



ANNUAL REPORT
APRIL 2016-MARCH 2017

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Message from Managing Trustee

Dear friends,

I am happy to present Kshamata's Annual Report for 2016-17, the year, which saw many ups and downs, challenges and achievements.

As you are aware that Kshamata's operations began in 2013, and this is our fourth year of operations. This year we have moved towards consolidating the reintegration model that we strived hard to build in the last three years. It has also been a year of growth. Interestingly, there have been months of stepping back, reflecting and focusing fine-tuning the work that we have done in the past few years.

In the past year we have taken tremendous strides in our interventions within the government shelter homes [established under the Department of Women and Child Development, (DWCD) Government of Maharashtra]

The team of trustees and staff including our committed volunteers have tried to stay true to the name and the vision of 'Kshamata' each day trying to handhold the women and girls we work with in the 'path of empowerment'.

It is a pleasure to see that this year our team has grown not only in size but also in strength and understanding of the vision for which Kshamata. The broad spectrum of our activities and their success rate within a short span of time speak about the dedicated work done by them.

Your support and aid has helped us in making this journey of April 2016 – March 2017 a great one! Your belief in us gives us the strength and the courage to keep dreaming big, taking steps forward, overcoming challenges and conquer newer grounds.

I do believe this is the start of bigger, better, bolder things we will soon see!! Please continue to strengthen our hands in our effort to do more even as we aim for greater impact...

Together we can do this!!!

Trustee Speak

We have had a great run in the current year, with all partners reaffirming their faith in us. A huge round of applause for all our ardent supporters – the donors, the volunteers and the staff, who believe in our passion and have made it their own. But – “miles to go before I sleep” would not be truer than in the work of anti-trafficking and rehabilitation! There are promises to keep ... and which we sure intend to! - ***Mona Almeida, Trustee***

Another year passes, with great satisfaction that we in Kshamata have been able to support a few women in their journey of finding themselves and becoming strong, self-confident individuals, able to stand independently. Seeing the success of even one woman is heartwarming. Seeing the success of many is far more! This year, we saw women moving out of Kshamata supported group stay homes to their own homes, becoming truly independent, but still maintaining their links with us. This was also the year when one of the women completed her graduation in Social Work, and found employment on her own. This spurs us at Kshamata to continue working with the women for progress beyond just entry level jobs to career growth and truly sustainable livelihoods. – ***Ram Bhat, Trustee***

The Resilience, Determination and Dedication of my Co- Trustees, Project teams and Social workers, Selfless Volunteers and Benevolent Donors have made this journey exciting. The Wind beneath the Wings of Kshamata, however, comes from the girls themselves, who give us the confidence to soar to new heights and explore new possibilities.

Take a bow, Champions!! – ***Raj Mohan NC, Trustee***

About Kshamata

Vision & Mission

Kshamata, started in 2011, came into existence with a vision to have a world free of exploitation, where women can live confident lives, with a clear sense of positive identity and self-worth.

Kshamata's mission is to create an enabling environment wherein the survivors of trafficking, or those who are vulnerable to it, are able to choose and participate in their economic and social integration through a series of interventions leading to their empowerment and sustainable future. Kshamata therefore works with the whole range of women in distress – homeless, destitute, and survivors of different kinds of exploitation, especially women trafficked for prostitution or bonded labour – to help them recover their dignity in life and enable satisfactory psychological, social and economic reintegration.

Brief History

Kshamata was registered as a Charitable Trust in 2011 (registration no. E-6994), under the Bombay Public Trusts Act. Active work started only in late 2012, and in March 2013 Kshamata established its residential training centre, then termed the Skills Development Centre. Looking at the transformation this centre has brought in the lives of women, Kshamata decided to rename the centre as Kshamata Transformation Centre, KTC.

As of March 2017, Kshamata has trained more than 600 women in different vocations and non-conventional skills with an aim to reintegrate into society by **engaging** with them, **equipping** them with sustainable tools of live hoods and **empowering** them in every aspect of life.

The issue

Human Trafficking is an umbrella term that is, problematically, often reduced to mean prostitution, when it involves sex trafficking. **Article 3, paragraph (a)** of the [Protocol to Prevent, Suppress and Punish Trafficking in Persons](#)¹, adopted by the UN General Assembly in 2000, defines Trafficking in Persons as the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.^[2] Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.

The "*2017 Trafficking In Persons Report Country Narrative_India*"² states that during the reporting period, the national crimes record bureau (NCRB) issued the 2015 Crime in India

¹ https://en.wikipedia.org/wiki/Human_trafficking_in_India

² <http://www.state.gov/j/tip/rls/tiprpt/2017/index.htm>

Report, the most recent law enforcement data available. In 2015, police investigated 4,203 trafficking cases, including 3,363 cases of sex trafficking, 77 cases of bonded labor, and 763 trafficking cases under article 370 where further case details were not published to clearly categorize the cases between sex or labor trafficking. This was an increase from the investigation of 3,056 trafficking cases in 2014, including 2,604 cases of sex trafficking, 46 cases of bonded labor, and 406 cases under article 370. During 2015, the government completed the prosecutions of 2,387 traffickers, including 2,180 alleged sex traffickers, 16 alleged labor traffickers, and 191 traffickers under article 370, compared with the completion of prosecution of 2,596 alleged traffickers in 2014. In 2015, courts convicted 815 traffickers and acquitted 1,556 individuals with an additional 16 persons discharged. This was an increase from 577 traffickers convicted in 2014, 1,990 persons acquitted, and 29 persons discharged. The acquittal rate decreased from 77 percent in 2014 to 65 percent in 2015. The courts' convictions under the BLSA remained notably low at only four in 2015, although bonded labor offenders may also be convicted under the Prevention of Atrocities Act and those statistics were not reported. Indian media commented the figures reported by the NCRB did not reflect the large scale of human trafficking crimes in India, as many cases were not registered by police or were settled at the complaint stage.

Legislation

The Government of India penalizes trafficking for commercial sexual exploitation through the Immoral Trafficking Prevention Act (ITPA), with prescribed penalty of seven years' to life imprisonment. India also prohibits bonded and forced labour through the Bonded Labour Abolition Act, the Child Labour Act, and the Juvenile Justice Act.

Indian authorities also use Sections 366(A) and 372 of the Indian Penal Code, prohibiting kidnapping and selling minors into prostitution respectively, to arrest traffickers. Penalties under these provisions are a maximum of ten years' imprisonment and a fine.

In December 2015, as a result of public interest litigation, the Supreme Court directed the central government to develop comprehensive anti-trafficking legislation by June 2016. During the reporting period, the government formed an inter-ministerial committee, which met multiple times to draft the legislation. The Supreme Court also directed the government to establish an organized crime investigative agency by December 2016 to investigate human trafficking cases and rescue and rehabilitate victims; the establishment of such an agency was pending the passage of the draft anti-trafficking bill.³

The Ministry of Woman and Child Development initially developed a draft bill and circulated it for comments in May 2016. After receiving considerable critical comments, it has withdrawn three of the earlier drafts of the anti-trafficking legislation. It has now issued (in September 2016) a new comprehensive draft Bill that introduces severe punitive measures for trafficking of all kinds, from using victims as bonded labour or as child soldiers to forced begging. The

³ <http://www.state.gov/j/tip/rls/tiprpt/2017/index.htm>

original version of the Trafficking of Persons (Prevention, Protection and Rehabilitation) Bill, 2016, released by Union Minister Maneka Gandhi in May, had punitive measures for only two kinds of offences. These included administering narcotic or psychotropic drugs or alcohol to the victims for the purpose of trafficking or using chemical substances or hormones for the purpose of exploitation.

