

# ANNUAL REPORT: 2018-19



## KSHAMATA – ANNUAL REPORT



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## ABOUT US

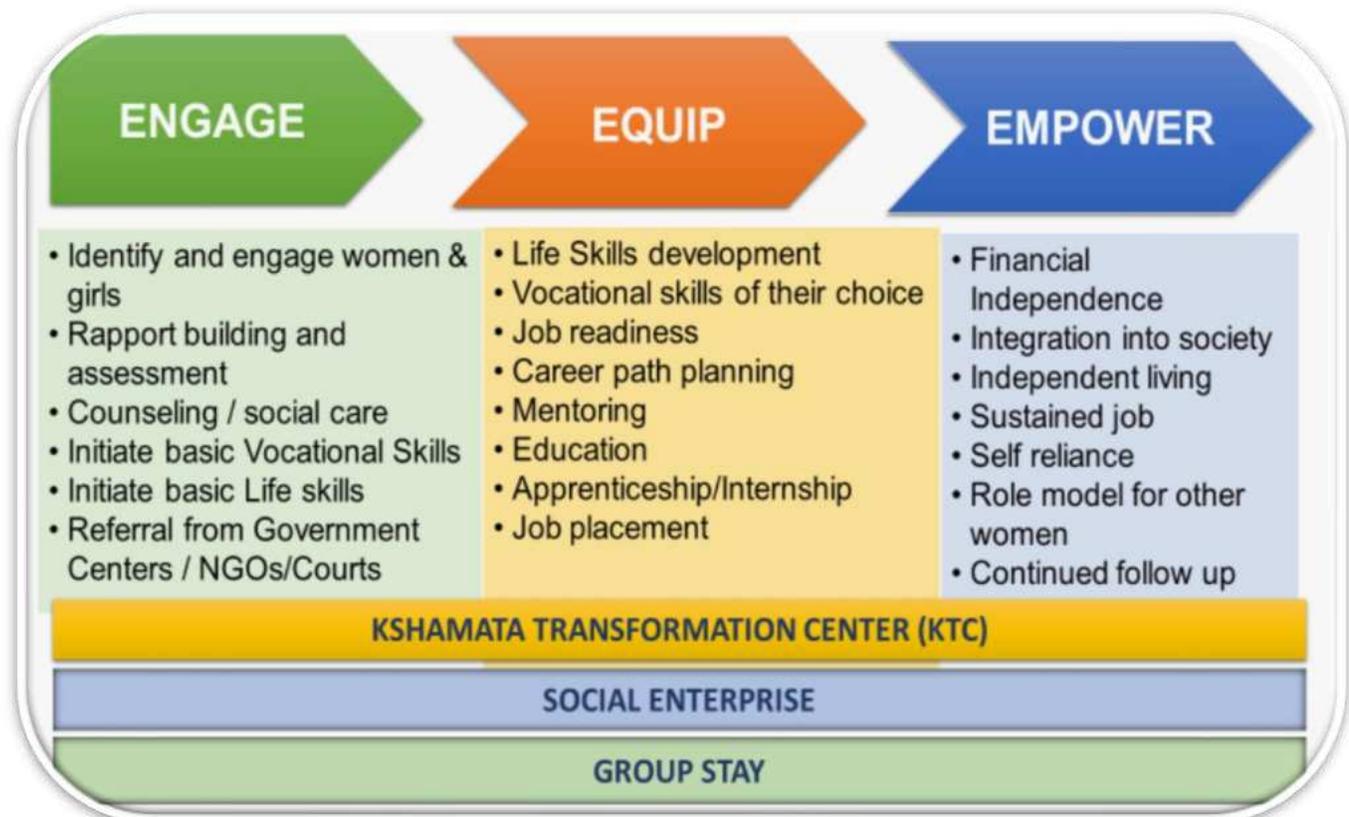
### **Kshamata's Vision**

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**

Create an enabling environment mission is to empower women and adolescent girls faced with vulnerable and exploitative situations including trafficked backgrounds, enabling them to become respected, productive and earning citizens, by providing on-going care and counselling, life skills education, job readiness, appropriate vocational training and placement, necessary arrangements for accommodation, continued follow up and support for reintegration in society

## OUR MODEL



Kshamata has developed an innovative model aiming at 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, 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 reduction in vulnerability, and help a larger number of survivors to lead productive, safe and dignified lives.

Kshamata is working with nine government and NGO run shelter homes, with the women residing there. Women in the shelter homes are engaged with for initial rapport building, counselling and basic training, both in life skills and vocational skills. Given the limitations of the shelter homes, the degree to which skills are developed is limited. Hence Kshamata also imparts intensive training and immersion in a healthy work culture at its residential skill development centre in Thane.

The cycle of reintegration cannot be completed until the community is being engaged, sensitised and made to understand the challenges 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 awareness and community support base by extending our intervention to immediate community women who are disadvantaged economically and socially.

## PROGRAMME INTERVENTIONS

### Sahayog

Sahayog – meaning cooperation, is the outreach programme run by Kshamata, working with various shelter homes in and around Mumbai city. Kshamata reaches out to women through shelter homes and works along with them, for building self-esteem, skills, and income generation where possible. 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.

Therefore, the aim of Sahayog is to equip the women with skills and information and enable them 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, life skills, skill training, health care and literacy.

### 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 work successfully and retain employment is the development of life skills, soft skills and job readiness. Not all the women engaged in the outreach programme show willingness to take this step. Based on the interest expressed by the women, they are being assessed and selected for intensive residential training at the Kshamata Transformation Centre (KTC) based in Thane.

