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## Foreword

We have pleasure in bringing to you the Annual Report for 2017-18, our fifth year of full operations. Looking back, five years ago we did not imagine that we would reach where we are today. The achievements we have made, and the relationships we have built give us great happiness, and we would like to acknowledge that what we have done could not be achieved without the support of all the stakeholders.

It is important to remember that our achievements have been possible with the wholehearted support from all our well-wishers. What has been specially rewarding is the personal engagement of many of our supported, whether volunteers or donors, and the pleasure they express in working with us.

The recognition of our work by the Government, in the form of the shelter home authorities and the Courts has been of special satisfaction. This year we have got more involved in House Investigation Reports for cases referred to us by the Hon'ble Court, and a few of the women concerned will be supported more intensively in the coming year.

During the year we have been exploring the possibility of working directly with women in the community, beyond supporting women in shelter homes. Hopefully, the coming year will see us engaged in that initiative at least as a pilot.

Special thanks are due to our staff team, who have been engaged in providing all support in spite of difficult circumstances. They have managed not just the engagement and the training, but also supporting the women and girls in times of severe trauma, psychological crises,

A key event that we have been holding is Antarang, an inter-home competition for the women and girls to express their creativity in different forms. This year we have chosen to highlight the award winning drawings that the participants have made, and these are shown in the Report, scattered across the pages. We hope you derive as much pleasure as we have in seeing these pictures!





## Kshamata's Vision, Mission and Values

### Vision

*To have a world free of exploitation, where women can live confident lives, with a clear sense of positive identity and self-worth.*

### Mission

*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.*

### Values

- ✚ Togetherness*
- ✚ Love and nurturing*
- ✚ Hard work and discipline*
- ✚ Hope and Opportunity*
- ✚ Everyone learns*
- ✚ Respect for all*
- ✚ Caring and Sharing*
- ✚ Team Work*
- ✚ Honesty and Integrity*
- ✚ Excellence - Focus on excellence in whatever we do.*
- ✚ Commitment -and taking ownership of our efforts.*
- ✚ Respect - Treating all women we engage with as adults, respecting their opinions and decisions, and respecting all stakeholders.*

## About

Kshamata, started in 2011, seeks to primarily de-institutionalize victims of trafficking through the provision of appropriate need-based services to facilitate the transition from State- and NGO-sponsored aftercare homes to greater personal autonomy. Kshamata strives to proactively restore and support the link between survivors and their aspirations. It also attempts to reconcile gaps and strengthen services that facilitate the integration of vulnerable women and girls.

Kshamata works with the whole range of women in distress – homeless, destitute, and survivors of different kinds of exploitation, especially women trafficked for sex trade or bonded labour – to help them regain their dignity in life and facilitate satisfactory psychological, social and economic reintegration.

Since April 2015 to March 2018, we have imparted a wide range of skill trainings to more than 720 women and adolescent girls an aim to reintegrate them into society by **engaging** with them, **equipping** them with sustainable tools of livelihoods and **empowering** them in every aspect of life.

## 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 2018, 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 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.<sup>[2]</sup> 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.<sup>[3]</sup>

<sup>1</sup>India is also a destination for women and girls from Nepal and Bangladesh trafficked for the purpose of commercial sexual exploitation. Nepali children are also trafficked to India for forced labour in circus shows. Indian women are trafficked to the Middle East for commercial sexual exploitation. Human trafficking in India results in women suffering from both mental and physical

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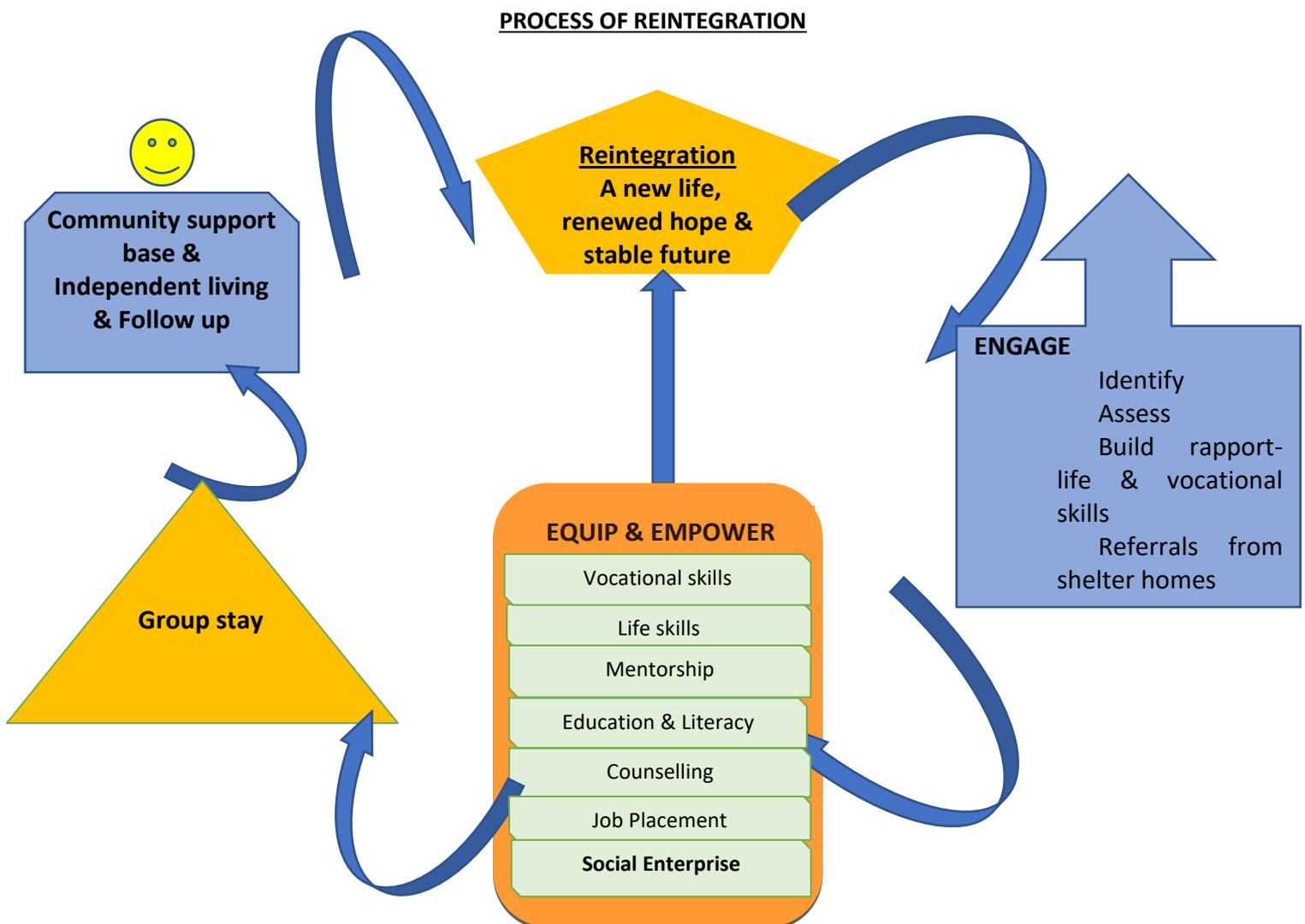
<sup>1</sup> (source:[https://en.wikipedia.org/wiki/Human\\_trafficking\\_in\\_India](https://en.wikipedia.org/wiki/Human_trafficking_in_India))

issues. Mental issues include disorders such as PTSD, depression and anxiety. The lack of control women have in trafficking increases their risk of suffering from mental disorders. Women who are forced into trafficking are at a higher risk for HIV, TB, and other STDs.

## Our Approach

Kshamata has developed a unique model aiming to enabling the survivors of trafficking/ women vulnerable to trafficking to earn satisfactory incomes, and subsequently supporting their effective reintegration into society, based on 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.

Kshamata’s prime focus is on placement and post placement support to ensure retention of employment – the first three months of employment are seen as critical in this regard. In order to develop placement opportunities, women are trained in specific vocations, life skills, and above all job readiness in terms of attitudes, punctuality and adherence to discipline, through an internship at Kshamata’s own social enterprise.



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.

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 to generate community support base by extending our intervention to immediate community women who are disadvantaged economically.

## Legislation

The Union Cabinet chaired by Prime Minister Shri Narendra Modi has approved the Trafficking of Persons (Prevention, Protection and Rehabilitation) Bill, 2018 for introduction in the Parliament February 28, 2018. Although the latest version has not been made public, the previous drafts of the Bill have had mixed responses, with many reservations on various clauses.