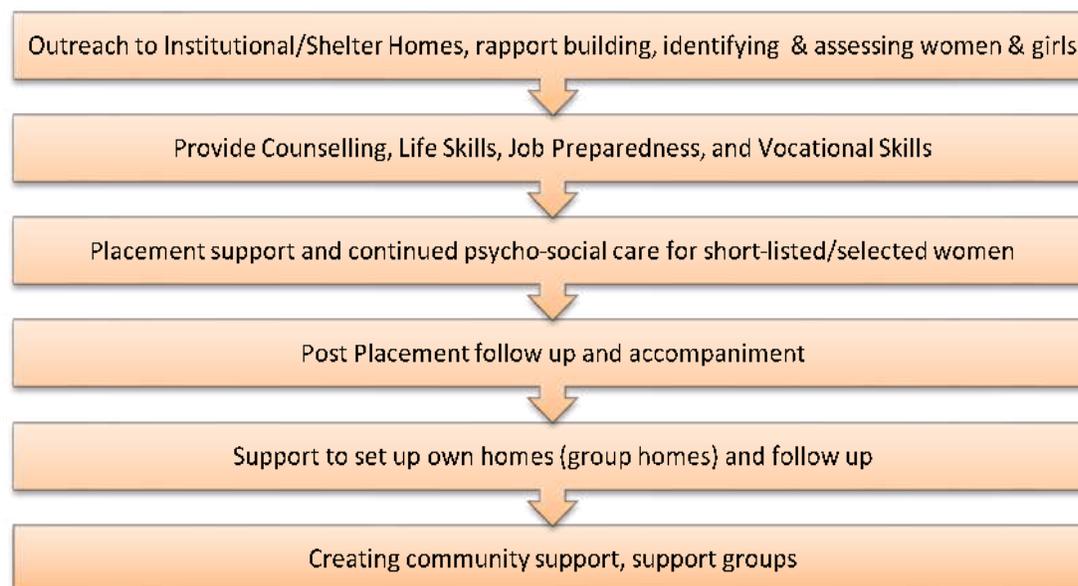
The revised version now spells out a range of other offences, expanding the very definition of trafficking. The new list of offences includes trafficking for the purpose of bonded labour, begging, bearing a child, under the pretext marriage, using as a human shield or child soldiers.⁴

Kshamata's Approach

Kshamata believes in a survivor-centric socio-economic rehabilitation approach. In the long run, it is hoped that the success of this approach would lead to further replication and adaptation, creating a larger enabling environment, and then to significant reduction in the incidence of re-trafficking of survivors, and help a larger number of survivors to lead productive and satisfying lives.

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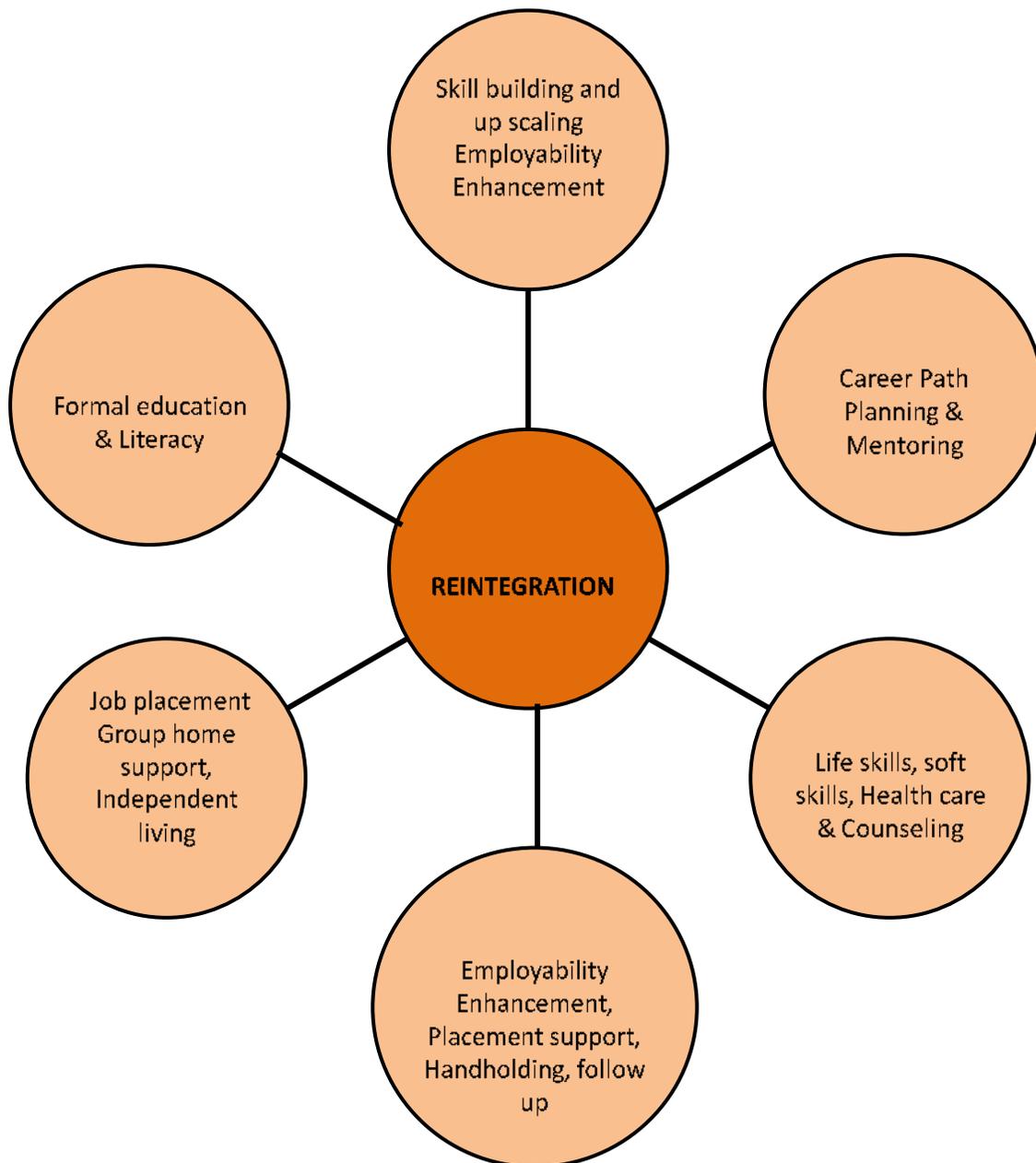
⁴ The Indian Express, 14 September 2016