Women stay at the Kshamata Transformation Centre, a residential training facility, and undergo in-depth learning of life skills, literacy and vocational skills, both formal training and on-the-job learning. Around 20-25 women stay at KTC at any given time, and stay for a period of six months to one year, till they are placed into jobs and find housing, whether on their own or with Kshamata's support.

### 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.

### 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 jewellery 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.

## PROGRAMME IMPLEMENTATION

### *Sahayog – Outreach Programme*

Kshamata has been working with different shelter homes since the last six years and has reached out to more than 2500 women. We already have a number of successful interventions and reintegrated more than 135 women through skills development, income generation and employability enhancement programs. We have trained over 700 women in various skills such as customized tailoring, fashion designing, catering, fashion jewellery, embroidery, etc. To supplement their skills, we encourage women to pursue a formal education through open universities.

However, our interventions are not only limited to skills development or up gradation but we also enable women to earn their livelihoods and empower them to break a vicious cycle of exploitation and vulnerability.

Details of core intervention activities are given as below:

- **Life skills**

Life skills is a part and parcel of any development project. It has played a crucial role in all our outreach projects as the sessions helped us touch the broken hearts and healed them through our process. New women/girls do not show any interest when they are asked to sit and participate in the activities.

Therefore, we started having life skills throughout the week which helped girls express their feelings and emotions. Life skills around self-awareness, true love versus infatuation, etc. contributed towards high retention and low dropout rate.

Life skill sessions were conducted at four different shelter homes by the senior field coordinator and volunteers from the different walks of life. A total of 316 women participated in life skills sessions throughout the year.

- **Counselling**

Counselling is an integral part of mental health care. This is the first step but continues throughout the engagement. We have counselled over 330 women in distress and tried our level best to heal their pains and pull them out of a vicious cycle of trauma and psychological turbulence. We have extended our counselling support to the survivors at Navjivan Mahila Vasat Gruh, Makhurd. The counselling is held on a weekly basis a professional counsellor from The Rise Academy. Our counsellors have been helping the shelter home women to start a fresh life ahead through different types of therapies.

- Skill development & Income generation

Around 320 women and girls have undergone the advanced training in sewing skills in the six different shelter homes in Mumbai and Thane under Kshamata skill development program.

A Certificate distribution ceremony was held for the women who have successfully completed the basic sewing course under Srujna-Kshamata partnership project at Navjeevan home.



*A total of 299 women trained in advanced as well as basic sewing skills at six government run shelter homes.*

A batch of 15 girls successfully completed a four-month duration sewing course under *Kshamata-Yuva Parivartan* networking project at Bal Kalyan Nagari. The girls were rewarded with the course completion certificate by National Skills Development Corporation, India. The batches are changed every three months.

At *Shanti sadan mahila vasati gruh*, we have renovated and transformed the kitchen into skill development center which is used for sewing skill training and computer literacy both.



After a long wait, finally we could kick-start skill building program for the girls at *Dongari home*. The sewing skill classes are run into two batches for three days a week. 25 girls have been assessed and enrolled for the basic sewing skill training.

***More than 30% of trained women are engaged under income generation program.***



### Case story

While doing a Home investigation visit for one the rescued women, we met with her family members who were equally in need of support and motivation. The only earning member was a woman who unfortunately landed in a profession which has no future. She got caught and rescued but the members who were dependent on her struggling for a piece of bread.

The visit was an eye opener and broadened our approach towards reintegration. It is equally important to work with the women who are

deprived of basic needs. During our visit, we observed that the victim's younger sister is well educated but has no job because of lack of knowledge and work experience.

Kshamata outreach team assessed her skill needs and connected her with Yuva Parivartan's Youth Career Initiative (YCI) for vocational training. She has been selected for a course in hospitality with a five-star hotel in Mumbai. She completed a month-long training in grooming and spoken english and placed with a renowned hotel for a six-month paid internship. She is getting a stipend of Rs.8000/- per month which is a huge support for her family to survive.

Today she is still on and she will be absorbed in one of the hotels on completion of internship. She is the very first from her family who is doing such kind of job which is considered as very respectful and professional.

She started walking on the path of her destination.... but the journey is more beautiful.

### ■ Income Generation

The women at the shelter homes are not allowed to leave until the cases in which they are involved are settled, the training is conducted in the shelter homes premises for such women. To keep the skills up to date, Kshamata provides income generation opportunities to the trained women in the shelter homes under income generation programme. This does not provide full time employment, but periodic part time work, as the shelter home has its own rules in what work the women need to do inside the shelter homes as well.

At Navjivan home, we have trained over 70 women, of them 25 have opted for income generation program whereas women in Shanti sadan are also actively involved in production work for our regular product line. They have been paid on a piece rate basis and the payment is released a week after an order work is done. The record of wages, quantities and attendance is maintained by the trainers.

- Literacy

On the occasion of International Women’s Day, Kshamata has taken a step ahead by replicating a piloted literacy project in Bhivandi observation home on Friday, March 8. The literacy project orientation was given by the literacy champion and teacher. The response from the home was very welcoming and positive. A total of 30 girls were enrolled in the first week of replication.



We did a baseline for all the girls who have been enrolled under literacy project since January 2018. The new teacher was guided and trained in assessment by the project coordinator.

All modules have been created by a team of 6 volunteers consisting of banking professionals, students, writer and corporate professionals. Under each module, list of activities has been drawn out and list of methods is given. All these modules have been translated to *Hindi* language in order to make it a student friendly and can be used without guidance from teacher. 11 modules have been created and testing is done. The content is made available to other ngos working in the field of literacy.