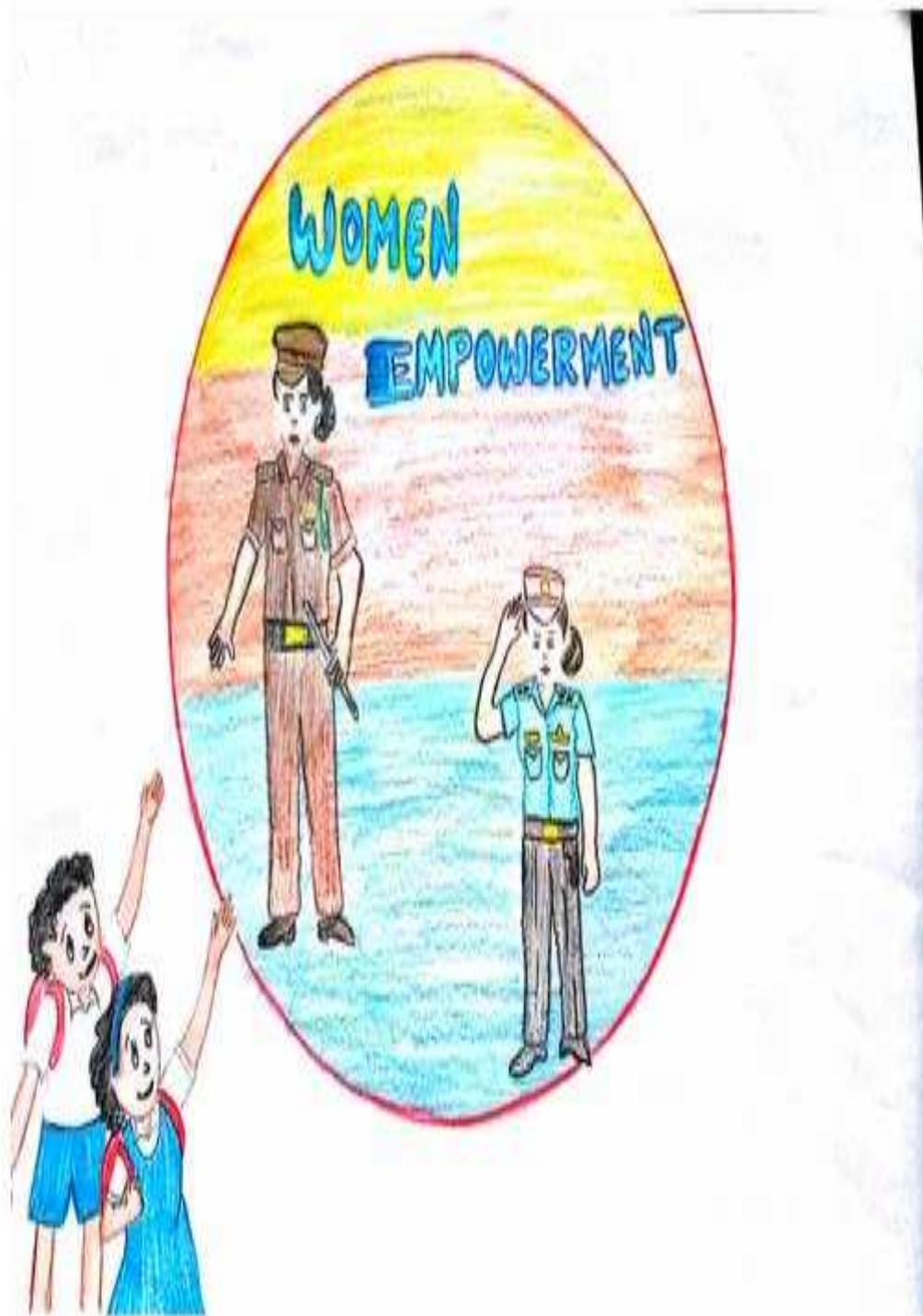
The Bill broadly has the following features:-

1. Addresses the issue of trafficking from the point of view of prevention, rescue and rehabilitation.
2. Aggravated forms of trafficking, which includes trafficking for the purpose of forced labour, begging, trafficking by administering chemical substance or hormones on a person for the purpose of early sexual maturity, trafficking of a woman or child for the purpose of marriage or under the pretext of marriage or after marriage etc.
3. Punishment for promoting or facilitating trafficking of person which includes producing, printing, issuing or distributing unissued, tampered or fake certificates, registration or stickers as proof of compliance with Government requirements; or commits fraud for procuring or facilitating the acquisition of clearances and necessary documents from Government agencies.
4. The confidentiality of victims/ witnesses and complainants by not disclosing their identity. Further the confidentiality of the victims is maintained by recording their statement through video conferencing (this also helps in trans-border and inter-State crimes).
5. Time bound trial and repatriation of the victims - within a period of one year from taking into cognizance.
6. Immediate protection of rescued victims and their rehabilitation. The Victims are entitled to interim relief immediately within 30 days to address their physical, mental trauma etc. and further appropriate relief within 60 days from the date of filing of charge sheet.
7. Rehabilitation of the victim which is not contingent upon criminal proceedings being initiated against the accused or the outcome thereof.
8. Rehabilitation Fund created for the first time. To be used for the physical, psychological and social well-being of the victim including education, skill development, health care/psychological support, legal aid, safe accommodation, etc.
9. Designated courts in each district for the speedy trial of the cases.

10. The Bill creates dedicated institutional mechanisms at District, State and Central Level. These will be responsible for prevention, protection, investigation and rehabilitation work related to trafficking. National Investigation Agency (NIA) will perform the tasks of Anti-Trafficking Bureau at the national level present under the MHA.
11. Punishment ranges from rigorous minimum 10 years to life and fine not less than Rs. 1 lakh.
12. In order to break the organized nexus, both at the national and international level, the Bill provides for the attachment & forfeiture of property and also the proceeds for crime.
13. The Bill comprehensively addresses the transnational nature of the crime. The National Anti-Trafficking Bureau will perform the functions of international coordination with authorities in foreign countries and international organizations; international assistance in investigation; facilitate inter-State and trans-border transfer of evidence and materials, witnesses and others for expediting prosecution; facilitate inter-state and international video conferencing in judicial proceedings etc.

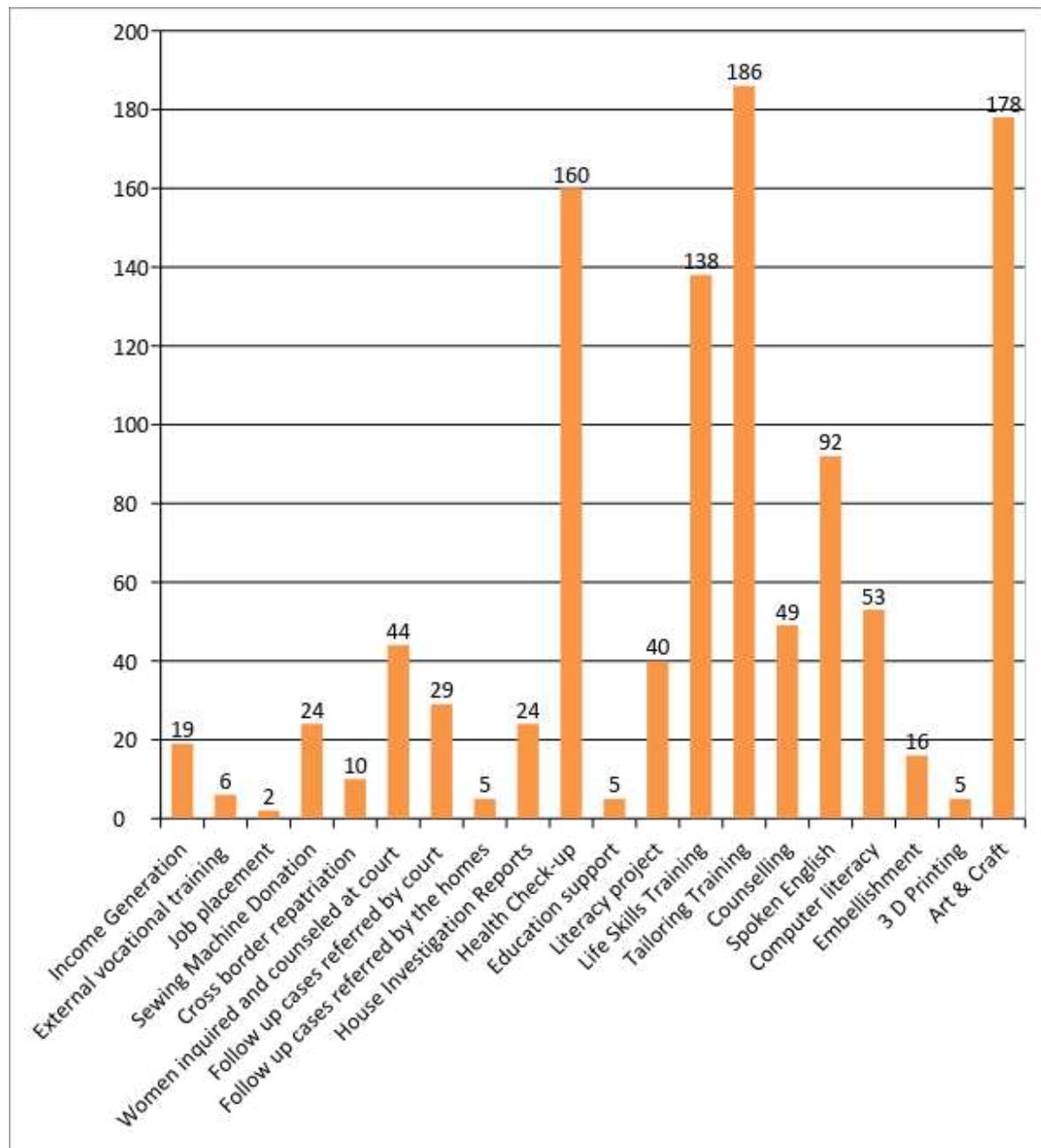
*(Source: <http://pib.nic.in/newsite/PrintRelease.aspx?relid=176878>)*

The government has often used the Immoral Traffic Prevention Act (ITPA) and various provisions of the IPC, which have sufficiently stringent penalties, to prosecute sex trafficking. However, because the ITPA also criminalizes acts related to prostitution and officials inconsistently screened for trafficking indicators, the government prosecuted sex trafficking victims under the ITPA. 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.

