them were appointed in the night shelter; 23 agreed to work but only 13 continued to work and only 5 people got jobs at Delhi Jal Board as against 33 who applied. **It became clear that any effort to improve the**

**condition of sanitation workers and manual scavengers is very much linked with the ability to strengthen the cadre of more skilled and better paid sanitation workers. The formalisation of the sanitation sector is essential to regulate and better the condition of manual scavengers and sanitation workers.**

**4. Facilitate male involvement to ensure sustainability of community platforms**

In the last phase, we realized that male involvement was essential to build sustainability of all local actions and processes, including community platforms. The younger men grew impatient and even frustrated with the daily stress and strife, sanitation issues were causing. It was linked to both violence against women and to substance use. It is from them that the first level of both search and exploration began. What started in June 2018 as many rounds of conversation and some sporadic action to set right many things, soon snowballed into a full-fledged initiative.

To enable this to grow, we trained the male forum members on various aspects of sanitation and improved their skill in conducting surveys, communicating about the importance of FSSM, learning to manage waste collection and recycling and reuse and organize sanitation drives. By the end of the project, 45 groups comprising of 512 male members with boys from the age of 14 to men in the age of 65 from 22 wards were formed. Of this, two got registered as an SHG and one group registered themselves as a CBO-Satark Yuva Sanghathan and 32 representatives were nominated as Swachhagrahis by EDMC. The male groups soon attracted the older and more skilled workers including masons and plumbers. Soon they began to form like-minded groups and a critical number of 44 persons were trained on the right techniques of septic tank construction and 23 were certified as trained masons by the Government of India.

Having been largely shaped by the pioneers from the male group, we are confident that this initiative will sustain and the momentum and traction we have gained, thus far, will neither die nor peter off and will continue to grow and evolve.

**5. Develop knowledge and learning tools as part of the sustainability process to strengthen capacity of ULB and partners on community engagement**

**What we intended to achieve?**

In all the three cities, the intent was to seek a buy-in from the ULBs to adopt and take forward community engagement. In November 2018, we began the process of developing a training module *Institutionalizing Community Engagement in Urban Sanitation*, which provides step-by-step the processes ULBs can adopt to integrate community engagement in the functioning of the ULB. The draft of the module was presented to Mr. Deepak Shinde, Deputy Commissioner, Shahdara South on February 7, 2019 in a meeting with key officials from EDMC. The Deputy Commissioner though open to the idea, wanted key officials to also endorse it and nominated Mr. R.S. Parcha, Sanitation Superintendent responsible for 10 wards in the district, to review the module and the training process.

**First training**

The first day-long training was conducted with a group of 47 sanitation inspectors, supervisors, guards and sanitation workers from 10 wards in Shahdara South on February 23,



2019. The group found this training effective. The feedback was shared with the Deputy Commissioner and he directed CFAR to conduct two more trainings on March 9 and 16 with 73 staff members in the district. He endorsed the module and wrote a short foreword to it.

The final version of the module was presented to Mr. Vijay Kumar Dev, Chief Secretary, Delhi Government. He wrote a foreword to the module and supported it.

In Jaipur, we adapted and contextualized the module and used it for their ULB training, which they conducted on different facets from solid waste management, FSSM to scaling up the adoption of twin-pit toilets in the context of cities.

In Kolkata, a similar process was adopted for developing the *Manual on Achieving Ward Level Synergy*, which was co-developed with the support of Chairman, North Dum Dum ULB and Board of Council members.

## **6. Training of ULB representatives from Rajasthan, Tamil Nadu, Delhi, Kolkata**

In all 537 trained from 130 ULBs from four states. (Table can be seen in page 50)

## **7. Enhance convergence of urban sanitation programme with NULM**

To merge urban sanitation programme with NULM, the first step we took was to transition CMCs into SHGs. We did this to enable CMCs to strengthen their livelihood skills and capacity to sustain and augment sanitation services.

**Delhi** – Impressed with the effort being made by the community, Dr Ravikant Joshi, requested us to convert the CMCs into SHGs for the promotion and upscaling of sanitation linked livelihood and enterprise and also advised us to constitute SHGs of male workers, trained in sanitation related skills. On January 25, 2019, SHGs in Delhi were transferred to Sadik Masih Medical Servant Society, with complete documentation for opening bank accounts. Between February and August 2019, bank accounts were opened for 31 SHGs with 486 members and Rs 1,71,201 were deposited in the bank accounts. These SHGs had collected Rs 610,210 between November 2018 and September 2019 of which Rs 3,08,700 have been disbursed as loans and Rs 80,620 retained for pursuing small livelihoods. Twenty-three septic tank technicians, taken through RPL training on the quality pack for septic tank technicians were empanelled in SSCGJ-NSDC. The SHG members and masons certified by SSCGJ, constituted a 30-member *Association of Owners and Builders of Septic Tanks* and facilitated construction and de-sludging of 600 septic tanks across settlements. Six masons trained 35 women SHG members in the construction of twin pits, toilets with soak pit and septic tanks in collaboration with Warangal Municipal Corporation and Urban Management Centre. In fact, by the end of September 2019, 175 CMCs enabled as SHGs with 2126 members were transitioned to NULM and Mission Swaraj across five cities.

### **Jaipur, Jodhpur, Kota**

We had the support of NULM; 45 SHGs were directly adopted by NULM. NULM also facilitated SHGs to open group accounts and released the revolving funds of Rs 10,000 within four months. In Jodhpur and Kota, similar processes were set in motion. In June 2019, revolving funds of Rs 10,000 were disbursed to 25 SHGs and applications for 15 others fast tracked for disbursement. In Jaipur, 10 SHG members certified as masons in toilet technique were linked

to city livelihood centre; 292 SHG members were empanelled as masons in Jaipur Municipal Corporation.

**In Kolkata,** 145 SHG members were adopted as trainers on sanitation by North Dum Dum ULB. In Kolkata, 32 rag pickers were empanelled as regularized sanitation workers in Ward 19 of North Dum Dum ULB.

Meanwhile, in all cities SHGs have been trained to conduct regular meetings, maintain minutes, internal lending, loan repayment and book keeping to enable them to understand their daily function and procedures of operating as SHGs under the programme.

#### **8. Facilitate an independent endline monitoring and evaluation report to assess project impact**

The end term assessment conducted by Sanitation First registered in India as Wherever the Need India Services (WTNIS) covered a total of 2038 households – 1,383 in Delhi, 356 in Jaipur and 299 in Kolkata where the programme was implemented. Among the household respondents, 80% were females in the age group of 15-45 years, while 20% were males in the age group of 15-35 years. The assessment used both quantitative and qualitative tools.

#### **Salient findings**

**Effectiveness of CMCs – As many as** 57% of the respondents in Jaipur, 47% in Kolkata and 35% in Delhi said that the CMC set-up in 320 slums of the three cities was effective.

**Knowledge and Information – In Delhi,** 75% of respondents and over 95% of respondents from Jaipur and Kolkata were aware of the Urban Sanitation Mission and attributed the benefits and change to SBM.

Users of individual household latrines in all three cities were clear that the waste went into the septic tank or leach pit. Users of community toilets were not clear about where the waste ended up.

**Facilities and Services –** Piped water supply has increased across cities with availability of quality drinking water going up from 59% in 2015 to 68% in 2019.

Access to toilets in Delhi increased from 39% in 2015 to 80% in 2019. In Jaipur, it increased from 70% to 99%.

#### **Sustaining open defecation-free (ODF) status and moving to ODF+ and ODF++**

Of the household toilets, 95% in all three cities were found to be well-maintained and fully in use. Communities across Delhi and Jaipur had negotiated with private operators and brought down the cost of de-sludging septic tanks.

#### **What worked?**

CFAR has been successful in identifying and training women and empowering them to represent issues confidently with the urban local bodies.

The model of governance and strong CMCs have made the community engagement processes sustainable. However, to further strengthen the CMC model, convergence is essential.

The assessment highlighted the lack of standardisation on community engagement guidelines and processes across urban local bodies.

The study suggested upscaling of livelihood support, training and identifying market linkages for CMCs in all three cities for sustainability.

### **Making urban governance community-inclusive and gender-intense so as to impact urban poverty and reduce community vulnerability**

CFAR implemented this project in 2018-19 which was supported by Indo-Global Social Service Society (IGSSS) in 3 settlements of Bhubaneswar – Kargil Basti, Palaspalli and Kelasahi, a total of 1,777 households. The project envisaged: strengthening community-based organisations and other collectives to steward change towards local democracy and urban governance; expanding community outreach with key stakeholders while engaging with policy-makers and bridging the existing gaps between civil society organisations and people's collectives in the targeted areas. The project drew from the understanding that unless urban governance is supported with a strong community framework, household security and poverty in the urban context will continue to remain a challenge. It also took note of the lack of representation of women's agency in urban policy and planning processes and governance structures. The project sought to empower the marginalised urban poor, particularly slum-dwellers, homeless, residents of shelters for the homeless, and other vulnerable habitations which do not have a strong policy protection. The main occupants of these dwelling units are domestic workers, street vendors, construction workers, rickshaw-pullers, waste-pickers, commercial sex workers and others who work in vulnerable or hazardous urban conditions.