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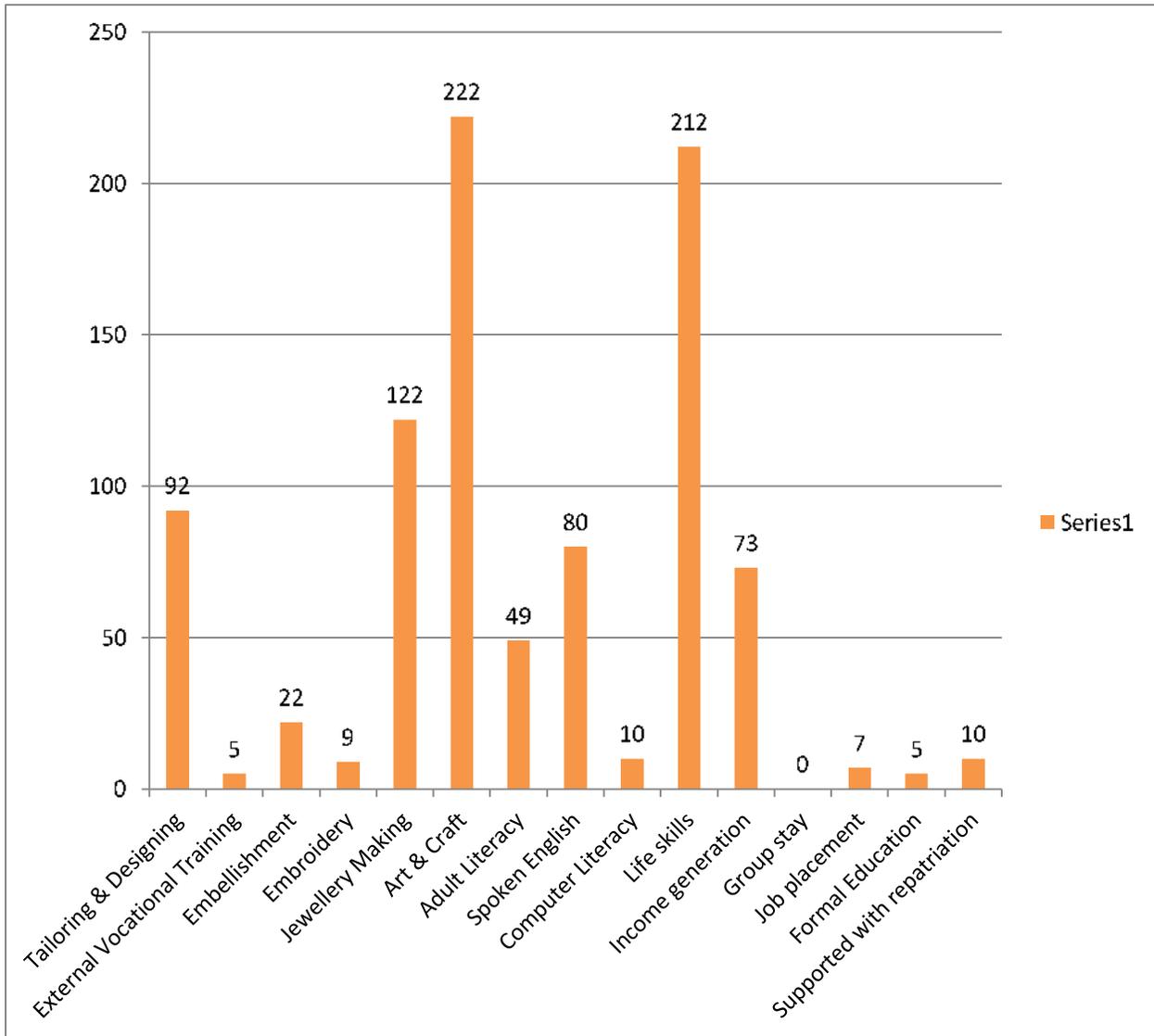
Kshamata carries out outreach work with seven shelter homes and in the brothel community in Bhiwandi area. The work involves initial engagement, a series of game/activity-based exercises for self-analysis, and one to one dialogue. Parallel to this, on-going counselling is conducted both for trauma care and for career path choices.

MAJOR ASPECTS OF REINTEGRATION:

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Achievements 2016-17



The total number of women engaged with is 498. Many of them have participated in more than one programme.

Success Stories

Kshamata is privileged to work with, and empower women from very difficult situations. Kshamata would like to share its great joy in seeing the women bloom, by sharing a few of the stories, some as told by the women themselves and some written by interns.

Anamika (name changed):

Change is never as we expect it. Often what we think we need is not always true. Before coming to Kshamata, I was sheltered with Navjyoti organization – a home for minor girls. I was placed there through police when I dared going against my selfish and money-minded parents when I was in 7th standard. Initially I did not know if what I did was right or not. But the day I started realizing the real situation, I confided in my school teacher who took me to police and lodged complaint against my parents and another perpetrator. I am still not able to come to terms with my past as it still haunts me in the form of nightmares.

When I first came to Kshamata I thought it was a good opportunity for me to learn sewing and hence get a job, while also receiving some support for the education I was pursuing. While the training has been useful, I have come to see that much more has been changed in me. I used to find it very difficult to express myself, be assertive or even answer questions. I put it down to shyness and weak social skills and left it at that. But my time with Kshamata has shown me different, something inspirational. I see & feel a change in my behaviour. This change, my coming out of my shell and becoming more confident in my own skin, has helped me more than what I had originally intended. These are the areas I never knew I needed to work on and has given a new direction to my life.

Moreover, my continued education is helping me come out of my comfort zone and widen my horizons. I passed grade XI and promoted to grade XII this year.

Meherunnisa (name changed):

I was born in Myanmar, and trafficked and sold by my brother-in-law when I was very young. In being traded and travelled around, I ended up in a brothel in Bhivandi red light area. I cried, protested, begged for the help but in vain. Gradually, I submitted to it as I had no hope of escaping. During the time I was there, one of the patrons fell in love with me, and slowly I also developed feelings for him. Very soon, we got married as per Muslim law but unfortunately we had no evidence to prove it. In a police raid I got caught and was placed in Shanti Sadan home for rehabilitation. There was a lot of legal work to be done before I could be released, as I was not an Indian citizen. Meanwhile, the Kshamata trainers & volunteers who came to the home trained me in stitching and jewellery making, and counselled me, which helped me a lot to maintain my patience and keep my anger (which I had for everyone around me) in control.

Then the man I met in the brothel came to visit. There are very strict requirements regarding who's allowed inside the home, and he certainly didn't fall into them. Still, the government

official on duty let him in. A few weeks later, I realized I became pregnant from the encounter. This made it very obvious that one of the officials did slip in her duty. The one guilty was dismissed and a court case filed against her. This incident gave a new twist to my case, making it more complicated, and there was little scope of me getting released. This affected my mental and physical well-being so the health of my little daughter who was just arrived in the world.

In a new country, only just accommodating to freedom, it was a difficult time for me to be having a baby, and fate only saddled me with more complications to make it worse. After much testing, it was diagnosed that my body simply could not lactate, but Kshamata was able to arrange for the money I needed for the formula milk. I could not leave the home after I delivered a baby, so they arranged for all the ceremonies like name ceremony to happen there itself. They gave me all support I needed and more.

When I finally got released by the court and went to live with my child's father, by that point my husband, I wanted to be financially independent. A lifetime of not being in control left me uncomfortable with being so dependent on him for money. So Kshamata gave me work, orders from here and there that needed to be completed. Eventually, I expressed to them that I wanted to take up stitching on a more professional level, and they raised money for me to buy a sewing machine, which I got a couple of months back.

Now I alter clothes and carry out other similar work to earn money to sustain myself, and have a loving family, one that extends well beyond my husband and child. I know that if I ever need help, I can count on the people of Kshamata, as my foster family of sorts, to take care of it. It's the supportive environment I never had when I was younger, and has really allowed me to build a life for myself that I could only dream of a few years ago.

Parveen (name changed):

Parveen was born and brought up in a drug addicted family. Everyone at home including her mother was addicted to drugs. Parveen and her younger sister also fell a prey to addiction at a very young age. Some years later, her mother died of a critical illness and her brother was caught by the police for smuggling. Parveen and her sister were then placed by the police in a de-addiction cum rehabilitation home in Delhi.

The new place and de-addiction treatment helped Parveen recuperate. She learnt English and some life skills at the home there. When she turned 18, she thought she would be freed by the home authority but she was forced to stay back for her younger sister. Parveen didn't wish to stay there anymore as she wanted to see the world outside, and one day, she ran away from the home and landed in Mumbai.

In Mumbai, she was found by the police and placed in a government shelter home. There she was trained in computer education and other vocational training by Kshamata. Looking at her performance, Kshamata requested the home to refer her to Kshamata's Transformation Centre in Thane. At KTC, she gradually realized she preferred to work on beauty care, was trained in beauty care by one of Kshamata's senior girls. Subsequently Kshamata got her enrolled for the

advanced training course at a renowned salon. She completed her training successfully which helped her get a job at another salon.

Parveen has now left her addicted past behind and moved on. Today, she supports herself and stays independently. In the next few months, she wants to bring her younger sister to Mumbai to stay with her and to get her enrolled in college for the further studies.

Sharanya (name changed):

Sharanya (21yrs) caught Kshamata's attention during our work intervention at Kasturba open shelter home. She lived in various homes all her life, and had no family or relatives. She managed to continue her education throughout though, and passed her 12th with good grades.

She actively participated in the computer literacy course and performed very well. She has always been appreciated and liked by the home mates & staff due to her quickness, friendly attitude and learning aptitude. When someone needed to write or read something, when someone was needed to accompany one the women of the home outside, or when the home officials needed something, Sharanya was always there to help. She felt, however, that nobody at the shelter home bothered to understand what she herself wanted in life.

