



CHOOSING RESPONSIBILITY OVER FEAR:

Community Relief and Resilience

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RELIEF AND RESILIENCE



2020 has been a difficult year across the world, but more so for the economically and socially vulnerable without access to a safety net to withstand the economic and health-care blow of the pandemic. COVID-19 and the ensuing lockdown imposed by the national and state governments in India upended the lives and livelihoods of people across the country. For many, it meant not only loss of income, but also of housing, food, education, healthcare and welfare services.

The communities that the Centre for Advocacy and Research (CFAR) has been working with has been some of the hardest hit, including the urban poor, the migrant and casual workers, the disabled, and other vulnerable groups. With the changing needs of its beneficiaries, CFAR began, for the first time since its inception, to work on relief and recovery across the cities it was operating in. With the help of our network of community level collectives, we identified socially excluded groups for our relief efforts and these groups have stayed with us since. CFAR has been at the forefront of supporting these communities by providing immediate relief in the form of food and hygiene kits, addressing vaccine hesitance and improving access of COVID-19 tests and vac-

cines. In addition, CFAR has been building medium term and long-term resilience of marginalized communities by raising awareness about and strengthening infrastructure related to COVID-19 prevention and improving access to social welfare schemes.

Across all its programs and target areas, CFAR adapted to the new realities and needs imposed by the pandemic. All operations in 2020-21 had to be moved to hybrid-mode (involving a combination of grassroots field level engagement and online mediums), various online mechanisms were identified and used for engagement with the team and the community, and any face-to-face interaction involved meeting the COVID-19 guidelines of masking, distancing, etc. The organization worked around staff turnover, illnesses and deaths, changing rules and guidelines of the different states, and also the changing priorities of the target population. While some of the planned activities had to be postponed or changed, new ones had to be added, program budget had to be adjusted to meet the changing context. 2020-21 was testing time for CFAR, and it allowed us reevaluate our strengths, learn new skills and build our institutional resilience to manage emergency situations.

TRIBUTE

TO THOSE WE LOST DURING THE PANDEMIC

Along with the professional struggle of managing the mandate of CFAR during the trying time of the pandemic, CFAR and its team also experienced personal loss and grief. We lost a team member and a senior mentor and many of our team members lost close family members.

Josephine Vivian was a team member from Ajmer who strove to support other women and inspired us with her vision and ability to reach out effortlessly to the most vulnerable in times of need. We lost her to the pandemic on May 5th 2021, at the prime age of 49 years. There are many women survivors of violence whose lives she touched very closely and gave them hope and support and empowered them to rebuild their lives and ensure security for their children and loved ones.



Josephine Vivian in the centre doing what she did best, supporting and cheerleading for the empowerment of other women, girls and survivors of violence

We carried each other through these difficult months, and will continue to honour the memories of those we lost and dedicate our work to their dreams and vision.

Renuka Gupta was a senior mentor and consultant to CFAR. She was dedicated to the cause of educating and empowering rural women and girls of Anupshahar. There are 1300 girls in rural Uttar Pradesh whose lives she touched closely. Not only was she a mentor and enabler but also a mother-figure and confidante to each one of them. We lost her on May 18th 2021.



Renuka Gupta was "brave, generous of heart, loyal and the most caring woman we had the privilege to know. We truly miss her." A sentiment noted by a young woman whose life she touched, and echoed by many others who knew her.

The first wave of COVID impacted many of our team members personally. We lost parents, brothers, sisters, brother-in-law, uncles and aunts. Each one of them is missed and fondly remembered for all they did to make our lives purposeful and happy.

We pay our tributes to:



Shri Neeraj Kulshrestha, 52 years, loving brother of Ashish Kulshrestha from Noida who left us on October 10, 2020.



Smt. Babita Chaudhary, 35 years, was a loving sister to Sushil Verma, Bahraich, UP who left us on May 9, 2021



Shri Ramgopal Gupta, 60 years, father and mentor for Ravi Gupta from Balrampur, UP, who left us on October 10, 2020.



Shri Vijay Baksh Chaudhary, 57 years, uncle of Sushil Verma, Bahraich, UP inspired his workers and his family at all times . He left us on May 11, 2021



Shri Hemant Kumar Dwivedi, 47 years, brother-in-law of Ranjana Dwivedi, UP who inspired everyone in the family to pursue their dreams left us on April 18, 2021



Shri Guddu Kumar, 45 years, brother of Ganpat Rai, who passed away on April 21, 2021 will always be remembered for his generosity



Shri Sanjeev Kumar Srivastava, 52 years, Varanasi, UP stood by his brother Manoj Kumar Srivastava at all times. We lost him on April 18, 2021



Shri Avinash Motish, 48 years and ***Smt Kamla Devi,*** 67 years, brother and mother of Anand Motish, are both sorely missed by their grandchildren and family.



Shri Toufiq Ali, 36 years, and ***Shri Baqar Ali,*** 73 years, had kept the family together and made everyone feel valued, left Ruby Bano, Bareilly, UP and her family on April 26 and 29, 2021.





FROM THE EXECUTIVE DIRECTOR'S DESK

This year, when we literally ploughed our way through two waves of the pandemic, what stood out was the resilience of the community and their determination to not be overwhelmed by the many challenges they were facing. In fact, on every issue from COVID containment, prevention to vaccination and other health and social development issues the community part-

nered with diverse stakeholders from program implementers to service providers to both mitigate the impact of the pandemic and facilitate post-COVID recovery. It is not an exaggeration to state that their collective endeavour and 'sewa' impacted the lives of over 100,000 marginalized communities from Ajmer, Pune, Bhubaneswar and Bangalore.

In the two cities of Jaipur and Bhubaneswar, we witnessed a strong local movement of women, girls, transgenders, men, young and old to address all the concerns on the much-tabooed issue of menstrual health and hygiene management. The pandemic acted like a wake-up call and everything from gender norms to lack of safe water, sanitation, affordable sanitary pads and counselling support was questioned, deliberated upon and alternatives proposed and shaped.

Across all cities, access to livelihood, jobs and entrepreneurship development suddenly assumed great urgency both for the government and the community. Several efforts were made by both stakeholders to shape urban employment under urban wage employment scheme. Marginal groups such as transgender, persons with disabilities and sanitary workers formed self-help groups, applied for loans and tried their hand in managing small businesses. Some opened training centres to build new

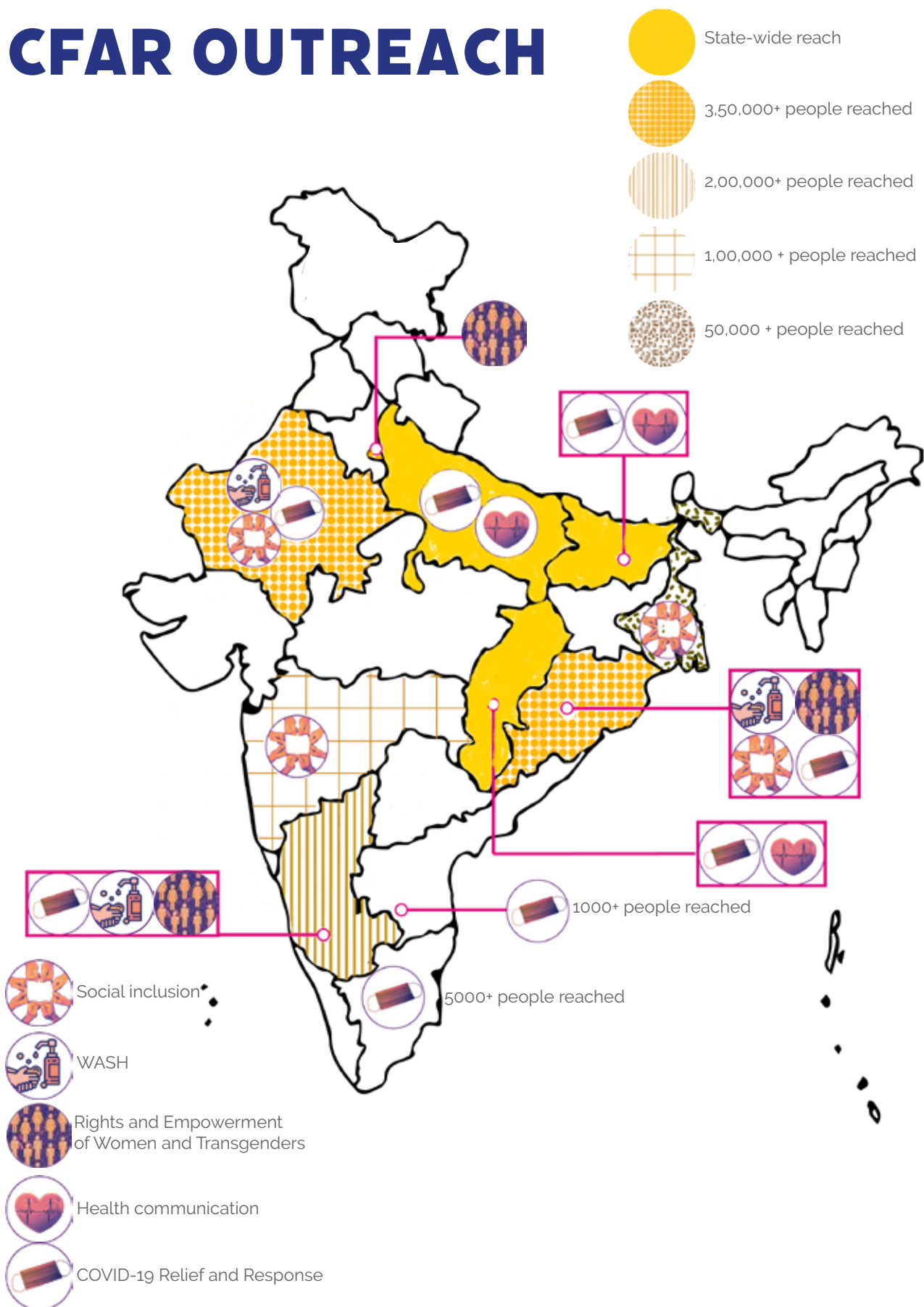
skills and strengthen their ability to explore new avenues of livelihood.

