

KSHAMATA



ANNUAL REPORT: APRIL 2019 - MARCH 2020



Dear friends, mentors and supporters,

The Kshamata team is delighted to share with you our Annual Report for 2019-20, the year which saw a substantial increase in our activities and interventions despite of severe challenges.

I am glad to say that we did take a leap of faith in this year whilst facing a lot of constraints; we did see amazing growth and addition of many more supporters.

It is a great privilege for me to thank the Kshamata on-ground team for its tenacity in difficult field situations and a fantastic sense of ownership of the vision due to which this significant growth was possible. The leap that we have taken together is just the beginning of attaining the much-needed momentum in reaching out to and transforming the lives of many more women and girls.

Your unconditional support as well as unwavering belief in our mission is very encouraging. We have been truly touched by your support and gracious giving! Many of you have personally engaged with the work and that has added a special flavour to the lives of the girls and women Kshamata works with. This indeed makes Kshamata's work stand apart and gives it a special spirit of solidarity and uniqueness.

We are now a community and only you could have made this possible!

We appeal to you to continue with us as stakeholders in this journey, stand by us, be with us, and pray for us so we can be strengthened to wage war against injustice, exploitation and victimization of women and girls. There is a lot of need and Kshamata desires to do whatever is necessary for the (girls and women who are) vulnerable and victimized...