- Computer Literacy

We have got 16 desktop computers in donation by Techint Pvt Ltd which have been stationed for computer literacy program at Ulhasnagar minor home, Bhivandi Observation home and Shanti sadan. The classes at Bhivandi home were taken by an appointed trainer whereas at Ulhasnagar, the girls were taught by the interns.

- Networking for aftercare



mobilized around 100 girls who have been the survivors of violence and abuse and organized an event with an aim to provide them the opportunity to share their journey and exchange their knowledge, experience and skills with each other on February 7, 2019 at Maharashtra Nature’s Park, Sion.

The event also had a Knowledge management and the career guidance stall by Yuva Parivartan. Girls were taken around for nature troll and engaged in outdoor games and treated with delicious food. All girls had a great

In collaboration with our networking ngos, we

time and left for their homes with unforgettable moments of their life.

- Post event, all girls came together to help each other by creating a group on *whatsapp*.
- Participated in all Aftercare intervention meetings which were hosted by Prerana NGO.



The NGOs network meeting for court intervention with 54th court (Mazgaon),

metropolitan magistrate Ms.Punawala was attended by a senior field coordinator.

#### ▪ Health care

In association with Citizen’s Association for Child Rights, sessions on Menstrual Hygiene was organized for women and adolescent girls in Bal Kalyan Nagari on Tuesday, 7th August, 2018 and in Navjivan Mahila Vasati Gruh and Deonar special home on Monday, August 13.

Free eye check-up camp was arranged for Bal Kalyan Nagari home in Mankhurd which benefitted around 122 children in the home.

Medicines are provided to women in shelter homes as per their needs. Kasturba home women were provided with medicines for common health issues.

#### ▪ Workshops

Rise Development Academy conducted a session on ‘Understanding your subconscious mind’ at Shanti sadan and conducted a session on Mental, Physical wellness & healing followed by sapling plantation activity with the girls & women at Ulhasnagar Minor Home and Navjivan Mahila Vasati Gruh. Around 86 women participated actively.



A session on Knowing your sub-conscious feeling & healing the negativity was taken by Ms.Kaveri at Bhivandi Observation Home.

Quilling art for diwali diya making workshop was conducted for women in Navjivan Mahila Vasati Gruh by Muskurahat NGO.

- **Events & Celebrations**

In association with Koshish (a field action project by TISS), Diwali celebration was organized for women at Kasturba Beggar's Home on November 5. The snacks were sponsored by Mr.Amukh. A small session on meditation and healing was conducted by Ms.Kalindi Jayesh.

IIPG Mediabrands & FCB India and Priyamitra Foundation sponsored snacks for shelter home and center women in Diwali.

- **Court Intervention**

We have been working with metropolitan courts in Sewri since 2016 and have dealt with over 150 women so far. The role of the organization is to take preliminary statement of ITPA victims before they are produced before the magistrate. Based on the statement, magistrate decides on the further course of action. If the victims are released within 21 days from the date of custody with shelter home, the court passes an order for her rehabilitation which needs to be implemented by ngos like Kshamata. We have been handed over around 35-40 cases in the last three years and have maintained record for each and every woman whose order has been given in our name.

The overall process gives us an opportunity to assess the needs of women and equip them with skills for alternate livelihood. It also helps us plan for their career path planning and decide on their placement with Kshamata transformation center if they are very young and do not wish to join their older profession back.

With Child welfare committee, we have been working with Thane district and Mumbai district CWCs since 2015. The CWC plans in the best interest of child by passing an order of transfer or handing over the custody of child to legal guardian/s. Girls who have completed 18 years are transferred to various ngos depending on their vulnerability, career aspirations and social needs. So far, Kshamata has received more than 20 orders for rehabilitation and reintegration and all girls have successfully been reintegrated into society.

## Case story

A 20-year-old very young and beautiful girl who looks younger than her age got caught in a police raid at Massage parlor in Mumbai. Her three female colleague friends also got recused by police. When she was caught, she was very scared as she had no clue like why she was caught. Next day, she was produced in court by police and court ordered to detain her in a shelter home.

At shelter home, she would cry every day and kept herself away from the other women there. Since Kshamata had assigned to take her initial statement, we got an opportunity to connect with her. She shared about her family. She hails from a small village in Manipur.

She always wanted to support her family financially as she has got a huge family but was a challenge to meet the ends. Moreover, there was no source or means of income available hence she landed in Mumbai with the help of her friend. In Mumbai, she got a job in a Unisex Massage parlor.

On fine day, police raided the parlor and rescued all female workers there. At the home, our field coordinator made her understand why she was caught and how she can focus on her future. She was guided and counselled on a regular basis by an outreach team. She started opening up and vented out her emotions. Gradually, she began to attend and participate in skill training of Kshamata. We could see positive changes in her and her approach towards life was changed.

We presented her report to the magistrate, on the basis of which she was released by the court. Kshamata was given the responsibility of her rehabilitation. As per court order, we suggested her alternate livelihood options but she was very firm to join the parlor work. Eventually, she took up the job with a beauty care center and started her routine. We did investigation of beauty center through our volunteers and we found that the center was safe and was not doing any unethical activities.

It's been a year now; the girl is still in touch with us and keep us updated on her progress. She is very happy with her job today and supports her family financially. She lives independently and learnt how to keep herself safe in the city of dreams.



## Saksham – KTC

### ▪ Life skills

Life skills workshops such as self-awareness, friendship vs relationships, effective communication, etc. were conducted throughout the year. The sessions were conducted by our center in charge and external resource persons on our request. The sessions are designed and planned as per the psycho---social needs of the women at the centre. An inspirational story telling session was held by Ms.Sarita Ganesh from *Khula Aasman ngo* and a representative Srujna trust.