After Kshamata's intervention, she shared her ambition of pursuing her studies further and becoming able to stand upon her own feet. Kshamata identified Kotak Education Trust as a sponsor and training organisation, nearby. Kshamata convinced both Sharanya and the Probation Officer to get her enrolled for the hospitality management course. It was a seventy day long course & saw great change in Sharanya. She went in a quiet and not confident girl, and thirty days later, Kshamata saw her taking the lead in the discussion unlike ever before. It was truly a proud moment. The course helped her transform herself into a more confident and self-reliant woman, and broadened her perspective. Today she is working as a chef with one of the renowned fast food franchises in Navi Mumbai with a sustainable amount of earning.

Programmes and Interventions

Sahayog

Sahayog – meaning co-operation, is the outreach programme run by Kshamata, working with various shelter homes in and around Mumbai. Kshamata reaches out to women in various shelter homes and works along with them, for building self-esteem, skills, and where possible incomes. Women at shelter homes typically need to stay at the home until the completion of legal cases in which they are involved; hence finding placement outside is not an option. Many of the women also would be repatriated to their original village or town, where they would need to live and find work on their own. The aim of Sahayog is to enable the women to live independently once they are released, in terms of confidence, skills, and ability to manage relationships in society. Sahayog supports women through counselling, training and just celebrating life. Training includes vocational skills, computer literacy and life skills.

Saksham

Saksham – meaning skilled, able – is an intensive programme for selected women who are out of the shelter homes. A critical part of getting women to successfully work and retain employment is the development of life skills, soft skills (communication, decision making, etc.) and job readiness (imbibing discipline, working to time, acclimatising to the work environment). Not all the women engaged in the outreach component show willingness to take this step. Based on the interest expressed by the women, they are being selected for intensive residential training at the Kshamata Transformation Centre based in Thane.

Women stay at the Kshamata Transformation Centre, a residential training facility, and undergo in-depth learning of life skills and vocational skills, both formal training and on-the-job learning. Typically 12-16 women stay at KTC at any given time, and stay for a period of three to nine months, till they are placed and find housing, whether on their own or with Kshamata's support. Usually women are referred to KTC by the shelter home, on their release, if the woman does not wish to return to her village or town. Programmes include tailoring and embroidery, catering, spoken English, beautician course, computer skills and life skills. Selected women are also supported to pursue further education at school and college levels with the help of sponsors.

All women who agree to be trained by Kshamata in the Transformation Centre provide an undertaking that they are staying of their own volition, and that they are free to leave at any time. The women are assessed periodically and their career paths are planned jointly with their participation. At the end of the training, some women are placed directly into employment. Others are provided apprenticeship at Kshamata's social enterprise as a means of enhanced learning and improved job readiness in terms of attitudes and skills.

Swaadheen

Swaadheen – meaning independent – aims at enabling women to live independently on their own. Living on their own, in group stay homes is an important component for enabling the

women to live independently after placement and income accrual. This allows the women to learn the steps that are critical in transitioning towards living independently.

Women who go through the Transformation Centre, or become independent earners at the shelter homes or communities, invariably need to find independent accommodation, or stay in hostels. Staying at working women's hostels can be costly, and not affordable for many women, for whom the choice is to find a house and share it among 4-5 other women. However, finding houses to stay is difficult for women on their own in Mumbai, and for women just beginning to live independently, there are no savings of any kind, and for them to set up the required facilities – kitchen equipment, furnishings, furniture, etc., is not possible without support. Kshamata therefore supports the setting of independent group stay facilities, with the initial deposit and furnishing provided by Kshamata, with the help of donations in kind for furnishing and fittings.

The cycle of reintegration cannot be completed until the community is being engaged, sensitised and made to understand the difficulties of distressed women. Moreover, the women have to be accepted back into society from where they have come. Therefore, we have been striving effortlessly to generate community support base by extending our intervention to immediate community women who are disadvantaged economically.

Samudyam

Samudyam is Kshamata's social enterprise initiative, aimed at providing a sheltered employment approach to selected women, prior to their independent placement. Samudyam makes a variety of products, mainly tailoring and catering based, along with a variety of craft items. The process enables women to "earn-and-learn", at the same time providing a space to develop work ethics – discipline, punctuality, communication with others, and responsibility. Samudyam is a cross cutting programme, engaging with women in the other three programmes – Sahayog, Saksham and Swaadheen.

Implementation

Sahayog

Kshamata works with women in various (government and non-government run) shelter homes and in communities. Women are provided some degree of counselling and awareness on alternate livelihoods that are possible, and the career paths available to them if they choose any of these livelihood options. In 2016-17, Kshamata's outreach worked with over 500 women, conducting a series of activities for initial engagement followed by counselling, training and where possible, activities for earning income. A number of programmes have been carried out during the year, focusing on skill development, counselling, adult literacy, art competition, and recreation. As compared to the previous year, Kshamata realised that it would be more effective to carry out more intensive work with a smaller number of homes, and engage in non-intensive work, e.g., rapport building, mobilising women, in the others. The government & non-government shelter homes where we engage in intensive and non-intensive interventions are:

Intensive:

- Kasturba – Open shelter home for women in distress, Chembur
- Shanti Sadan Mahila Vasati Gruh- Shelter home for trafficked victims & women in distress
- Ulhasnagar Minor Home, Ulhasnagar

Non-Intensive:

- Navjivan Mahila Vasati Gruh – Special home, Mankhurd
- Deonar Minor home – Special home, Mankhurd
- Bhiwandi Observation Home – For minor girls
- Sukh Shanti - Open shelter home for women in distress, Mankhurd
- Asha Sadan (MSWC)– Bal Gruh & Adhar Gruh, Umerkhedi

Kshamata starts work in the Homes with rapport building and needs assessment activities which helps it design the activities accordingly. Since, most of the women are mentally disturbed and some of them facing severe trauma, Kshamata has implemented cognitive development activities such as memory games, basic literacy, group interaction, etc. Gradually, as rapport was built up, women started expressing their needs – training, employment, housing, health care, child care, etc. After doing an in depth assessment, Kshamata designed and implemented a range of training activities with the following objectives:

- Build the capacities of women in order to enable them to lead a quality life
- Develop a sense of responsibility , mutual and self-respect
- Redevelop the self confidence
- Develop a sense of team spirit and collective efforts

- Facilitate re-integration into society

Kshamata has seen that a major factor in motivating women to participate is to provide opportunities to earn some income. Continuing from Project Embellishment of the previous year, Kshamata has engaged in three income generation projects, in tailoring as this is the one providing maximum opportunities. These are Project Embellishment, Project Uniforms, and Project Accessories. The incomes earned might not have been substantial or providing full time employment, but did create greater interest in many women.

Beyond this, the focus largely has been on training and counselling, with a variety of activities for initial rapport building and motivating the women for further work.

The major programmes in the year are detailed in the next few pages!

Project Embellishment

The project has been continued from 2015-16 to this year as well, at Navjivan Mahila Vasati Gruh, with support from Raven+Lily, a US based Ethical Fashion and Lifestyle Brand. During the year Kshamata had trained 70 women the previous year, and this year enabled 22 women so far in earning incomes. In the project, income earned by women reached Rs. 16,500, as wages against the hours put in by the women. The project helped Kshamata get more connected with the women, leading to greater understanding of the problems of the women. As in the previous year, more Bangladeshi women at the home participated and earned incomes.



Women embellishing the t-shirts



Project Uniforms

Navjivan Mahila Vasati Gruh took a praiseworthy step of introducing a dress code for its women at the home. Under this, the women were to be given the uniforms (Salwar & Kameez) to wear for the



duration of their detention. The aim was to enable the women to look more dignified and better groomed than before, creating a sense of better self-esteem as looks are seen to be important. Kshamata supported the step, and instead of getting the uniforms stitched externally, Kshamata encouraged the women at the Home to stitch the uniforms themselves. The same women who worked on Project Embellishment worked on this project and the next one as well. In all, 300 sets of the uniform were stitched by 11 women, with the women being paid Rs.80/- per uniform. The women involved thus earned a total of Rs. 24,000.