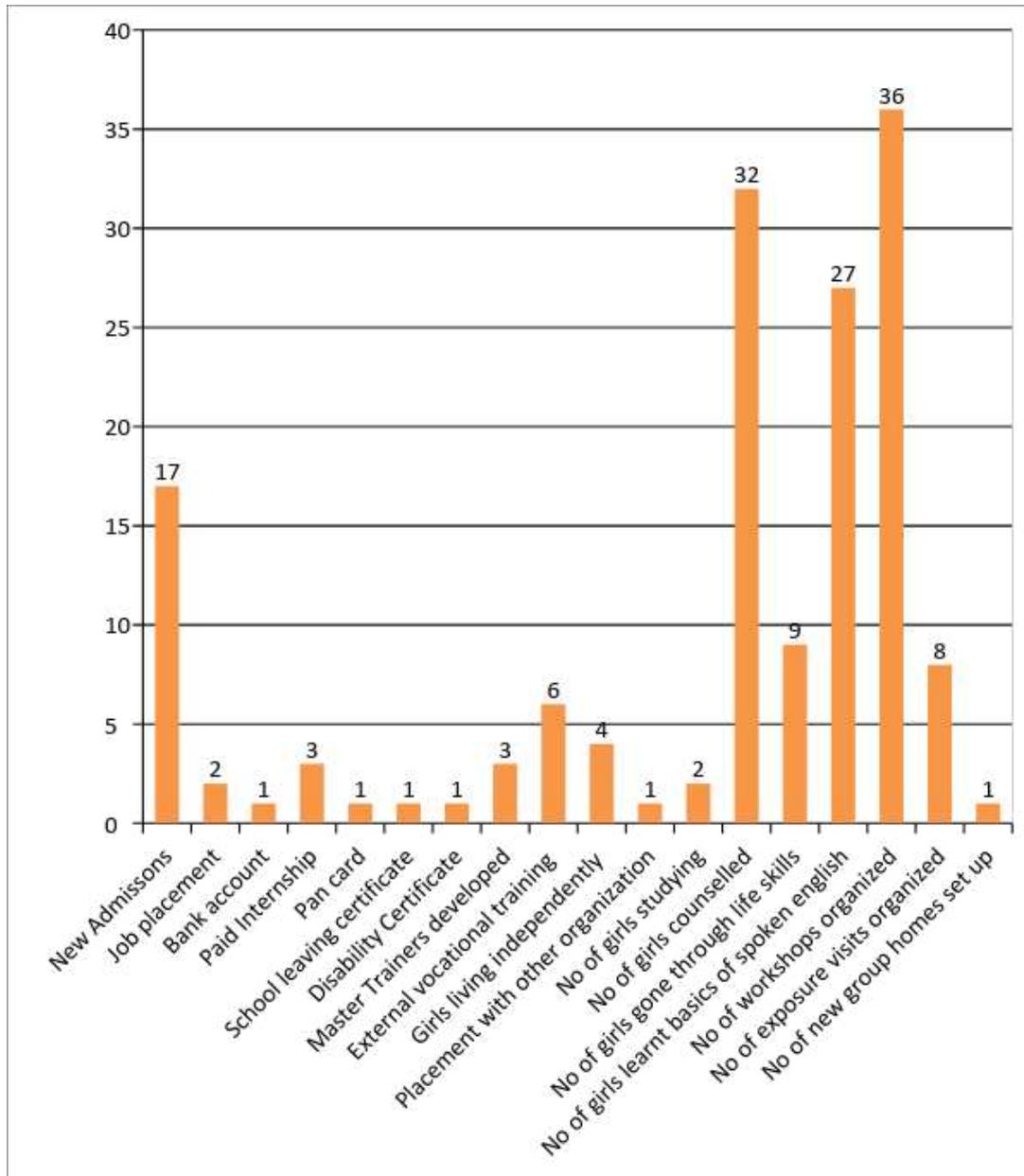


## Achievements 2017-18

Table 1 Engagement with Shelter Homes



**Table 2 Engagement at Kshamata Transformation Centre**



## Our Programmes

### *Sahayog*

Sahayog – meaning cooperation, is the outreach programme run by Kshamata, working with various shelter homes in and around Mumbai. Kshamata reaches out to women through 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 are sent back 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, employment and ability to manage relationships in society. Sahayog supports women through counselling, training and just celebrating life. Training includes vocational skills, literacy, computer skills, art & craft and life skills.

Work under Sahayog often does not result directly in complete rehabilitation, but acts as an introduction to the process of increasing self-confidence, self-worth, and some abilities in vocational elements. One point of concern is that in most cases, the duration of stay of women in the shelter homes is uncertain, depending on when the cases in which they are involved are decided. Further, after the women are “released”, continued contact with them becomes difficult and at times ineffective, and hence follow up for full rehabilitation is not optimal. As the women then live in different parts of the city (if not repatriated to place of origin), getting them together for any form of training is also extremely time consuming and expensive.

### *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 one year, 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, mentoring, individual counselling, 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.

Unlike other efforts in place, Kshamata's focus is on placement and post placement support to ensure retention of employment – the first three to four months of employment are seen as critical in this regard.

### ***Swaadheen***

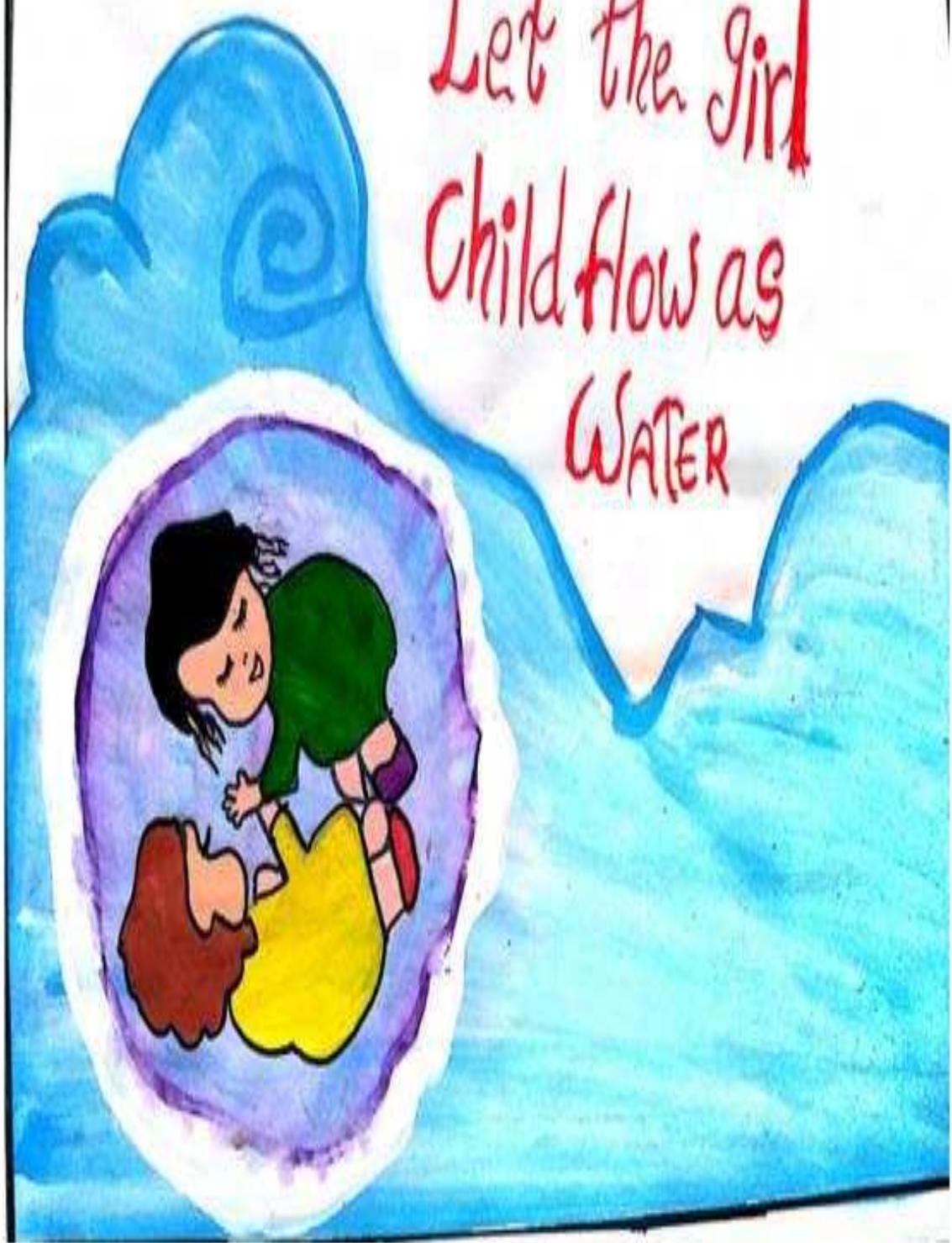
Swaadheen – meaning independent – aims at enabling women to live independently on their own. Living on their own, in group stay homes is an important component for enabling the women to live independently after placement and income accrual. This allows the women to learn the steps that are critical in transitioning towards living independently.