Ms. Bharathy Tahiliani
(Founder & Managing Trustee)
Kshamata

Table of Content

1. Executive Summary

2. About Us

- *Vision*
- *Mission*
- *Model of Reintegration*

3. Impact

- *Outreach Intervention*
- *Kshamata Transformation Center*

4. Programme Interventions

- *Sahyog*
- *Saksham*
- *Swaadheen*
- *Samudyam*

5. Programme Implementation

- *Sahyog*
- *Saksham*
- *Swaadheen*
- *Samudyam*

6. Achievements

7. Testimonials

8. Governance

9. Stakeholders

10. Contact

ABOUT US

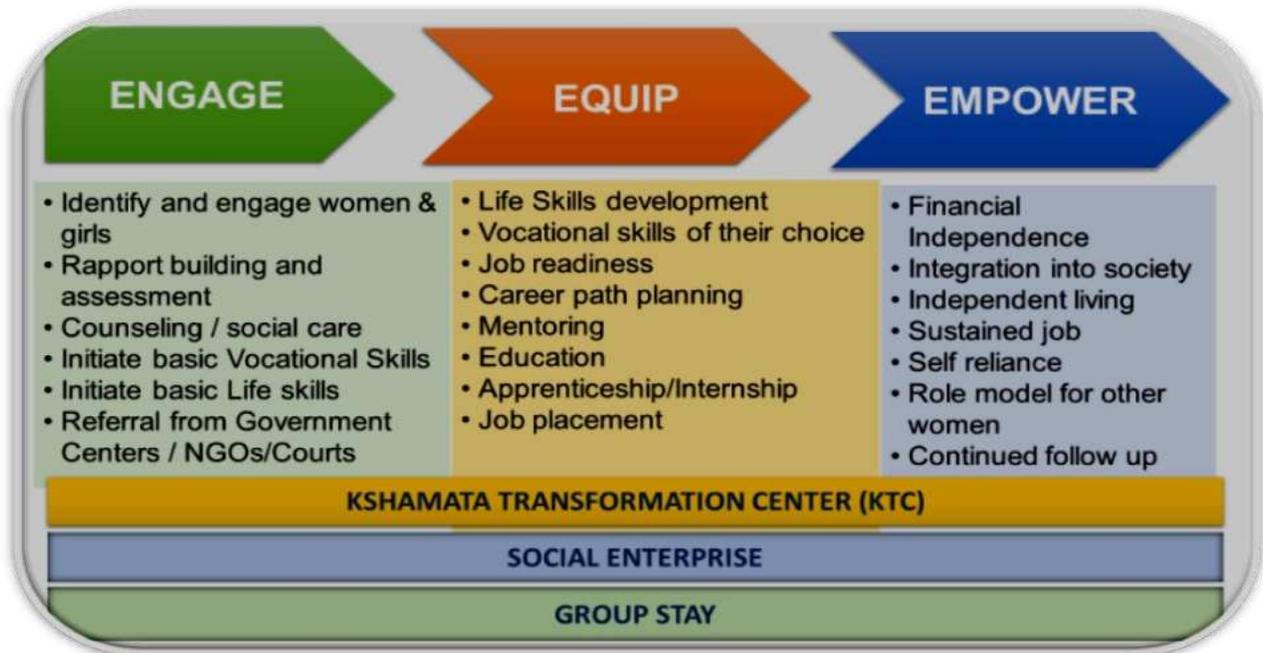
Vision

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

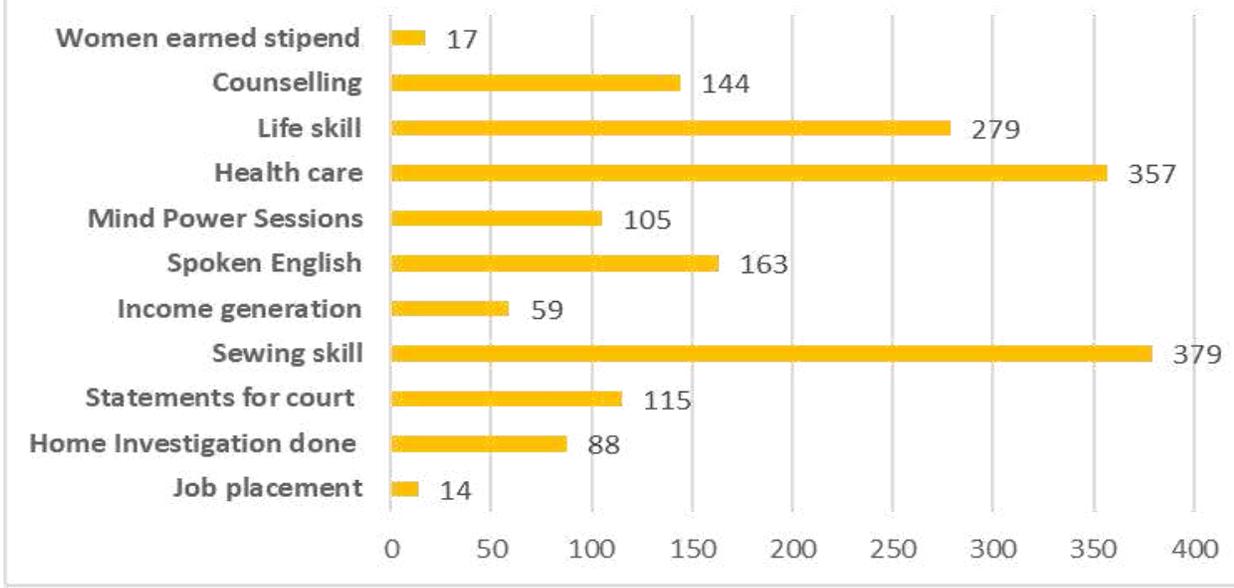
Mission

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 OF REINTEGRATION

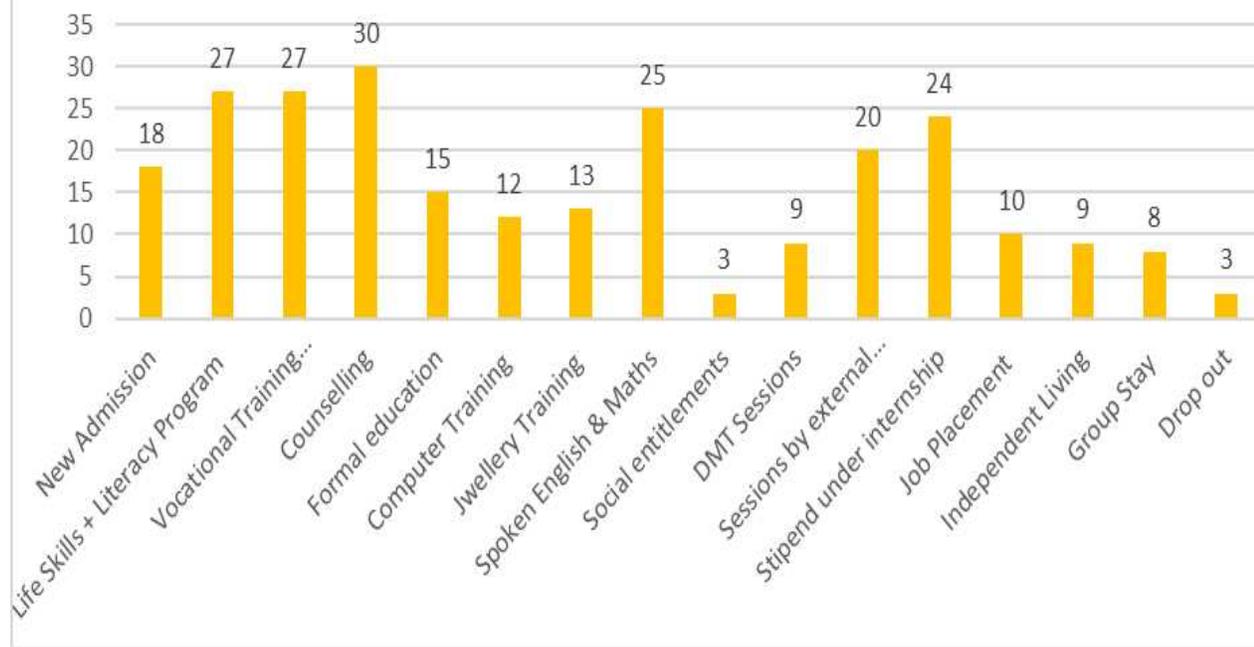


Outreach Intervention



Note: Some numbers may overlap as women participate in more than one activity

Kshamata Transformation Center





Human trafficking is a global phenomenon that manifests itself in the form of sex exploitation, debt bondage, and organ trafficking. It is especially prominent in economically deprived areas. Poverty lies at the heart of human trafficking which is why it is abundant in India. The problem of trafficking of women and children for commercial sexual exploitation is especially challenging due to its myriad complexities and variation.

It is a continuing issue in India, and the city of Mumbai is a major location for such trafficking. Efforts by law enforcement authorities do periodically rescue victims' or more appropriately survivors, of the trafficking 'industry'. However, for most of the rescued survivors, options for future rehabilitation are very limited. Repatriation is considered as the first choice for the rescued survivors, but a majority of the women rescued are often reluctant to go back to their homes.

Existing efforts provide one-off support, in the form of repatriation, and in the short or long stay homes, some degree of vocational training, and in a few cases, placement is provided. A major gap is the lack of on-going support during the rehabilitation process and especially post moving into certain extent of independence and a job placement, which is the key for successful and sustained reintegration into society, as the survivors are often subject to severe trauma and are unable to fit back into society.

As far as women in shelter homes concerned, they are rescued from the red-light pockets in Mumbai and Thane districts of Maharashtra. More than 50% of trafficked victims are from Bangladesh. They are sent back to their home country on completion of detention term. Approx.5-7%% of women hail from the underdeveloped districts like Latur, Beed, Solapur, etc of Maharashtra state. Whereas rest of the inmates belong to West Bengal and other backward states of India. A handful of women are from Mumbai who are not the original residents of the city.