We also witnessed many innovative practices led by the community in the area of local planning, designing and strengthening of WASH and welfare services. Everything from street theatre, to one to one communication, local campaigns, designing hand wash stations, doing wall paintings and engaging mass media from block to state level on health communication across states like Uttar Pradesh, Bihar and Chhattisgarh were deployed to ensure that No One is Left Behind.

These are just a few snapshots of the diverse efforts made by communities at different levels across district, cities and states to demonstrate and reaffirm our faith in the role that communities play. Now more than ever we are confident that all the work we do only bears fruit when we affirm their leadership, forge partnerships and shape collective ownership.

Akhila Sivadas

CFAR OUTREACH





SOCIAL INCLUSION

CFAR scaled up and deepened the process of social inclusion for the urban poor in India by mainstreaming and institutionalizing community engagement across sectors and by strengthening decentralized and participatory governance at the ward level. CFAR used its flagship approach of forming Single Window Forums and Community Management Committees for the inclusion of the most marginalized in key community level decisions, and for ensuring last mile access to basic entitlements, benefits and income generation opportunities for vulnerable social groups.



KEY ACHIEVEMENTS (2020-21)



Institutionalized community engagement and participatory governance through community level structures:

- 13 Community Management Committees (CMCs) was set up and 7 existing CMCs strengthened across four states.
- One new Single Window Forum (SWF) set up and 26 existing SWFs strengthened across four states
- 17 new Help Desks have been set up and 50 existing Help Desks strengthened across four states
- 10 SMCs were strengthened
- 192 field level and front line workers were trained.
- 47 members of SWFs (formed with CFAR support) nominated to the urban local bodies in Odisha
- 27 Ward Committee members work closely with Single Window forums to facilitate social entitlements
- 54 Mahila Arogya Samithis strengthened to access health entitlements



Improved access to social entitlements:

- More than 1.6 lakh beneficiaries across Ajmer, Bengaluru, Bhubaneswar and Pune received rightful access to social benefits and protection measures: identity cards (30,694), food-security (38,144), healthcare services (38883), social security (24031), livelihood (5001) and civic amenities (24,684)
- 13936 beneficiaries across three urban local bodies of Kolkata were reached with health, food security and education related benefits, social security and citizenship entitlement
- Strengthened social protection for 2,519 disabled/elderly, transgender, frontline health and sanitary workers across Bhubaneswar and Jaipur, including distribution of PPE, counseling, care and support from government and other charitable organizations
- Supported 1250 vulnerable communities to undergo health check-up and get access to free medicine with the support of Baptist hospital (Bengaluru)
- 4 model wards set up, one each in Ajmer, Bengaluru, Bhubaneswar and Pune



Improved access to livelihood and income generation opportunities

- 36 SHGs of disabled persons, women, rag pickers and transgenders were skilled in Delhi, Jaipur and Bhubaneswar
- Two transgender SHGs contracted to collect parking fee, holding tax by Bhubaneswar Municipal Corporation
- Three biodegradable sanitary napkin units set up in Delhi, Jaipur, Bhubaneswar
- 4 model wards set up, one each in Ajmer, Bengaluru, Bhubaneswar and Pune



City level Janhit Vaani platform (using IVRS technology) launched in Ajmer, Bengaluru, Bhubaneswar and Pune.

In 2020-21, CFAR continued its work with community level participation forums to ensure inclusion of marginalized communities in social schemes and programs. With the support of Azim Premji Philanthropic Initiative (APPI), CFAR scaled up and institutionalized its flagship Single Window approach in 23 wards across four cities of Bhubaneswar, Ajmer, Pune and Bengaluru. In Delhi and Kolkata, with the support of Michael & Susan Dell Foundation (MSDF), CFAR forged partnerships with municipal bodies and ensured access social entitlements and benefits to the urban poor. In addition, social inclusion also acted as a cross-cutting area, ensuring inclusion of marginalized communities in all sectors and states that CFAR worked in- across all its projects, CFAR formed new or strengthened existing community level structures that facilitated the community's access to social welfare programs of the government or private sector bodies.

CFAR worked with more than 20 community management committees (CMCs) and more than 30 single window forums (SWFs) across India. Each CMC is a forum of 8-12 women representatives including members from SHG/ALF, Slum Development Committee and Mahila Aarogya Samiti. The CMCs represent the community (particularly those from socially marginalized groups) and act as an interface with government bodies and other stakeholders at the settlement level. The SWFs, on the other hand, are federated body of two to three CMC members; these function at the ward level, playing managerial, technical and decision making role in partnership with the nodal officials at the ward. These community level structures are key mechanisms by which CFAR ensures last mile delivery and inclusion of all its programs. These structures have ensured improved service delivery to the targeted communities across sectors, including livelihood, health, sani-

tation, food and social security. The CMCs and SWFs also stepped up during the pandemic to support CFAR's COVID response and prevention efforts in its project areas.

In addition, CFAR capacitated the existing community structures and workers in the targeted areas. This included the School Management Committees (SMCs), Mahila Arogya Samithis, Residential Community Workers, Accredited Social Health Activists (ASHA) and Anganwadi Workers (AWWs). These structures and workers were oriented on their roles and responsibilities, on participatory decision making, and on supporting service delivery to the most marginalized.

By strengthening and supporting these existing and new community structures, CFAR institutionalized social inclusion as the bedrock that the community can count on in all the targeted areas. These structures also acted as participatory forums for the community to ask questions to and seek support from the government, and formed the collective voice and advocacy mechanisms for the most marginalized.

Under the APPI funded program, CFAR institutionalized community engagement across 12-15 sectors ranging from women's development and child protection to legal entitlements and livelihood, and their respective governance structures from child care and nutrition centres, one-stop crisis centres, welfare boards for construction workers and bidi rollers to the various missions for health, livelihood, sanitation, education and their frontline workers and implementers at different levels.

Under this program, CFAR also continued to set up and strengthened help-desks across the targeted urban slums of Ajmer, Bengaluru, Bhubaneswar and Pune. The setting up of the help-desk at the slum and ward level with members representing different categories and groups of workers and marginal groups proved to be a game changer, and improved the linkage between the community and the SWFs. The help-desk members disseminated timely information on the schemes and programs that the different community members are eligible for and thereafter supported them in reaching SWFs for completing and submitting their applications to the concerned departments. Across the cities the help-desk played a big role in enlisting demand and assisting each beneficiary with the application process for social welfare schemes. In Bengaluru, Aadhar centres were also set up within the Single Window premises to facilitate the poor to register, correct and update their details for their Aadhar cards.



Health camp for sanitation workers in Bengaluru

This year, CFAR also partnered with the Gram Vaani Community Media to launch city level Janhit Vaani platform across Ajmer, Bengaluru, Bhubaneswar and Pune (under the APPI program). The platform involves a dedicated phone number for each city that the community can use to ask question or to share their grievances. CFAR then undertook the branding of the channel and disseminating the details about using it to the target audience. The platform is an innovative approach that deploys Interactive Voice Responsive (IVR) technique and through it the community can air their views, grievances, raise concerns, share good practices and interact directly with duty bearers and other stakeholders. They can also impart and get information on schemes, services and programs. A series of such conversations and exchanges can be curated into long form audio magazine/ podcast format and used for wider advocacy, spearheaded by the community.

Along with ensuring improved access of the community to the duty bearers and to the government social entitlements, CFAR also partnered with local government bodies and supported them in better reaching the marginalized communities. In Bengaluru, the Food and Civil Supplies Department was directed to issue BPL ration card to those identified by the Single Window and in Ajmer, the single window and the help-desk members used the jan-soochna and sampark portal for securing updated information on sanctioned schemes and for grievance redressal. Similarly, in Kolkata (under the MSDF funded project), formal linkages were established with three urban local bodies (ULBs). Other departments that CFAR partnered with include the Planning and Coordination Department and the National Urban Health Mission in the targeted states.