### ▪ Counselling

A total of 36 girls have been counselled through one-on-one and group activity methods by the counsellor. Also, girls who have graduated from the organization sought counselor's help when they are going through some problems in their life.

A series of interactive sessions on *Good touch, Bad touch* was conducted for children by our counsellor at Municipal schools in Thane being organized by *Aashayein* project of *Bayer India*.

### ▪ Skill development & Employability enhancement



Imparting vocational skills to women for their employability enhancement has always been our prime focus. Kshamata conducts training on vocational skills both at its own centre and externally. Facilities for training in tailoring/craft, jewellery making and designing have been set up at Kshamata transformation centre.

For the other areas of training, Kshamata sends interested women out for training at recognized training institutes, preferably where job placement is also supported.

Trainings such as retail management, hospitality, administration, beauty care, fashion designing, etc. have been provided by enrolling them with the external training institutes.

### In-house training details:

- Block printing session was organized (through iVolunteer) for master trainers and girls aspiring to pursue fashion designing
- Kshamata partnered with *The Mercy Nepal* for an intensive skill training for two women from Nepal. Women stayed at Kshamata center and underwent a rigorous training in basic and advanced sewing skills along with embellishment and embroidery.

The women were sent out to C C Shroff-self-help center for industrial training and quality control learning. The duos are expected to train women in Nepal and create the income generation opportunities for them.



### Enrolment with external institutes:

- Two of our girls completed their three-month duration vocational training course and one month on the-job-training in general duty assistant – patient care at Tata Strive, Thane and one of them has been placed into job for patient health care.
- Likewise, two girls were enrolled for retail management course and have been absorbed by a renowned cloth-line brand in Thane.
- Girls having inclination towards fashion designing have been enrolled with *MIGA fashion institute* for a diploma in fashion designing.

- Two girls were placed with Sarala's beauty care and training center for a year-long course in beauty care. One of them couldn't take up the test due to her personal issues whereas another one passed the exam and received the certificate.
- One of the girls has been trained under a beautician in Thane.
- A girl who aspires to become a lawyer was placed with a legal agency for an internship. She got an opportunity to explore the court work and the cases.
- Five girls were sent out for a day long training in block printing.
- For painting, one of the girls has been trained under a professional artist.

- **Computer education**

17 girls are undergoing training in Computer literacy and Phonics at center. These classes are conducted by a volunteer.

- **Formal education**

Education is a prerequisite for the growth and development of a person and a progressive nation and therefore, it is essential to empower the underprivileged women and girls. Kshamata has taken up innovative initiatives to encourage the young women for learning.

Ms.Shayana and Ms.Leela have passed the HSC and SSC exams with 43% and 73% respectively. Both of them have studied hard and made it to great success. Shayana has been enrolled for a course in 3D printing whereas Leela was enrolled for a certificate course in para-professional social work in Nirmla Niketan College of Social Work, Goregaon.

## Case Story



*Ms. Shayana has now been a part of Kshamata for 3 years and when asked about the difference in her from how she was before coming to Kshamata versus how she is at present, she comments, "I was a typical introvert. I used to hesitate before talking to my peers or the teachers and always needed help in decision making. It's not that I wasn't independent. I was independent up to a certain level to think or dream about what I want to do in my life but not to actually do what I wanted to."*

*At Kshamata, I learnt to communicate, to actually work on myself and feel independent to take my own decisions. I got better at tailoring and recently started teaching tailoring in the Bhiwandi child welfare committee. I have gained an overall social awakening and quite much of confidence in communicating and interacting with people, and also, gradually, in teaching. I have also learnt to take pride in myself."*

*Not only her, there is another girl at Kshamata who secured a 73% in her 10th grade SSC board exams. Both of them are now planning to pursue their further studies through the facilities that are provided by the team at Kshamata. The presence of such examples of hard work and determination has shown a beacon of hope to the other girls, who are a part of the Kshamata family, to aim higher and to not give up on working on themselves. All they need are support, care and motivation to do so.*

### ▪ Spoken English & Mathematics

Girls were taught Spoken English and Mathematics classes by our volunteers. The classes are held every Saturday and the remedial classes are organized for the girls who are either slow learners or have never been to school in life.

### ▪ Health care

Health is an important aspect of one's life. The general health status of women coming from the shelter homes is not so good, especially their HB level. More than 60% of women and girls are anemic and suffer from menstruation related problems. At KTC, their regular health check-up is done by a gynecologist. For major health issues, we refer the women to government hospitals like Thane civil hospital, J J Hospital, etc. Two of our girls were undergoing treatment for schizophrenia from Thane mental hospital.

At KTC, women are given information on nutrition and personal hygiene. Their health is monitored by the center in charge and women with low HB is provided with iron rich vegetables and fruits.

- **Job Placement and follow up**

The cycle of integration cannot be completed until the women are economically independent and therefore Kshamata encourages and supports all women with job placement. We have supported 13 women with job placement and their follow up is taken on a regular basis.

- **Events & Celebrations**

All girls were taken out to Viviana mall in Thane to watch *GOLD* movie. The tickets were sponsored by the Rotary club.



Girls participated and won the first prize in JALSA-Fashion Show which was organized by our ngo partner Srujna Foundation on March 16, 2019.

Girls walked the ramp with elegance and confidence. They all wore the outfits which were designed and stitched by themselves.