Kshamata also started a Gown stitching project with women trained in gown stitching by Ms. Urmila Padwal, who runs her own readymade clothes business and gave us this project with an aim to generate the income for women during their detention in the home. 11 women worked on this and earned Rs. 6,762.



The Lions Club of Thane Kopri has donated 5 sewing machines towards the tailoring projects at the home.

Project Fashion Accessories

While the Navjivan Home took the lead in Embellishments and Uniforms, in Shanti Sadan, the focus was on Fashion Accessories and garments, such as handbags, cell phone pouches, laptop sleeves, jackets, aprons, wallets, palazzo pants etc. These products were marketed through exhibitions and stalls, as part of the Samudyam Programme. In all twelve women at the Home participated in the project, earning a total amount of Rs. 5,634.

The project also included jewellery making for sale, with xx women (out of the 25 trained at Navjivan) earning an amount of Rs. 6,762.

Upgrading Facilities at Shelter Homes

In course of its work Kshamata had noticed that in a number of the Homes, the training and counselling setup, the appearance of the rooms, etc., needed renovation and upgrading. With the help of a few generous donors, Kshamata was able to help improve facilities in three homes – Shanti Sadan, Kasturba, and Bhiwandi Observation Home.

At Shanti Sadan, Kshamata helped improve the training rooms and developed a Learning Centre for children, and a Transformation Centre. Kshamata was able to get the support of Ms. Jyoti Kalani, MLA from the area, who inaugurated the Transformation Centre, and promised to support the home for further improvement of facilities. The Learning Centre earlier was just an additional sleeping room, was equipped now with lot of toys and books and walls painted with alphabets and numbers to be used by all the children as well as girls to learn there. This Centre was inaugurated by Mr. Dalvi, from the Divisional Deputy Commissioner's office. Others present included CDPO R.M Jadhav, DWD Officer Pushpa Chowdhari, Probation officer Sangeeta Meher,

Representatives from Sahara Charitable Trust, Raj Mohan (trustee Kshamata) and Volunteers from Kshamata.



Mr. Dalvi inaugurates the learning centre

On the occasion, two girls formerly from Shanti Sadan, who had joined the Kshamata Transformation Centre (the Saksham Programme), shared how their lives changed after linking with Kshamata.

Women at Shanti Sadan had also been facing problems in getting clean drinking water. Kshamata arranged for sponsorship of a water purifier, which is now being used fully.

The Kasturba Home had moved into a new campus, spacious, clean and well ventilated, Kshamata had noticed that counselling was being carried out in the open hall, with little privacy. Kshamata proposed to set up partitions to provide for a private counselling room, and use the rest of the space as a tailoring training centre. While initial approval from the Superintendent of the Home was received quickly, getting approval from higher authorities took some more time. By March 2017, the partitioning was about 80% complete.

Kshamata also got the cable TV reconnected at the Home, enabling women to watch a greater variety of programmes in their free time.

At the Bhiwandi Observation Home, the girls training room was a bit dark and faded. With the help of volunteers from



Volunteers doing wall painting

Dombivali, the training room has been repainted and decorated. A special thanks to all the volunteers who drew positive and motivational



pictures on the walls, changing the look of training room.

Tailoring

Tailoring classes were run in multiple homes, at Navjivan, Kasturba, Shanti Sadan, and Ulhasnagar Minor Home. A total of 78 women from the different homes were trained in tailoring skills, with 60 being trained in advanced tailoring as well. Tailoring training was also



Volunteers at Ulhasnagar Minor Home

supported by well-wishers who enabled Kshamata to provide 22 tailoring machines to various Homes.

The aim of the training programmes was to:

- To equip the girls with more practical and sustainable training
- To sharpen the tailoring skills of girls and encourage them to pursue it as a career in future
- To mentor the girls who are passionate about the tailoring field
- To empower them socially and economically to reduce their vulnerability

Jewellery

Training on jewellery making, including jewellery using clay, macramé, metal and paper, was provided to a total of 107 women from Navjivan Mahila Vasati Gruh, Bhiwandi Observation Home, and Deonar Special Home. The women made beautiful jewellery pieces in the workshops, coming up with their own creativity and ideas. Of these, some products were taken

by Kshamata for sale in stalls, as a means of providing incomes to some of the women who had become adept in the process.

Literacy and Spoken English

Literacy was a key need in all homes, but more intensive work was done at Shanti Sadan and at Kasturba Home for improving literacy in Hindi and English. In all, 45 women are able to carry out a basic read and sign their names. A further 71 women have participated in Spoken English classes, from Bhiwandi Observation Home and Ulhasnagar Minor Home, and have gained some degree of skill.

Education and Training Sponsorship

Girls at Ulhasnagar Minor Home showed high interest in attending regular computer courses. It was felt that instead of conducting in-house courses without specific schedules, girls could be sponsored to attend regular coaching for the initial MS-CIT(The Maharashtra State Certificate in Information Technology) course. Four girls from Ulhasnagar Minor Home were sponsored for the MS CIT course. They all have high aspirations about their careers and life. On completion of course, they will be given advanced computer training at the home.

In Kasturba, one woman, Ms. Sharanya (name changed), had passed her 12th standard exams, wanted to pursue further education. After individual counselling, Kshamata sponsored her for a retail management course at Kotak Mahindra Trust. Today, she is very happy with herself and looking forward to have a bright career in future.



Embroidery

4 women from Navjivan and 5 from Kasturba Home were trained in advanced embroidery skills. This has been of use to the women in Project Embellishment and Project Fashion Accessories.

Life Skills

197 women from 5 shelter homes were trained in life skills, covering self-awareness, conflict resolution, personality development, interpersonal relationships, anger management, etc., by the Kshamata team.



Counselling

When women are admitted in any Home, usually they are not in a state of mind to talk to any of the staff nor would they speak about their problems. Most Homes do not have a regular counsellor, while in some Homes other NGOs are involved in counselling. Kshamata has been engaged in counselling at Kasturba Home and Shanti Sadan, which did not have any counsellors. Kshamata uses the services of a trained counsellor and professional psychologist, who has a good experience of working with women in distress. Women having severe psychological problems are dealt with through individual counselling. The counsellor conducts group as well as individual counselling and reports to the superintendent or the probation officer in the absence of superintendent. Counselling is helping women express their problems and trauma, and today many women are themselves seeking help. A total of 32 women have been counselled in both Homes, during the year.

Art and Craft

Navjivan - Kshamata in association with *Srujna foundation and Pidilite Company* organized art workshops like fabric painting, Warli painting and bandhani art at Navjivan home in two different batches of having 50 women in each batch. Women made beautiful paintings and had a great fun during workshops. After these workshops, two participants applied this art on canvas bags and pouches and made beautiful products which were liked by everyone at the home.



Other Training Events / programs

In addition, a number of short, one-off training activities were held at the different homes. These were:

- Paper Bag making
- Origami
- Clay Jewellery
- Paper Jewellery
- Origami art
- Macramé jewellery
- Wind chimes

Recreation and Celebrations

At Kasturba, competitions and celebrations were organized throughout the year. Coffee painting workshop was taken jointly by two of interns – Ms. Sheery and Ms. Shalvi - interns. Around 10 women participated and they all enjoyed it a lot. Independence Day was celebrated at Kasturba. The drawing competition and games were organized for the women there. Gifts were distributed. The events were planned and executed by our intern along with a field coordinator.



At Shanti Sadan, Independence Day was celebrated with women at the home. The drawing competition and games were organized for the women there. The event was planned and executed by our intern along with a field coordinator.

At Bhiwandi, Kshamata organised regular screening of movies for the girls, for a period of six months. In addition, a number of books were given to the library.

Yoga classes were started for the mental healing and relaxation of women in some Homes.