An empowerment strategy of CFAR has been to get poor and vulnerable communities to get the government-supported entitlements such as subsidised or free food ration, pension for the elderly, widows and persons with disability, among others. While mobilising the community to share knowledge and work together to solve their own problems, they were also supported in applying for entitlements and open bank accounts. The following graphic provides details of the achievements in making the community more secure financially and while enhancing the quality of their lives.

#### **Graphic**

##### **Scheme wise beneficiaries (target and achievement) under the project.**

SL. No.	Targeted Schemes	Targeted Beneficiaries	Beneficiaries by end of the Project (March, 2019)	Difference between Target and Achievement
1	Voter Card	36	83	+47
2	Bank Pass book	62	117	+55
3	PAN Card	295	350	+55
4	Ration Card	100	144	+44
5	Aadhar Card	188	199	+11
6	Driving liscence	10	14	+4
7	Water Connection	70	57	-13
8	Individual household latrines	130	225	+95
9	Pension (both old age and widow)	16	9	-7
10	Labour card	38	83	+45
11	RSBY health scheme	68	0	-68
12	Others (birth certificate)	11	11	0
Total		1024	1292*	+268

## Rallying for Rights of Women and Girls through Community-led Mahila Panchayat



CFAR is committed to addressing gender-based violence against women and girls with specific focus on domestic and intimate partner violence through interventions among highly vulnerable and deprived communities where women and young people face discriminatory social realities and violence.

In Delhi, our intervention with urban poor communities spread across five districts and 72 settlements and JJ clusters. Many cases of domestic and intimate partner violence have been referred to the Delhi Commission of Women for advice, redressal and support through our trained team of paralegal volunteers. We also have support groups of survivors and young people in the community to provide first hand support for women and girls facing violence. Through these community-led mechanisms, we aim to create a cadre of women, men and young people who have developed an “Equality Consciousness” to challenge and confront structural causes of gender-based violence in society.

The CFAR Mahila Panchayat works as a community platform aimed at strengthening and institutionalising justice delivery mechanisms and stakeholder responses for survivors of domestic violence at their doorstep in a timely manner.

### Achievements

#### Increased awareness and access to Legal Aid

The team conducted 10,150 regular home visits, 87 neighbourhood meetings with 2,408 participants and 49 panchayat meetings with 291 participants, 36 legal awareness camps with 1,310 participants, rallies and street plays for disseminating information on domestic violence and women-centric laws and facilitating legal aid across 10 settlements.

### **Community-centric support mechanism for survivors of violence**

546 cases of counselling and mediation support, free legal aid through the Delhi Commission for Women (DCW) and 95 referral services were also provided in the year through a trained community network of 30 Mahila Panchayat support groups comprising 450 members trained to provide immediate support at the community level.

### **Strengthened institutional accountability and response**

Linkages were established with 153 stakeholder and service providers - health service, frontline workers, doctors, lawyers to identify cases of violence against women, including other vulnerable categories such as pregnant and nursing mothers, single and differently abled women. Regular interactions, follow up and capacity-building trainings were facilitated for paralegal volunteers and members of DCW, Crimes Against Women (CAW) and DLSA to create a common understanding of processes and delivery systems.

### **Legal Help Desk by DLSA, South-east, for survivors of violence**

Since September 2018, DLSA-South east, has been operating a legal help desk every Wednesday from 2 to 5 pm with the support of the Mahila Panchayat. The help desk is jointly coordinated by four paralegal volunteers who refer all cases from Ward 92-S, covering 40 settlements for legal aid. A lawyer has been deputed to provide legal aid, facilitate mediation and counselling as well as conduct awareness camps and activities among the community on women-centric laws- Protection of Women from Domestic Violence Act, 2005 (PWDVA), Protection of Children from Sexual Offences (POCSO) Act, Criminal Amendment Law and others related to social entitlements, right to education, victim compensation, property and marriage laws.





## Institutional Profile: Centre for Advocacy and Research

The Centre for Advocacy and Research (CFAR), headquartered in Delhi is a non-political, non-religious and non-profit organization registered in January 1998 as a Charitable Public Trust. The CFAR Trust 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, The CFAR Trust is duly adhering to all required statutory compliance. The CFAR Trust has at its helm by its governing body and Managing Trustee, Ms. Akhila Sivasdas, who is duly authorized to lead the centre.

### 1. General Information of the Organization:

Name of Organisation	:- CENTRE FOR ADVOCACY AND RESEARCH
Date of establishment of CFAR	:- 29th January, 1998
Registered Office Add	:- E-1, Press Enclave, Saket, New Delhi-17
Function Head Office Add	:- H-16A, 2 <sup>nd</sup> & 3 <sup>rd</sup> Floor, Kalkaji, New Delhi-19
Telephone Numbers	:- +91-011-26418846, 26410133, 41600905
E-mail Address	:- <a href="mailto:cfarheadoffice@cfar.org.in">cfarheadoffice@cfar.org.in</a>

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

Name	: Ms. Akhila Sivasdas
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 times 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 Division

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.  
Account No. : 52011027084 (Saving Account)  
IFSC Code : SCBL0036086..  
MICR No. : 110036020.  
Swift Code : SCBLINBBXXX

## 7. Online Payment Bank Account (Sub-FCRA Utilization 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. DFAT Project (Sub FCRA Utilization 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. : 50100246298631, (Saving Account)  
IFSC Code : HDFC0000557  
MICR No. : 110240087

## 9. CSTEP Project (Sub FCRA Utilization 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. : 50100081748390, (Saving Account)  
IFSC Code : HDFC0000557  
MICR No. : 110240087

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

Name of Bank : **CORPORATION BANK**  
Address of Bank : M-4, Greater Kailash, Part-II, New Delhi-110048.  
Account No. : 520361002148514, ( Saving Account)  
Account No. : 520101261367151, ( Saving Account)  
Account No. : 520101261367168, ( Saving Account)  
Account No. : 520101261363537, ( Saving Account)  
IFSC Code : CORP0000286  
MICR No. : 110017005

## 11. 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

## 12. Geographical Coverage/Area of Operation:

All over India (including states like: Delhi, Maharashtra, Andhra Pradesh, Telangana State, Karnataka, Rajasthan, West Bengal-Kolkata, Odisha-Bhubaneswar & Cuttack, Chhattisgarh, Uttar Pradesh, Bihar etc.)

## 13. Annual Remuneration Paid to Board Members/Key Person during FY 2018-19:

- Paid to Ms. Akhila Sivadas, she is a Managing Trustee working full time for CFAR Trust as a capacity of Executive Director.
- The Managing Trustee/Executive of CFAR Trust plays proactive role on behalf of Board by directing the programme and scaling operation, spearheading strategic planning, designing and implementing policies, ensuring proper compliance of applicable regulations and statutes, monitoring financial systems and oversight management.
- CFAR Trust paid total amount of **Rs. 18,00,000.00** (Rupees Eighteen lacs only) to Ms. Akhila Sivadas during the FY 2018-19 towards salary @ Rs. 1,50,000/-per month for rendering her full-time services as a capacity of Executive Director in the CFAR Trust.

### Note

- **No, remuneration, sitting fees was paid to any other Board Members except Ms. Akhilas Sivadas during FY 2018-19.**

## 14. Monthly Remuneration Paid to Executive Directors/Chief Functionary during FY 2018-19:

The gross monthly remuneration paid to Executive Director/Chief Functionary was Rs.1,50,000/-per month starting from 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019 period.

## 15. Range of Remuneration paid to staffs during FY 2018-19:

Highest range..... Rs. 1,50,000/-

Lowest range..... Rs. 12,000/-

### Note

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

## 16. Total Cost Incurred on Travel during FY 2018-19:

The CFAR Trust incurred approx. Rs. 2.04 Cr. cost on account of travel (including air travel, ground travel, stay and food cost) during the year 2018-19 towards implementation of various projects activities undertaken by CFAR Trust.

## 17. Total Cost Incurred on International Travel during FY 2018-19:

**Rs. 8,76,878/-** was expended by CFAR Trust for obtaining visa & travel ticket, payment of stay accommodation, purchase of travel insurance etc. for International Travel of Ms. Akhila Sivadas, Executive Director, & other team members who travelled to attend Inception Workshop-Water for Women, held in Melbourne, Australia during the period of 12-16<sup>th</sup> August-2018 and also travelled to Bangkok (Thailand) to attend the "Connecting Collaborating and Cross Learning for Inclusive WASH" during the period of 16-23<sup>rd</sup> March-2019. Thereafter they also travelled to Cape Town (South Africa) for attending 05<sup>th</sup> FSM Conference during the period of 17-24<sup>th</sup> February-2019.