Women who go through the Transformation Centre or become independent bread 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.

### ***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.

Let the girl  
child flow as  
WATER



## IMPLEMENTATION

### *Sahayog*

Kshamata works with women in various (government and private) shelter homes and in a red-light community in Thane. Women are provided with some degree of counselling and awareness on alternate livelihoods that are possible, and the career paths available to them if they choose any alternative livelihoods.

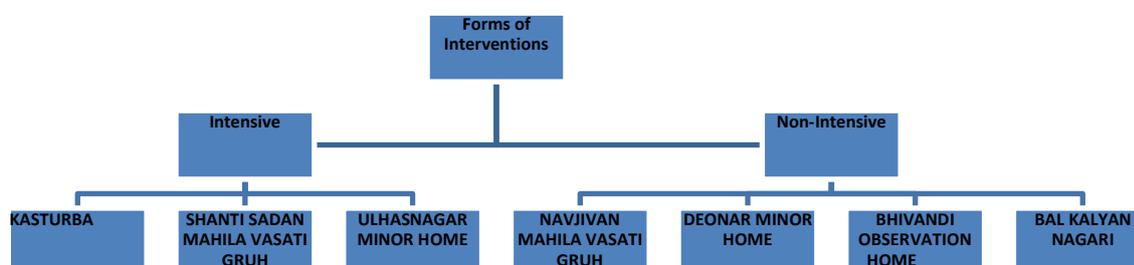
We have been working with the state government run shelter homes for the survivors of sex trafficking and violence across Mumbai and Thane district of Maharashtra state since the last five years. Our customized trainings are:

- Advanced Sewing and Embroidery
- Fabric Embellishment
- Jewellery making
- Paper Craft
- Literacy

Women are given the opportunities to earn while learning the new skills which help them widen their horizons and pursue it as a profession when they are released. Post release hand-holding helps us make our relationship stronger and to support them to reintegrate in society.

We have been working with shelter homes for the last five years, and our approach and strategies have been evolving as we learn every year. We started with rapport building and Needs Assessment activities, which helped us design the activities appropriately. The development of a close bonding with the women and the staff of the shelter homes has enabled us to work closer with the women and become more effective over the last four years. This year, we have tried and tested two promising pilot projects.

In contrast to the previous year, Kshamata was engaged in intensive intervention in three shelter homes, and less intensive (or non-intensive) intervention in another four shelter homes, as shown in the graphic overleaf. This meant we focused on a smaller number of women and girls but engaged them in multiple programmes.



Thus in the year in review, Kshamata reached out to more than 220 women who have signed up with us for a series of activities right from counselling, life skills to skill development trainings. A number of developmental programmes have been carried out throughout the year, focusing on skill development, counselling, life skills education, literacy, art competition, awareness and recreation.

The objectives of outreach interventions are:

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

Details of the programmes in the year are detailed in the next few pages:

### ***Project embellishment***

Since the last three years, we have been successfully running the project embellishment with Navjeevan Mahila Vasati Gruh women. About 70% of women involved were Bangladeshis, who have very good skills in embellishment work. This year, 16 women had participated and have earned Rs.15000/- to who look forward to going back to their families and starting a new life ahead.

While the shelter home provides them with basic necessities and gives prime importance to their physical and psychological well-being, they have no access to outside world, and to buy small items for home when they are finally repatriated, even though they have earned some money during their stay. Therefore, when expressed by the women, Kshamata supported them by buying and handing over the things they wished for, out of the earnings. Most of the purchases were clothes, biscuits, chocolates, skin lotion, etc., for their children or other family members.

### ***Young Fashion Makers – Advanced tailoring***

Currently we are running this project in Ulhasnagar minor home (UMH), Bhivandi observation home and Bal Kalyan Nagari (BKN). We have enrolled 140 girls, of whom 120 young girls have completed their training this year. At UMH and BOH, 90% girls were regular and stitched beautiful dresses. Their verbal and written assessments were taken as per operational plan. At BKN, around 80% girls were regular. The other girls were engaged in academic studies and could not spare time for full attendance.



We have also been imparting sewing skills at Navjeevan, Shanti Sadan and Kasturba homes, and have trained 86 women in basic and advanced sewing skills. More than 40% women have expressed that they would like to run tailoring businesses from their homes and support their families.

### ***Income generation and alternate livelihood***

Our skill development trainings are not limited to mere training but we make sure that women are considering it as a source of livelihood in future. They are all guided on the market demand, sources of raw material, budgeting, costing, etc., which can enable them to rebuild their lives more successfully. In addition to the embellishment work, Kshamata has provided work for 35 women in three shelter homes. As of March 2018, the women have earned a total of Rs.22039.

### ***Spoken English***

In today's world English is seen as an absolute must for work opportunities in the cities. While regular classes on English in the academic sense are not easy for the girls and women, Spoken English is a good first step, and in many cases adequate for work opportunities. Girls from the Minor Homes especially are interested in learning English, and the course Kshamata has been conducting on this topic has been popular with them. An intern in Kshamata, from Germany, developed and delivered a few sessions at BOH, and this received an overwhelming response from the girls. Kshamata has since then developed the course further and has been conducting classes at Bhivandi Observation Home, Ulhasnagar Minor Home, and Bal Kalyan Nagari, with the help of volunteers and interns. A total of 92 girls have been part of this course.

### ***Life skills***

Life skill workshops are held on a weekly basis in order to help women come out of socio-psychological trauma and lead a wholesome life.

Currently we are running the workshops in four homes namely Kasturba, Bhivandi Observation home, Shanti Sadan Shasakiya Gruh, Deonar special home and Ulhasnagar Minor Home. It has benefitted around 138 women so far.

### ***Computer Literacy***

The adolescent girls as well as boys from Bhivandi observation home are undergoing training in basic computer literacy since October, 2017. They are all very regular and do not miss any sessions. Around 30 girls and 23 boys got benefitted. The classes are held Monday—Friday for two hours per batch.

### ***Kshamata Literacy Pilot Project***

The literacy is a pilot project which we are running at UMH. The main objectives of project are to raise the literacy level of girls, encourage them to pursue higher education and enable them to choose the right career path in future. We have enrolled 60 girls between Jan-March 2018.

### ***Counselling***

Women in trauma and suffering from the behavioural problems are dealt with through individual counselling by Ms. Rani Mathew in Kasturba home. Ms. Mathew keeps motivating them all and encourages them for participating in various trainings and activities being conducted by us. Individual as well as group counselling is getting an amazing response from the women there. The counsellor reports regularly to the superintendent the home.

## **Art & Craft workshops**

In addition to vocational training, Kshamata has felt it important to explore creativity among the women and girls at the different Homes. A number of different sessions/workshops have been held in this regard.

- Ms. Roma Bhakatiyar conducted cooking classes for women at Shanti Sadan home, Ulhasnagar.
- Saplings of different types of floral and non-floral trees have been planted by the girls on the Ulhasnagar Minor Home campus along with our Australian guests Ms. Karen Wren and Ms. Tori. A workshop on the kitchen gardening was also held on the same day by Ankur organization.
- A session on “Handmade Greeting Cards”. Workshop was conducted at Ulhasnagar Minor Home, to teach girls handmade greeting cards. 14 girls participated in the session.
- Paper beads, jewellery making, poster making, quilling Design workshops were held at Kasturba, Shanti Sadan & UMH
- Warli painting, Macramé product making, clay jewellery, quilled earrings were taught at Deonar and Kasturba.
- Nail art session was organized for women at Kasturba, Navjeevan and Kasturba home. Around 75 women attended and learnt this art.

## **Educational support**

This year we have supported five girls who had expressed their interest in education. One of the girls has passed the SSC exam with 56% marks.

## **Health Care**

Basic health care is a requirement in all the Homes. This year, Kshamata engaged in health check-up and diagnosis at two Shelter Homes, and minor added support for individual women as needed.