Enumeration for street vendors' registration in Bengaluru



Poster for Janhit Vaani Phone Number in Bhubaneswar

SINGLE WINDOW FORUM BUILDS FINANCIAL RESILIENCE OF LOW-INCOME WORKERS BY IMPROVING ACCESS TO BASIC ENTITLEMENTS

37 year old Santosh from Yashvant Nagar has been working as construction labourer for the last 12 years in Pune. But he has been unable to get registered for getting a labour card. Having lost his parents a few years back, he is responsible for the welfare of his younger brother and sister, but struggles to fulfil their daily needs. With the support of the help desk camp and SWFs set up by CFAR, he received a labour card from the Building and Other Construction Workers Welfare Board in December 2019. He was

thrilled and soon referred his friends to the SWF to get similarly registered for the labour card. Santosh received his first benefit of Rs. 5000 from the Department of Labour for purchasing safety equipment. In February and May 2020, he received two more instalments of Rs 2000 each. In June, he received another Rs. 2000 under the COVID-19 relief fund from the Department. During the difficult months of the pandemic, he said he could fulfil his family's basic needs only because of the relief provided by the government.

Sl. No.	Project Title	Supported By	Geography	Beneficiaries
1	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	Azim Premji Philanthropic Initiatives-(APPI)	Bhubaneswar, Ajmer, Pune, Bengaluru	318325
2	Samaveshi Sahar/Satat Sahar	Indo Global Social Service Society-(IGSSS)	Bhubaneswar	2500
3	Unlocking rights & entitlements for social protection	Michael & Susan Dell Foundation-(MSDF)	Delhi, Kolkata	118000

Table 1: Summary of key projects undertaken under Social Inclusion





RIGHTS AND EMPOWERMENT OF WOMEN AND TRANSGENDERS

CFAR expanded and strengthened access to legal aid for survivors of violence in Delhi, and mainstreamed risk assessment and prevention of gender based violence across all its programs. It also prioritized marginalized women (particularly pregnant, lactating and disabled women) trans-genders and children in all its relief and inclusion activities.



KEY ACHIEVEMENTS (2020-21)

In Delhi, CFAR improved access to support mechanisms for survivors of violence.

- 30 Mahila Panchayat support groups comprising 450 members trained to provide immediate support at the community level
- 144 cases of counselling and mediation support
- 183 stakeholders reached out for referral and emergency support
- 68 referral cases
- 4971 community members reached for legal support
- Continued operation of the DLSA South-East led legal help desk
- 48 cases identified by paralegal volunteers referred by the DCW and 181 Women Helpline provided legal aid

In other states:

- Protection and GBV prevention mainstreamed across all project inputs
- Community level structures trained to identify and respond to protection risks.
- IDRF and PTF supported GBV prevention and response program launched in Ajmer, Rajasthan

CFAR has been contacted by the Social Security for Empowerment of Persons with Disability (SSEPD) in Bhubaneswar to empower and mainstream transgenders in 13 out of 30 districts.



In 2020-21, with the support of Delhi Commission for Women (DCW), CFAR continued its community centred support mechanism for survivors of violence. 30 mahila panchayats were made operational and trained to provide support to survivors of violence at the community level. Linkages were also established with other service providers to ensure prevention and response to cases of violence against women. CFAR supported the DCW in running its legal aid services and ensure last-mile delivery, and for improving access and follow-up of the existing mechanisms in place

for response to violence against women.

In Ajmer, Rajasthan, CFAR launched a Gender-based Violence (GBV) prevention and response program with the support of India Development and Relief Fund (IDRF) and PTF (Partnership for Transparency Fund). In 2020-21, it undertook a baseline study and interacted with key stakeholders across 10 gram panchayats of Kishangarkh block, thereby setting the foundation for project implementation in the coming year.

S No	Project Title	Supported by	Geography	Beneficiaries
1	Empowering Women through Mahila Panchayat	Delhi Commission of Women	Delhi	500,000
2	Sweekruti Project for transgender	Social Security & Empowerment of Persons With Disabilities Department (SSEPD), Odisha	Ganjam, Khurda, Deogarh, Sambalpur, Puri, Gajapati	472
3	Building A Coordinated Response to Prevent and Reduce Gender-based Violence (GBV)	India Development And Relief Fund (IDRF) And PTF (Partnership For	Kishangarkh Block, Ajmer	43962

Table 2: Summary of key projects undertaken under Rights and Empowerment of Women, Children and Transgenders



WASH

CFAR strengthened inclusive and community driven WASH services for the urban poor living in Jaipur and Jodhpur in Rajasthan and in Bhubaneswar and Sambalpur in Odisha. Recognizing the role of improved hygiene in preventing the spread of the COVID-19 virus, CFAR integrated COVID prevention across its WASH programming. We combined infrastructural inputs with behaviour change programming and capacity building of the community level structures as well as the local government bodies to assess and respond to the WASH needs of all population groups.

In 2020-21, with the help of Water for Women Fund (Department of Foreign Affairs and Trade, Government of Australia) CFAR established an inclusive policy environment and a community based model in Jaipur and Bhubaneswar for demanding better water, sanitation and hygiene (WASH) services for the urban poor in Bhubaneswar and Jaipur. This is being achieved through composite community-government-private sector mechanisms for mobilising demand and bettering governance for equitable sanitation services via the community level structures (viz. SWFs and CMS), and linking them to innovative solutions that are both community-friendly and scalable. In Bhubaneswar, the Municipal Corporation has mandated CFAR to provide oversight and ensure implementation of mechanised

cleaning of septic tanks and pits and protection of the rights of sanitary workers across the 67 Wards of the city. For solid waste management, in both cities the teams have begun the process of supervising the entire operation from collection to segregation, transportation, recycling and strengthening livelihood development. As part of the new initiative to integrate menstrual hygiene management (MHM) with sexual and reproductive health (SRH), CFAR facilitated coordination between official focal points for WASH, health, nutrition and livelihood in four key departments at the sub-national level and we aligned our work with the priorities of bi-lateral agencies – UNICEF, UNFPA and UNDP and CSOs –contributing to shaping a response that is urban-centric and disaster focused.



KEY ACHIEVEMENTS (2020-21)

Improved access to inclusive WASH services

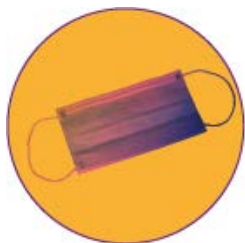


- 14,095 beneficiaries were reached with inclusive water, sanitation and/or hygiene services in Jaipur (5,069) and Bhubaneswar (9,036) under the Water for Women funded program. This included 5,280 vulnerable and marginalized population and groups (VMPGs- 1,840 in Bhubaneswar and 3,340 in Jaipur.)
- Another 1,26,000 beneficiaries per month were reached in Jaipur through the installation of 30 handwashing stations across government schools and hospitals/ health centers.
- The single window forums in Jaipur and Bhubaneswar received 496 applications for WASH services, of which 447 were addressed, benefiting 54816 populations.
- 10 incinerators were installed across four hospitals and four slums of Jaipur reaching 36,730 beneficiaries per month.

Improved community level engagement on WASH



- Need assessment undertaken with 100 HHs in Jawahar Nagar, Jaipur
- 1600 beneficiaries in 430 HHs reached through house visits, including PwDs and elderlies,
- Another 3000 people reached through IEC materials, meetings and group interactions, including students, community representatives and users of services.



Ensured inter-linkage of WASH programming with COVID-19 prevention

- Hygiene kits were distributed as part of COVID-19 response/ relief
- Beneficiaries were reached with behaviour change campaigns and hygiene promotion in Bhubaneswar and Jaipur
- PPE kits were distributed to 2519 frontline, health and sanitary workers in Jaipur and Bhubaneswar
- Improved hand-hygiene across urban poor settlements of Jaipur, Bhubaneswar, Jodhpur and Sambalpur



Improved sanitation and waste management services in urban slums

- CFAR state teams have been co-managing liquid and solid waste management with the Municipal Corporations in Bhubaneswar and Jaipur.
- Waste collection management was improved across 57 settlements of Jodhpur and 95 settlements of Sambalpur
- Slum improvement plan formed in 51 slums of Jodhpur and 85 slums of Sambalpur



Rangoli on Safe Sanitation during World Toilet Day, 2020

Under the WFW Fund, CFAR targeted marginalized urban communities, with particular focus on transgenders, disabled and elderly. The project ensured access of these groups to WASH services and awareness raising programs, and designed all programs and WASH services to be inclusive to the unique needs and demands of these groups. In Bhubaneswar, transgender SHGs were contracted by the Municipal Corporation to do sewage management, combining livelihood development and transgender inclusion with WASH promotion in the city.

One of the highlights of our work under WFW Fund this year was the celebration of World Toilet Day in November 2020. During this day, Deputy Commissioner Sanitation of Bhubaneswar Municipal Corporation inaugurated a small 1000 litres cesspool vehicle for desludging household pits in hard to reach slums and pockets of the city. Avail-

ability of such vehicles will ensure access to affordable and regular desludging to the poor urban households of Bhubaneswar thus enabling access to clean and hygienic environment to the targeted settlements. This was made possible through community led mobilization facilitated by CFAR, particularly the preparation of desludging route map by the SWFs and CMCs in the area.

Along with rolling out socially inclusive WASH initiatives in Jaipur, CFAR also initiated, with the technical support of UNICEF, an institution-to-community approach in the city to improve access to WASH, particularly hand-hygiene and menstrual hygiene. CFAR designed and installed low-cost, child-friendly and COVID-appropriate handwash units and incinerators across public institutions catering to urban poor populations.