## 18. Institutional Membership of CFAR Trust:

- a) CFAR Trust is a accredited member of **CREDIBILITY ALLIANCE** and Membership Number is - **CA/02/2016**. This accreditation is awarded to CFAR Trust 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) This apart, CFAR has also internationally equivalency determination certificate awarded by NGOsource-TechSoup an International repository of USA. This certificate states that CFARs standards are equivalent to those of U.S. Public Charitable Organisations
- e) CFAR Trust is also registered with **Niti Ayog (Planning Commission)** under portal of **DAARPAN** created of Niti Ayog vide registration No- **DL/2016/0095652**.
- f) 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**
  - **National Alliance of Fecal Sludge and Septage Management (NFSSM Alliance)**
  - **Benevity Causes Portal**

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

Organisation's Website ID	: <a href="http://www.cfar.org.in">www.cfar.org.in</a>
Organisation's e-mail ID	: <a href="mailto:cfarheadoffice@cfar.org.in">cfarheadoffice@cfar.org.in</a>
Facebook ID	: <a href="https://www.facebook.com/cfar123">www.facebook.com/cfar123</a>
Twitter ID	: <a href="https://twitter.com/delhicfar">https://twitter.com/delhicfar</a>
Linkedin ID	: <a href="https://www.linkedin.com/in/cfar-ngo-4134bab4/">https://www.linkedin.com/in/cfar-ngo-4134bab4/</a>

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

- On 14th February 2020, Certificate of Merit, World Health & Wellness Congress & Awards & World Mental Health Congress & Awards.
- CFAR received a special award from Mahasamund's DM (Chhattisgarh) on the occasion of Republic Day -26th January 2020 for media advocacy and awareness film on mental health.
- On June 2018, CFAR has been recognized for maintaining best practices work on building community structures in its target areas for social inclusion, social change is evidenced by self-governance and an evolution of organic leadership in these vulnerable Communities. It was published in the edition "Best Practice for Building Sustainability of NGOs for Social Impact and change.
- On 19 January 2018, CFAR received appreciation letter from Mr. Nazrur Ali Mondal, Member, chairman in-council, Rajpur-Sonarpur Municipality, and Smt. Firdousi Begum, Member West Bengal Legislative Assembly, working for social development, women empowerment and sanitation for last 10 years in Kolkata.

- On 19 February 2018, CFAR received appreciation letter from Delhi State Legal Service Authority for co-operation in organizing Mass Legal Awareness camp on 3<sup>rd</sup> February at Kendriya Vidyalaya Vigyan Vihar.
- In February, 2018 the Community Management Committee, Pune was awarded Swacch (Cleanliness) Award by Pune Municipal Corporation.
- On 9 March 2018, CFAR received Dedicated Social Worker award from Ashapradeep newspaper on occasion of International Women's Day 2018.
- On 2nd April 2018, CFAR received award from Computer Lab which are doing Aadhar enrollment; for dedication and sincerity work for the vulnerable people especially for women.
- On 17 April, 2017, CFAR received Letter of Appreciation from Mr. Vikram Singh Gour, Joint Secretary of Niti Aayog for Implementing Single Window Pilot Project in four States.
- On 2<sup>nd</sup> February 2016, CFAR received appreciation letter from office of the Child Development Project Officer for the kind of the work has done in reaching out 73 Anganwadi centre under Sonarpur ICDS project in 9 Municipal wards of Rajpur-Sonarpur Municipality, South 24 Paraganas during the period from August 2013 till date.
- On 4 February, 2016, CFAR received Appreciation from National Health Mission, Rajasthan for forming and training Mahila Arogya Samiti (Women's Health Committees) and for raising awareness on Menstrual Hygiene management among adolescent girls in slums.
- On 22 April, 2016, CFAR appointed as the lead NGO for ODF programme under SWACHH BHARAT MISSION by Bhubaneswar Municipal Corporation.
- On 22 July, 2016, CFAR received Letter of Appreciation from Ministry of Urban Development, Government of India for Partnership with SBM (Urban) for National Triggering Drive.
- On 9 November, 2016, CFAR entered into a MoU with Delhi Urban Shelter Improvement Board (DUSIB).the Nodal Agency of Swachh Bharat Mission-Delhi
- On 22 December, 2016, CFAR received Swacch Rajasthan Award from Ms. Vasundhara Raje, Chief Minister, Rajasthan
- On 29 April 2015, Mr. Shekhar Rao Perala, Vice Chairperson of Ministry of Youth Affairs and Sports presented a certificate to MARPs of SLPMS for organizing Labor Welfare Camp at Sellur as a part of the nationwide campaign
- On 11 May 2015, CFAR received "Appreciation and Best Compliments" by Local Self Government Department, Government of Rajasthan".
- On 30 May 2015, CFAR received appreciation letter from District Legal Service Authority for conducting Legal Awareness Programme on 22<sup>nd</sup> May 2015.
- On 11 July 2015, CFAR received Letter of Appreciation for participation in "Udaan Yojana" programme or Free Distribution of Sanitary Napkins.
- On 25 January, 2014, CFAR received Certificate of Appreciation from District Magistrate, South Delhi for "Celebration of National Voters Day 2014"
- In 2014, CFAR received "Regional Winner Award from PLAN INDIA" for Implementing Campaign on Let Girls be Born.
- On 18 August, 2012, CFAR received a Charter of Collaboration from the National Mission for Empowerment of Women (NMEW) for the Thematic Convergence Project
- On 3 August, 2010, CFAR received Letter of Appreciation from Mr. A.A. Khan, Department of Health and Family Welfare, Government of Rajasthan for spreading awareness about PCPNDT Act and Stopping Sex Determination.
- In 2010 CFAR 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.
- In 2009-10, CFAR received Certificate from NACO for the excellent work done in documenting the RED RIBBON EXPRESS PROJECT 2009-10.



- On 14 August, 2009, CFAR had been awarded by Mrs. Pratibha Patil, President of India for its Meritorious Work done in collaboration with Mission Convergence Programme, Government of Delhi .

#### Details of Board Meetings held during the FY: 2018-19

FY 2018-19				
Sr. No	Date	Venue	Total Board Members	Board Members Present
				5
1	13/07/2018.	The Visaya N-82, Panchsheel Park, New Delhi-110017	5	Ms. Akhila Sivadas
				Mr. Santosh Desai
				Ms. Anuradha Mukherjee
				Ms. Amita Puri
				Ms. Manisha Priyam
				5
2	27/09/2018.	CFAR H-16A, Second Floor, Kalkaji, New Delhi-110019	5	Ms. Akhila Sivadas
				Mr. Santosh Desai
				Ms. Anuradha Mukherjee
				Ms. Amita Puri
				Ms. Manisha Priyam
				5
3	06/02/2019.	Hotel Shervani - Nehru Place B-20 Chirag Enclave, New Delhi-110048	5	Ms. Akhila Sivadas
				Mr. Santosh Desai
				Ms. Anuradha Mukherjee
				Ms. Amita Puri
				Ms. Manisha Priyam
				3
4	30/03/2019.	CFAR H-16A, First Floor, Kalkaji, New Delhi-110019	5	Ms. Akhila Sivadas
				Ms. Anuradha Mukherjee
				Ms. Amita Puri

**A. Consolidated (FCRA & Non-FCRA) Financial Statement of CFAR Trust for the FY 2018-2019**

**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 2019** 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-

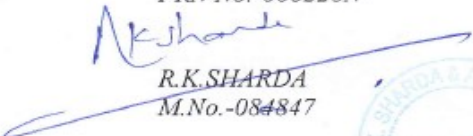
- (i) in the case of the balance sheet, of the state of affairs of the above named \*trust/institution as at **31<sup>st</sup> March 2019** and
- (ii) in the case of the profit and loss account, of the profit or loss of its accounting year ending on **31<sup>st</sup> March 2019**

The prescribed particulars are annexed hereto.

Place : New Delhi

Date : 25.09.2019

**R.K.SHARDA & ASSOCIATES**  
Chartered Accountants  
FRN No.-006226N

  
**R.K.SHARDA**  
M.No.-084847



## B. Financial Statement of FY 2018-19 as per FCRA Act 2010.

### CENTRE FOR ADVOCACY AND RESEARCH

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

#### BALANCE SHEET

AS AT 31ST MARCH 2019

PARTICULARS	SCHEDULE	Amount 2018-19 (Rs.)	Amount 2017-18 (Rs.)
<b>LIABILITIES</b>			
FIXED ASSETS FUND	A	5,194,944.00	3,848,525.00
CORPUS FUND	B	6,201,100.00	6,201,100.00
RESERVE FUND	C	984,508.10	781,718.50
GENERAL FUND	D	6,124,732.62	5,908,117.15
CURRENT LIABILITIES	E	91,586,574.28	93,814,361.02
	TOTAL	110,091,859.00	110,553,821.67
<b>ASSETS</b>			
FIXED ASSETS	F	5,194,944.00	3,848,525.00
INVESTMENTS	G	7,000,000.00	10,000,000.00
CURRENT ASSETS	H	97,896,915.00	96,705,296.67
	TOTAL	110,091,859.00	110,553,821.67

Accounting Policies & Notes I

As per our audit report even dated attached

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

Proprietor  
M.No.084847

Place: New Delhi  
Date : 25/09/2019

(Treasurer/Trustee)

(Managing Trustee)