## Workshops/Sessions

The women, irrespective of their age, socio-economic status, etc., have to face uncomfortable situations even today and in order to address these situations without awkwardness and pre-occupied notions, we held this workshop for 24 girls and 4 staff members at the center on 17<sup>th</sup> & 18<sup>th</sup> September, 2018.



*Ms.Devshala – Gender trainer* -joined us to educate the young girls in a participative and highly interactive workshop on Gender and Sexuality, giving insights on a woman's body. Topics covered were—Reproductive system, menstrual cycle, body mapping, difference between sex and sexuality and myths.



Girls were invited to celebrate the International Women's Day by The Hindustan Lever Limited on March 8.

They conducted a Paper bead jewellery making workshop for 25 employees there. The employees appreciated and liked the designs being taught.

- The exposure visit to CLP India, Andheri office was organized with the help of iVolunteer.
- A series of painting sessions on plant containers and tree planting was facilitated by a group of women volunteers at the center.



#### ▪ Networking and Support systems



- The aftercare network meeting was anchored and held by Kshamata at its transformation center in Thane. Eight NGOs turned up and actively participated in discussion pertaining to aftercare policy and other issues which need to be addressed and advocated.

- In April, Mona Almeida and Pratishtha Kale had gone for the exposure visits to Kolkata in order to see and understand the

multidisciplinary interventions in the field of anti-human trafficking which have been undertaken by the leading organization in Kolkata and to strengthen our interventions at reintegration. And to explore the scope for partnership and networking with leading organizations in Kolkata. The NGOs being visited were – *Sanlap, Jabala, Disha, Durbar Mahila, Rupantar, Sari-bari and Sasha for art.*

- A group of self-motivated, energetic and socially committed young people from *Young Volunteer Organization (YVO)* met and interacted with our girls at the center on the 3rd June. The YVO supported us with skill training and development resources like laptops, cupboards, sewing machines, etc. which enabled us to strengthen and sustain our programs at the shelter homes

## Samudyam- Social Enterprise

It has been seen that while most women have picked up the requisite skills, actual employment is low. This is partly due to the reluctance of the women to go any new area for fear of shame and stigma, and partly the difficulty they have in getting employment in formal industries mainly because most have not completed primary education. As a consequence, a number of women slip back into prostitution or other exploitative situations, as that at least provide them a better income.

A key need that has emerged is provision of “sheltered” employment at least for the first two to three years, so that the women can earn money and grow in confidence to face society. This has been tried out successfully in the Kshamata Unlimited pilot, which combines further training (to reach industry standard), with employment.

In order to strengthen and scale up the Kshamata Unlimited pilot into a full-fledged social enterprise, to support employment for the women, we have expanded the production unit – from Kshamata’s experience a unit focusing on tailoring articles and accessories is sustainable – at KTC, with one floor earmarked for the production unit, with an independent entrance so that other activities remain separate and undisturbed.

Currently we have seven girls undergoing the training in advanced skills and the same are engaged under production work as a part of their job readiness. The process enables women to *earn while learning and* make them self-reliant and at the same time providing a space to develop work ethics like work discipline, punctuality, communication, interpersonal relationship, responsibility and so on.

- **Orders and Exhibitions**

Kshamata has been instrumental in executing the development projects under CSR activity of Bayer India. We have been the part of their crucial projects like iBreast Cancer scanning and Samavesh to empower the underprivileged women. We have also designed stitched 550 canvas pouches for women who got the breast cancer scanning done in camps.

We have been getting orders for our regular products like tote bags, pouches, laptop sleeves, etc. We delivered over 1500 bags to *Lubrizol Advanced Materials India Pvt Ltd* in the twelve months which raised our confidence and quality standard as well.

Our products received an overwhelming response from the corporates and general public through the exhibitions and training workshops. We exhibited and sold our products at Morgan Stanley, Hindustan Lever Ltd, Ruia College and other educational institutes in Mumbai.

Exhibitions cum stalls were set up during Diwali season at Morgan Stanley's Goregaon and Malad premises.



The Lok Udaan group hosted the exhibition across 2 full days, for sale and promotion of Kshamata products on 28<sup>th</sup> & 29<sup>th</sup> of October, 2018 at Lok Bharathi Housing Society, Andheri.

We appreciate and thank the personal involvement of the group members in setting up the stall – marketing and for actually selling the products which earned us the *proceeds of Rs.1 lakh* which has been the biggest and outstanding sale we ever had since the inception of enterprise.

The overwhelming response of people, passionate and committed group members and the success of exhibition have raised our level of confidence and made us realize our own potential in an enterprise development.

### Swadheen – Group Stay Home

We have set up three group homes in Andheri for the girls who are undergoing training in 3D printing. The homes will be surrendered after the project gets over the next year. Since we have shifted a bigger center in Ramchandra Nagar, near Nasik-Bhivandi highway and a good number of girls graduated from the center, we closed down two group stay homes in Thane.

## **FLAGSHIP PROJECTS**

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Kshamata Flagship Projects which further strengthened and enhanced the Kshamata integration model:

- Mentorship
- Literacy
- 3D Printing training
- Antarang – The inter-shelter home art competition

### **A. Mentorship**

The transformation cannot be achieved unless the young girls are mentored by a professional, skilled and empathetic mentor who walks along with them to reach their destination. Girls who are at risk or have experienced sexual or physical exploitation, the need for healthy, supportive relationships is greater. They have a complicated history with relationships and trust. The trauma that they have experienced is immense and the road to recovery is long.