Kshamata works with adolescent girls and women in distress – vulnerable women (homeless, destitute, and survivors of different kinds of exploitation), and women trafficked for prostitution or bonded labour – to help them recover their dignity in life and enable satisfactory psychological, social and economic reintegration. Kshamata's aim is to encourage our women and girls to live confident lives, with a clear sense of positive identity and self-worth.

PROGRAMME INTERVENTIONS

SAHAYOG

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.

Sahayog – meaning cooperation, is the outreach programme run by Kshamata, working with various shelter homes in and around Mumbai city.

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 residential 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

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.

Swaadheen – meaning independent – aims at enabling women to live independently on their own.

SAMUDYAM

Samudyam is Kshamata's social enterprise initiative, aimed at providing a sheltered employment approach to selected women, prior to their independent placement.

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.

Samudyam makes a variety of products, mainly tailoring and jewellery based, along with a variety

SAHYOG- OUTREACH INTERVENTION

As part of our end-to-end model, Kshamata engages with women and young girls in the various (run government and non-government) shelter homes and in red light communities. Kshamata's outreach component includes conducting a series of activities like art & craft, life skills, etc. for initial engagement followed by counselling, intensive skills training, health care and income generation. We have seen that such kind of intervention raises the aspirations of these girls and women and makes them willing and ready for long-term rehabilitation.

This year, we have been able **to reach out to more than 950 women** through our intensive and non-intensive outreach activities and program throughout the year.

Skill Development and Employability Enhancement

Before a public curfew in March 2020, nearly 95 women/girls were undergoing training in basic as well as advanced sewing skills across five shelter homes in Mumbai and Thane district.

In 2019-20, we have **oriented over 450 women** and enrolled over 200 new women for basic training sewing skills. More than **150 women have learnt basic level skills** and promoted for advanced skill training on the basis of post-assessment scores. In a total, **over 300 women** have undergone the training in sewing skills. They have been felicitated with *the course completion certificate*.



Income generation and Job readiness

21 women qualified for and received a stipend of Rs.1000.

59 women earned income under income generation program in two government shelter homes

Women working under income generation activity have become more confident. Under job preparedness, we also started teaching them basic etiquettes of working place like punctuality, being disciplined, dressing up, etc.



All trainees who have graduated to an advanced level skill training were encouraged to participate in income generation programme. The advanced level trainees have also been informed about the job opportunities available in the markets and pay-scale they may get outside. The trainers make a monthly production plan and assigns production work to the women. The products being made are checked for its quality and finishing by the production in-charge. Women are paid for each approved product along with a monthly stipend of Rs.1000.

Exposure visit

As a part of learning for trainers, the exposure visit to Sahara handicraft was organized for all the master trainers with an objective to see their products and learn the art of working with women with compassion and empathy. The visit in March for trainees didn't happen due to COVID 19 outbreak.

Internship

Kshamata constantly looks for internship opportunities for the women as ways to not only get them acclimatized to a working environment but also as an opportunity to learn necessary skills that will help them sustain a job and contribute towards their professional as well as personal development.

The internship prepares women for employment and enable them to choose the right career path. In order to encourage their participation, we started offering internship to the women in February, 2019 and out of 70 women we selected 21 women who qualified for the monthly stipend. The money has been handed over to the authorities of respective homes which will be given to women on their release.

Job Placement

Kshamata focuses on women who are interested in continuing with tailoring and also those who aspires to build a career in any vocations. Under tailoring area, most of the women prefer to work from home, or at a unit close to home, and not with Kshamata enterprise. For such women, Kshamata supports them in identifying alternate opportunities and in finding appropriate placement and/or independent small orders for them to produce independently.



Job Placements-14

**Enrolment with
external training
institutes – 05**

**Working from
home - 02**

Likewise, we had also enrolled two women for a four-month long training with a renowned hotel in Mumbai. The women have been appointed as a full-time employee by the hotel. The women having inclination towards beauty care sector have also been supported with job placement. During 2019-20, we oriented the young girls and women on cab driving, hotel management, law, retail management, fashion designing and 3D printing through our training & development partners.



Girl absorbed as a chef



Girls undergoing training in hotel management at Westin.

Story of Inspiration-1: We had our first interaction with Veronica through a statement which we wrote for Sewri court in November, 2019. Veronica, a beautiful and shy woman caught during a rescue operation in a SPA based brothel in Bhandup and was placed for socio-psychological-economical rehabilitation in shelter home.

As she stated in her court statement, she is a single mother with two children and also have a mother who is dependent on her. Veronica is the only bread-winner of family. She used to work with a unisex spa as she had learnt a beauty care skill. Initially, she found her work very interesting and safe. But gradually, she sensed that something unethical is happening which she wasn't aware of. One day, police raided the place and caught Veronica along with its owner and other workers there. The female workers produced before the court and eventually sent to shelter home for their rehabilitation.

We counselled and encouraged her to learn tailoring skills until she gets released. She was constantly motivated through individual counselling and life skill sessions. She joined the tailoring program and very soon she started showing an immense interest in tailoring. Meanwhile, we also visited her family during Home Investigation as per court order. Our field coordinator met with her mother and brother who stays next to Veronica's house. We explained them the entire process of court and also how we would be supporting her with rehabilitation after she gets released. The court released her in the last week of December.