# CENTRE FOR ADVOCACY AND RESEARCH

## INCOME & EXPENDITURE ACCOUNT YEAR ENDED 31ST MARCH 2019

PARTICULARS	SCHEDULE	Amount 2018-19 (Rs.)	Amount 2017-18 (Rs.)
<b>INCOME</b>			
Project Income	J	129,070,195.88	70,835,453.11
CFAR Project Contribution		4,236,945.00	1,345,513.65
Donation Received			
Bank/FDR Interest		4,758,535.88	6,974,900.20
Interest on IT Refund		47,310.00	229,205.00
	<b>TOTAL</b>	<b>138,112,986.76</b>	<b>79,385,071.96</b>
<b>EXPENDITURE</b>			
Project Expenditure	J	137,602,879.19	107,822,724.68
<b>Institutional Expenses</b>			
1 Salary/Honorarium & Allowances		115,072.00	74,349.00
2 Professional/Audit fee/Consultancy Charges		977,010.00	702,690.00
3 Post/Stationery/Photostat/Telephone etc.		65,406.53	55,973.77
4 Travel/Conveyances		248,531.00	165,894.00
5 Miscellaneous, Charity & Donation etc		113,500.00	16,000.00
6 Workshops/Meetings/Venue Conference etc.		52,091.00	14,210.00
7 Outstation Travel		111,326.00	81,663.00
8 Recording, Shooting & Equipement Hiring Charges		2,775.00	
9 Boarding & Lodging/Meals & Refreshment etc		141,637.00	137,841.00
10 Bank Charges/Rates & Taxes/Brokerage etc		35,567.88	51,135.78
11 Repair & Maintenance of Equipements/Vehicles		104,685.20	65,065.80
12 Office Maintenance, Water, Electricity, Staff Welfare/Social Security etc.		2,143,591.69	504,163.00
13 Publication of Books & Materials/Data Editing etc		81,867.00	125,824.00
14 Translation & Transcription Charges		20,926.00	600.00
15 Equipment-Non Recurring Expenses		584,026.00	43,999.00
16 Cable Charges/Periodicals etc		294.00	
	<b>TOTAL EXPENDITURE</b>	<b>142,401,185.49</b>	<b>109,862,133.03</b>
<b>Balances Carried over to Project Balance Fund</b>		<b>(4,707,603.80)</b>	<b>(31,073,804.88)</b>
<b>Surplus/ Deficit transferred to General Fund</b>		<b>716,615.47</b>	<b>208,673.81</b>
<b>Surplus/ Deficit transferred to Reserve Fund</b>		<b>(297,210.40)</b>	<b>388,070.00</b>
	<b>TOTAL</b>	<b>138,112,986.76</b>	<b>79,385,071.96</b>

As per our audit report even dated attached

For R.K.Sharda & Associates

Chartered Accountants

Firm Reg. No. 006226N

Proprietor

M.No.084847

Place: New Delhi

Date :25/09/2019

(Treasurer/Trustee)

(Managing Trustee)



# CENTRE FOR ADVOCACY AND RESEARCH

## RECEIPTS & PAYMENTS ACCOUNT YEAR ENDED 31ST MARCH 2019

Annexure	Amount 2018-19 (Rs.)	Amount 2017-18 (Rs.)
<b>RECEIPTS</b>		
<b>Opening Balances</b>		
Cash-in-hand	23,811.00	57,714.00
Bank Balance	5,662,423.52	2,406,376.36
Short-Term Deposits-FDR/Bank Guarantee	85,200,000.00	114,500,000.00
Investments	10,000,000.00	9,500,000.00
Amount Recoverable/Adjustables etc	(1,812,691.25)	3,086,513.98
<b>Receipts for the year</b>		
Projects Income	129,002,107.88	70,835,453.11
Project Contribution Received	4,305,033.00	1,345,513.65
Donation Received		
Interest Received-(Bank+FDR)	4,805,845.88	7,204,105.20
<b>TOTAL (A)</b>	<b>237,186,530.03</b>	<b>208,935,676.30</b>
<b>PAYMENTS</b>		
<b>Projects Expenses</b>	<b>137,602,879.19</b>	<b>107,822,724.68</b>
<b>Institutional Expenses</b>		
Salary/Honorarium & Allowances	115,072.00	74,349.00
Professional/Audit fee/Consultancy/Services Charges/Monitoring etc	977,010.00	702,690.00
Post/Stationery/Photostat/Telephone etc.	65,406.53	55,973.77
Travel/Conveyances	248,531.00	165,894.00
Miscellaneous, Charity & Donation etc	113,500.00	16,000.00
Workshops/Meetings/Venue Conference etc.	52,091.00	14,210.00
Outstation Travel	111,326.00	81,663.00
Recording, Shooting & Equipment Hiring Charges	2,775.00	-
Boarding & Lodging/Meals & Refreshment etc	141,637.00	137,841.00
Bank Charges/Rates & Taxes/Brokerage etc	35,567.88	51,135.78
Repair & Maintenance of Equipments/Vehicles	104,685.20	65,065.80
Office Maintenance, Water, Electricity etc.	2,143,591.69	504,163.00
Publication of Books & Materials/Data Editing etc	81,867.00	125,824.00
Translation & Transcription Charges	20,926.00	600.00
Equipment-Non Recurring Expenses	584,026.00	43,999.00
Cable Charges/Periodicals etc	294.00	-
<b>Closing Balances</b>		
Cash-in-hand	205,112.00	23,811.00
Bank Balance	10,134,503.91	5,662,423.52
Short-Term Deposits-FDR/Bank Guarantee	78,300,000.00	85,200,000.00
Investments	7,000,000.00	10,000,000.00
Amount Recoverable/Adjustables etc	(854,271.37)	(1,812,691.25)
<b>TOTAL (B)</b>	<b>237,186,530.03</b>	<b>208,935,676.30</b>

As per our audit report even date attached

For R.K.Sharda & Associates

Chartered Accountants  
Firm Reg. No. 006226N

Proprietor  
M.No.084847

Place: New Delhi  
Date : 25/09/2019

(Treasurer/Trustee)

(Managing Trustee)