Across all the targeted areas in Rajasthan and Odisha, CFAR also undertook behaviour change campaigns addressing hand-hygiene, COVID-19 prevention, menstrual hygiene and management, sanitation at an individual, household and community levels and waste management at the household, community and institutional levels.

In addition to the above, CFAR continued the formation and strengthening of MIS-AAL sanitation committees in Jodhpur and Sambalpur (supported by the Urban Management Centre). These committees were capacitated to improve access to sanitation services and sustain the Open-Defecation Free (ODF) status of the targeted settlements. The committees developed slum improvement plans and initiated a tracking tool across 51 settlements of Jodhpur and 85 settlements of Sambalpur to better manage and improve sanitation services.



Poster on handwashing steps

Deputy Commissioner flagging off small cesspool vehicle for desludging in Bhubaneswar



S No	Project Title	Supported by	Geography	Beneficiaries
1	Water for Women: Mobilizing, Facilitating and Replicating Socially Inclusive WASH Initiatives in India's Urban Slums	Water for Women-Department of Foreign Affairs and Trade	Bhubaneswar Jaipur	96040
2	Implementation of inclusive Sanitation Action Plan	Ernst & Young Private Limited	Cuttack	12,244
3	Developing Model Processes for Community-centered Liquid and Solid Waste Management	HT Parekh Foundation	Bhubaneswar	85,000
4	Providing Technical Support for "WASH interventions in context of COVID-19 in identified urban slums of Jaipur City, Rajasthan, India	UNICEF Solidarity Fund	Jaipur	1,50,000
5	Community mobilization for ODF sustenance and achieving ODF+/-++ under MISAAL	Urban Management Centre	Jodhpur, Sambalpur	100,800
6	Decentralized Solid Waste Management System	Bhubaneswar Municipal Corporation	Bhubaneswar	129,969

Table 3: Summary of key projects undertaken under WASH

Poster making with children on handwashing





HEALTH COMMUNICATION

CFAR improved health and nutrition related communication and reporting in Bihar, Chhattisgarh and Uttar Pradesh through a combination of tracking of state level media reports, facilitating state level e-newspapers in publishing informative data-driven reports, and through direct engagement and capacity building of journalists as well as government functionaries who are responsible for communicating on health and nutrition issues.

In Uttar Pradesh, CFAR expanded its Bill and Gates Foundation funded programme to improve data and evidence driven communication and reporting on RMNCHA+N and infectious diseases across all 75 districts. The programme deepened the understanding of journalists and ensured a shared perspective with the state level media and government functionaries on health system strengthening and preventative measures. CFAR ensured that all small and big successes achieved in the area of RMNCHA +N were documented and change agents from the community and champions from the system were profiled and shared with the media; it also engaged with and supported the media to report on disease outbreak and ensure timely and in-

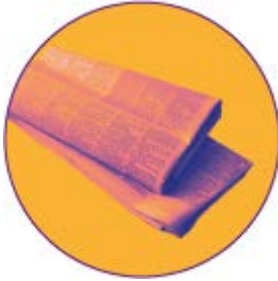
formative communication on disease prevention and improving maternal and child health.

Similarly, in Bihar and Chhattisgarh, the state teams tracked and monitored media reports, supported leading media platforms in evidence based reporting on maternal, child and adolescent health and supported the health departments in these states to strengthen its behaviour change and awareness raising communication on health and nutrition. In Chhattisgarh, CFAR integrated COVID-19 prevention and response in its media advocacy and the communication products developed.



KEY ACHIEVEMENTS (2020-21)

Strengthened health and nutrition related reporting by state level media in Bihar, Chhattisgarh and Uttar Pradesh



- Tracked and monitored 282489 media reports in Uttar Pradesh, 37,695 reports in Chhattisgarh, and 56,465 news reports in Bihar
- Supported 10,8842 informative reports in Uttar Pradesh, 8,736 informative reports in Chhattisgarh and 41598 reports in Bihar
- Built the capacity of 75 District Health Education Information Officers and 704 Block Health Education Officers on the issues of Family planning, breastfeeding and nutrition through virtual training workshop in Uttar Pradesh; and of 109 government officials on IEC and BCC.
- Reached out to 508 publications and 1300 media persons across Uttar Pradesh, 300 media persons in Chhattisgarh through one to one interaction , mails and messages
- Facilitated 9243 media reports on partners initiatives in Uttar Pradesh



Awards

- CFAR was awarded with Ananta award for supporting media advocacy on Mission Shakti initiative across Uttar Pradesh
- In Chhattisgarh, the Raipur district CMHO presented CFAR with a trophy and certificate of appreciation for its work in health coverage.



Developed and disseminated audio-visual documentary to strengthen awareness on maternal and child health

- In Bihar, 64 audio-visual documents/testimonials were developed on health interventions like weak new born care, institutional delivery, family planning, green channel, filariasis, birth preparedness, model anganwadi centres and SNCUs.
- In Uttar Pradesh, a short documentary film was created on maternal and child health wing, titled "Mamatwa" showcasing 360 approach of the state government for mother and child care.
- In Chhattisgarh, four audio-visual products developed on COVID-19 and two documentaries on nutrition and supported two radio programmes on COVID-19 vaccination

तीन मार्च तक गोल्डन कार्ड बनाने के लिए चलाया जाएगा विशेष अभियान

अखिल भारतीय पंचायतों पर टीकाकरण के लक्ष्य को तेजी से जीटिंग कार्यक्रम अद्योतित

भागीपुर, सहरसा

प्रधानमंत्री जिन अखिल भारतीय पंचायतों को गोल्डन कार्ड बनाने के लक्ष्य को तेजी से जीटिंग कार्यक्रम अद्योतित किया गया। सहरसा जिले के अखिल भारतीय पंचायतों पर टीकाकरण के लक्ष्य को तेजी से जीटिंग कार्यक्रम अद्योतित किया गया।



विशेष कार्यक्रमों का आयोजन करते हुए विभिन्न बाजार एवं अन्य

का आयोजन किया गया है। प्रधानमंत्री जिन अखिल भारतीय पंचायतों को गोल्डन कार्ड बनाने के लक्ष्य को तेजी से जीटिंग कार्यक्रम अद्योतित किया गया। सहरसा जिले के अखिल भारतीय पंचायतों पर टीकाकरण के लक्ष्य को तेजी से जीटिंग कार्यक्रम अद्योतित किया गया।



Left: Coverage of media workshop by Dainak Bhaskar in Bihar

Right: Media workshop on TB in Bhagalpur

S No	Project Title	Supported by	Geography
1	Strengthening Communication Using Mass Media to Support Program and Advocacy Priorities on RMNCHA+N	Bill & Melinda Gates Foundation	Bihar -38 districts
2	Continuing Communications partner support on program priorities in UP to disseminate and inform through use of data and evidence on issues of RMNCHA+N and infectious diseases.	Bill & Melinda Gates Foundation	Uttar Pradesh -75 districts
3	Engaging with and using media as a tool for advocacy and demand generation of health seeking behaviour	South Eastern Coal-fields Limited	Chattisgarh-28 districts
4	Communication support for COVID-19 response in UP and Bihar		Bihar -38 districts Uttar Pradesh -75 districts

Table 4: Summary of key projects undertaken under Health Communication

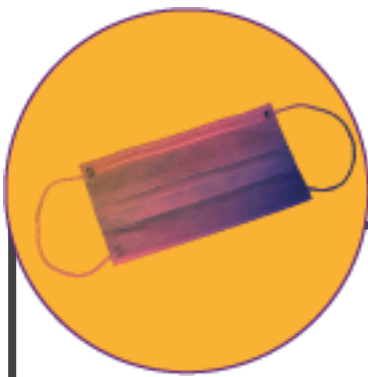


COVID-19 RELIEF AND RESPONSE

CFAR adapted all the ongoing programs to respond to the immediate COVID specific needs in the communities it works with. It integrated social inclusion and WASH programming with COVID-19 prevention and relief with the help of community level structures. It implemented both short-term relief as well as medium and long-term relief efforts to respond to the unique challenges of the pandemic.

In 2020-21, CFAR for the first time began undertaking relief efforts, owing to the urgency of the economic and health crisis created by the pandemic. This was done in four main ways:

- 1. CFAR Supported Relief:** This involved CFAR team using its core funds and donation from our friends and patrons to undertake packaging and door-to-door distribution of relief items.
- 2. CFAR Project Supported Relief:** As part of its ongoing programs funded by Water for Women Fund (DFAT) and Azim Premji Philanthropic Trust, COVID-relief support was provided to the beneficiaries targeted under these programs.
- 3. Relief with support of other humanitarian organizations and corporate or private foundations:** Under this, CFAR helped other organizations to identify and reach the beneficiaries with their relief efforts. We undertook procurement, packaging and distribution of relief kits to vulnerable households. This was supported by organizations like Oxfam India, Seeds India, Emmars Society, Rahme Charitable Trust, MckS Food for the Hungry Foundation, Omdiyar Network, Give India and HT Parekh Foundation.