Post her release, she was in trauma and she didn't know what to do or what is right for her in the future. Our team visited her again and asked her to visit our center. She visited the center and was very happy to see the atmosphere at the center. Next day, she joined us for her advanced training in tailoring. We are giving her a monthly stipend of Rs.1000 along with a monthly grocery for her family so that her family doesn't need to face starvation.

Today, she is very happy and enjoying her space and have made some new friends at the center. Her family is in good condition now. Her mother is very happy for her decision of switching the profession. Veronica has determined that she would never think of joining the earlier profession.

Life skill

Survivors find it difficult to go through normal things in life like obtaining and sustaining a job, conducting one's self in a working environment, etc. Often, we find that when survivors do not have mechanisms to help them cope, they go back into the situations of abuse. Life skills training is, therefore, an essential component of getting the women work-ready.

Life skills sessions were conducted in order to motivate all the young girls and women to learn and to encourage them for active participation. The sessions gave them a new perspective and the hope for good future. In life skill session, more than 70% women expressed that they would like to stay in touch with Kshamata post their release.

The sessions were conducted in both minor and major homes in Thane and Mumbai suburban. Around 85 women showed active participation in all sessions. Sessions on Mind Power was held at three shelter homes by Rising Minds. More than **250 women** participated actively.



Dance Movement Therapy

In partnership with Sanved Kolkata, we started enabling the girls through Dance movement therapy in Bhiwandi Observation home and Deonar special home. The sessions are getting very positive response from the girls as they like the sessions and also feel comfortable around the facilitators. It is helping them heal their trauma and pain. All the participants were very active and energetic. Around 20 girls have completed their phase 1 and nearly 10 girls are undergoing phase 2.

One participant (who had gone through this session in Phase 1 said):

“I had been part of this session before, but at that time I had no answer to the question of what my strengths and resources are. Then, the facilitator motivated us to think about it and to understand how this strength is a resource for our future life as well. Now, I understand that, physically, my arms are strong, and that being honest and self-confident is my strength.”

Newly placed women were initially counselled through group activities followed by one-to-one counselling after a two week when they get familiar with the counsellor. All of them were constantly encouraged for learning through individual counselling and group sessions. This year, we have **counselled 144 women** who were undergoing mild and severe level trauma in the homes.

Health care and awareness



Eye check-up at Navjivan Home



General check-up at Kasturba home

In order to have a safe and clean menstruation hygiene, women at Navjivan Mahila Vasati Gruh and Kasturba Rajyagruh were given sanitary napkins. On the occasion of the world Menstrual Hygiene Day, we in association with Lodestar UM distributed sanitary napkins and conducted brief sessions on menstrual hygiene at **11 shelter homes** in Mumbai.

The eye check-up camp was organized for the women at Navjivan Mahila Vasati Gruh on May 30. **122 women** got their eyes checked and of them, 28 women have been advised to use spectacles. A general health check-up camp was organized at Kasturba home. 35 women were examined for their blood pressure, sugar level and HB. Their height and weight have also been measured. The camp was facilitated by The Reliance Foundation.

Literacy



The year 2019-20 has been very inspiring and garnered a good response from both the participants and the homes. Around **160 girls** were **assessed** and nearly 80% of them learned all 13 modules of the curriculum. All girls were felicitated with the course completion certificate at the end of each term. The follow up visits planned and executed for the girls who have been released and/or transferred to the other institutions. The home authorities were updated on the progress of the girls on a regular basis.

The project enabled the girls to explore and choose the career and enhance their opportunities for job procurement in future. It inspires us all more to keep on going full strength and we are hopeful that project will achieve its desired goal and pave a great path ahead for all the girls.



Girl practicing her lesson through workbook



Cards made and written by the girls



Spoken English Workbook

Mentoring

It was started with 26 young girls at Ulhasnagar Minor Home. The program is led by the two young professionals. The program was seeded with hope and started on 1st June. The basic idea and motivation for having the mentoring program was to bring out the best in all the girls by means of interactive sessions and open dialogue. *It has benefitted more than 45 girls* so far.

Art & Craft

The doodle art workshop was organized at Bhivandi observation home by The Inner wheel club of Dombivali. 24 girls participated and made beautiful designs on cloth bags. Jewellery making training was conducted at four shelter homes in Mumbai and Thane. Girls made beautiful jewelry out of paper, beads and threads.

Follow up

We followed up with all those women were part of our skill development and other programs while in the homes. The field coordinators paid visit to more than 40 women in Mumbai and contacted over 15 women through phone calls who stay in the other state. Bangladeshi women have also been traced and contacted via phone calls. The whole coordination was done through *Justice and Care organization in Bangladesh*. However, we received calls from three women who were in need of financial help and jobs.

Women who are placed into jobs are monitored through visits to their working place. We also oversee their performance at the workplace in collaboration with the employers, for a period of 3-6 months to enable the

survivors to reach a degree of stability on the job. They are all supported with counselling and mentoring till the time they start staying independently.

▪ Court Intervention

We have been working with metropolitan courts in Sewri since 2016. The role of the organization is to take preliminary statement of ITPA victims before they are produced before the magistrate. The overall process provided us with an opportunity to assess the needs of women and equip

them with requisite skills for alternate livelihood. It has also enabled us to plan for their career path planning and work on their livelihood. In 2019-20, we took 115 statements and did a home investigation for 88 women in Maharashtra state. For other states like West Bengal, Himachal Pradesh and Delhi, it was done through local

NGO partners. We are thankful all NGOs who have supported us with doing home investigations outside the state of Maharashtra.

6 HIR in West Bengal, Delhi and Himachal Pradesh together and 6 HIR were done for Thai women with the help of Thai Embassy

▪ Events

Kshamata's flagship programme on creativity is Antarang, is in its fourth year. Antarang, (meaning Introspecting Yourself in English), 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.