## CENTRE FOR ADVOCACY AND RESEARCH: NEW DELHI

CFAR (FCRA + NON FCRA) FUNDS 2018-19

## DETAILS OF FUNDS RECEIVED AND UTILIZED DURING FY 2018-19

Sr. No.	Name of Institution of Project	Source of Funds	Opening Balance as on 01.04.2018	Receipt during the year 2018-19					Total Funds	Utilization During the Year 2018-19					Total Utilization	Closing Balance as on 31.03.2019	
				Grant Received	Interest Received	Reimbursable Receipts/Bank Guarantee	Project Cost/Value Received	Donation/Txt from Projects		Others	Recurrent Expenditure	Capital Expenditure	Others/Miscellaneous	Project Support/Other Payments etc.			Donation
AMOUNT DUE TO PROJECTS-(PAYABLES)																	
1	SRM (Sarawati Shree) Project	FCRA	-	924,958.00	-	-	110,000.00	-	1,034,958.00	551,084.20	-	-	-	-	551,084.20	53,365.80	
2	SRM (SRM) Project	FCRA	48,788,492.39	-	1,220,892.04	-	-	-	50,009,375.23	45,300,006.49	79,775.00	-	-	-	45,379,781.49	5,131,005.67	
3	SRAT (WMA) Project	FCRA	4,338,397.05	47,415,080.00	402,243.00	-	-	-	52,153,620.05	23,192,532.00	11,700.00	-	-	-	23,204,232.00	22,889,627.77	
4	SRM (SRM) Project	FCRA	21,207,791.21	25,004,522.56	1,105,270.00	-	-	-	47,317,583.77	25,960,841.57	566,228.80	-	-	-	26,527,070.37	21,540,225.35	
5	SRM (SRM) Project	FCRA	-	24,562,677.76	575,170.00	-	-	-	25,137,847.76	1,593,520.44	779,367.00	-	-	-	2,372,887.44	20,485,960.32	
6	SRM (SRM) Project	FCRA	-	30,048,880.00	108,807.00	-	-	-	30,157,687.00	2,075,253.45	-	-	-	-	2,075,253.45	14,133,955.55	
TOTAL (A)			75,334,680.75	124,718,832.26	1,538,185.04	-	112,800.00	-	184,729,434.07	105,128,595.75	1,339,064.80	-	-	-	106,467,660.55	84,261,015.25	
AMOUNT DUE FROM PROJECTS-(RECOVERABLES)																	
7	SRM (Sarawati Shree) Project	FCRA	100,000.00	411,585.00	-	-	-	-	511,585.00	448,571.00	-	-	-	-	448,571.00	112,914.00	
8	SRM (SRM) Project	FCRA	480,962.80	2,876,504.80	-	-	-	-	3,357,467.60	2,341,685.00	111,842.00	-	-	-	2,453,527.00	9,85,005.60	
9	SRAT (WMA) Project	FCRA	815,881.40	4,107,710.00	58,000.00	29,817.00	-	-	5,011,318.40	5,807,293.66	-	25,627.80	-	-	5,832,921.46	2,005,000.00	
10	SRM (SRM) Project	FCRA	-	104,545.90	-	295.00	-	-	104,840.90	-	-	-	-	-	-	1,85,490.00	
11	SRM (SRM) Project	FCRA	-	18,335.00	-	3,115.00	-	-	21,450.00	-	-	-	-	-	-	1,85,490.00	
12	SRM (SRM) Project	FCRA	-	665,800.00	-	-	-	-	665,800.00	2,135,819.00	163,867.00	-	-	-	2,300,686.00	1,164,900.00	
13	SRM (SRM) Project	FCRA	-	115,886.00	-	-	-	-	115,886.00	-	-	-	-	-	-	1,15,886.00	
14	SRM (SRM) Project	FCRA	-	104,692.00	-	-	-	-	104,692.00	946,354.80	-	-	-	-	946,354.80	2,57,162.00	
TOTAL (B)			68,339.40	8,407,184.80	61,115.00	29,817.00	-	-	8,556,476.20	11,018,809.86	275,809.00	25,627.80	-	-	11,340,246.66	12,989,015.60	
PROJECTS NOT REQUIRED: BALANCE RECOVERABLES																	
15	SRAT (WMA) Project	FCRA	-	-	-	39,261.00	-	-	39,261.00	-	-	39,261.00	-	-	39,261.00	-	
16	SRAT (WMA) Project	FCRA	7,841.97	164,280.00	1,361.57	-	-	-	173,483.54	155,556.00	-	-	16,244.00	-	171,800.00	-	
17	SRAT (WMA) Project	FCRA	113,814.00	3,338,486.00	-	-	3,940.00	-	3,455,240.00	2,511,000.00	271,000.00	-	-	-	2,782,000.00	-	
18	SRAT (WMA) Project	FCRA	113,712.80	512,043.00	-	-	-	-	625,755.80	566,000.00	42,800.00	-	-	-	608,800.00	-	
19	SRAT (WMA) Project	FCRA	-	7,38,575.54	392,088.00	-	-	-	8,306,663.54	11,725,960.54	-	-	-	-	11,725,960.54	-	
TOTAL (C)			22,774,876.97	5,774,805.54	591,724.01	39,261.00	7,940.00	-	16,791,482.54	26,575,857.54	353,850.00	38,261.00	-	-	27,048,969.54	-	
General Accounts of CFAR Trust																	
1	CFAR FC-GENERAL A/c	FCRA	-	-	410,496.41	-	3,890,750.00	-	4,301,246.41	1,455,181.72	12,582.00	-	-	-	2,109,374.66	3,971,246.37	
2	Reserve Fund A/c	FCRA	-	-	-	-	894,256.00	-	894,256.00	-	-	-	219,837.00	-	645,213.00	894,256.00	
3	CFAR FC-GENERAL A/c	FCRA	-	71,893.01	768,357.00	-	5,158.80	1,482,450.18	2,334,158.99	1,393,521.38	571,835.00	-	-	-	-	2,956,514.37	
4	Reserve Fund A/c	FCRA	-	-	-	-	228,803.00	1,000,000.00	1,228,803.00	-	-	-	1,191,252.68	-	37,550.32	1,228,803.00	
TOTAL (D)			-	71,893.01	1,188,853.41	-	4,715,008.80	2,482,450.18	7,337,308.39	2,848,693.10	1,784,417.00	-	2,329,230.68	-	2,852,136.00	7,665,170.55	
TOTAL (A+B+C+D)			86,182,897.62	129,027,167.84	4,801,645.85	69,888.00	4,236,945.80	-	2,387,858.18	226,603,293.56	185,548,915.09	2,553,629.00	68,088.80	-	2,834,403.68	145,388,949.74	
CFAR GENERAL SUPPORTS																	
A	Corpus Fund	FCRA	1,080,000.00	-	-	-	-	-	1,080,000.00	-	-	-	-	-	-	1,080,000.00	
B	General Fund	FCRA	211,684.88	-	-	-	-	2,664,074.45	2,726,759.33	-	-	-	-	-	-	2,726,759.33	
C	Reserve Fund	FCRA	493,791.50	-	-	-	-	105,275.00	599,066.50	-	-	-	-	-	-	599,066.50	
TOTAL (A+B+C)			1,785,476.38	-	-	-	-	2,769,349.45	4,405,825.83	-	-	-	-	-	-	4,405,825.83	
A	Corpus Fund	FCRA	5,281,100.00	-	-	-	-	-	5,281,100.00	-	-	-	-	-	-	5,281,100.00	
B	General Fund	FCRA	5,797,032.32	-	-	-	-	-	5,797,032.32	-	-	-	-	-	-	5,797,032.32	
C	Reserve Fund	FCRA	348,827.00	-	-	-	-	-	348,827.00	-	-	-	-	-	-	348,827.00	
TOTAL (A+B+C)			11,426,959.32	-	-	-	-	-	11,426,959.32	-	-	-	-	-	-	11,426,959.32	
TOTAL (A+B+C+D)			20,075,343.37	129,027,167.84	4,801,645.85	69,888.00	4,236,945.80	-	3,194,323.43	226,603,293.56	185,548,915.09	2,553,629.00	68,088.80	-	2,834,403.68	145,388,949.74	

99,073,568.27

Project Income (FCRA+NON FCRA Projects) (A) 128,078,196.88  
 CFAR Project Contribution/General Fund Support (B) 4,236,945.80  
 Donation Received (C) 4,805,645.88  
 Bank/FCR Interest (D) 69,888.00  
**Total Receipts/Income As per Income & Expenditure (A+B+C+D) 138,112,986.76**

As per Inc &amp; Exp A/c 138,112,986.76

Recurrent Expense of Projects 135,035,276.25  
 Capital Expenses of Projects 1,560,583.00  
 Other Expenditure of Projects  
**Total Project Expenses (A) 137,595,859.25**  
 Institutional Exp & Staff Security Exp 4,766,386.80  
 Total Institutional Expenses (B) 4,766,386.80  
**Total Exp As per Income & Expenditure (A+B) 142,362,246.05**

As per Inc &amp; Exp A/c 142,362,246.05

# CENTRE FOR ADVOCACY AND RESEARCH : NEW DELHI

## FCRA ACCOUNTS

Income & Expenditure Account for the year ending 31.03.2019

EXPENDITURES	Schedule	Sub Total	Amount (Rs)	INCOMES	Schedule	Sub Total	Amount (Rs)
<u>CFAR Projects Expenditures</u>				<u>CFAR Projects Incomes</u>			
J-PAL-(Samman)	1	448,572.00		J-PAL-(Samman)	1	411,983.00	
DFAT-(Reimbursable)	2	38,261.00		DFAT-(Reimbursable)	2	38,261.00	
IGSSS-(Samaveshi Shaher) Project	3	951,084.20		IGSSS-(Samaveshi Shaher) Project	3	924,450.00	
BMGF-(WSH-II) -Project	4	45,976,869.39		BMGF-(WSH-II) -Project	4	-	
J-PAL (O&M) Project	5	2,253,547.00		J-PAL (O&M) Project	5	2,078,504.00	
DFAT-(WIW)-Project	6	29,300,028.93		DFAT-(WIW)-Project	6	47,435,000.00	
BMGF-(UP) -Project	7	25,829,269.37		BMGF-(UP) -Project	7	25,066,522.56	
BMGF-(Bihar)-Project	8	4,772,887.44		BMGF-(Bihar)-Project	8	24,682,677.78	
SWIT Project-(Metlife funded)	9	171,800.00		SWIT Project-(Metlife funded)	9	164,282.00	
KHPT-(SW) Project	10	3,809,612.00		KHPT-(SW) Project	10	3,938,486.00	
KHPT-(KP) Project	11	1,646,749.00		KHPT-(KP) Project	11	933,037.00	
CSTEP-(AP) Project	12	5,397,086.86		CSTEP-(AP) Project	12	4,467,540.00	
			119,995,767.19				110,140,743.34
<u>Other Expenditures</u>				<u>Other Incomes</u>			
Projects Contributions-(Institutional Cost)		1,467,171.72		Other Receipts		0.00	
Projects Contributions-(Social Security Cost)		219,017.00		Sales Proceed of old Assets/Scrap		790.00	
<b>Sub-Total</b>		<b>1,686,188.72</b>		Projects Contributions-(Institutional Cost)		3,117,940.00	
Less : Trf to Staff Security Funds A/c		884,256.00		Projects Contributions-(Social Security Cost)		884,256.00	
Less : Trf to Gen Fund A/c		0.00	801,932.72	<b>Sub-Total</b>		<b>4,002,986.00</b>	
				Less : Trf to Staff Security Funds A/c		884,256.00	3,118,730.00
<u>Excess of Income over Expenditure</u>				<u>Interest Earned (Savings/FDRs)</u>			
Surplus/Deficit transferred to <i>Unspent Project Balance funds A/c</i>		(6,258,256.34)		Bank Interest on Designated A/c-(Project Funds)		122,611.00	
Surplus/Deficit transferred to <i>General funds A/c</i>		2,604,074.65		Bank Interest on Designated A/c-(Own Funds)		566,928.00	
Surplus/Deficit transferred to <i>Reserve funds A/c</i>		165,239.00	(3,488,942.69)	Interest Earned on IT Refund Amount		-	
				Bank on Short Term FDRs-(Project Funds)		3,356,216.51	
				Bank on Short Term FDRs-(Own Funds)		3,528.37	4,049,283.88
*Donation in Kind utilised as per contra- Rs.163560(estimated value)				*Donation in Kind received from FORD Foundation- Old Car and Computers of Rs.163560(estimated value)			
<b>TOTAL</b>			<b>117,308,757.22</b>	<b>TOTAL</b>			<b>117,308,757.22</b>

RAJESH KUMAR  
Head- Accounts, Finance & Operation

Place: New Delhi  
Date: 27/09/2019



AKHILA SIVADAS  
Managing Trustee



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

R.K. Sharda  
(Proprietor)  
M.No. 084847

R.K. Sharda & Associates  
Chartered Accountants  
309, Delhi Chambers, Delhi Gate  
New Delhi-110002