KEY ACHIEVEMENTS (2020-21)



Short term relief provided to those most affected by COVID-19

- Food and hygiene kits distributed to 4134 households across 6 cities directly supported by CFAR or CFAR's ongoing projects
- Facilitated relief collection and distribution for other relief organizations reaching 1.6 lakh+ households in 340 settlements across 15 cities
- Improved access to vaccination and testing across 37 settlements of Bengaluru
- Supplementary nutrition provided to 1462 children and 180 women across 16 settlements
- Early detection, isolation and care for COVID-19 patients across urban slums of Ajmer and Bengaluru to control spread of and reduce mortality from the virus.



Medium and long-term resilience for the COVID-19 related health and economic shock

- Connected households most affected by the health and economic shock of the pandemic with social entitlements through CMCs, SWFs and the help-desks.
- Addressed myths and misconceptions related to the virus across all targeted settlements
- Improved COVID-19 prevention through integrated WASH-programming and awareness raising programs.

4. **Partnerships with Government emergency response teams, city administration, disaster management authorities:** CFAR worked in close coordination with the state governments, COVID-19 response teams and disaster management committees in the states that it operates in, like Delhi, Odisha, Rajasthan and Karnataka, to improve access to relief services for the marginalized communities. We were involved in distribution of cooked food, mid-day meal coupons, Antodaya Ration, milk, biscuits, and grocery kits.

Milk distribution in partnership with DCPCR during the pandemic



CFAR prioritized reaching the most marginalized communities with relief efforts across all four areas above. This included persons living with disability, transgender persons, sex workers, and urban poor including daily wage workers, street vendors, migrants, toy makers, folk and traditional artists and story tellers, frontline, health and sanitary workers. In Delhi, CFAR partnered with the Delhi Commission for Protection of Child Rights (DCPCR) to distribute milk for children living in urban poor settlements. Across India, CFAR found innovative ways to reach migrant workers and other poor households who were in transit or were stranded away from home during the first lockdown of 2020. For instance, we started a mobile food support for migrant workers (many of whom were walking long distances to return to their homes during the lockdown) called Pathik. Similarly, we collaborated with In-SIDE North-East to distribute relief items to Shramic train passengers who were stranded while trying to return home to Manipur.

In Bengaluru, vaccination drives were or-

ganized and data tracking was initiated for 37 settlements across 6 wards. A community-led intervention, spearheaded by helpdesk workers, was implemented to improve screening and care for COVID-19 patients and to improve vaccine coverage. CFAR partnered with government as well as with other non-government stakeholders to initiate an integrated response to the risk of the pandemic. 57 Helpdesk members from 37 settlements were trained as COVID Response facilitators in the city. Each member was responsible for 500 households in their settlement. They conducted door-to-door survey, screened for symptoms and at-risk population groups and persuaded them to come to the health camps.

Across all the targeted areas, CFAR initiated community level meetings and awareness raising programs to address vaccine hesitancy and myths about the virus, provide information about prevention and care for COVID-19, and to connect the community with nearest testing, isolation and vaccination centres.



Pathik, a mobile food services provided relief to migrant workers walking back home during the lockdown



Relief supplies were provided to daily wage workers whose income sources were disrupted during the pandemic.

A day in the life of Mrs. Rajeshwari, a CFAR Help-desk worker.

"There was no break or pause, it was just work after more work, serving people.



6am

Visit the homes of Covid + patients in home isolation first. Then we would collect the groceries they needed from the nearest store and deliver these at their doorstep.



8am

Emptying their trash cans into the municipality vehicles. Sometimes, people would regard our activities with suspicion. Then we would distribute food to them along with some of the NGOs



9.30am

We would then visit the testing camps organized in the settlement and mobilize people to visit the camps till 1.30 pm. We would have to distribute lunch to people



2.30pm

We would conduct door-to-door visits and survey



6pm

After the camps, we would come back and distribute dinner to people. If somebody tested positive at the camp held on that day, we would wait until the ambulance arrived, make arrangements for their shifting and then return home around



10pm

Return home. In this hectic schedule, we would also make time for contacting patients at the CCC to ensure their safety and well-being.

CFAR mobilized its strong network of community level committees to undertake screening, awareness-raising and provide support to the relief and response work for COVID. Above is a typical day in one such community level committee member during the pandemic.

S No	Project Title	Supported by	Geography	Beneficiaries
1	Covid-19 Relief Activities Program	Azim Premji Philan-tropic Trust	Delhi	3200
2	Protect, Secure, Pre-serve: COVID 19 Re-sponse'2020	Siemens India	Delhi	500
3	Covid-19 Relief Activities Program	Azim Premji Philan-tropic Trust	Bengaluru	24945
4	Covid-19 Health Re-sponse Bangalore	AzimPremji Foun-dation-(APF)	Bengaluru	121000
5	Grant support providing ration kits for nomadic families	HT Parekh Founda-tion	Jaipur, Udaipur Chittorgarh	5055
6	Providing Support for Covid-19 Response Relief Material and Assis-tance to Migrant Workers and their dependents affected by Covid-19 Pandemic	India Development and Relief Fund, Inc. (IDRF) and Partner-ship for Transparen-cy Fund, Inc. (PTF)	Beawer, Kis-hangarh, Naserabad	5200
7	SatatSahar	Indo Global Social Service Socie-ty-(IGSSS)	Bhubaneswar	300
8	Enabling distribution of dry Ration & Hygiene Kits during Covid-19 infection to the vulnerable people across India hygiene kits to the vulnerable people across India rations and hygiene kits	Sustainable En-vironment and Ecological Devel-opment Society (Seeds)	Bhubaneswar, Bengaluru, Delhi,Pune, Madurai	25000
9	ONI's Rapid Response Funding Initiative (RRFI) for Covid-19.	United Way of Bengaluru (UWBe)	Ajmer, Anantapur, Bhubaneswar, Coimbatore, Jodhpur, Puri, Sa-lem,Sambalpur	5210

Table 4: Summary of key projects undertaken under COVID-19 Relief and Response

CASE STUDIES



CFAR's COVID-relief offers a much needed respite from hunger and hopelessness to a family of 7 children and their grandmother

Paras Bai comes from the Kalbelia community, which is well-known for being traditional snake charmers. They are also known globally for their traditional folk song and dance culture. She lost her husband three years ago and since then the landless family has been living in a small tarpaulin hutment, which is subjected to rain, heat and incremental weather of the region. As if this was not enough, she also lost her daughter and daughter-in-law soon after her husband. Paras Bai takes care of her seven grand-children and is responsible for their food, clothing and shelter. Her only regular source of income is the widow pension and ration from the public distribution system. But this is not enough to feed all the chil-

dren, so she has to resort to collecting alms from the villages. But the pandemic stigmatized their community as people feared they carried the virus since they are nomads and wonder from place to place. On receiving the dry ration kit of flour, pulse, vegetables and soap, she exclaimed that "Sahib, this is like luxury for us...my children won't have to sleep on an empty stomach today and I will not have to collect alms for 10 days!" Over the next two days, the team helped her get a cash transfer of Rs. 2500 from the COVID cash assistance. This helped provide her temporary relief from the relentless poverty and hunger which the pandemic had worsened for her and her family.



Paras Bai Kalbelia

Amidst fear of COVID, one family chose responsibility over fear

During the first wave of the pandemic in 2020, the uncertainty and growing fear fuelled in part by social media and traditional media outlets, led to many people avoiding taking the COVID tests and not disclosing their diagnosis or their symptoms. Scared of being shunned by the neighbours many people in the early days of the pandemic hid their symptoms, which further led to the virus spreading in the dense urban neighbourhoods. However, amidst this, there were some families that chose their public responsibility over fear, and despite the fear of discrimination by their neighbours, they chose to be transparent about their symptoms and thus save the lives of those very neighbours. One such family was that of Mr. Krishnamurthy of Nagarabhavi ward in Bengaluru.

CFAR Help-desk had been conducting camps in August 2020 across six wards of Bengaluru. In one such camp held in Manasa Nagar of Nagarabhavi ward, four members from Mr. Krishnamurthy's family tested positive for COVID-19. Mr. Krishnamurthy, himself at 73 years of age and paralyzed from a stroke for the past four years could not get tested. The other four members who had tested positive were advised to stay in home isolation for 14 days. After two weeks of isolation, the family resumed normal life. But that's when Mr. Krishnamurthy started showing symptoms like recurring fever and cold. The symptoms were not too severe, so the family did not suspect anything serious. But unfortunately, he passed away within two days. His death was unexpected, but the family started suspecting that it could be due to COVID-19. The family then decided to contact the Help-desk workers from CFAR.

The team comprising of CFAR's Help-desk workers rushed to their house along with the health officials and the ANM to collect nasal and oral swabs. The sample collected tested positive. Thereafter, the family also got tested again and also tested positive. As a result, the family had to follow home quarantine again. Meanwhile, the body was shifted to Kengeri for cremation following the COVID-19 protocol.

The timely and brave decision taken by the family members helped the team in containing the virus and cremating the body in conformity with the protocol. Despite the trauma of losing a family member, the fear of discrimination from the neighbours, the sorrow of not being able to have a more intimate last rites with other family members and friends present, the family abided by their public responsibility to curb the virus. This helped in restricting its further spread and keeping others safe in the community.