Highlights of the event

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



- Ms.Karen Wren (*The founder of The Brighteyes Foundation, Australia*) along with her colleague was taken to Ulhasnagar minor home and Bhivandi observation home on 27th and 29th of January. Ms.Wren met with the home authorities and spent the entire day with the girls at both the homes. She had brought learning gifts and chocolates for the girls. She was very impressed with project progress and highly appreciated our literacy teachers for making it successful.
- ***A book of stories of ITPA survivors*** has been published on 22nd of January. The 54th court magistrate Ms.Poonawala and Mumbai Suburban district officer unveiled the booklet in the presence of all the NGO representatives, the staff and women in the home.
- ***International Women's Day Celebration***

It was celebrated at Minor Home and Shanti Sadan Shasaky Gruh (SSG) in Ulhasnagar on 9th of March. At Ulhasnagar Minor Home, girls designed and stitched their dresses and exhibited it through an elegant ramp walk. The graduated ones shared their inspiring journey with their home counterparts. At SSG, our senior coordinator and the home probation officer motivated the women for taking part in skill trainings being imparted by Kshamata. A stall of Pani-puri was set up for all the girls and guests. The celebration at UHM jointly was organized by Kshamata and Prerana NGO.



Ramp walk by UMH girls



We, in association with *STCI and Prayas* NGOs celebrated International Women's Day at Navjivan Mahila Vasati Gruh on 13th of March. A total of *40 women participated* actively and had a great time at the event. We had also *invited 3 released women* who shared their post-release life experiences with the women at home. They also mentioned how various NGOs intervened and enabled them to fulfil their aspirations and empowered them as a self-reliant individual. All them are leading a dignified and healthy life today.

On the occasion of The World Environment Day, we planted more than 100 saplings at the center in Thane and Snehasadan home in Andheri.

▪ **Recreation and Celebration:**

- The senior field coordinator attended a Republic day celebration at Deonar special home, Mankhurd. We distributed a pair of salwar-kameez to all girls in the home



The literacy project stepped into its second anniversary in December. To celebrate its successful journey, we had invited the graduated girls and the dignitaries from CWC, shelter homes and NGO representatives. Girls shared their inspirational journey, starting from a shelter home to an independent living. A beautiful dance performance was given by the UHM girls and some of them shared learning experiences in literacy program.

Celebration at Ulhasnagar Minor Home

- *Children's day* was also celebrated with the girls at Ullasnagar minor home and Bhiwandi observation home on 14th November.

SAKSHAM – INTENSIVE RESIDENTIAL PROGRAMME

In Kshamata's core programme, women stay at the **Kshamata Transformation Centre (KTC)**, a residential training facility in Thane and undergo in-depth learning of life skills and vocational skills, both formal training and on-the-job learning. In addition, they learn job-readiness – constructive attitudes towards punctuality, time commitment for work, and commitment to quality of work, through a sheltered employment programme. Nearly 30 women can stay at KTC at any given time, and for a period of six to twelve months, till they are placed and find housing, whether on their own or with Kshamata's support.



Kshamata Transformation Center, Thane

At KTC, women above the age of 18 years are referred by the various non-government organizations and government shelter homes (*under the Department of Women and Child Development, Government of Maharashtra*), on their release, if they do not wish to return to their village or town. Interventions include providing training in tailoring and embroidery, catering, beautician course, and various job preparedness skills - spoken English, computer skills, functional literacy and also life skills education. **More than 80% of women are enrolled with external training institutes** for vocational skill training and professional development. Selected women are also supported to pursue further education at school and college levels.

Between 2019-20, we have welcomed and onboarded **18 new girls** at the center. The activities which were undertaken throughout the year are described as below:

Skill development and Job placement:

Internal

Sewing skill has always been the main training area for which girls are encouraged to opt and learn. This year, we have trained over 15 girls in basic as well as advanced skills under the guidance master trainer and experts. Out of 15, 3 girls were enrolled for fashion designing diploma course with a renowned institute in Thane. Girls who have mastered these skills are promoted as a peer trainer and motivated to guide and impart skills to the new batch of trainees.



- A half day training crochet skill was arranged for the trainees and master trainers at the center.
- Eco-friendly sanitary pad making workshop was held for all girls on 16th August. The napkins were made out of a recycled cloth which can be reused.



Our fabric jewellery was promoted during a campaign on 10th March

Girls having an inclination towards Jewellery designing are undergoing an intensive training under a professional designer. The training is also helping them learn functional skills like budgeting, travelling, sourcing of raw material, bargaining, etc.

External

Three girls were enrolled for fashion designing with Fashion institute in Thane. Of them, two are working and one will complete her training next year.

Three girls were oriented and enrolled for hotel management course through Yuva Parivartan under *Youth Career Initiative (YCI)*, two of them have been placed with the renowned hotels in Mumbai.



- Girls having inclination towards hospitality were enrolled Tata Strive to pursue a three-month long retail management course. They have all been placed with the fashion outlets in malls. All of them are earning a good income and living independently.
- Four girls are enrolled for basic computer literacy and two of them are also undergoing training in Tally software.

A total of 27 girls have been oriented on different career areas and vocational skills.

All of them were guided by their mentors and counsellor.

13 girls have been enrolled with external training institutes for vocational courses.