# CENTRE FOR ADVOCACY AND RESEARCH : NEW DELHI

## FCRA ACCOUNTS

Receipts & Payments Account for the year ending 31.03.2019

RECEIPTS	Schedule	Sub Total	Amount (Rs)	PAYMENTS	Schedule	Sub Total	Amount (Rs)
<b>Opening Balances</b>							
Cash Balance		17,443.00					
Bank Balances		4,692,044.33					
Short Term Deposits-FDR		74,900,000.00					
Imprest Recoverables/Adjustables etc		(2,379,870.38)	77,229,616.95				
<b>Projects Receipts</b>				<b>Projects Utilisation</b>			
I-PAL-(Samman)	1	411,983.00		I-PAL-(Samman)	1	448,572.00	
DFAT-(Reimbursable)	2	38,261.00		DFAT-(Reimbursable)	2	38,261.00	
IGSSS-(Samaveshi Shaher) Project	3	924,450.00		IGSSS-(Samaveshi Shaher) Project	3	951,084.20	
BMGF-(WSH-II) -Project	4	-		BMGF-(WSH-II) -Project	4	45,976,869.39	
I-PAL (O&M) Project	5	2,078,504.00		I-PAL (O&M) Project	5	2,253,547.00	
DFAT-(WW)-Project	6	47,435,000.00		DFAT-(WW)-Project	6	29,300,028.93	
BMGF-(UP) -Project	7	25,066,522.56		BMGF-(UP) -Project	7	25,829,269.37	
BMGF-(Bihar)-Project	8	24,682,677.78		BMGF-(Bihar)-Project	8	4,772,887.44	
SWIT Project-(Metlife funded)	9	164,282.00		SWIT Project-(Metlife funded)	9	171,800.00	
KHPT-(SW) Project	10	3,938,486.00		KHPT-(SW) Project	10	3,809,612.00	
KHPT-(KP) Project	11	933,037.00		KHPT-(KP) Project	11	1,046,749.00	
CSTEP-(AP) Project including Reimbursable	12	4,467,540.00		CSTEP-(AP) Project	12	5,397,086.86	
			110,140,743.34				
<b>Other Receipts</b>				<b>Other utilization</b>			
Sales Proceed of old Assets/Scrap		790.00		Projects Contributions-(Institutional Cost)		1,467,171.72	
Projects Contributions-(Institutional Cost)		3,117,940.00		Projects Contributions-(Social Security Cost)		219,017.00	1,686,188.72
Projects Contributions-(Social Security Cost)		884,256.00					
Interest Earned (Savings + FDRs)		4,049,283.88					
<b>Sub-Total</b>		<b>8,052,269.88</b>		<b>Closing Balances</b>			
Less : Projects Contribution BMGF-WSH II		3,000,000.00		Cash Balance		183,521.00	
Less : Projects Contribution-IGSSS		110,000.00		Bank Balances		9,615,573.44	
Less : Projects Contribution of KHPT		7,940.00		Short Term Deposits-FDR		64,800,000.00	
Less : Trf to Staff Security Funds A/c		884,256.00	4,050,073.88	Imprest Recoverables/Adjustables etc		3,441,501.82	
				<b>Sub Total</b>		<b>78,040,596.26</b>	
				Less:- Amount Payables		<b>(4,299,922.00)</b>	73,740,674.26
*Donation in Kind received from FORD Foundation- Old Car and Computers of Rs.1,63,560 (estimated value)				*Donation in Kind utilised as per contra- Rs.1,63,560 (estimated value)			
<b>TOTAL</b>			<b>191,420,434.17</b>	<b>TOTAL</b>			<b>191,420,434.17</b>

RAJESH KUMAR  
Head- Accounts, Finance & Operation



AKHILA SIVADAS  
Managing Trustee

*Akhila Sivadas*



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

R.K. Sharda  
(Proprietor)  
M.No. 084847



R.K. Sharda & Associates  
Chartered Accountants  
309, Delhi Chambers, Delhi Gate  
New Delhi-110002

Place: New Delhi  
Date: 27/09/2019

## **The CFAR Team: 2018-2019**

Ms. Akhila Sivasdas, Managing Trustee / Executive Director

### **Core Program Support Team (National Level)**

Ms. Shyamala Shiveshwarkar, Senior Consultant, Delhi

Ms. V. Padmini Devi, Media Analyst, Andhra Pradesh

Ms. Ratna Mathur, Associate Director, Delhi

Ms. Juhi Jain, Senior Programme Manager, Delhi

Dr. Sutapa Majumdar, Coordinator Research & Documentation, Delhi

Mr. Nadeem Ahmad, State Media Coordinator, Delhi

Ms. Farah Zia, Communication Officer, Delhi

Ms. Manisha Sharma, Assistant Coordinator, Research, Delhi

Mr. Anmol Mehta, Research Associate, Delhi

### **Accounts, Operations and Finance**

Mr. Rajesh Kumar, Head-Finance, Accounts & Operations, Delhi

Mr. Kundan Singh, Senior Accountant Officer, Delhi

Mr. Satish Kumar, Senior Accountant, Delhi

Mr. Ankit Kumar, Senior Accountant, Delhi

Mr. Pankaj Kumar, Accountant, Delhi

Mr. Sanjeev Ravishankar Upadhyay, Accountant Executive, Delhi

Mr. Kailash Raghu Babu, Admin & Accounts Assistant, Hyderabad, Andhra Pradesh

Mr. Sandeep Mukherjee, State Admin & Accounts Associate, Lucknow, Uttar Pradesh

Mr. Praveen, Admin, Accounts & Liaisoning Associates, Patna, Bihar

### **Human Resource and Administration**

Ms. Davinder Kaur- Manager-Admin & HR, Delhi

Ms. Suchita Bhardwaj, Admin & HR Assistant, Delhi

Mr. Ravinder Kumar, Asst. Coordinator-Officer, Delhi

Mr. Vishnu Pariyar, Office & Admin Assistant, Delhi

Mr. Raj Kumar, Office & Admin Assistant, Delhi

Mr. Shaik Sayyad Ali, Senior Coordinator, Project Administrator, Hyderabad, Andhra Pradesh

Mr. Raju Maruti Parkhi, Office & Admin Assistant, Pune, Maharashtra

Mr. Rahul Kumar, State Accounts & Admin Assistant, Lucknow, Uttar Pradesh

### **DELHI - WSH, SESAME, Mahila Panchayat Project Teams**

#### **WSH**

Mr. V Daniel Vinod Kumar, Programme Manager, Coordinating Project Management

Ms. Girija Kumari Sahu, Deputy Manager, State Project Coordinator

Mr. Kundan Chauhan, Senior Coordinator, Project Officer

Ms. Vimla, Consultant-Community Engagement

Mr. Deepak Chand Sharma, Project Coordinator

Ms. Geeti Patwal, Project Officer, Research, Documentation & MIS

Mr. Gaurav Shringi, Project Officer, Technical Expert on FSSM & SWM

Ms. Rekha Thakur, Project Associate

Mr. Pramod Baghel, Project Associate

Ms. Shashi Bala, Field Coordinator

Ms. Shashi Kaur, Field Coordinator

Ms. Nirmala Raturi, Field Coordinator

Ms. Anu Vical, Field Coordinator

Ms. Kunti Roka, Field Coordinator

#### **SESAME**

Ms. Jyoti Sharma, Project Coordinator

Ms. Sweetie Sharma, Project Coordinator

Mr. Dulichand, Field Coordinator

#### **Mahila Panchayat**

Ms. Meenakshi Saini, Project Coordinator

Ms. Basanti Devi, Para Legal Volunteer

Ms. Pushpa Singh, Para Legal Volunteer

Ms. Seema Rani, Para Legal Volunteer

Ms. Raj Kumari Singh, Para Legal Volunteer

### **ANDHRA PRADESH & TELANGANA, C-STEP & KHPT Project Teams**

#### **CSTEP**

Mr. Ravi Kiran Bokam, State Project Coordinator

Mr. Upendranath T., District Program Coordinator

Ms. B. Sravanthi, Centre Coordinator

Mr. Yekila Giri Prasad, Centre Coordinator

Mr. V Toni, Centre Coordinator

Mr. G Ujjivan, City Coordinator

Ms. G. Sravani, City Coordinator

**KHPT**

Mr. Daniel Vinod Kumar, Project Manager  
 Mr. Ravi Kiran Bokam, State Project Coordinator  
 Mr. N. Narayana, City Coordinator  
 Mr. M.V. Ramana, City Coordinator  
 Mr. Ravikumar, City Coordinator  
 Ms. Chanda Sailja, Field Coordinator  
 Ms. G. Varalakshmi, Field Coordinator  
 Ms. Revati Cherukuri, Help Desk Counselor  
 Ms. K. Sivaranjani, Community Supervisor  
 Ms. K. Chinnamalu, Community Supervisor  
 Ms. Balingu Usha Rani, Community Supervisor  
 Mr. Ravikumar, Help Desk Counselor