A packet of grains helps Galla tide over another few weeks

Eighty years old Galla lives in Dhunimata village which is a part of the Maawali Gram Panchayat Samiti in Udaipur. He belongs to a Banjara nomadic group of Rajasthan, who are traditionally fond of travelling from one place to another. These days members of this community work as daily wage workers or sell cots, blankets, mats, gum and other produce collected from forest areas. Galla lives in a small makeshift hut made of sticks and tarpaulin. This hut is raised on the land of the forest department and thus can be razed to the ground anytime, without notice. Galla faces extreme marginalization and lives under precarious conditions. He has no proof of identity, and therefore is unable to access pension, ration or other government benefits. When he saw the CFAR team approaching with the packet of food-grains, his eyes lit up. "I had never expected that someone will think about us!" Galla has tired of going to the Gram Panchayat and no longer has the strength to fight for his rights. The food kit offered him a much needed relief and will help him tide over the next few

weeks. "After that I will see what fate has in store for me" he said.

While the kit offered him immediate relief, CFAR's continued programming with the Single Window Forums and the Community Management Committees helps vulnerable people like Galla to have long term access to their entitlements, thus taking them from relief to resilience. The community level committees help them apply for and receive their Aadhar Cards or other ID-proofs and thereafter access government social benefits like pension, ration, loans and subsidies. CFAR's capacity building programs as well as its WASH and Social Inclusion programs enable marginalized communities to access water and hygiene services, income generation opportunities and provide them with avenues to raise their concerns and seek their rights.

Galla in his makeshift hut that is his home





In 2020-21, CFAR had to pause, shift and postpone some of its ongoing programs to address the urgent relief needs of the poor in the country. Seeing the overwhelming urgency of the situation, our team immersed themselves into developing and executing relief programs, some of them reaching new areas and target groups and partnering with new organizations and relief groups. In the next few years, CFAR will build on these learnings and will continue to serve the new beneficiaries and settlements that it reached this year through its flagship programs and by continually evolving our programs to meet the needs of the most marginalized.



CFAR is

defined by the team it has fostered, the collectives it has grown and the partnerships it has built over the years. The organization draws strength from the strong network of team members across the country and from the relationships it has built with the community, the government and other bilateral, international and local organizations.

THE TEAM

The work and mission of CFAR is made possible by its diverse and driven team members, technical consultants, community representatives, volunteers and allies. The organization has a total strength of 850 personnel, with over 120 team members working from its national office in Delhi and 9 state offices. These team members bring in a wide range of skills and background in development, research, communication, social-work, media and advocacy along with technical expertise in managing health, social inclusion, WASH and gender programmes. The national core team comprises of the programme, research, administration, communication, HR and financial personnel, along with the project managers and coordinators overseeing the state program teams. In addition, each of

the 10 state offices include project based team members, external consultants and volunteers. Across all states six community based organisations (CBOs) and over 4000 community representatives are collectivised as help desks, single window forums, gender forums, community management committees and kishore-kishori samooths. These collectives enable us to reach over five lakh urban poor every year.

CFAR follows a diverse hiring practice and ensures that all genders and socio-demographic groups and people of different abilities/ disabilities are included in the hiring process, and the organization thrives on a well-knit team structure with frequent and open communication lines.

BOARD MEMBERS



Akhila Sivadas: Managing Trustee

Ms. Sivadas is a founding member of CFAR and brings her rich and varied experience as a researcher and communication expert on issues related to gender and development and its impact on marginal communities. 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 engagement and urban sanitation issues.



Anuradha Mukherjee: Trustee and Secretary

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 sensitisation workshops, developing modules and training curriculum for community interventions.



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.



Amita Puri: Trustee

Ms. Puri has long experience of working with both profit and non-profit sector, on leading fundraising, marketing and communication planning. She has worked extensively on 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.



Manisha Priyam: Trustee

Dr Priyam is an academic and researcher and an Associate Professor at the Department of Educational Policy, National University of Educational Planning and Administration (NUEPA). Her area of research specializations and interest are: higher education policy reforms, primary education policy reforms, decentralization, and urban social policy reforms.

THE PARTNERS

Bilateral Organizations



Government Organizations



In addition to the above, CFAR state teams partnered with the state governments and its various departments, as well as with the municipal corporations in all the targeted cities.

Donors



Private Sector



Technical Partners



International Organizations



National/ Local/ Community-based organizations



PUBLICATIONS



FILMS



1. March 26 , 2021, Certificate of I pledge for 9 Achievers award under Pradhan Mantri Surakshit Matriya Abhiyan (PMMVY) in Agra district, Uttar Pradesh by National Health Mission
2. March 24, 2021, Appreciation certificate from Department of Health, Bihar on the occasion of World TB Day for contribution on creating awareness on TB
3. March 24, 2021, Appreciation certificate from district health samiti under National TB elimination programme in Gonda district, Uttar Pradesh on the occasion of World TB Day for contribution on creating awareness on TB during financial year 2020-21
4. March 20 , 2021, Appreciation certificate for supporting district administration in fighting Covid-19 in Saran, Bihar by Health Department
5. March 20 , 2021, Appreciation certificate from District Health Society, NHM, Motihari for providing services of family planning in East Champaran district, Bihar
6. March 20 , 2021 Appreciation certificate from Regional Programme Management Unit (NHM), Chhapra for providing media coverage in family planning programme in Saran division
7. March 16 , 2021, Certificate of I pledge for 9 Achievers award under Pradhan Mantri Surakshit Matriya Abhiyan (PMMVY) in Etawah district, Uttar Pradesh by National Health Mission
8. March 16 , 2021, Certificate of I pledge for 9 Achievers award under Pradhan Mantri Surakshit Matriya Abhiyan (PMMVY) in Amroha district, Uttar Pradesh by National Health Mission
9. March 11, 2021, Appreciation certificate "CORONA Warriors" from Association of Democratic human rights, Hathras Uttar Pradesh
10. March 10 , 2021, Appreciation certificate for extraordinary work, support and dedication to achieve NQAS certificate for Urban Primary Health Centre, Basantpur, Gorakhpur, UP
11. March 8, 2021, Appreciation certificate on the occasion of International women's day from Yogi Aditya Nath, CM, Uttar Pradesh for exemplary contribution for women safety, equality and empowerment under Mission Shakti programme of UP government
12. March 8, 2021, Appreciation certificate on the occasion of International women's day from Department of Women and Child Development, Government of NCT, Delhi for exemplary contribution and untiring efforts during COVID-19 pandemic
13. March 8, 2021, CFAR Appreciation certificate on the occasion of International women's day from Department of Women and Child Kasganj district, Uttar Pradesh for creating awareness through media on the issue of women empowerment and gender equality
14. March 8, 2021, Appreciation certificate on the occasion of International women's day from DM office, Jhansi District, Uttar Pradesh for contribution on the issue of women empowerment and Mission Shakti
15. March 8, 2021, Appreciation certificate as CORONA Warriors' on the occasion of International women's day from Deputy TB officer under National TB Elimination and AIDS Control programme in district Agra, Uttar Pradesh for contribution to provide services to TB and HIV patients during lockdown and COVID -19 pandemic
16. March 8, 2021, Prayas Single Window received appreciation certificate the occasion of International women's day from Debakanya Anchalika Mahila Mahasangha for Outstanding work in Bhubaneswar, Odisha
17. March 8, 2021, Appreciation Certificate by SAKHA for unconditional service and support towards development of Transgender community
18. February 20, 2021, Appreciation Certificate by Chief Medical Officer, Siddharthnagar for creating awareness on Health issues in Siddharthnagar district during Corona- Pandemic
19. February 2021, E-certificate by UNICEF and Government of Uttar Pradesh for contributing to activities in COVID Vijeta initiative
20. February 11, 2021, Sahay Single window, Community Management Committee and Mahila Aarogya Samiti Member Awarded as CORONA YODHA by Pune Municipal Corporation
21. January 24, 2021, Appreciation certificate on occasion of UP Establish Day for joining Swasthya Sanchar Karyakram of Health Department
22. January 16, 2021, Appreciation certificate for media support on RMNCHA programme and