- A session on menstrual hygiene and good health was organized through The Rotary Club of Thane Hiranandani, at Kasturba and Navjivan Mahila Vasati Gruh on 26<sup>th</sup> February. The club donated sanitary pads for 300 women.
- An eye camp was organized for both girls and boys at Bal Kalyan Nagari Home, sponsored and facilitated by The RPG Foundation and SHARP NGO. 101 children got their eyes examined. Spectacles for those needing them were provided free of cost thanks to the sponsors.
- Medical support was provided for Ultrasound testing for one of the women at Kasturba home.
- Medical support was also extended to a woman at Navjeevan home for treatment for her ringworm infection.
- True Love mobilised and supported us with 500 sanitary napkins which we have distributed in Navjivan home.

## **Infrastructure Development**

### **Ulhasnagar minor home**

We have renovated the activity hall, dormitories, medical room and revamped the kitchen and surrounding area which was in pathetic condition. We have fixed a marble stoned platform kitchen and also put up tiles in the kitchen. The new kitchen is looking beautiful and now girls enjoy cooking activities there. We have invested Rs. 82,000/- to transform the home into a house of joy. The hall is now available for Kshamata and other NGOs to run various skill development and educational activities. The room which we used to run the sewing class is now used as a medical room.



Activity Hall



Kitchen Room

### **Bal Kalyan Nagari**

We have extended our reach to Bal Kalyan Nagari home in Mankhurd. We have signed a MOU with The Children Aid Society for our interventions to be implemented. The home has given us a spacious room to teach sewing skills under The Young Fashion Makers project. Enormous amount of effort went into renovating the space and putting together the classroom, leading to the inauguration on January 11, 2018.



The chief guest, Deputy CEO, Mr. Bansod graced the event with his presence, and spoke of his aspirations-for-the-project.

### ***Navjeevan home***

We in association with our partner NGO Srujna renovated the vocational training room at Navjeevan home. The main wall was painted with *Warli art* by a team of Kshamata girls. The immediate output we could gain was an increased and noteworthy participation of girls and women in skill trainings and other development programs.

### ***Setting up of libraries***

Having seen the interest and learning aptitude of young girls at Bhivandi and Ulhasagar home, we, therefore, set up a library at each home. The library is operated by our project coordinators and books are issued and taken back during working time.

### ***Court Interventions & Reconciliation***

As compared to last year, this year we were given more number of cases for inquiry statement and home investigation report by the courts. These cases are referred by the 15<sup>th</sup> & 54<sup>th</sup> court to us. We inquired and counselled 44 women, of which 29 cases have been given to Kshamata for rehabilitation and follow up. In spite of having a shortage of staff, we could do the home visits and submit House Investigation Reports (HIR) on time. We have successfully conducted HIR for women in Delhi, Kashmir and Bangladesh, with the help of local NGOs there. We have developed and maintained a track sheet for each woman whose order has been given in our name.

Navjeevan home keeps referring cases to us and this year they have referred 2 cases to us and got us connected with released but needy women out there.

We along with Shanti Sadan staff escorted four Bangladeshi to India-Bangladesh border and got connected with Rights Jessore organization for further follow up there. Our field coordinator and interns also help the home staff with documentation work there.

The second convergence meeting with ITPA court magistrates was attended by Ms. Pramila Sharma, Ms. Mona Almeida & Ms. Manita Sharma on 8<sup>th</sup> July at Kasturba home. There were 16 members present including 15<sup>th</sup> and 54<sup>th</sup> ITPA magistrates, the US consulate and representatives of NGOs.

### ***Recreation and Celebration***

- The International Women's Day was celebrated with Navjivan Mahila Vasati Gruh women on March 8.
- A couple of movies like Toilet- Ek Prem Katha and Golmal Again were screened for women at Kasturba home. The purpose was to connect them with women's issue and also to have fun.
- Picture story telling activity was conducted with women with one of the shelter homes.
- Panipuri stall was arranged for girls UMH as they wanted to have panipuris.

### ***Pilot projects:***

In addition to the regular programmes, Kshamata has also engaged in a number of pilot projects, which can be scaled up if proved satisfactory. In 2017-18, Kshamata was engaged in three pilot projects.

### ***Kshamata Literacy Project***

The literacy project, a vision of Kshamata and its volunteers, is to bring an educational light in the lives of girls and women with disadvantaged backgrounds. Our primary focus is on girls and women habiting in shelter homes all across Mumbai. The mission is to bring functional literacy to their lives, which will be an aid to their livelihood upkeep.

Kshamata's literacy project (KLP) visualizes empowerment of disadvantaged girls and women and removal of the impediment of illiteracy from their lives with the help of teachers, interns, volunteers and mentors. We will continue to grow organically while developing new strategies and tools that are scalable and sustainable.

Kshamata is committed to equipping disadvantaged girls and women with essential literary skills needed to enhance their opportunities for procuring a job, obtaining higher educational qualifications and also for developing confidence and communication skills. We have chosen Ulhasnagar minor home for running this pilot and have enrolled more than 50 girls between January – March 2018. The pilot will get over by March, 2019 and it would be replicated in other shelter homes post April 2019.

### ***3D Printing***

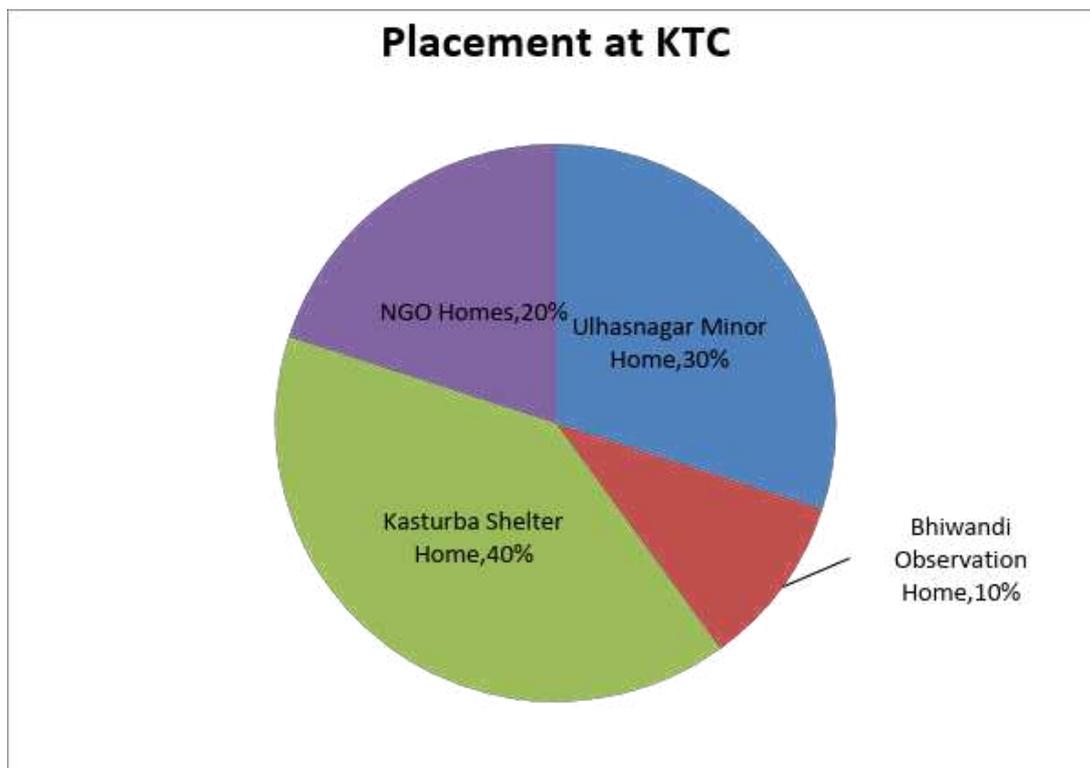
In collaboration with Katherine Prescott, Sia Mahdavi and Louisa Cowell from Free-D, Kshamata has started a 3D printing project wherein disadvantaged girls will be provided with professional training in the field, coupled with internship opportunities and with aid in employability. The training will be focused on jewellery design.

We have screened and shortlisted over 60 girls from across seven shelter homes and have enrolled 10 young girls who have been placed with Kshamata Transformation Centre. Currently, they are undergoing the foundation course for spoken English and drawing and the main training will be given at Imaginarium and Indian Institute for Gems & Jewellery from July 2018.

## Saksham

The Kshamata Transformation Centre (KTC) has been working closely with women being referred from nine shelter homes, including those run by Government and by the NGOs in and around Mumbai city. This year we have trained over 15 women and have enrolled 17 new women for their socio-economic development. As of March, two girls have opted for further college education for which they have been provided support through other agencies. Two other girls have also graduated as one of them got happily married and other one got a job with a NGO where she has placed her 3yr old daughter in. More than 90% of women are focused as far as their careers are concerned and make use of every opportunity which can enhance their performance.

**Table 3 Placement at Kshamata Transformation Centre (KTC)**



### **Skill Development Trainings being run at the centre:**

- Foundation training in 3D Printing
- Sewing & Designing
- Fashion Jewellery Making
- Cooking & baking
- Paper bags
- Embroidery, etc.

### **3D Printing**

As mentioned earlier, Kshamata in collaboration Free-D commercial organization based in UK, have started a 3D printing project wherein disadvantaged girls will be provided with professional training

in the field, coupled with internship opportunities and with aid in employability. The training will be focused on jewellery design.