Having someone to walk along with them and encourage them through their recovery journey can make a huge difference. A mentor is someone who can provide this support. The main objective is to develop a long-lasting friendship and confidence between the girls at the center with their respective mentors and to guide and support the girls to realize their potential and help achieving their career development and personal growth goals.

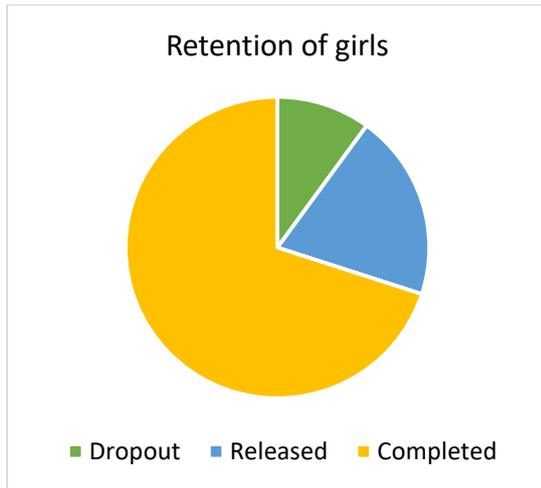
#### **Achievements:**

- Three new mentors came on board
- More than 20 girls have been mentored by 10 mentors
- All girls have been guided on their career path planning
- 90% of the girls have stayed focused and followed the same career path which had sought help guidance for.
- Five girls went on to become the part of leadership pilot program

## B. Literacy

The literacy project, a vision of Kshamata and its volunteers, is to bring an educational light in the lives of girls and women with underprivileged backgrounds. We have successfully run a yearlong literacy pilot at Ulhasnagar minor home during January-December 2018. A total of

70 girls have been the part of pilot and more than 50 girls have graduated from the project. We have been able to accomplish our project goals and look forward to replicating the project in other homes in the near future.



### House of Joy

Girls with the help of literacy teacher transformed the classroom into a *House of Joy*. We got the walls of an activity room painted with the help of girls.



Also, we made some charts and decorated the room walls with it. Girls only made all these charts. The purpose was to create a learning and playful environment around.

The colorful pictures and learning aids have changed the look of a classroom and brought in a positive energy and vibrance. Girls are liking it a lot and most of the time they sit in the classroom – right from 9am-6pm and became very attentive and focused.



### **Achievements:**

- The main achievement were peer learning and positive coaching. Girls have started teaching other girls who were a bit behind due to their status of being illiterate and also the girls who were in trauma at the onset.
- Six girls who have been the part of pilot has been placed with Kshamata for their rehabilitation and three of them were enrolled for the 3D printing course under Free-D project.
- More girls are coming forward and expressing their interest in taking up the higher studies. Two girls have passed the STD X (Secondary school certificate) exam and one girl has appeared for the STD XII (Higher school certificate) exam in February, 2019.



### **Case Story**

*Martina was a dropout student. she has a painful background. Her mother had pushed her into the dark of sexual trafficking. Her life is far from the happiness of her childhood and there is no hope, no dream of life. She had phobia from the bedroom. Every night she was afraid to sleep.*

*And the next day she was unable to participate in daily activities, she kept thinking about her past all day, she was physically present in the class, but not mentally. She started going into depression. Every time she was feeling flashback, isolation, pain and loneliness and helplessness for herself.*

*Through the life skill session, we tried to know about all those struggles and her pain with the help of govt. counsellor. With the coordination of all the teams, we planned daily positive activities and future focus goals for her. For two consecutive months we strictly follow. And she was coming out of her past.*

*Then she participated so effectively in all literacy activities and other programs and showed interest in learning and achieving the best part in the classroom. She was grateful for all guidance, life skills and especially literacy program and she loves all the methods, teaching activities. She tried her best to teach her friend in the peer education program of literacy project. Now she has been inspired about education and she has dreams for herself and she wants to bring this knowledge to others as well.*

*“The literacy project does not teach me just ABCD, reading and writing... but inspires me to lead life through big dreams. My message from my life is that believe in yourself, work hard dreams big...” \_ Martina.*

### C. 3D Printing training

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.

#### Achievements:

- 11 girls the computer classes at Career Raiser Academy in Thane and 3D drawing training and testing at Printomake.
- Girls pursuing the career in 3D printing have completed their training with Teach India for Spoken English and they will be felicitated with certificates soon. Further, the training under Printomake and Indian Institute of Gems & Jewellery (IIGJ) will get over by the mid of October and girls will be prepared for internships with corporates through life skills and mentorship.



- A full-fledged training in 3D printing have completed a 15-day long training at Imaginarium and made the power point presentations for staff there. They also got an opportunity to share their learning experiences with senior staff and to exhibit the sample designs which they were asked to work on during their training.



- Ten girls have successfully completed their one-and-a-half-month intensive training in 3D printing at IIGJ, Andheri. Six girls have been placed for internship with Imaginarium whereas two girls have been absorbed by FAB Jewels Pvt. Ltd.

#### D. Antarang – The inter-shelter home art competition

Kshamata's flagship programme on creativity is Antarang, in its fourth 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 mainstream.

##### **Achievements:**



- This year 440 women and girls actively participated in the competition
- Over 20 shelter homes (government and non-government both) signed up
- 40 participants got the best art prize
- More than 200 women participated twice as they had all participated last year as well.

- Women engaged in brothel-based sex trade showed an amazing interest and drew the beautiful pictures.