awareness through media on COVID-19 pandemic

23. January 4, 2021, Certificate of commendation for contribution in fighting against COVID -19 pandemic by Department of Health and Family Welfare, Gorakhpur, UP
24. January 1, 2021, Appreciation certificate by Ajmer Municipal corporation for precipitating in "Kachra alag karo mask paao"
25. January 1, 2021, Appreciation certificate "Swachh Champion" by Ajmer Municipal corporation
26. December 24, 2020, appreciation from Civil Surgeon office, district health Society, Lakhisarai, Bihar for media support on RMNCHA programme and awareness through media on Novel COVID-19 pandemic
27. December 22 to 24, 2020, Certificate from Health Department for participating in 3 days ANM/ LHV training under National Adolescent Health Mission, Gonda District Uttar Pradesh
28. December 14 to 15, 2020, Certificate from Health and Family Welfare Department for participating in training on Mobile- based Surveillance App for ASHA Sangini under National Health Mission, Gonda District, Uttar Pradesh
29. November 01, 2020, Best Paralegal Volunteer (East District) and Corona Warrior from Delhi State Legal Services Authority for contribution during lockdown period 2020
30. October 28, 2020, received appreciation from Health Department Rampur district for support to health services being provided by Health Department in Rampur district, Uttar Pradesh
31. 17-25 October 2020, Appreciation certificate as "Shakti Yodhha" from Health department of Bahraich district, UP for supporting Mission Shakti Campaign
32. October 10, 2020, received appreciation from Health department Gorakhpur district, Uttar Pradesh on the occasion of World Mental Health Day for contribution and support during COVID -19 pandemic
33. October 10, 2020, received appreciation from Health department Hamirpur district, Uttar Pradesh on the occasion of World Mental Health Day for contribution and support during COVID -19 pandemic
34. October 10, 2020, received appreciation from Health department Mahoba district, Uttar Pradesh on the occasion of World Mental Health Day for contribution and support during COVID -19 pandemic
35. October 10, 2020, received appreciation from Health department Jalaun district, Uttar Pradesh on the occasion of World Mental Health Day for contribution and support during COVID -19 pandemic
36. October 10, 2020, received appreciation from Health department Pilibhit district, Uttar Pradesh on the occasion of World Mental Health Day for contribution and support during COVID -19 pandemic
37. September 09, 2020 received appreciation from Health department and Save the children for participation and valuable support provided during save the children humanitarian response during COVID-19 crises in Bahraich district, Uttar Pradesh
38. August 17, 2020 received appreciation from Health department Jhansi, Uttar Pradesh for fight against COVID -19 pandemic and creating awareness on Corona virus
39. August 15, 2020 received appreciation as "CORONA Warriors" from DM Hari Pratap Shahi in Balia district Uttar Pradesh
40. May 18, 2020 received appreciation as "CORONA Warriors" from Sofia Education and Welfare Society and Hamdard National Foundation for selfless efforts in helping to serve as humanity during COVID-19 pandemic
41. May 8, 2020, received appreciation from Secretary & ACOMO Dr. Nand Kumar on the occasion of World Red Cross Day in Gorakhpur District, Uttar Pradesh

INSTITUTIONAL & FINANCIAL INFORMATION



INSTITUTIONAL PROFILE:

CENTRE FOR ADVOCACY AND RESEARCH

The Centre for Advocacy and Research (CFAR), headquartered in Delhi is a non-political, non-religious and nonprofit 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, CFAR Trust duly adheres to all required statutory compliance. The CFAR Trust has at its helm by the governing body and Managing Trustee, Ms. Akhila Sivadas, 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, 2nd & 3rd Floor, Kalkaji, New Delhi-19

Telephone Numbers: +91-011-26418846, 26410133, 41600905,

E-mail Address: cfarheadoffice@cfar.org.in

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

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

3. Registration details of Organization

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

4. Registration of Organization with Income Tax Department

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

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

Note

- Donor can claim exemption on income tax under section 80G subject to a limit prescribed under the Income Tax Act 1961.
- Any approval under Section 80G(5) on or after 1.10.2009 would be a one 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. : 31/12/2021.

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

- Name of Bank: **STATE BANK OF INDIA**
- Address of Bank: New Delhi Main Branch, N.D.Main Branch 11, Parliament Street, New Delhi.-110001.
- Branch Code : 691
- IFSC Code : SBIN0000691.
- MICR No. : 110002087.
- Account No:399XXXX9568 (Saving Account)

7. Utilization Bank Account (Sub –FCRA Utilization Bank) Name, Address and Account No:

- Name of Bank: **STANDARD CHARTERED BANK.**
- Address of Bank: 1st Floor, Express Building, 9-10 Bahadurshah Zafar Marg, New Delhi-110002.
- IFSC Code : SCBL0036086..
- MICR No. : 110036020.
- Account No:520XXXX7084 (Saving Account)

8. Online Payment BankAccount (Sub-FCRA Utilization Bank) Name, Address and Account No:

- Name of Bank: **HDFC BANK**
- Address of Bank: GreaterKailash 2, M Block, Shop No. M-29, Greater Kailash-II, New Delhi-110048.
- Account No.: 501XXXXXXXX5822, (Saving Account)
- IFSC Code: HDFCXXXX557.
- MICR No.: 110240087.

9. DFAT Project (Sub FCRA Utilization Bank) Name, Address and Account No:

- Name of Bank: **HDFC BANK**
- Address of Bank: GreaterKailash 2, M Block, Shop No. M-29, Greater Kailash-II, New Delhi-110048.
- Account No.: 501XXXXXXXX8631, (Saving Account)
- IFSC Code :HDFCXXXX557.
- MICR No. :110240087.

10. Project (Sub FCRA Utilization Bank) Name, Address and Account No:

- Name of Bank: **HDFC BANK**
- Address of Bank: GreaterKailash 2, M Block, Shop No. M-29, Greater Kailash-II, New Delhi-110048.
- Account No. :501XXXXXXXX8390, (Saving Account)
- IFSC Code :HDFCXXXX557.
- MICR No. :110240087.

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

- Name of Bank: **UNION BANK (CORPORATION BANK)**
- Account No:5203XXXXXXXX8514, (Saving Account)
- Account No: 5201XXXXXXXX7151, (Saving Account)
- Account No:5201XXXXXXXX7168, (Saving Account)
- Account No :5201XXXXXXXX3537, (Saving Account)
- Add. Of Bank: M-4, Greater Kailash, Part-II, New Delhi-110048.
- IFSC Code :UBINXXXX861.

- MICR No. :110026324.

12. 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.: 501XXXXXXXX1440, (Saving Account)
- IFSC Code : HDFCXXXX557.
- MICR No. : 110240087.

13. Geographical Coverage/Area of Operation:

All over India (including states like: *Delhi, Maharashtra, Karnataka, Rajasthan, West Bengal, Odisha, Chhattisgarh, Uttar Pradesh, Bihar, etc.*)

14. Annual Remuneration Paid to Board Members/Key Person during FY 2020-2021.

- Paid to Ms. Akhila Sivasdas, 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. 24,00,000.00** (Rupees Twenty Four lacs only) to Ms. Akhila Sivasdas during the FY 2020-2021 towards salary @ Rs. 2,00,000/-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. Akhila Sivasdas during FY 2020-2021.

15. Monthly Remuneration Paid to Executive Directors/Chief Functionary during FY 2020-2021.

The gross monthly remuneration paid to Executive Director/Chief Functionary was Rs.2,00,000/- per month starting from 1st April 2020 to 31st March 2021 period.

16. Range of Remuneration paid to staffs during FY 2020-2021.

Highest range..... Rs. 2,00,000/-

Lowest range..... Rs. 16,000/-

Note: Excluding contractual consultants and part-time/freelance associates.

17. Total Cost Incurred on Travel during FY 2020-2021.

The CFAR Trust incurred approx. Rs.47.28 Lakhs on account of travel (**including air travel, ground travel, stay and food cost**) during the year 2020-2021 towards implementation of various projects activities undertaken by CFAR Trust.

18. Total Cost Incurred on International Travel during FY 2020-2021: None.

19. Institutional Membership of CFAR Trust:

a) Accredited member of **CREDIBILITY ALLIANCE**; membership Number - **CA/08/2021**. This accreditation is awarded to CFAR Trust for adherence to the minimum norms of Governance & Accountability, Transparency, Organizational Capacity and Program Implementation & Effectiveness.

b) Accredited by **Samajik Suvidha Sangam, Mission Convergence**, Delhi Government for adherence to better Governance & Accountability, Transparency, Organizational Capacity and Program

Implementation & Effectiveness.

c) Accredited by **GuideStar India**, for adherence to better Governance & Accountability, Transparency, Organizational Capacity and Program Implementation & Effectiveness. GuideStar India has awarded Platinum Certificate (Champion level vide **GSN No-596**) to CFAR Trust recognising it for better transparency and adhering to full compliance of required statute.

d) CFAR also has internationally equivalency determination certificate awarded by **NGO source-Tech Soup an International repository of USA**. This certificate states that CFARs standards are equivalent to those of U.S. Public Charitable Organisations Registration ID-948.

e) 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:

- **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**

20. CFAR's own visibility and networks :

- Organisation's Website ID : www.cfar.org.in
- Organisation's e-mail ID : cfarheadoffice@cfar.org.in
- Facebook ID : #CFARngo
- Twitter ID : @CFARngo
- LinkedIn ID : <https://www.linkedin.com/in/cfar-ngo-4134bab4/>

Details of Board Meetings held during the FY: 2020-2021.

Sl. no	Date	Venue	Total Board Members	Board Members Present
1	29/10/2020.	CFAR H-16A, Second Floor, Kalkaji, New Delhi-110019	4	Ms. AkhilaSivadas Ms. Anuradha Mukherjee Ms. Amita Puri Mr Mathew Cherian
2	12/03/2021.	CFAR H-16A, Second Floor, Kalkaji, New Delhi-110019	4	Ms. AkhilaSivadas Ms. Anuradha Mukherjee Ms. Amita Puri Mr Mathew Cherian
3	31/03/2021.	CFAR H-16A, Second Floor, Kalkaji, New Delhi-110019	4	Ms. AkhilaSivadas Ms. Anuradha Mukherjee Ms. Amita Puri Mr Mathew Cherian

A Consolidated (FCRA & Non-FCRA) Financial Statement of CFAR Trust for the FY 2020-2021.