*3D Presentation to KTC girls*

We have screened and shortlisted over 60 girls from across seven shelter homes and have enrolled 10 young girls who have been placed with Kshamata Transformation Centre. Currently, they are undergoing the foundation course for Spoken English and drawing and the main training will be given at Imaginarium and Indian Institute for Gems & Jewellery from July 2018. Since January 2018, girls are undergoing the foundation course in which they are taught Spoken English and 3D printing related drawing which are held thrice a week.

Girls who have been selected for the 3D printing course through the FREE-D project, were taken to Indian Institute of Gems and Jewellery (IIGM) and Imaginarium for an exposure visit cum pre-testing of the training curriculum/methodologies. They all had an amazing time and productive interactions with the designing team there. They were also taken to a 3D printing fair at Nehru Planetarium.

### ***Sewing & Designing***

Under sewing, we have trained more than 10 girls in advanced sewing skills and over 8 girls in basic skills by our master trainer. Girls with advanced skills were involved in production activities under our social enterprise. Two girls have been appointed as Peer trainers who are paid a stipend as per their level of skills, competency and time commitment.

### ***Fashion Jewellery***

More than 50% of girls have been trained in fashion jewellery like tasselled earrings, threaded traditional jhumkas, trendy bracelets, anklets, beaded neckpieces, etc. by the jewellery experts. Around 10% of girls have gained mastery over it and now they have started training the new girls at the centre. Our team did an online research on jewellery and markets prices which helped us understand the competitive prices and preferences of target clients.

## ***Cooking & Baking***

A good number of cooking and baking workshops were held throughout the year as it was expressed by the girls. Girls have been trained in Indian, non-Indian cuisines, cakes, assorted chocolates, muffins, etc. as they all have a good demand in the food industry today. All these workshops were held in a clean and hygiene way and trainees were told the importance of hygiene, taste, quality and presentation of various dishes.

## ***External Skill Training:***

Three girls have been enrolled with Tata Strive for a retail management, catering and housekeeping course. At the end of year, only two girls could retain in the course and one dropped out.

Two girls having an inclination towards art are placed for an internship with an artist who runs a workshop under *Dastkat*.

Four girls were placed with the well-known salons for training in beauty course in Thane and Mira Road. Three of them have completed the course and absorbed into jobs.

A girl with high potential and strong will power but with a low IQ has been placed with Advitya foundation for her career and personal growth.

One of our graduated girls was enrolled for a car driving practice classes as she had got a job with Uber India but she failed the driving test, therefore, she was advised to join driving practice classes for 30 days. This training has helped our get a good grip and drive the car with confidence.

## ***Psycho-physical and social development:***

### ***Life skills education***

Life skills play very crucial role in moulding the behaviour of the girls we work with. It enables them to deal effectively with the demands and challenges of everyday life and nourishes their psychological attributes.

At KTC, life skill sessions are held on a weekly basis. We had invited the external life skills experts who focused on the on interpersonal relationships, stress management, effective communication, non-judgemental attitude, etc. Most of the sessions were facilitated by our internal team members. Rotaract club of Thane Downtown conducted session on “Aspiring girls entrepreneurs of Kshamata” & Team work. Rotaract Club of Dombivali conducted session on “Bonding Lesson and Fun Activities”.

### ***Counselling***

In depth counselling sessions were held through individual and group method by our in house counsellor Ms. Rani Mathew. The group sessions were conducted through interactive games, plays and art-based activities which allow girls to open up and express. One on one counselling has helped girls heal their pain which had affected their self-respect and identity. Most of the girls have been trying to break their comfort zone and get rid of virtual handcuffs of slavery and moved on.

The counsellor has also conducted a session for all working and non-working staff which equipped us some valuable inputs on how we should support the girls in order to merge them with the mainstream society.

### **Health Care**

A regular health check-up was planned and followed throughout the year. Girls suffering from the psychological problems like depression, schizophrenia, anger attacks, etc. are still on medication and consulting private and public hospital psychiatrists. We keep tab on their diet and medicine intake and keep the doctors updated on their progress. Likewise, physical health is also given an equal attention and importance. Around 30% of girls have a history of gynaecological problems like irregular or heavy periods, severe white discharge and so on. Yoga classes were also taken on a regular basis.



*Girls doing yoga*

### **Career Development and soft skills**

#### **Mentorship**

Last year we in association with our partner organization-Srujna foundation had run the mentoring project on a pilot basis. This year we have run it as a full-fledged project having more than 10 mentors signed up with us and mentored 15 girls at the end of year. However, the girls who have been the part of pilot project now have become the mentors for a batch of new mentees.

Each of these mentors belongs to a different walk of life and has his/her a treasure of knowledge, experience and skills which will be transferred to their mentees in a systematic and professional way.

Mentoring meets are organized every fifteen days (alternate Saturday) and mentors keep pursuing their mentees if needed. The conversation being exchanged is kept confidential and progress is measured through weekly review and assessment. Each mentor fills in the track sheet for his/her

mentee after a session. The assessments and feedbacks of mentors have helped us plan our interventions for the girls.

### **Education**

This year, we had two girls who appeared for 10<sup>th</sup> and 12<sup>th</sup> STD. Private tutors were appointed for each and every subject and classes were held at the centre. Girls have put in lots of efforts and studied hard. The exam papers have gone very well and they both are looking forward to their results.

### **Spoken English:**

Our volunteer Mr. Mohit took spoken English classes throughout the year. He was supported by an intern and a group of other volunteers. Around 50% (of 30 girls) of girls have reached the level where they can speak good English, about 30% of girls could reach the mid-level and the remaining 20% are given extra time attention in order to help them reach the next level of learning.



*Spoken English class*



*Group study*

Four girls have become peer educators who take the remedial classes for slow learners. We have created a library which has all types of books, dictionaries and reading material available for the girls at the centre.

### **Art & craft workshops and Events:**

- **Fabric jewellery:** Two workshops were organized on 10<sup>th</sup> & 24<sup>th</sup> July 2017, attended by seven girls. Girls found this workshop very interesting and enjoyed making beautiful earrings. However, the trainer found our girls very friendly and approachable.
- **Paper Butterfly:** Butterfly with pearls beads was conducted by *Ms. Delpine Kutlu*. Three girls participated in the session.
- **Health & Happiness:** The session was facilitated by *Ms. Gitali Chatterjee* from the *Art of living Foundation*. 12 participants including staff and interns participated in the workshop.

The workshop was about how to lead a healthy and happy life by focusing on the knowledge points, Pranayama and meditation.

- **Origami Flower:** The session was conducted by *Ms. Lucie Burlet*, an intern, with three girls participating. They all enjoyed and participated with interest.
- **Dance:** Ms. Bonhi Mukerji taught the basics of dance art to our girls on 12<sup>th</sup> July 2017. Five girls participated. She also took the rehearsal of girls for Antarang – felicitation program.
- **Painting session:** This one was organized to get the best art work developed by the girls. *Ms. Bindiya Desai* guided them and got beautiful paintings made. The final touch up was done by Ms. Desai.
- **Bracelet making:** *Ms. Lucie Burlet* facilitated a bracelet making session with four girls. The bracelets were made with cotton threads.
- **Dream catcher making:** It was conducted by *Ms. Lucie Burlet* with four girls. The girls made beautiful dream catchers. This workshop was also conducted by Endurance in coordination with Srujna Foundation.
- **Quilling:** This workshop was organized by our partner organization *Srujna*. Girls were taught the different shapes and designs of quilling – paper art. They have also been taught an envelope decoration with quilling. Seven girls participated in it.
- **Diya painting:** *Ms. Tumpa Chatterjee* conducted session on diyas’ decorations and packing using some decorative stuff.
- **Block painting:** It was conducted by *Ms. Pooja* of Srujna Foundation 10 girls participated in the workshop.
- **Gardening & Composting:** Seven girls attended workshop on gardening and composting conducted by ANKUR organization in Kalwa.

### **Recreation & Celebrations**

Around 12 girls were taken to watch a Bollywood new release *Jagga Jasoos* on 16<sup>th</sup> July at Centre city mall. The movie tickets were sponsored by the Rotary club of Hiranandani, Thane.

Birthday celebrations were organized at the end of every month.

### **Review**

A monthly review is taken for each and every girl at the end of month. This process helps the girls understand and improve their overall performance for their own development. At the same time, weekly meetings are held with all the girls. The purpose of such meeting is to address the internal problems, to help girls come with impartial solutions and strengthen the relationships between the girls and staff and amongst the girls.

## *Swaadheen*

Considering the number of girls referred to us by the CWC and shelter homes and to provide a safe roof over the head, we had to set up a new group home of 2BHK in Kasarwadwali. However, we have transformed this home into a mini KTC which serves two purposes i.e. accommodation and regular skill training. The mini-KTC was inaugurated by *Ms. Karen Wren (The CEO of Brighteyes Organization, Australia)* on 4<sup>th</sup> February, 2018.



*Ms. Karen Wren with Kshamata team at the mini KTC*

We have surrendered one of the group homes to two girls who have graduated from Kshamata and now living independently without any support from us. They have returned the security deposit which Kshamata had paid at the time of possession of a group home.