**BIHAR - BMGF Project Team**

Mr. Ranvijay, State Project Manager  
 Mr. Ranjit Kumar, State Assistant Project Manager  
 Mr. Mohd. Anis Ur Rahman Khan, State Project Coordinator (Training & Capacity Building)  
 Ms. Prabhartana Das, State Project Associate  
 Mr. Ranjeet Kumar, Office Assistant  
 Mr. Ajeet Kumar Singh, Divisional Coordinator  
 Mr. Shyam Tripurari, Divisional Coordinator  
 Mr. Amit Kumar Singh, Divisional Coordinator  
 Mr. Yugeshwar Kumar Raja, Divisional Coordinator  
 Mr. Navneet Sinha, Divisional Coordinator  
 Mr. Anil Kumar, Divisional Coordinator  
 Ms. Suman Mishra, Divisional Coordinator  
 Ms. Ipsha Pathak, Divisional Coordinator  
 Ms. Garima Singh, Manager – Tracking, Monitoring & Analysis  
 Ms. Sangeeta Kumari, Tracking, Monitoring & Analysis  
 Mr. Sudhir Chandra Lal, Tracking, Monitoring & Analysis  
 Ms. Rohini Kumari, Monitoring & Tracking Associate  
 Ms. Suruchi Kumari, Monitoring & Tracking Associate  
 Ms. Archana Kumari, Monitoring & Tracking Associate  
 Mr. Kishore Kumar Raju, Monitoring & Tracking Associate  
 Mr. Sujeet Kumar, Monitoring & Tracking Associate  
 Mr. Manish Kumar, Monitoring & Tracking Associate

**CHHATTISGARH, SECL Team**

Ms. Surbhi Singh, Sr. Coordinator-District Level Supervision & Coordination  
 Ms. Kanchan Chandravanshi, Manager-Tracking, MIS, Monitoring & Analysis  
 Mr. Ateeq Hussain Zaidi, District Coordinator  
 Ms. Sushmita Shrivastav, Centre Media Coordinator  
 Ms. Anuradha Pandey, Media Monitor  
 Mr. Amit Kumar Yadav, Media Monitor

**KARNATAKA - APPI Project Team**

Mr. Prabhananda Hegde, State Project Manager  
 Ms. Rathna G., Project Coordinator  
 Ms. Manjula M V, Assistant Project Coordinator  
 Mr. Prashantha R, Office Assistant

**MAHARASHTRA – APPI & KHPT Project Teams****APPI**

Mr. Pankaj Kumar Bedi, Sr. Manager, Project Lead  
 Mr. Anand Balakrishna Bakhade, State Project Manager  
 Mr. Pramod P. Gogawale, Project Coordinator  
 Mr. Trushna Satish Kamble, Assistant Project Coordinator  
 Ms. Shubhangi Shivaji Mali, Single window coordinator  
 Ms. Suvarna Laxman Borade, Single Window Coordinator  
 Mr. Arjun Gopal Rathod, Field Coordinator  
 Mr. Nirmal Prabhakar Koshti, Field Coordinator

**KHPT**

Ms. Madhavi Babaso Bawade, Assistant Project Manager  
 Ms. Snehal Arvind Pawar, Assistant Project Manager  
 Mr. Ayudh Sanjay Kasbe, Centre Coordinator  
 Mr. Pankaj Prakash Dhabe, Single Window Coordinator  
 Mr. Sudam B. Barik, Single Window Coordinator  
 Ms. Suvidha Dagadu Sathe, Field Coordinator  
 Mr. Ashok Haibati Ghuge, Field Coordinator  
 Ms. Seema Ramesh Pewekar, Field Coordinator  
 Ms. Nikita Rajendra Jadhav, Help Desk Counselor  
 Mr. Rupesh Singh Ingale, Help Desk Counselor  
 Mr. Pranay Suresh Divate, Help Desk Counselor



## **ODISHA - APPI, IGSSS, J-PAL & DFAT Project**

### **Teams**

#### **APPI**

Ms. Pujafulla Pattnayak, State Project Manager  
Ms. Lipika Mohapatra, State Project Manager  
Ms. Mamta Singh, Assistant Project Coordinator  
Ms. Mikina Mohapatra, Assistant Project Coordinator  
Mr. Sukanta Kumar Sahu, Centre Coordinator  
Mr. Ishwar Datta Amit Kumar Hial, Field Coordinator  
Ms. Bhubaneswari Pradhan, Field Coordinator  
Mr. Manoj Kumar Parida, Office Assistant

#### **IGSSS**

Ms. Rosalin Pattnaik, Project Coordinator

#### **J-PAL**

Ms. Pragyan Priyadarsani Rath, Project Coordinator  
Ms. Minati Swain, Project Associate  
Ms. Uttama Digal, Field Coordinator  
Mr. Binod Kumar Ojha, Field Coordinator  
Mr. Bipin Bihari Sethi, Field Coordinator  
Ms. Narmada Swain, Field Coordinator

#### **DFAT**

Ms. Jyoshna Rani Sahu, State Project Manager  
Mr. Samir Ranjan Das, State Project Coordinator  
Mr. Jogal Nayak, Assistant Project Coordinator  
Ms. Sanghamitra Birburma, Project Associate  
Ms. Jayashree Das, Project Associate  
Mx. Meghna Sahoo, Field Coordinator  
Mr. Sadashiv Behera, Centre Coordinator  
Ms. Narmada Swain, Field Coordinator  
Mr. Vipin Bihari Sethi, Field Coordinator  
Mr. Krishna Mohapatra, Field Coordinator  
Mr. Swagat Jhankar Mallick, Field Coordinator  
Mr. Babuli Jena, Office Assistant

## **RAJASTHAN APPI & WSH Project teams**

#### **APPI**

Ms. Rakhee Badhwar, Dy. Director (State Project Lead)  
Mr. Anand Singh Motish, State Project Manager  
Ms. Josephine Vivian, Project Coordinator  
Mr. Rameshwar Prajapati, Assistant Project Coordinator  
Ms. Gulzar Shah, Office Assistant

Mr. Dushyant Kumar Rariya, Centre Coordinator  
Mr. Honey Krishnan Mishra, Centre Coordinator  
Ms. Kusum, Centre Coordinator  
Mr. Deepak Verma, Centre Coordinator  
Mr. Dharmraj Prajapati, Field Coordinator  
Mr. Anurag Sharma, Field Coordinator  
Ms. Anjulata, Support Staff  
Ms. Yashoda, Supprt Staff

#### **WSH**

Ms. Poonam Kulshrestha, State Program Manager  
Mr. Subhash Chand Dhakad, Coordinator, State Project Officer  
Ms. Paridhi P. Yadav, Coordinator, Research & Documentation  
Mr. Bhartendu Sharma, Project Associate  
Mr. Yogendra Katewa, Project Associate  
Mr. Manoj Kumar Sharma, Assistant Project Officer  
Ms. Renu Beniwal, Assistant Project Officer  
Mr. Bhima Ram, Assistant Project Officer  
Mr. Radha Mohan Sharma, Field Coordinator  
Ms. Hemlata Pareek, Field Coordinator  
Ms. Madhu Chauhan, Field Coordinator  
Mr. Chandrakal Sharma, Field Coordinator  
Ms. Geeta Chaudhari, Field Coordinator  
Ms. Sunita Kanwar, Field Coordinator  
Ms. Suman Jaiswal, Field Coordinator  
Ms. Prabha Kashyap, Field Coordinator  
Ms. Sona Devi, Office Assistant  
Ms. Vimla, Office Assistant

## **UTTAR PRADESH - BMGF Project Team**

Ms. Ranjana Diwedi, State Project Manager  
Mr. Abhijeet Singh Kalra, Senior Consultant  
Research & Documentation  
Mr. Ajay Kumar, Support Staff  
Ms. Jyoti Mishra, Programme Coordinator  
Mr. Lokesh Tripathi, State Project Officer, Communication & Documentation  
Ms. Esha Singh, State Project Officer, Communication & Documentation  
Mr. Shashi Dhar Dwivedi, Senior Consultant  
Divisional Media & Public Affairs  
Ms. Lucky Sharma, State Monitoring Evaluation Officer,  
Mr. Santosh Kumar Mishra, Divisional Coordinator  
Mr. Aashish Kulshreshtha, Divisional Coordinator

Ms. Ruby Bano, Divisional Coordinator  
 Ms. Sonam Rathore, Divisional Coordinator  
 Mr. Sushil Kumar Verma, Divisional Coordinator  
 Ms. Rashi Gupta, Divisional Coordinator  
 Mr. Sunil Kumar, Divisional Coordinator  
 Mr. Vikash Tiwari, Divisional Coordinator  
 Mr. Ranjeet Kumar, Divisional Coordinator  
 Ms. Preeti Saini, Divisional Coordinator  
 Ms. Umangi Srivastava, Assistant Divisional Coordinator  
 Ms. Sarita Mullick, Assistant Divisional Coordinator  
 Mr. Vinay Narayan Srivastava, Assistant Divisional Coordinator  
 Mr. Sukhveer Singh, Assistant Divisional Coordinator  
 Mr. Anupam Mishra, Assistant Divisional Coordinator  
 Ms. Nisha Rai, Assistant Divisional Coordinator  
 Mr. Mohd. Irshad, Central Media Coordinator  
 Ms. Sameeran Khan, Central Media Coordinator  
 Ms. Neetu Devi, Central Media Coordinator  
 Ms. Vinita Saxena, Central Media Coordinator  
 Ms. Stuti Sharma, Central Media Coordinator  
 Mr. Ravi Mohan Tiwari, Central Media Coordinator  
 Ms. Anubhuti Saxena, Central Media Coordinator  
 Ms. Nimika Chauhan, Central Media Coordinator  
 Ms. Priyanka Tiwari, Central Media Coordinator  
 Mr. Shiv Mohan Singh, Central Media Coordinator  
 Ms. Rimika Kontala, Central Media Coordinator  
 Ms. Rana Bee, Media Coordinator  
 Mr. Shivam Agnihotri, Media Coordinator  
 Mr. Shubham Gupta, Media Coordinator  
 Mr. Shyam Singh, Media Monitor  
 Mr. Vishal Chandra, Media Monitor  
 Ms. Aiman Khan, Media Monitor  
 Ms. Rashmi Pandey, Media Monitor  
 Ms. Rimmee Singh, Media Monitor  
 Ms. Indira Kumari Pandey, Media Monitor  
 Ms. Shiva Singh, Media Monitor  
 Ms. Ankita Nigam, Media Monitor  
 Mr. Ashish Raj Singh, Zonal Coordinator  
 Mr. Arun Kumar Singh, District Coordinator  
 Mr. Atul Kumar, District Coordinator  
 Ms. Anju Singh, District Coordinator  
 Mr. Awneendra Nath Rai, District Coordinator  
 Mr. Brajesh Kumar Shukla, District Coordinator