## ACHIEVEMENTS



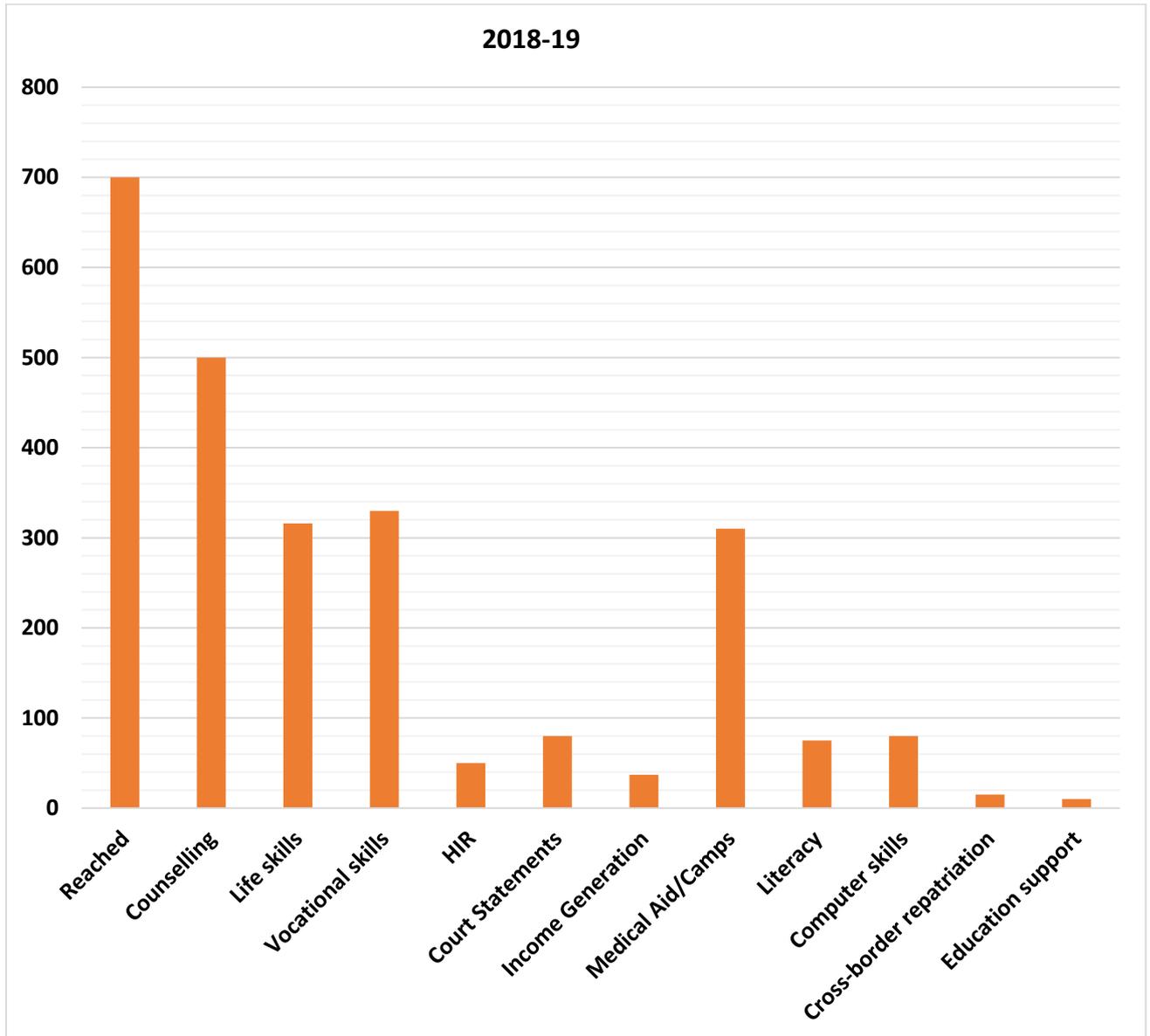
- Ms. Bharathy Tahiliani (Managing Trustee) got awarded with *Phoenix Leading Lady Award 2019* for her remarkable achievement under social impact category by Phoenix Market City and Terragni Consulting on the occasion of International Women's Day. The aim of this award is to encourage women empowerment and at the same time bridge local, sectoral, developmental and social imbalances.

- Girls cannot be prepared for reintegration unless there's participation from the immediate community in the process. A group of school and college young students got inspired with our project results in the homes and came forward to support the projects with resource mobilization. The groups have raised in kind support for us which includes some stationery, plastic sheets, headphone, etc. A group called *weChange* has also come forward to support our activities by conducting motivational sessions with girls at the home and made public platforms available for them to show their talent and skills.



For the first time in the history of Kshamata, we successfully brought all the shelter homes we work with (government/private) together to share, discuss and come up with the strategies for sustainable development and reintegration of the women who are under aftercare. The representatives participated actively and expressed their concerns and challenges. We aim to transform this exercise into a regular and impartial forum in the future.

## IMPACT



*Note: Total number of women reached is 700. More than 30% of women have participated in more than two programs.*

## TESTIMONIALS (STATKEHOLDER'S PERSPECTIVE)

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### Volunteer speaks

"It's been around six months that I got an opportunity to interact with the Free D Kshamata girls in their home stay at Andheri East

I visited them once a week to conduct Life Skills sessions on Character Strengths, emotional sregulation, building positive relationships and moving ahead in Life with more confidence, optimism and higher self-esteem.

It was a delightful group of around 11 girls they already had hopes and were looking forward confidently - this was due to the support, counselling and hand holding extended by Kshamata. I was so surprised at their eagerness to learn more, and also participate - it is so good that they also got to learn English as Kshamata had provided that too.