The whole process of transition from KTC to group home allows women/girls learn steps in moving towards independent living and also help them re-socialize with each other and within immediate community.

आइसक्रीम और 12 साल की है।

और मे मेरा सपना है।  
और मे जेवने लगे है, तो पूरा होना चाहे।

This is my Dream Dearm  
और मुझे इन चीजों  
के लिए बहुत पसंद  
है।

मेरे पास इंसान के समीप-वर्गीय  
कोई इस दृष्टिकोण में और जो किमत-मूलक है  
जो किमत मुझे देने इच्छा में है, किन मुझे के  
आन नहीं बसल और नहीं बपेट और जो न  
भी नहीं जानते है। जेभ को होना है ?  
जाने उन्हें बपेट को नहीं फिलाने है, इसे

एर के और बिलाने ?  
जो समय हाफ होना  
उठे जैसे सुनार  
में रहेने का ?  
मिलना च  
वसना  
उठे



## Samudyam

Our products received a good response from corporates, educational institutes and various Rotary and Inner Wheel Clubs this time. We have been appreciated by our clients for the quality and on time order completion. The master trainers have developed a wide range of products and got the production made at three shelter homes. We have made certain changes to bags, jackets and jewellery in accordance with feedback we received from the clients.

We received an order for 210 chocolate packets from Bayer limited. We also got good orders from regular clients like The Initiative, Smile Multipliers, Avesha, The Good Shoppee, etc. This year, we have exhibited and sold our products through 6 corporates, 3 colleges, 2 social clubs and 1 school.



### Exhibitions held at:

- Datamatics
- Tata Motors
- Techint India
- Apex, Thane
- Dun & Bradstreet
- L'Oreal
- Tata Institute of Social Sciences, Mumbai
- Sasmira College, etc.
- Singapore International School

**Fig- Images of Products being made by women in the shelter homes**

Products					



## ***Staff and Volunteer Engagement***

### ***Capacity Building***

We were able to reach out and support women and adolescent girls due to the persistence, hard work and passion of our team members who stayed committed throughout the year. In addition, our efforts at capacity building of the team helped in their becoming more effective. As a part of this process, to enrich their experience and unfold their potentials, Kshamata organised a number of in-house capacity building workshops, facilitated by different subject experts. Further, team members attend external workshops, conference and seminars held by other organizations/institutions.

- A full day workshop on Vision building & Communication which was facilitated by Mr. Ram Bhat on 29<sup>th</sup> July, 2017. Eight of our team members were participated in the workshop. The workshop started with some ice-breaking & attention breaking activities which helped all the participants to focus on the workshop peacefully. In order to have clarity on vision of the organization, the facilitator divided the group into two sub-groups and asked them to visualize and express it through a group drawing. Both the groups made their respective paintings and presented it.
- A session on legal literacy was taken by Ms. Pramila Sharma, our staff who handles court interventions, to educate the girls about their rights as female citizens, protocol in a situation involving illegality, organizational structure of the Police and Articles and Sections under IPC.
- Getting the team together for a healthy discussion is imperative for keeping the work space up and about. The Kshamata team met on 21st October, 2017 and discussed latest outreach developments, impacts of short term and long-term planning, roles and responsibilities against deliverables and working together in overlapping areas. The objective was to have a simple session that made everyone think, analyse and reflect.



- Two field coordinators and an intern participated in a conference on “Gender Matters – Intersecting Mental Health and Gender” organized by SNEHA organization on 17<sup>th</sup> & 18<sup>th</sup> November, 2017.
- The training coordinator participated in one day Consultation “From Employability to Employment – Building Bridges” organized by the Resource Centre for Juvenile Justice on Tuesday, May 2, 2017.
- The Program Head and two field coordinators participated in a discussion on “The Commercial Sexual Exploitation of Children in Mumbai Report” which was administered by IJM on Friday, 15 September 2017.
- A half day workshop on *Problem Solving and Communication* was conducted for our team of nine staff by a highly experienced corporate trainer Mr. Soumen Datta.
- Two of our team members participated in a workshop at IBM which was organized by the iVolunteer on 2<sup>nd</sup> February, 2018. The objective of this workshop was to explore and connect the NGOs with the IBM volunteers for a smooth execution of the projects. Each NGO was given 5min to make a presentation.
- The Production in charge was supported with sponsorship for a yearlong course in fashion designing, and she has completed it successfully in March.



## HIGHLIGHTS OF THE YEAR

### *American consulate visit*

The US Consulate, Mumbai and J/TiP, Washington DC representatives visited us on the 7<sup>th</sup> December, 2017 and discussed Kshamata's approach to social and economic integration highlighting skills development, women moving into independent living and unconventional jobs. It was an amazing experience to host them.



### *Antarang finale & the 5th Foundation Day of Kshamata Transformation Centre*

Kshamata's flagship programme on creativity is Antarang, in its third year. Antarang, meaning *Introspecting Yourself* in Marathi), is the first ever Inter Shelter Home Art Competition being held in India. Through this Art Competition, Kshamata intends to get socially disadvantaged women to express themselves in a competitive spirit and re-integrate them in social mainstreams.

A total of 350 Women and girls from 13 Homes participated, and the resulting expression of creativity in the form of drawings have been superb. Winners in each category were awarded prizes, and every participant was given a certificate of participation, at the Awards ceremony on 28<sup>th</sup> March 2018.

We were honoured to have Mr. Rahul More - Divisional Deputy Commissioner, Konkan region, Women and Child Development, as a chief guest to felicitate the Antarang winners and to congratulate our team on completing 5 years of the Kshamata Transformation Centre. The event took place at Sahyog Mandir Hall on the 28th of March, 2018.

The highlight of the event was a classical instrumental music performance by three aspiring young women, which engrossed the audience, life story sharing speech by three of our brave women which left everyone emotional and a stall of handmade products was put up which received an overwhelming response from the audience.



ANTARANG 2018

Mr Rahul More appreciated our work and urged all the stakeholders to participate in the process of women empowerment. Ms. Bharathy Tahiliani, Managing Trustee Kshamata, inspired everyone with her narration of Kshamata’s journey, and expressed her heartfelt gratitude to all the government shelter homes, officials, NGO partners and supporters.

### Media and Public Events

Three of our representatives participated in a National Consultation on “Rehabilitation of Women in Prostitution” which was organized by ARZ NGO in collaboration with the Tata institute of social sciences, Mumbai on 15<sup>th</sup>-18<sup>th</sup> March in Goa.

Our programme head Ms. Pratishtha Kale was invited by Mahatma Jyotiba Phule College of Social Work, Yavatmal, to share insights on the issue of human trafficking with the first year student of masters of social work on 20<sup>th</sup> July, 2017.

We have also been featured in **The Hindu** – English newspaper under its Mumbai Giving column which comes out every Friday. This column talks about various Mumbai based NGOs which are doing commendable work but have not received enough recognition. Hence, NGOs which have not been covered in National publications are chosen for this coverage.

The exhibitions in the leading corporates like Datamatics Pvt Ltd, Tata Motors, Techint India, Dun & Bradstreet, Taj Wellington, etc., have gained us visibility and also enabled us to reach out to a well-educated and sensitized section of society.



We have reached out to more than 4200 people, of which 50% are men and 50% are women, through social media platform like Facebook. This platform has been used to create visibility and

sensitise the mainstream people on the issue of human trafficking and reintegration of victims through project progress updates, photos, case stories, testimonials and to appeal people to get engaged with us for bringing about the positive changes.

Three of girls who have graduated and living an independent life were interviewed by **Thomson Reuters**. Their interviews have inspired many young girls who have been neglected by the society.

**Literacy Project Inauguration** - Months of hard work by our team finally led to the inauguration of literacy Project on 12th December, 2017 at Ulhasnagar Minor Home. Mr. Mohit Chandak, the brain behind the project, spoke about the importance of literacy in our life and the reason behind conceptualization of an idea. The girls showed an immense interest and eagerness for the project to start right away.

One of our girls was featured in *Femina Magazine* under "*Fashion Democracy Column*" in April's issue. The magazine shared her journey of freedom through designer fashion outfits.