Health Care

Women in shelter homes tend to face problems with nutrition, general poor health and gynaecological issues. Health check-up camps were organised periodically at Kasturba, Shanti Sadan and Navjivan Homes, with the generous help of other organisations – Sarvanand Hospital in Ulhasnagar, The Society Tea in Chembur, and others. In addition, interns placed at the Homes take the women out for medical tests as needed. At Kasturba, women were taken for tests on thyroid, oral health, etc. In addition, medical facilities were provided to the Kasturba Home – patient table, cupboard, weighing scale and chairs.

At Navjivan, Kshamata organised an Anaemia Testing camp. Over 110 women were tested for anaemia (HB deficiency) and blood group. Those who were found with low level of HB were given iron supplements. Women were also told about anaemia and its effects on health, by a team of doctors before the camp was begun.



The Anaemia Testing Camp

a

Referrals and Placement

Ms. Amma (name changed) - a deaf middle aged woman was placed in Shanti Sadan by Kalyan Police station. The police could not trace her family or her destination due to her inability to speak clearly, and hear. In the Home, she was bullied by her co-inmates, and over time, she became violent and her health started getting worse. Kshamata managed to identify where she came from, and with the help of a volunteer, escorted her to Chennai to search for her family/home. Though her family could not be traced, Kshamata searched for and identified a local organisation capable of looking after women in similar situation. Amma is now living there, with a caring and supportive institution.

Interns

Kshamata has been fortunate to work regularly with interns from India and abroad. AIESEC, an international student organisation, has engaged with Kshamata and sent a number of volunteers.

A student from TISS has been doing a year-long internship at Kasturba, and two interns from different colleges have completed short term internships. Interns have been engaged in rapport building and various activities, such as motivation, literacy, health care, employability, Nail art, Mehendi designing, Kitchen gardening, Spoken English, etc.

Career Guidance



Kshamata organised for Ms. Usha from Priyadarshini Trust to give a presentation on the scope for career in a cab driving for women. An experienced female cab driver shared her experience and perspective on her working as a cab driver in Mumbai and how satisfied and empowered she feels today.

Legal Aid/ Documentation

Kshamata regularly supports the Probation officers at Shanti Sadan and Navjivan with legal cases, in terms of documentation of cases, representation of cases before magistrate, home investigation to support the release process for women. At the same time, a detailed report after representation is also made and submitted at the home.

At Navjivan, the court has directed Kshamata to follow up and help rehabilitate two women. Kshamata has been continuously following up with them through home visits and meetings, and has been in talks with some employers place them.

Workshop on Gender and Domestic Violence

At Shanti Sadan, Kshamata held a session on gender and domestic violence. The women have been given information regarding domestic violence act and legal aid for the victims of domestic violence.

Support to Homes – Groceries

Kshamata has been able to donate groceries and small items of furniture to Kasturba Home, Shanti Sadan, and Navjivan, based on their needs.

Kitchen Gardening

A programme on kitchen gardening was facilitated by our intern Ms. Amita Arya (student of TISS) along with her friend. Women did gardening and planted some trees on the campus.

Personal Grooming

Personal grooming accessories, inner wear, sanitary napkins and toiletry items were provided for women at Kasturba, Navjivan and Shanti Sadan.

Saksham

The Kshamata Transformation Centre (KTC) is working with women referred from nine shelter homes, including those run by Government and by the NGOs, and this year has 10 women trained intensively. Of these, 7 are now fully employed, and the remaining 3 have graduated from the centre. As of March, four girls have opted for further college education for which they have been provided support through other agencies. Another four women have been supported in setting up a group home for independent living under our monitoring while three women have started staying in a private independent group home.

Life & Soft skills

Life skills are abilities for adaptive and positive behaviour that enable humans to deal effectively with the demands and challenges of everyday life; in other words, psychosocial competency. They are a set of human skills acquired via teaching or direct experience that are used to handle problems and questions commonly encountered in daily human life.

At KTC, Life skills training are provided to the women with the help of in-house life skill educators. The training workshops are organized on a regular basis in order to retain their level of interest and help them lead a meaningful life. The sessions were held regularly through an external trainer, and at times with a volunteer. The sessions have helped girls overcome their behavioural and interpersonal problems to a certain extent.



Advanced tailoring training:

Kshamata in association with C C Shroff Self Help Centre had organized 10 day training in advanced tailoring in which around 13 trainees had participated and trained in patch work, product quality, finishing, different stitches and multiple patterns of hand bags and pouches. It helped women identify and fill their skill gaps. The women were trained and guided by the master trainers of C C Shroff Self Help Centre.

C C Shroff Self Help Centre has also imparted a two-day training in accessories making and hand embroidery to three of our trainers.



Embroidery training at C C Shroff-Self Help Centre



Advanced tailoring at KTC

Beauty Care:

Three of the women at KTC have been trained in beauty care course at Save The Children India's training centre and all have been placed into jobs in beauty salons. In addition, one of the girls has completed training in beauty care at a shelter home and at present is polishing her skills through rigorous practice sessions other girls at the centre. The same girls also underwent a four week long Advanced training under Dermalogica, an International Skin Expert Brand. After successful completion, they will be supported with job placement in Salons and Dermalogica Counters in Mumbai.

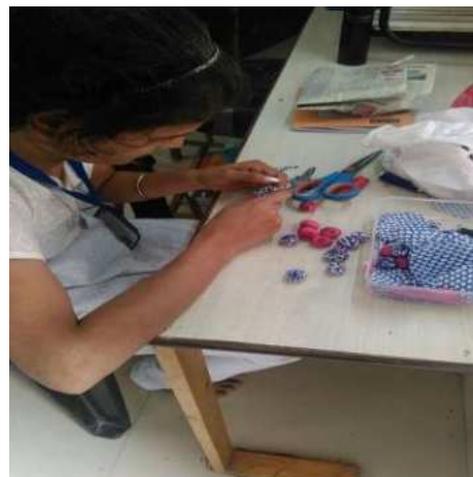


Jewellery making:

- Two girls have been trained in paper jewellery. One of them aspires to become a jewellery designer in future. However, we have come up with the more trendy and contemporary jewellery designs this quarter.

Baking and catering:

- This quarter, we have received a good number of orders for cakes and chocolates. The chocolate cakes were in demand as usual. However, we organized cake making and cooking workshops across the year. Girls enjoyed fast food recipes such as Burger making and Chinese cuisines workshops which were facilitated by one of the interns.



Spoken English and Computer classes

English language has become an essential part of professional development and therefore, we have started taking the spoken English classes which are conducted by Mohit, a volunteer. Mohit follows unconventional methods of teaching, helping the women develop an interest in learning and grasp it faster. Mohit is also training the girls on computer basics.

Spoken English classes have also been facilitated by Sujata and Priya, volunteers. It is helping girls overcome the fear of English language. The facilitators also stress on the vocabulary and clarity of speech.

Hindi tutorial:

One of the interns taught Hindi language both written and spoken to the girls who were semi-literate or did their in Urdu medium school.

Mentoring (My Buddy) Programme

In association with Srujna Foundation, Kshamata conceptualised and piloted a mentoring Programme also called *My Buddy* at the centre. Under this, each girl is guided on career goals by a person who is highly sensitized, empathetic and committed. Based on the mentor's advice, girls are enrolled for specific training at the centre or elsewhere, and their career path is planned with them. Mentoring helps the girls to understand their own strengths and weaknesses and how to reduce the gaps hampering their career growth.

Mentoring meetings are organized every fifteen days and mentors keep in touch with mentees through confidential phone calls. Progress is measured through reviews and assessment.

Events & Workshops

Fashion show by girls: Girls at KTC got to walk the ramp during the BMI-Business Network meeting. The fashion show was a part of presentation of Ms. Malliya – a *fashion stylist* who motivated and groomed the girls and offered them an opportunity to walk with pride and confidence.



Girls posing with Ms. Malliya

Grooming workshop: The women had an opportunity to learn grooming lessons from an Image Consultant Ms. Benaisha Kharas. Ms. Kharas guided the girls on the importance of a positive personality and attitude.