Mr. Chandra Pratap Sikarwar, District Coordinator  
 Mr. Chandrel Kulshreshtha, District Coordinator  
 Mr. Dhiraj Kumar Dhillon, District Coordinator  
 Mr. Jai Prakash Tiwari, District Coordinator  
 Mr. Akshay Shakya, District Coordinator,  
 Mr. Jyotilal Sharma, District Coordinator  
 Ms. Jyoti Yadav, District Coordinator  
 Mr. Kuldeep Singh Chauhan, District Coordinator  
 Mr. Manbhavan Awasthi, District Coordinator  
 Mr. Nazeem, District Coordinator  
 Mr. Mratunjay Sharma, District Coordinator  
 Mr. Neeraj Kumar Ojha, District Coordinator  
 Mr. Pradep Kumar Mishra, District Coordinator  
 Mr. Pushpendra Kumar Sharma, District Coordinator  
 Mr. Rahul Kuamr Singh, District Coordinator  
 Mr. Raj Kumar, District Coordinator  
 Mr. Raj Narayan Sharma, District Coordinator  
 Mr. Rajeev Gupta, District Coordinator  
 Mr. Ravi Kumar Gupta, District Coordinator  
 Ms. Ravita, District Coordinator  
 Mr. Sanjay Verma, District Coordinator  
 Mr. Shashi Shekhar Dubey, District Coordinator  
 Mr. Sujeet Kumar Agahari, District Coordinator  
 Mr. Sayyad Athar Hussain, District Coordinator  
 Mr. Upendra Kuamr, District Coordinator  
 Mr. Ved Prakash Pathak, District Coordinator  
 Mr. Yashwant Singh, District Coordinator  
 Mr. Mahendra Pratap Singh, District coordinator

#### **WEST BENGAL - WSH Project Team**

Ms. Shramana Majumder- State Programme Manager (State Lead)  
 Mr. Sutirtha Ghosal- State Project Officer  
 Ms. Paromita Roy- Project Associate  
 Ms. Sudipa Samanta- Project Associate  
 Mr. Bhaskar Majumdar- Project Associate  
 Mr. Omor Faruk Mondal, Project Associate  
 Mr. Soumyajit Lahiri, Project Associate  
 Ms. Rima Ghosh, Project Associate  
 Mr. Sourav Sannigarahi, Project Coordinator  
 Ms. Indrani Majundar- Field Coordinator  
 Ms. Priyanka Das, Field Coordinator  
 Ms. Samragini Dhar, Field Coordinator  
 Mr. Kinkar Bachar, Office Assistant, Kolkata, West Bengal

**PART-TIME CONSULTANTS/ FREELANCE ASSOCIATES, COMMUNITY OUTREACH WORKERS/ VOLUNTEERS ETC.**

**DELHI****Consultant / Freelance**

Dr. Indu Prakash Singh, Consultant-Strategy,  
Networking and Documentation

Ms. Aarti Dhar, Senior Consultant-Media  
Management

**WSH**

Ms. Anita Devi, Outreach Worker

Ms. Anju Kumari, Outreach Worker

Ms. Geeta Rani, Outreach Worker

Ms. Kaushlya Devi, Outreach Worker

Ms. Baby Tabbasum, Outreach Worker

Ms. Monika Devi, Outreach Worker

Ms. Kusum, Outreach Worker

Ms. Tara Kujur, Outreach Worker

Ms. Sahajahan Begum, Outreach Worker

Ms. Sunita, Outreach Worker

Ms. Prabha Kumari, Outreach Worker

**SESAME**

Ms. Prabha Facilitator

Ms. Kusum, Facilitator

Ms. Anju, Facilitator

Ms. Sunita, Facilitator

Ms. Reena Yadav, Facilitator

Ms. Neeraj, Facilitator

Ms. Yamini Kukreja, Facilitator

Ms. Pinki Kumari, Facilitator

Ms. Preeti Pandey, Facilitator

Ms. Priya Pandey, Facilitator

**ANDHRA PRADESH****C-STEP**

Ms. Hemavathi Nakkala, Outreach Worker

Ms. K. Shameela, Outreach Worker

Ms. Madhu Sri, Outreach Worker

Ms. K. Durga Bhawani, Outreach Worker

Ms. K. Divyasri, Outreach Worker

Ms. K. Satyavathi, Outreach Worker

Ms. S. Durgabhavani, Outreach Worker

Ms. G. Satyavathi, Outreach Worker

Ms. Maheswari, Outreach Worker

**KHPT**

Ms. Shaikh Bajibi, Outreach Worker

Ms. Shaikh Suneetha, Outreach Worker

Ms. M. Mahalakshmi, Outreach Worker

Ms. J. Anitha, Outreach Worker

Ms. C. Nagamani, Outreach Worker

Ms. K. Chandana, Outreach Worker

Ms. K. Prem Kumar, Child Care Facilitator

Ms. K. Sumalatha, Child Care Facilitator

Ms. Syed Ayesha, Child Care Facilitator

Ms. T. Ratnakumari, Child Care Facilitator

Ms. T. Nukaratnam, Child Care Facilitator

Ms. T. Keerthi, Child Care Facilitator

Ms. V. Chanthi, Child Care Facilitator

Ms. C. Anuradha, Child Care Facilitator

Ms. Shaikh Haseena, Child Care Facilitator

Ms. K. Damyanthi, Child Care Facilitator

Ms. M. Venkatasubama, Child Care Facilitator

Ms. M. Venkataratnam, Child Care Facilitator

**KARNATAKA**

Ms. Guna S, Outreach Worker

Ms. Radha K, Outreach Worker

Ms. Renuka S, Outreach Worker

**MAHARASHTRA****APPI**

Ms. Pinki Nayak, Outreach Worker

Ms. Mahananda Bhalerao, Outreach Worker

Ms. Jayashree Raju Sasane, Outreach Worker

Ms. Mukta Nagesh Kawade, Outreach Worker

Ms. Rupali Vijay Lingade, Outreach Worker

Ms. Smita Shrikant Sonde, Outreach Worker

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Ms. Asha Satish Kilekar, Outreach Worker

Ms. Daivshala Dhatta Dhubate, Outreach Worker

Ms. Surekha Popatrao Shilimkar, Outreach  
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Ms. Surekha Hareesh Kalawalu, Outreach Worker

Ms. Jayashree Anil Lingyat, Outreach Worker

Ms. Pramila C. Bawane, Outreach Worker

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Ms. Bimla Sethi, Outreach Worker, Zonal Level

Ms. Geetanjali Nayak, Outreach Worker

Ms. Hajara Begam, Outreach Worker

Ms. Mamta Ojha, Outreach Worker

Ms. Pinki Nayak, Outreach Worker

Ms. Ranjulata Nayak, Outreach Worker

Ms. Santoshi Padi, Outreach Worker

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Ms. Banajyoshna Parida, Outreach Worker  
Ms. Lipina Subudhi, Outreach Worker  
Ms. Manjulata Dalei, Outreach Worker

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Ms. Sanjaya Behera, Outreach Worker  
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Ms. Sukanti Sahoo, Outreach Worker  
Ms. Basanti Nayak, Outreach Worker,

**RAJASTHAN****APPI**

Ms. Tanuja, Outreach Worker  
Ms. Usha Devi, Outreach Worker  
Ms. Vandana, Outreach Worker  
Ms. Vidhya Devi, Outreach Worker  
Ms. Sunita, Outreach Worker  
Ms. Sultana Begum, Outreach Worker  
Ms. Pinki, Outreach Worker  
Ms. Nisha Rathor, Outreach Worker  
Ms. Amina Bano, Outreach Worker

**WSH**

Ms. Maya Verma, Outreach Worker  
Ms. Sarju Devi, Outreach Worker  
Mr. Shyam Lal, Outreach Worker  
Ms. Meena Devi, Outreach Worker  
Ms. Durgesh Verma, Outreach Worker  
Ms. Kiran, Outreach Worker  
Ms. Aruna Lilawat, Outreach Worker Zonal level  
Ms. Chandrakala Sharma, Outreach Worker  
Ms. Shanti Devi, Outreach Worker Zonal level  
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Ms. Sunita, Outreach Worker  
Ms. Manju, Outreach Worker  
Ms. Mona Kanwar, Outreach Worker  
Ms. Fulvati, Outreach Worker  
Mr. Puran Das Ramawat, Outreach Worker

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Ms. Anjira Khatun, Outreach Worker  
Ms. Suraiya Sannipuri, Outreach Worker  
Ms. Anjira Khatun, Outreach Worker  
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