Exposure visit

- Exposure visit to a nationalized bank was organized by a group of volunteers for the girls at the center.
- Girls participated in skill training programme on November 15 which was organized by ILA-a ngo works for sexual violence survivors.
- The CLP India invited our girls for learning exposure at its corporate office in Andheri. The girls were taken around to see the corporate work culture & etiquettes and also CLP staff guided them on the educational qualifications being required for securing jobs into corporate sector.
- Girls were taken out to visit Kala Ghoda festival as a part of their learning exposure. They got to see a wide range of products and designs being exhibited by the different NGOs

Internship

Four girls under Free-D India project were placed for their three-month long internship with Fab Jewels Pvt. Ltd at Navsari, Gujrat. Of 6 girls, 2 girls have completed their internship with Imaginarium and Fab Jewels Pvt Ltd. Presently, they are both giving interviews for job.

Girls who have completed their basic level of sewing training have been given an opportunity to do a three-month duration internship at Kshamata Enterprise. A total of 15 girls completed their internship and they were appreciated with a stipend of Rs.1000 per month.

Formal Education

Eight girls have been enrolled for formal education through distance learning institutes and schools. Of them, three have taken SSC exams and the exams of higher school and university have been cancelled due to COVID19.

Counselling

The individual sittings and group counselling sessions were held on a regular basis. The focus was more on a group counselling as new girls were enrolled and it was needed to build a good interpersonal relationship among all the girls. 27 girls got benefitted from the in-house counselling. However, we have done a psychometric assessment for 12 girls through a mental and research center in Bandra.

Life skill

Daily issues of the girls at personal, academic and professional level were dealt with through selected life skill sessions such as communication, interpersonal relationship, anger management, self-awareness and so on. The sessions equipped with the girls with skills which helped them manage their own problems with confidence.

Dance Movement Therapy

Dance Movement Therapy (DMT) orientation session was taken by *Sanved Kolkata* for center. The sessions have been started in August. The sessions are receiving an encouraging response from the girls. The relaxation exercises were helping them during stressful situations like examinations. The practitioners observed that the more they share, the more they are able to understand themselves. The group is very focused and highly accommodating. Some sessions were undertaken to focus on body awareness, releasing anger and distressful emotions.

Spoken English

The classes were held on a regular basis by a group of volunteers. Around 25 girls learnt all the modules and started practicing it in their day to day life. Along with spoken we also encouraged the girls to focus on the written skills which is helping them overcome their academic hurdles.

In-house workshops

- A group of women from Helping Hand visited the center and conducted activities with the girls. Girls had lots of fun and enjoyed their company.
- Yoga classes are conducted by the volunteers which is enabling the girls to lead a positive life.
- The interns informed and guided the girls on the communicable and non-communicable diseases through a power point presentation and interactions at the center.
- Ms. Leena Khateja -a corporate trainer- conducted a session on the goal setting and her colleague talked about POSH policy.
- Vivekanand college students conducted a session on menstrual hygiene for the girls which helped girls understand the importance of hygiene during periods and proper usage and disposal of sanitary pads.

- The volunteers taught new cooking recipes to the girls.
- Ms.Gopika Dahanukar conducted a session on Expressive arts for all the girls.

Workshops conducted by girls

- An umbrella decoration workshop was conducted for the employees of Sterling company by two of our multi-skilled girls.
- The master trainer conducted workshops on *Block printing and Diya painting* for corporate employees In Navi Mumbai and Thane
- A tie & dye workshop was taken for all the girls by a residential girl pursuing fashion designing



Health care and awareness

A group of volunteers of medical fraternity did a medical check-up for all our girls at the center and distributed medicines as per their diagnosis. They were also guided on nutrition and personal hygiene by the doctors. More than **90% of girls'** health status has improved and they are all following personal hygiene tips.

An eye check-up has been done for all the girls and those being diagnosed with sight problem have given the spectacles. Dental & oral check-up has also been done for the girls who had complained about oral hygiene and teeth related problems.

Girls are sent to primary health center for fever, cough and cold. However, in case of any major illness, they are taken to civil hospital in Thane. Girls suffering from psychological issues are referred to J J hospital and Institute of Psychological Health (IPH).

Mentoring

It has been enabling the girls to choose the right career path as per their level of education, interest, job opportunity and sustainability. The mentors guide their respective mentees through one-on-one meeting at the center and phone calls. The process has been helping girls understand their potential and career aspirations.

Events



Ms Simrithi Bathija, Glamanand Miss India International 2019, visited our center on the 13th of October, 2019. Supermodel, professional and down to earth, she succeeded in immediately creating a friendly connection with young women

Ms.Bathija shared valuable tips on Spoken English and confidence building and encouraged the women to focus on their goals. Her fitness coach demonstrated some helpful self-defense techniques. Special mention for the team of Seva and Sahyog, which made this inspirational event happen.

A group of dedicated and socially driven volunteers gave us an opportunity to get all our graduated girls together on the 20th of October. Girls were given a platform to showcase their talents like dancing and singing.

The volunteers also performed to contemporary and traditional folk-dance forms and sang melodious songs from 60s. The group also appreciated and felicitated the staff and volunteers of Kshamata. The event was organized and sponsored by the group.



Recreation and Celebration

- Girls were invited to *Citi Bank's social event* by one of our volunteers on May 10.
- Girls celebrated The Independence Day and Raksha-bandhan fest with a group of volunteers from a corporate company and our long-time volunteers. Girls tied paper rakhis on the wrist of volunteers. Girls were taken out watch a hindi movie – Dabang 3 in Thane and the circus in Mira road.
- All festivals were celebrated with joy and fun without any religious ideology. Monthly birthday celebration was also organized for each and every girl.

Follow up

Girls who have moved out of Kshamata and living independently have been followed up through visits and phone calls on a regular basis. We reconnected with more than 65 graduated girls and helped 28 of them with counselling, medical (hospitalization, medicines, etc.) and financial aid.