## CASE STORIES

### Anu

*I left home with dreams of a happy life, married to the man I loved. I knew it wouldn't be perfect, he was from a different caste than I, and my parents didn't approve. What I didn't know was that I'd end up alone, pregnant, and living in a shelter home. I'd been underage when we got married, and so my parents used it to file a report against him and get him put in jail. I refused to go back with them, so I was sent to Kasturba home.*

*Volunteers from Kshamata came regularly to conduct various types of training and to hold counselling sessions, and I grew close to them. I had lost the family I used to have, so the support they gave me was the only reason I knew I wasn't alone. So when, one year later, my husband was out of jail and we needed help, I turned to them.*

*We had a new born, no money, and neither of us had a job or any relatives to help us. But Kshamata was there to help. They got me a sewing machine and furthered my training so that I could start making products to sell. When they realised my husband had no work, they found him a local daily wage job that earned enough to get us by. When we found ourselves on the road as our landlord suddenly decided he didn't want us there, they let us stay in their group home for a while. When my husband fell sick with jaundice, and we had another child on the way, they made sure we could get enough food by raising donations in our name.*

*That's what Kshamata is to me: the supportive family I've always needed.*

### Nirmala

*A girl with poor self-image and lack of confidence joins Kshamata only to get rid of her past memories and moments. She tries to explore herself and establish her existence out there in the world of fittest.*

*She failed, struggled, cried, learnt and eventually equipped herself with job-oriented skills and knowledge. She devoted her time, skill and energy, to help women having a past similar to hers. More than 150 women have got trained under her for sewing, designing and advanced baking in the last four years.*

*She joined an institute of fashion to sharpen her skills and emerge as a professional fashion designer. On Wednesday, 7th February 2018, having designed a beautiful outfit for a model, she walked the ramp with her with equal grace, attitude and confidence.*

*A journey of a girl inspiring the girls of her age for a positive, bright and dignified life ahead. We congratulate our STAR and wish her all the happiness in the world.*





## Testimonial Corner

### *Donor speaks:*

***Ms. Karen Wren – The CEO of The BrightEyes Organization, Melbourne, Australia***

As the Founder and CEO of The BrightEyes Organisation based in Melbourne Australia, I have to say that our association with Kshamata has been a wonderful and positive experience. Since my first interaction with Bharathy the founder of Kshamata, it has been one of inspiration and enlightenment. As a successful business owner and someone with a heart for children and young women at risk my eyes have been opened up by Bharathy and her team, and the way that they approach and cope with the many challenges they face daily.

The BrightEyes Organisation was set up to be a positive force and to shine a light on children and young woman's restoration and bring awareness to the issues and work with local organizations to do whatever we can to lend a hand.

After 3 trips to India I have seen a massive difference and personal growth in Kshamata team that are working closely with the girls. The mothers heart within me almost bursts when I get to share time with the girls, see their eagerness to please given the circumstance's makes me even more determined to do whatever I can. I get to hear some of their dreams they have for the future and hopefully play a part in helping them see and believe they can be more and there are people like us all that want them to move forward even though they will have challenges along the journey.

The BrightEyes Organisation is committed to a long-term relationship with Kshamata and the programs we can support where possible. I look forward to our return in 2019 with Tori.

### *Volunteer speaks:*

***Soumen Datta – Corporate Trainer***

I have been associated with "Kshamata" since October 2017 as a volunteer trainer in capacity building and mentoring staff, coordinators & clients. I found this organization is made up with a definite purpose and having focused approach to touch lives & add value for clients, requiring urgent rehabilitation need. This is possible only when you have dedicated staff & coordinators.

I am happy to observe "Kshamata" has right talent in place and developing them further in competency building for impacting more lives in effective manner. Its immense pleasure to see, from my first session, there was sound connect with all of them and they have developed confidence in me. I shall be glad to have more interactive sessions in future and would love to see "Kshamata" lives up in true sense by empowering more girls.

***Devika Gawade - Student***

Joining Kshamata was a completely unexpected opportunity, but one I will always be thankful for. While I joined Kshamata with the intention of helping women in whatever possible way I can, I ended up learning more from them than what I could give back to the organization. During my fund-raising project, I learned that how incredibly hard and challenging raising funds is, and how different people have inaccurate perspectives about the women Kshamata works with. When I started

teaching Dance to the girls, I had to learn to be patient with them, and try my best to accommodate different ideas and views of different girls. As a 17-year-old, I faced various challenges during my pursuits but what I learned from all the women in the organization was to be fearless and never give up, and to always be accepting towards people, regardless of their backgrounds and life stories. Kshamata inspires more people than it can imagine, and I am one of them.

***Clinton Massar - Student***

My experience with Kshamata as an intern was very pleasant and a fruitful learning too. It was last October 2016 and I was doing my Master in Social Work and it was a block placement for thirty days of learning and putting theory into practical. Kshamata has given me an opportunity to observed and learned from the organization. From the thirty days placement, I have learned the importance of recording and documenting a programme, the importance of communication with the team members and the staff, the importance of time management, the information about the issue that the organization is working was clearer and lastly I was able to put theory knowledge into practical.

The overall experience with Kshamata organization was very good and the knowledge level that I have was upgraded especially when I interact, visited different areas and it has help built my communication skills.



## GOVERNANCE

### Board of 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**, now a Trustee for the past three years, has become an integral part of Team Kshamata. She completed a Post Graduate Management Course on Development Management for NGOs, at the prestigious SP Jain College of Management, and now leads a team of dedicated professionals and volunteers aiming to bring about a change in the lives of the disadvantaged and vulnerable girls and women in the society.

## **Operational Team**

### **Programme Head-Ms. Pratishtha Kale**



Ms. Pratishtha Kale is the Programmes 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.

### **Senior 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 if the patriarchal system, she believes and struggles to bring about a change in the way society looks at women.

### **Centre-In-Charge & Field Coordinator – Ms. Manita Sharma**

Manita has joined Kshamata in June, 2017 as a field coordinator and has been given a charge of Kshamata Transformation Centre as well. She has done her master's in social work from SNDT College, Marine Lines.

### **Counsellor – Ms. Rani Mathew**

Ms. Rani Mathew joined Kshamata on 1<sup>st</sup> January, 2017 as a counsellor. Her journey from a computer programmer to a counsellor happened only because of her desire to work with people in need. She has worked with Sahara charitable trust, Association for Christian thoughtfulness (ACT) and Young men Christian association (YMCA) as a counsellor. She has done her graduation in Arts and has certification in TFCBT Web 6 Trauma focused cognitive behavioural therapy from Medical University of South Caroline.

### **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 yearlong experience working with a boutique as well.

### **Training Coordinator-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. Reshma Dive**



*Reshma joined us as a tailoring trainer in 2014. She has over twelve years' teaching 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.*

### **Head- Care & Support-Ms. Usha Donolikar**



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-Social Enterprise-Ms. Yashodhara Bhide**



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 social enterprise activities at our Transformation Centre.

### **Computer Teacher – Ms. Nazma Shaikh**

Ms. Nazma joined us a computer teacher for Bhivandi observation home in October, 2017. She has worked as computer teacher and school teacher for Sharp Institute and National school in the past.

## ***PARTNERS & SUPPORTERS***

### **Government Offices and Legal Bodies**

District Women & Child Development Department, Mumbai Suburban	District Women & Child Development Department, Thane
Child Welfare Committee – Ulhasnagar, Dongari and Mankhurd	Juvenile Justice Board – Bhivandi

### **Government Shelter Homes:**

Bhivandi Observation Home, Bhivandi	Navjeevan Mahila Vasati Gruh, Mankhurd
Ulhasnagar Minor Home, Ulhasnagar	Shanti Sadan Shasakiya Mahila Gruh, Ulhasnagar
Deonar Special (minor girls) home, Mankhurd	Kasturba Shasakiya Gruh, Chembur
Bal Kalyan Nagari, Mankhurd	Sukh-shanti Mahila Vasati Gruh, Mankhurd

### **NGO Partners**

### **Donors & Supporters**

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AIESEC, Navi Mumbai	Brindavan Seva Sangham
Alert India	Datamatics
Amach Ghar	Dun & Bradstreet
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Apne Aap Women's Collective	IBM
Asha Sadan	Inner Wheel Club of Dombivali
C C Shroff – Self Help Centre	Inner Wheel Club of Hiranandani, Thane
Dhriti Foundation	Inner Wheel Club of Thane East
Disha Pratishthan	Kasarwadwali Police Station, Thane(W)

Family Planning Association of India	Kindled Spirit UK
Free-D UK	Kumud Foundation-Indiabulls
Inner Wheel Club of Thane Hills	Lions club of Kings circle
International Justice Mission	Lions Club of Kopari-Thane
iVolunteer	Ratnanidhi Trust
Justice & Care	Raven & Lilly
Khula Aasman	Raymond
Lok Udan	Rotary Club of Mumbai North End
Manav Seva Sangh	Rotary Club of Thane North
Mangalbhar Charitable Trust	Rotary Club of Thane Skyline
Omkar Foundation	Rotary Clubs, Thane
Prarambh	RPG Foundation
Pratham	Stitching OO & BW (Foundation)
Prayas	Strong roots, strong wings
Reliance Foundation	Sundar Sewa Trust
Resource Centre for Juvenile Justice-TISS	Techint India Pvt Ltd
Sahara Trust	The Amtec Healthcare Ltd.
Save the children India	The Bright eyes organization inc
Smile Multipliers	The Ohio State University, USA
Smiles32 Foundation	True Love Foundation
Srujna Foundation	Zuventus Healthcare Ltd.
Tata Institute of Social Sciences, Mumbai	
The Good Shoppe	
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weCHANGE	
You Can Free Us	
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Mansi Lal Sawant	Rashmi Toshniwal
Archana Randive	Sangita Harisinghani
Sonal Kalamthekar	Mohit Kumar

## **CONTACT**

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### **Kshamata Transformation Centre**

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Time: 9am-6pm

### **Registered Office**

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