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 **31st March 2021** 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 **31st March 2021** and
- (ii) in the case of the profit and loss account, of the profit or loss of its accounting year ending on **31st March 2021**

The prescribed particulars are annexed hereto.

Place : New Delhi

Date : 29.12.2021

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



R.K.SHARDA
M.No.-084847
UDIN :22084847AAAAAQ2114

CENTRE FOR ADVOCACY AND RESEARCH

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

BALANCE SHEET

AS AT 31ST MARCH 2021

PARTICULARS	SCHEDULE	Amount 2020-21 (Rs.)	Amount 2019-20 (Rs.)
LIABILITIES			
FIXED ASSETS FUND	A	6,603,458.00	5,272,220.00
CORPUS FUND	B	6,201,100.00	6,201,100.00
RESERVE FUND	C	2,160,606.10	1,487,996.10
GENERAL FUND	D	3,342,573.77	2,151,570.42
CURRENT LIABILITIES	E	41,287,970.80	100,763,869.17
	TOTAL	59,595,708.67	115,876,755.69
ASSETS			
FIXED ASSETS	F	6,603,458.00	5,272,220.00
INVESTMENTS	G	4,756,996.00	4,500,000.00
CURRENT ASSETS	H	48,235,254.67	106,104,535.69
	TOTAL	59,595,708.67	115,876,755.69
Accounting Policies & Notes	I	-	-

As per our audit report even dated attached

For R.K.Sharda & Associates

Chartered Accountants

Firm Reg. No. 006226N

R. Sharda

Proprietor

M.No.084847

UDIN No-22084847AAAAAQ2114



Shila Puri

(Treasurer/Trustee)

Shila Puri

(Managing Trustee)



Place: New Delhi

Date : 29/12/2021

CENTRE FOR ADVOCACY AND RESEARCH

INCOME & EXPENDITURE ACCOUNT YEAR ENDED 31ST MARCH 2021

PARTICULARS	SCHEDULE	Amount 2020-21 (Rs.)	Amount 2019-20 (Rs.)
INCOME			
Project Income	J	97,688,795.25	132,464,381.65
CFAR Project Contribution		2,501,034.08	4,156,722.00
Donation Received		1,369,320.50	562,000.00
Bank/FDR Interest		3,438,477.12	5,147,425.38
Interest on IT Refund		13,327.00	-
	TOTAL	<u>105,010,953.95</u>	<u>142,330,529.03</u>
EXPENDITURE			
Core Project Expenditures	J	138,932,430.53	126,990,828.98
Project Manangement/Administrative Expendiutres		18,686,034.69	17,836,403.55
	TOTAL EXPENDITURE	<u>157,618,465.22</u>	<u>144,827,232.53</u>
Balances Carried over to Project Balance Fund		(54,471,124.62)	972,970.70
Surplus /Deficit transferred to General Fund		1,191,003.35	(3,973,162.20)
Surplus /Deficit transferred to Reserve Fund		672,610.00	503,488.00
	TOTAL	<u>105,010,953.95</u>	<u>142,330,529.03</u>

As per our audit report even dated attached

For **R.K.Sharda & Associates**

Chartered Accountants

Firm Reg. No. 006226N

R.K.Sharda
Proprietor

M.No.084847

UDIN No-22084847AAAAAQ2114



Shila Puri

(Treasurer/Trustee)

Radhika Sinha

(Managing Trustee)



Place: New Delhi

Date :29/12/2021

CENTRE FOR ADVOCACY AND RESEARCH

RECEIPTS & PAYMENTS ACCOUNT YEAR ENDED 31ST MARCH 2021

Annexure	Amount 2020-21 (Rs.)	Amount 2019-20 (Rs.)
RECEIPTS		
Opening Balances		
Cash-in-hand	121,606.00	205,112.00
Bank Balance	35,492,929.57	10,134,503.91
Short-Term Deposits-FDR/Bank Guarantee	48,500,000.00	78,300,000.00
Investments	4,500,000.00	7,000,000.00
Amount Recoverable/Adjustables etc	3,674,105.47	(854,271.37)
Receipts for the year		
Projects Income	97,688,795.25	132,464,381.65
Project Contribution Received	2,670,364.08	4,156,722.00
Donation Received	1,369,320.50	562,000.00
Interest Received-(Bank+FDR)	3,451,804.12	5,147,425.38
TOTAL (A)	197,468,924.99	237,115,873.57
PAYMENTS		
Core Project Expenditures	140,871,123.76	126,990,828.98
Project Manangement/Administrative Expendiutres	16,747,341.46	17,836,403.55
Closing Balances		
Cash-in-hand	38,848.00	121,606.00
Bank Balance	12,529,473.60	35,492,929.57
Short-Term Deposits-FDR/Bank Guarantee	21,400,000.00	48,500,000.00
Investments	4,756,996.00	4,500,000.00
Amount Recoverable/Adjustables etc	1,125,142.17	3,674,105.47
TOTAL (B)	197,468,924.99	237,115,873.57

As per our audit report even date attached

For R.K.Sharda & Associates

Chartered Accountants
Firm Reg. No. 006226N

Shila Puri

(Treasurer/Trustee)

Asish Sharda

(Managing Trustee)

Proprietor
M.No.084847
UDIN No-22084847AAAAAQ2114

Place: New Delhi
Date : 29/12/2021



B. Financial Statement of FY 2020-2021 as per FCRA Act 2010.

CENTRE FOR ADVOCACY AND RESEARCH : NEW DELHI							
FCRA ACCOUNTS							
Balance Sheet as at 31.3.2021							
LIABILITIES	Schedule	Sub Total	Amount (Rs)	ASSETS	Schedule	Sub Total	Amount (Rs)
Fixed Assets Fund				Fixed Assets			
As per last year	A	41,25,976.00		As per last year	A	41,25,976.00	
Addition during the year		26,41,086.00		Addition during the year		26,41,086.00	
Sub Total		67,67,062.00		Sub Total		67,67,062.00	
Less:- Assets Disposed off		5,605.00		Less:- Assets Disposed off		5,605.00	
Less:- Depreciation		15,25,620.00	52,35,837.00	Less:- Depreciation		15,25,620.00	52,35,837.00
General Funds & Other funds							
Reserves Fund							
As per last year		9,67,941.50					
Add:- Trf from Projects		7,78,432.00					
Less:- Amount trf to General Fund		-					
Less:- Amount utilized		3,17,583.00	14,28,790.50				
General Funds							
As per last year		3,87,224.63					
Add:- Trf from Reserve Fund		-					
Add:- Surplus - Excess of Income over Expenditure		12,81,644.15	16,68,868.78				
Corpus Funds							
As per last year		10,00,000.00					
Less:- Trf to General Fund Account		-					
Less:- Trf to Reserve Fund Account		-	10,00,000.00				
Current Liabilities				Current Assets			
Project Balances				Cash Balance		23,107.00	
As per last year	B	6,93,65,075.96		Bank Balances		44,75,720.53	
Surplus/Deficit transferred to Unspent Project Balance fu	B	(4,16,14,066.69)		Short Term Deposits-FDR		2,14,00,000.00	
Surplus/Deficit transferred to General funds A/c	B	(12,81,644.15)		Imprest Recoverables/Adjustables etc		1,05,54,270.87	
Surplus/Deficit transferred to Reserve funds A/c	B	(4,60,849.00)	2,60,08,516.12	Sub Total		3,64,53,098.40	
				Less:- Amount Payables		(63,46,923.00)	3,01,06,175.40
TOTAL		3,53,42,012.40		TOTAL		3,53,42,012.40	

RAJESH KUMAR
Head- Accounts, Finance & Operation

Place: New Delhi
Date: 29/12/2021



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

UDIN:21084847AAAAIE4151



FCRA ACCOUNTS
Income & Expenditure Account for the year ending 31.03.2021

Rajesh Kumar

RAJESH KUMAR
Head- Accounts, Finance & Operation

Place: New Delhi
Date: 29/12/2021

Akhila Sivadas

AKHILA SIVADAS
Managing Trustee

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

R.K. Sharda

R.K. Sharda
(Proprietor)
M.No. 08/4647

R.K. Sharda & Associates
Chartered Accountants
309, Delhi Chambers, Delhi Gate
New Delhi-110002
UDIN:21084647AAAAIE4151

FCRA ACCOUNTS

Opening Balances					
		Schedule			
RECEIPTS		Sub Total	Amount (Rs)		
Projects Utilisation					
PAYMENTS		Sub Total	Amount (Rs)		

[illegible]

Adrian Pincher

AKHILA SIVADAS
Managing Trustee



For R.K. Sharda & Associates
Chartered Accountants
Firm Reg. No-00220N
15 Sharda
R.K. Sharda
(Proprietor)
M.No. 084847
R.K. Sharda & Associates
Chartered Accountants
309, Delhi Chambers, Delhi Cantt.
New Delhi-110002
IDIN:21030847MAAIE4151





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