Networking and Knowledge management

- A group of NGOs were invited by the **DCP office zone-III** to discuss the rehabilitation plan for women being engaged in sex trade in *Kamathipura red light area*. We were also invited to give inputs in the context of training and sustainable livelihood which may encourage the women to break the vicious cycle of prostitution
- The cluster meeting was attended by two of our representatives. The meeting was organized Srujna charitable trust with an objective of seeking feedback of all partners on exhibitions and experience with clients and corporates.
- Meetings with various stakeholders like CWC, court magistrate and police were attended by the senior field coordinator.
- Bharathy Tahiliani attended the Maharashtra State Consultation for Voluntary National Review 2020 for Victims of Human Trafficking on 24th of January
- Ms.Tahiliani was invited for a panel discussion to end gender-based violence (GBV) organised by the U.S. Consulate General, Mumbai



Story of survival 2: A girl at the age of 12, ran away from the home with her two brothers. The reason was her alcoholic parents who used to work whole day and get drunk in the evening. The father would beat them all up for no reason.

Eventually this had become a part of life which made their life more miserable and vulnerable. One day, she decided to take her brothers away from her parents hoping that they will have a good future. She took the train to Gujrat (not knowing the destination) and left her parents and two younger sisters (one was just a year old and another was a few days old) behind-to-never-look-back.

When she was placed with Kshamata, she expressed her wish of meeting with her parents and sisters who stayed in Bhiwandi for quite some time. She didn't know their current status as the whole family keeps migrating from one place to another-in-the-search-for-a-new-job.



A few months later, we came across a group of highly motivated professionals who intervened in the same area where her parents used to travel for work. The group gathered her parents' details through their local contacts in Jawhar. Traced her family there and reunited her. Unfortunately, her mother died a long back and her father also passed away a few months before a group visited the place. But we could find out the status of her younger sisters who were very young when-she-left-home.

After a rigorous follow up with locals and visits, we rescued the girls from the trap of their selfish relatives who were planning to sell them as bonded laborers which is one type of human-trafficking and reunited with their three siblings who-have-already-been-reintegrated-into-mainstream-society.

The young caterpillars are exploring the new world through literacy and mentoring.....

SWADHEEN- Group stay home

The final stage of the programme results in the culmination of the efforts leading to all round empowerment manifested through financial independence and self-reliance. It also encompasses the journey towards creating social supports systems and mainstreaming within the society. The transition towards independent living is done through a unique model of group stay arrangements, which has proved very successful since its inception six years ago. Most of the group homes have been set up in the proper chawls due to affordable rents.



We could form four (4) group homes for working girls whereas the eight (8) girls who moved out after job placement have started staying independently and formed their own group stay homes in Mumbai and Thane. One of the girls has been adopted by a female government employee and has taken the responsibility of education and basic necessities.

SAMUDYAM- Kshamata Social Enterprise

Kshamata has an in-house social enterprise aimed at providing a “sheltered and experimental” employment approach to the women, prior to their independent job placement. Under this initiative, a wide range of products, mainly eco-friendly tailoring and fashion jewellery based, are made including hand crafted paper items. The process enables women to “earn-and-learn”, at the same time providing a space to develop work ethics – work discipline, punctuality, communication with others, and responsibility. It allows them to sharpen their skills and to deal with work challenges.

Finally, we have established our own enterprise named “*Kshamata Unlimited*” in September 2019. The enterprise innovates and makes a range of eco-friendly products like bags, pouches, slings, jackets, file folders, etc. The products have been marketed, promoted and sold through corporate and institutional exhibitions and orders. Our

products received an overwhelming response at the exhibitions this year. The approx. annual sale was worth Rs.3lac plus.



- A two-day training on **Management Information System** was attended our project manager which was organized by *Toolbox*.
- A full day session on **Mind Power** was organized for the team with an objective of equipping them with tools which would enable to strike a healthy balance between their personal and professional life and to also vent out their emotions which have been suppressed since a long time.
- Field coordinator attended the judges Conclave on **'Securing Justice and Protection of Victims in cases of Sexual Exploitation'** on 23rd November 2019, held jointly with International Justice Mission India.
- The session was designed as an introduction to **Dance Movement Therapy** for the care providers. They explored movements with different body parts while varying space, speed and levels of movement. The session also focused on self-care movements. Feedback was taken verbally and through colouring to depict the experience. The care providers said that the session helped them understand DMT better. The session made them feel relaxed and calm.
- Considering the nature of work and potential health hazards, we have bought a health insurance policy for the staff members who are working with us since last one and a half year.
- A three-day long training workshop on **Field perspective and Social enterprise vision building** was organized for all sewing skill trainers on 10th, 11th & 12th June at the center.
- A half-day session on the **"communication"** was facilitated by Mr.Ram Bhat (Kshamata trustee) for the team members.
- Mr.Maga Kalra (Author & Business Growth Coach) held an interactive session on how to have **positive attitude** while working in the stressful conditions at field level. He shared the different coping techniques through demonstrations and story narration.