I was so happy to learn that they are all now working and Kshamata will continue their support till each one is ready to take on life - on their own  
Kshamata - rehabilitation for women is a complete and a very meaningful process

I am glad to be associated to Kshamata as a volunteer. I am grateful for the opportunity to be doing some meaningful hand holding for the girls of Kshamata". *Ms.Nandini – Life skills coach*

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"Conversation classes were a great way to understand more about how survivors restart their lives. Teaching the beginners, life lessons has improved my self-confidence, organizational skills and immense satisfaction of giving back to the community.

Kshamata was introduced to me during a casual conversation with my social and family friends and it caught on to my curiosity on how NGO's function. Over a few conversations with the founders, I realised the centre's main goal was to rehabilitate the victims and restart their lives with confidence.

After leaving my corporate job I arrived in Kshamata with a thought of social cause but in the meantime also giving back something to the local community and found Kshamata was the perfect place for me. I learned to be patient, more accepting and understanding for the world especially that not everything is a given for children on this planet.

The best part of my volunteer experience was getting to know the girls we tutored! They were really, really wonderful. The girls give you back 10 times more love and respect that you may have provided them and that was the icing on the cake". - *Ms.Gauri Joshi*

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### Donor Speaks

“My experience with Kshamata was great. Kshamata is very keen to rehabilitate and empower the girls. Catalyst for Social Action is an organization which works in field of child care and protection and provides support like family.

We are not just a donor for Kshamata but more we work as a partner with them. I would like to appreciate the Kshamata team for their efforts and work towards the cause”. – ***Ms.Pallavi Koli - CSA***

#### ***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 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. 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 24 years with experience of working with multinational companies and running his enterprises for more than 17 years. 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, having opted to go back to college after 25 years, to join Post Graduate Management Course for NGO Sector at the prestigious SP Jain College of Management, she leads the 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

### ***Programs 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.

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

### ***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.

### ***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 completed her training in advanced tailoring from Women India Trust (WIT). She has a yearlong experience working with a boutique as well.

### ***Master Trainer-Ms.Reshma Dive***

Reshma joined us as a sewing skills 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 two hundred women at three different shelter homes.

### ***Master Trainer – Ms.Rubina Khan***

Rubina has been working as a master trainer for two shelter homes in Mumbai and has been instrumental in encouraging the young women for taking up an alternative livelihood through skill training and income generation program.

### ***Literacy Project Coordinator – Ms.Vidya Wankhede***

Vidya joined as a Literacy teacher in May 2018. She has done diploma in education and worked for primary school for six months. She is pursuing her graduate level studies.

**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 are 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.

## STAKEHOLDERS

### The 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

### The Government Shelter Homes

Bhivandi Observation Home, Bhivandi, Thane	Navjeevan Mahila Vasati Gruh, Mankhurd, Mumbai
Ulhasnagar Minor Home, Ulhasnagar, Thane	Shanti Sadan Shasakiy Mahila Gruh, Ulhasnagar, Thane
Deonar Special (minor girls) home, Mankhurd, Mumbai	Kasturba Shasakiy Gruh, Chembur, Mumbai
Bal Kalyan Nagari, Mankhurd, Mumbai	Children's Home, Dongari, Sandhurst Road, Mumbai

### List of Development Partners

### List of Donors & Supporters

Advitya Foundation	Animedh Charitable Trust
Aid India, Chennai	Bayer India Ltd.
AIESEC, Navi Mumbai	Brindavan Seva Sangham
Alert India	Covenant Blessings Church, Thane
Amach Ghar	Catalyst for Social Action
	Datamatics Global Services Ltd.
Apne Aap Women's Collective	Dun & Bradstreet Information Services Pvt Ltd.
Asha Sadan	Hindustan Lever Ltd.
C C Shroff – Self Help Center	IBM India Pvt Ltd.
Dhriti Foundation	Inner Wheel Club of Dombivali (Thane)
Disha Pratishthan	Inner Wheel Club of Hiranandani, Thane
Family Planning Association of India	Inner Wheel Club of Thane East
Free-D, UK	Kasarwadwali Police Station, Thane(W)
Inner Wheel, Thane	Kindled Spirit, UK
International Justice Mission	Kumud Foundation-Indiabulls
iVolunteer	Lions Club of Kings Circle
J P Morgan	Lions Club of Kopari, Thane
Justice & Care	Life Church, Australia
	Lubrizol Advanced Materials India Private Limited
Khula Aasman	Pinion Services, UK

Lok Udan	Ratnanidhi Trust
Manav Seva Sangh	Rotary Club of Mumbai North End
Mangalbhar Charitable Trust	Rotary Club of Thane North
Omkar Foundation	Rotary Club of Thane Skyline
Our Children	Rotary Club of Down Town, Thane
Prarambh	Stitching OO & BW (Foundation), Netherlands
Pratham	Strong roots, strong wings
Prayas	Sundar Sewa Trust
Purnatva	Tata Strive, Thane
Resource Center for Juvenile Justice- TISS	Techint India Pvt Ltd
Raven & Lily, USA	The Amtec Healthcare Pvt Ltd.
Sahara Trust	The Bright Eyes Organization, Australia
Save the Children India (STCI)	The Ohio State University, USA
Sneha Sadan	True Love Foundation
Smile Multipliers	The Raymond Group
Smiles32 Foundation	Zuventus Healthcare Ltd.
Srujna Foundation	
Tata Institute of Social Sciences, Mumbai	
The Good Shoppe	
The Initiative	
The Restore Honour Campaign	
The Ripple effect	
The Salvation Army	
Transforming India	
weCHANGE	
You Can Free Us	
Yuva Parivartan	

## CONTACT

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