Diya painting workshop: Kshamata organised a workshop on Diya painting, and the trainer taught a number of beautiful and stunning designs and patterns. The learning was used to make Diyas for Diwali.



Diya Painting workshop

Recreation & Celebrations

A day-long outing to Matheran was organised for the trainees at KTC. Movies and other outings were part of their overall activities during the year. Diwali & Eid were celebrated with great enjoyment.

Health Care

Regular health care is provided for all women at KTC. There are cases of women with chronic illnesses like sickle cell anaemia and epilepsy, where Kshamata takes extra care and keeps a close eye on their health status. Their treatment is going on at Sion and KEM hospital. Two women needed to be hospitalised in a government hospital for about two weeks, one due to a viral infection and one to due gynaecological issues. One woman contracted chickenpox, and was nursed by her group home mates.

Counselling

In depth counselling sessions were held through individual and group method by our in house counsellor Ms. Rani Mathew. The group sessions are conducted through interactive games, plays and art based activities which allow girls to open up and express.

Education

This year, KTC had three girls who appeared through NIOS University and passed the exam with good grades. One more girl who wishes to go to college has passed XI grade and promoted to XII. All the girls propose to pursue further education as their motivation level has risen after their success.

Swaadheen

As of March 2017, we have been able to support four group homes – two in Anandnagar, one in Govandi, and one in Manpada, with 13 women living in this arrangement. In addition, four women are living independently on their own in Thane & Navi Mumbai. Kshamata continues to keep in touch as counsellors, mentors and friends. To strengthen the relationship with community women, we have passed on some job work like diya painting, rangoli making and etc. to them which earned a decent amount of money and also held the capacity building meetings with SHG women.

Samudyam

This year, we discontinued making those products which have less or no demand in the market. However, at the end of year, we were able to experiment and add new products like palazzo pants, laptop sleeves, jackets and so on. We did the sampling of new products at the centre, tested it all through exhibitions and after getting an encouraging response we started with the production of it. However, the production, as usual, was done by the women at the shelter homes. The quality check was done by the master trainers. Increased production resulted in increased wages to the women who worked under our project – Sahayog.

The social enterprise has been making a range of products catering to domestic as well as international markets. Working at the social enterprise has acted as an apprenticeship for the women. The work the women involves not only production, but also participation in exhibitions, sales and networking. The aim at present is not to make a surplus, but to provide learning on the job, and hence this is continued even though Kshamata's expenses on this are much higher.

Apprenticeship and job placement at Kshamata Unlimited Enterprise:

A girl who was under apprenticeship has been appointed as a sewing trainer for shelter homes since June 2016. Her performance will be reviewed every three months in order to build her capacities and groom her as a master trainer.

Stalls/Exhibitions:

We have been invited to exhibit and sell our products at Kala Vaarso exhibition event at Surat, Gujarat. We received a good response for the products and had a good sale though people were facing the cash crisis due to demonetization.

We have also exhibited and promoted our products through an independent stall at Tata AIG General Insurance Co. Ltd, Dun & Bradstreet, Singapore International School, Raymond and RPG.

Likewise, we got to reach to people through the exhibitions at the housing societies. These exhibitions were facilitated by our committed volunteers.

Team Capacity Building

Ms. Pratishtha Kale, Programme Head and Ms. Tanuja Limaye, a volunteer, attended a two day learning event called *Discovering The Mental Models* – in Bangalore on 23-24 June.

One of the interns attended a two day capacity building workshop on **“Understanding mental health care, treatment and well –being”** of women survivors of gender based violence. The workshop was organized by SNEHA in collaboration with Association for Social Health India, ASHI at Sukh Shanti, Mankhurd.

A regional consultation meeting on *Draft India Trafficking in Persons Bill, 2016* was attended by Ms. Bharathy Tahiliani, Managing Trustee and Ms. Pratishtha Kale, on 20th August at TISS.

Ms. Pramila Sharma, and Ms. Sonal, a volunteer, attended a workshop at Navjivan Mahila Vasati Gruh on Home Reporting.

A session on *Effective Communication* was organized for the staff & the volunteers; it was facilitated by Mr. Ram Bhat- the Trustee of Kshamata.

Volunteer/Intern speak

Tanuja Limaye (Volunteer-Education field): I worked with different organizations that work for various causes, but their aims and objectives were same. To empower, support and help to make own identity as an individual in the society.

Kshamata is special for me in many ways. Kshamata gave me an opportunity to rediscover my skills and chance to test my capabilities. The journey with Kshamata is filled with many memorable moments. I feel fortunate about the fact that girls at Kshamata accepted me as their 'Didi' which filled me with sense of belonging, also it shows their love and trust towards me. From 'Didi' to 'Teacher' the path was not difficult but was not easy too. Gradually, girls enjoyed being with me in sessions talking, discussing, sharing experiences and exchanged thoughts from life. The interaction with girls always left me with a question about the people mind set in the society.

I feel proud to be known as 'Didi' and 'Teacher' of these strongest and beautiful young ladies. The work Kshamata doing is remarkable. I am delighted to be part of Kshamata's journey so far.

Ms. Amita Arya (Intern-TISS): A year at Kshamata, as an intern has been a very enriching filled experience for me. The organization gave me full independence to work and learn at a location, which was an excellent ground to learn and grow. I got an opportunity to apply social work and feminist theories which I was learning at TISS to practice. The Kshamata founder & board members, Programme manager, field staff, volunteers and the old clients who are taken as trainers, all of them displayed high professional values at work with the team and the clients. This enabled me to contribute to the multitude of issues at a shelter home in Ulhasnagar.

Ms. Ruchira Goel (Intern-Singapore Int. School): There are many problems around us that are so far removed from the lives we live, that we hardly realize they exist. Such was the case with my knowledge of the difficulty of social; reintegration. My work with Kshamata has opened my eyes to the complexity of the issues, and of the solution. Being able to watch, even if from a distance, the impact that gentle guidance had made on the girls, Kshamata works with, is truly inspiring. More so are the stories of each of these girls that I write about.

Their strength, and the depth of their struggles, has taught me valuable lessons about persistence and strong will power. I hope to continue learning from my work here, and watch the organization grow.

Ms. Archana Randive (Volunteer-Techint): KSHAMATA is a bold decision taken by the Promoters / Directors to setup NGO, with limited resources and with a genuine purpose of improving the living standards of the destitute women and girls by providing them shelter, food, healthy conditions, education and most important, Vocational training. The perspective to develop the sensitivity in the girls which leads to independent survival is very crucial.

KSHAMATA has been doing amazing work for the cause of women, be it managing funds, sponsors, resources or respectable life for the beneficiaries. They are an extremely committed

and passionate group. I am sure; they make a difference in the lives of the vulnerable sections of the society. Their meticulous efforts have revealed how their bottom-up approach has harvested a locally effective model of care that adapts the best of the global experiences and practices.

It was my pleasure to be associated with KSHAMATA as a volunteer and also as a part of CSR initiative of Techint India Pvt. Ltd.

Research and Case Study

Prof. Mihir Ajgaonkar, of Bhavan's SP Jain Management Institute, wrote a case study on Kshamata, for teaching and research, which was published by the Case Centre, UK. See the paper at <http://www.thecasecentre.org/main/products/view?id=144924>.

Donors, Partners & Supporters

Kshamata's work this year would not have been possible without the strong and continuing support from our partners – donors, volunteers and well-wishers. Special thanks are due to our supporters from UK, Australia and the Netherlands, in addition to the large number of individual and organisational donors within India.

Principal Donors and Supporters

Kindled Spirit UK

Kindled Spirit UK, is a UK based NGO, has been one of our main supporters for the past three years. Kindled Spirit UK is a dedicated initiative with the sole aim of raising awareness and supporting the victims of trafficking, especially children. Kindled Spirit UK identifies professionally run, non-government organisations (NGO's) around the world, which seek additional funding and other programme support in line with our aims and objectives.