Production Unit



Production Unit Inauguration

- The skills training and Production unit has been set up and was inaugurated on the 9th of November. The tailoring and jewelry products will now be made under Kshamata Unlimited. We are very thankful to **Lubrizol advanced materials India Pvt Ltd** for believing in our vision and equipping us with the resources and knowledge to create sustainable choices for the survivors.
- Our social enterprise team successfully executed the orders for corporates like Lubrizol & DHL and also received enough no. of orders from the clubs and individuals.
- Two of our graduated women have succeeded in setting up their own catering venture in 2019. It's a joint certified and licensed venture based out in Navi Mumbai.
- Over 850 women got engaged in a longer-term basis through various vocational skills training, life skills and counselling in the state-run government shelter homes in Mumbai & Thane.
- Nearly 80 women have been supported with intensive care by referring them to other NGOs and social groups in Maharashtra and the other states in India.
- More than 20 individuals signed up and contributed as volunteers & interns in a year. All the interns were given a certificate of internship at the end of term.
- **In Tata Mumbai Marathon 2020**, the five runners supported our cause by running under half marathon race category and two individuals raised funds of Rs.1.6lac through individual fundraising page.
- Kshamata won the award as **a Reginal Winner** for contribution in the field of women empowerment organized by Americares on September 26, 2019.
- Ms.Bharathy Tahilaini and Ms.Mona Almeida have been honoured and felicitated with **Premium Rotary Vocational Excellence Award** for their contribution in the upliftment of women in distress by *Rotary Club of Thane Premium* on International Women's Day.

CLP India has been partnering with Kshamata for the last three years. We have done a few volunteering projects that mentored young girls, which they enjoyed thoroughly. Along with these events, my personal volunteering experience at Kshamata's Thane center was also very humbling. Kshamata's perseverance in helping young girls and women in distress and in rehabilitating them to the mainstream society is indeed commendable.

We wish them all the luck for their sustained efforts.

Dr. Priyesh Modi

Head- CSR

CLP India Group Companies

I see love and kindness is only religion for all from here. God can be seen through Mankind is seen and felt here. Rehabilitation today changes life for someone tomorrow is proven here. By giving no one has become poor. Examples set by donors and trustees is visible here. This journey of selfless services to others by KSHAMATA is endless.

Kishore Kumar

Brindavan Society, Thane.

I have been associated with kshamata for one and a half year now and it's an absolute honour. Kshamata's relentless efforts to uplift a part of the society that's often ignored and overlooked is a testimony of the courage and dedication with which it works, and inspires volunteers to work. It reinforces that every human being deserves an equal chance at a great life. Being a volunteer has no doubt, made me a better human being. It has helped me grow emotionally and mentally. And I am eternally grateful to kshamata for it.

Heena.Batheja

Ulhasnagar

My journey started with the organisation as a volunteer, however gradually when I became an integral part of it didn't quite realise. It's been 2+ years I have been going there and the total work experience is amazing. When I started to visit as a dance teacher got so involved with their work wanted to contribute more, as I am fond of costume jewellery started teaching girls how to make, resource or sell. It's been a year now in jewellery we have 8 dedicated girls creating stunning handmade pieces. Kshamata is now my extended family hence started connecting more and more people who can add value to the organisation through their skills. Raising funds has become my agenda also because of the sincere approach of the organisation towards social reform.

Bonhi Mukherjee

Volunteer & Resource Mobilizer

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.

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

Partner Organizations

Development Partners	Organisations/Groups: 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 (CSA)
Apne Aap Women’s Collective	Datamatics Global Services Ltd.
Asha Sadan	Dun & Bradstreet Information Services Pvt Ltd.
C C Shroff – Self Help Center	DHL Express India Pvt. Ltd.
Dhriti Foundation	Gurnani Sati & Gokal Charitable Trust
Disha Pratishthan	Helping Hand (Thane)
Family Planning Association of India	Hindustan Lever Ltd. (HUL)
Free A Girl Child	IBM India Pvt Ltd.
Free-D, UK	Inner Wheel Club of Dombivali (Thane)
Giriniwasi Ashram	Inner Wheel Club of Hiranandani, Thane
Inner Wheel, Thane	Inner Wheel Club of Thane East
International Justice Mission	Kasarwadwali Police Station, Thane(W)
iVolunteer	Kindled Spirit, UK
J P Morgan	Kumud Foundation-Indiabulls

Justice & Care, Bangladesh	Lions Club of Kings Circle
Khula Aasman	Lions Club of Kopari, Thane
Lok Udan	Life Church, Australia
Manav Seva Sangh	Lubrizol Advanced Materials India Private Limited
Navjeevan Trust	Nihchal Israni Foundation
Omkar Foundation	Pinion Services, UK
Our Children	Ratnanidhi Trust
Parivartan	Rotary Club of Mumbai North End
Pratham	Rotary Club of Thane North
Prayas	Rotary Club of Thane Skyline
Purnatva	Rotary Club of Down Town, Thane
Resource Center for Juvenile Justice-TISS	Rotary Club of Thane Premium
Raven & Lily, USA	Stitching OO & BW (Foundation), Netherlands
Sahara Trust	Social Venture Patners (SVP) Philanthropy Foundation
Sanved Kolkata	Spantech Engineers Private Ltd.
Save the Children India (STCI)	Sundar Sewa Trust
Sneha Sadan	Srujna Foundation
Smile Multipliers	Systems Plus Pvt. Ltd., Mumbai
Smiles32 Foundation	The Amtec Healthcare Pvt Ltd.
Tata Institute of Social Sciences, Mumbai	Tata Strive, Thane
The Good Shoppe	The Bright Eyes Organization, Australia
The Initiative	The Ohio State University, USA
The Restore Honour Campaign	True Love Foundation
The Ripple effect	The Raymond Group
The Salvation Army	The Rotary Club of Bombay Queens Necklace Charitable Trust
Transforming India	TearFund, UK
weCHANGE	The Rotary Club of Hiranandani Estate, Thane
You Can Free Us	Techint India Pvt Ltd
Yuva Parivartan	Urja, Canada
Reliance Foundation	United Way of Mumbai
Seva Aur Sahyog, Thane	Zuventus Healthcare Ltd

Kshamata Transformation Center

Prathamesh Niwas

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Time: 9AM-6PM

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