Website: <http://www.kindledspirit.org.uk>

Stichting OO & BW (Foundation)

Stichting OO&BW, from The Netherlands, is committed primarily for projects to support young people who have few opportunities from their situation to develop. These are young people from environments where everything is focused on survival, girls' education which is seen as less desirable, or victims of child labour, trafficking, etc. While many local expertise and knowledge of the context, the commitment and the people to improve the situation of these young people, the Foundation supports projects with financial resources which often lack. Stichting OO&BW has been supporting Kshamata for the past two years, and has increased its support in the current year.

Website : <http://www.stichtingooobw.org>

The Bright Eyes Organisation Inc.

Bright Eyes partners with established organisations across the world who are dedicated to the rescuing of children and young woman at risk. Its mission is to be strategic partners in the provision of aftercare for children and young woman who are survivors of abuse and exploitation by creating channels of support through not-for-profit fundraising events. Bright Eyes is a voice for the voiceless and the most vulnerable. Bright Eyes has established a special partnership with Kshamata, and aims to support initiatives in education and overall support for vulnerable women and girls.

Website: <http://www.brighteyesinc.org>

Techint India Pvt. Ltd.

Techint India Pvt. Ltd. Is a subsidiary of an Argentine company Techint, and as part of its CSR in India Techint has supported Kshamata in the current year. In addition, Ms. Archana Randive, Head HR & Facilities, has been an active volunteer with Kshamata.

Bayer India Ltd.

Bayer India Ltd. has been a supporter for the past three years, and this year has further increased its support to Kshamata.

Mangalbhar Charitable Trust

This trust helps destitute women and children through education and better living prospects. A Registered Public Trust no: E – 29590 (Mumbai). The Trust started supporting Kshamata in the previous year and has continued its strong support.

Dun & Bradstreet

Dun & Bradstreet chose Kshamata as one of their CSR partners, and, in addition to providing a donation, enabled Kshamata in exhibitions at their location.

A number of other organisations have also supported Kshamata, in terms of funds, volunteers, exhibitions and visibility.

Organizations:

- Raven & Lilly
- AIESEC
- Khula Aasman
- Apne Aap Women's Collective
- Asha Sadan
- Inner Wheel Club Thane Hills
- Inner Wheel Club of Dombivali West
- Srujna Foundation
- Brindavan Seva Sangham
- You Can Free Us
- Tata Institute Of Social Sciences, Mumbai
- Pratham
- Save The Children India
- Lions Club Of Kopari-Thane
- Lions Club of Kings Circle
- FPAI
- Amtec Healthcare Ltd.

Individuals

A number of individuals have been strong supporters of Kshamata. Kshamata would like to acknowledge specially Ms. Sonam Merchant, who has been a generous donor, both in cash and kind, and organising others to support Kshamata.

- Ms. Joy Townsend
- Mr. Veeranjanyulu
- Mr. Nimit and Ms. Bindiya Desai
- Ms. Priti Gami Shah
- Ms. Sonam Rayani Merchant-The True Love Project
- Mohit Kumar
- Ms. Anjali Jagtiani
- Mr. Narendrakumar Virwani
- Mr. Jagdish Makhija
- Mr. Mukul Mazumdar
- Ms. Archana Randive
- Ms. Sonal Kalamthekar

Governance

Trustees

Ms. Bharathy Tahiliani



Bharathy Tahiliani has worked with several leading HIV/AIDS and anti-human trafficking organisations over the past twelve years. She has held leadership positions in aftercare rehabilitation and reintegration for a number of years and has built teams, designed tailor-made rehabilitation programs for various shelter homes in and around Mumbai and Thane and also coordinated the reintegration of survivors of human-trafficking. She has been instrumental in organizing and supporting rescue of over 400 women and girls from brothel areas. She has also been a consultant with Maharashtra State Rural Livelihoods Mission (MSRLM) on their pilot on anti-trafficking.

Mr. Ram Bhat



Ram Bhat is an entrepreneur turned development professional, working with special focus on livelihoods. Ram has been actively involved in supporting economic empowerment of disadvantaged women, in terms of designing programme initiatives, training women as well as the resource teams, and in developing handholding and backstopping systems. He has worked extensively at the grassroots, with members of the Fair Trade Forum (India), and as a founder Director of Ascent (Asian Centre of Entrepreneurial Initiatives).

Mr. Rajmohan NC



Rajmohan NC is a Thane based entrepreneur with diverse business interests in Engineering, Pharmaceuticals and Consumer products. Having graduated in Science from Mumbai University, he has served the industry for over 22 years with experience of working with multinational companies and running his enterprises for more than 15 years. He employs more than 50 personnel. He is committed to working on social causes and has set out clear goals. He brings in managerial experience and a network of industrial contacts and more importantly the entrepreneurial approach in everything at Kshamata.

Ms. Mona Almeida



Mona Almeida, who has a diversified experience in the food and chocolate industry, initially started as a volunteer for Kshamata, organising various skill development classes. She found the cause so compelling that she now devotes full time to the cause. She leads a team of dedicated professionals and volunteers, to bring about a change in the lives of the disadvantaged and vulnerable girls and women in the society.

Team:

Programme Head - Ms. Pratishtha Kale



Ms. Pratishtha Kale is the Programme Head of Kshamata since November 2014. She previously worked as a Programme Officer at Knowledge Management Cell of Tata Institute of Social Sciences and The Maharashtra State Rural Livelihoods Mission (MSRLM). She worked as a Program Director at Apne Aap Women's Collective. She started her career as a Medical Social Worker and an Assistant Community Manager at the Mumbai Maternal Nutrition Project-CSSC. Ms. Kale graduated from Mumbai University with a Bachelor's Degree in Commerce, and from the Nirmala Niketan, College of Social Work, Mumbai, with a Research Methodology certification and a Master's Degree in Social Work.

Field Coordinator-Ms. Pramila Sharma



Pramila has a degree in Bachelor of Social work. She has a rich experience of 20 years in the field of gender training and life skill education. Having herself been a victim of the patriarchal system, she believes and struggles to bring about a change in the way society looks at women.

Production In Charge-Ms. Alisha Khan



Alisha has joined us as a tailoring staff in 2013 and today she is working in the capacity of Production In charge & external trainer. She started her career with a bakery shop where she worked for a year. But soon she realised she always had an inclination towards tailoring & design field. She completed her training in advanced tailoring from Women India Trust (WIT). She has a year-long experience working with a boutique as well.

Master Trainer-Ms. Shabana Shaikh

Shabana has joined us as a Master trainer in 2016. She has given the charge of all three minor/observation homes we are engaged with. She is pursuing her bachelor's studies in commerce from NIOS. She has completed her training in jewellery, bakery products and paper products. She aspires to complete her studies and set up a start up in near future.

Master Trainer-Ms. Rubina Khan

Rubina has been working as a Master trainer since 2016. She has undergone training in advanced tailoring, embroidery & embellishment. She gives training at two shelter homes in Mumbai. Rubina is very popular amongst the women at the shelter homes due to her cordial and friendly attitude.

Master Trainer-Ms. Reshma Shaikh

Reshma has joined us as a tailoring trainer in 2014. She has over twelve years' experience in tailoring and designing. She has a diploma in advanced tailoring and designs. As of now, She has trained more than hundred women at three different shelter homes.

Centre In Charge-Ms. Usha Donolikar, Volunteer



Ms. Usha Donolikar has worked for 20 years in the pharma industry. She started volunteering at Kshamata. She is a key functionary in her role as a Centre In charge. Her dedication and meticulous work is evidence of her great servant heart.

Head-Care & Support-Ms. Yashodhara Bhide, Volunteer



Ms. Yashodhara Bhide, a homemaker has joined Kshamata in 2015 on a volunteer basis. The issue we work on motivated her to stand with us and contribute her time and effort. Yashodhara looks after care & support component at our Transformation Centre.

CONTACT

Kshamata Transformation Centre

Ground Floor, A-Wing, Aakruti Aangan Society, Near Holy Family School Anand Nagar, Off. Ghodbandar Road, Thane (West)-400607 India Days: Monday-Saturday

Time: 9am-6pm

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