



KSHAMATA ANNUAL REPORT



1st April, 2021 – 31st March, 2022

Executive Summary

Human Trafficking a complex social problem

Human trafficking is considered the third largest organized crime, globally and the number is increasing every year. Poverty, uneven employment, gender discrimination, harmful traditional and cultural practices and lack of proper policy implementation to end this grave condition are some of the causes of human trafficking in India.

Most women in such situations tend to end up in the street, without any shelter or food, and become easy prey. A number of women and girls are picked up by the police from the streets and sent to different shelter homes if the women are adults, or to Minor Homes if they are below 18 years of age. However, stay at these homes is only temporary and at some point, the women and girls (once they cross 18) need to leave these institutional homes, and unless they have been provided some vocational and life skills, they find it extremely difficult to survive on their own.

Vulnerable, exploited women lack the necessary skills, self-esteem, confidence and support system to successfully re-integrate into society due to fear of social stigma and rejection

About Kshamata:

Kshamata seeks to primarily de-institutionalize victims of trafficking through the provision of appropriate need-based services to facilitate the transition from State- and NGO-sponsored aftercare homes to greater personal autonomy. Kshamata strives to proactively restore and support the link between survivors and their aspirations. It also attempts to reconcile gaps and strengthen services that facilitate the integration of vulnerable women and girls. It considers these women as very vulnerable group, and works with them to prevent them from being trafficked and re-victimized.

Our Vision - *to ensure that every woman/girl has the opportunity to lead a life of dignity and self- reliance*

Our Mission - *transform lives by Engaging with, Equipping and Empowering women and adolescent girls faced with vulnerability and exploitation to become respected, productive and earning citizens by providing opportunities for Training, Employment and Reintegration in society.*

Impact created:

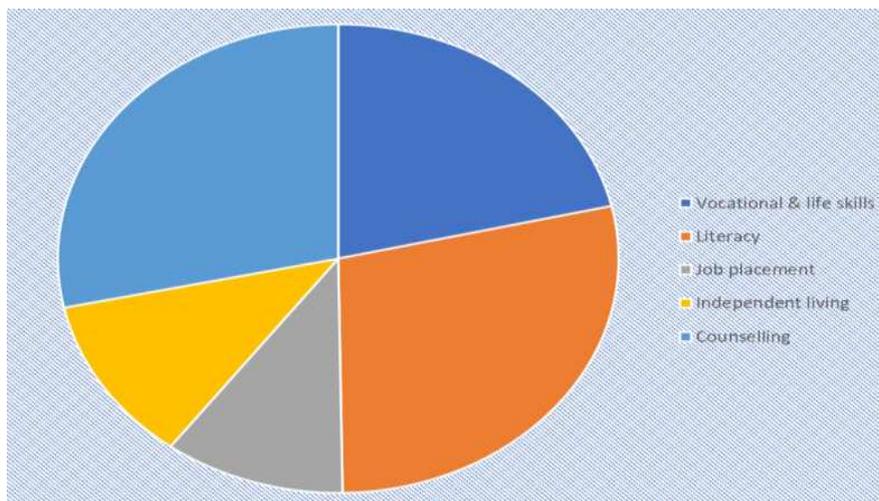
The focused interventions were implemented in Government Shelter Homes, Brothel communities and Kshamata Transformation Center (KTC) created the following impact.

The results achieved paved way for additional improvements enabling many women participants to take definitive strides towards transformation & independence.

Outcomes at a glance

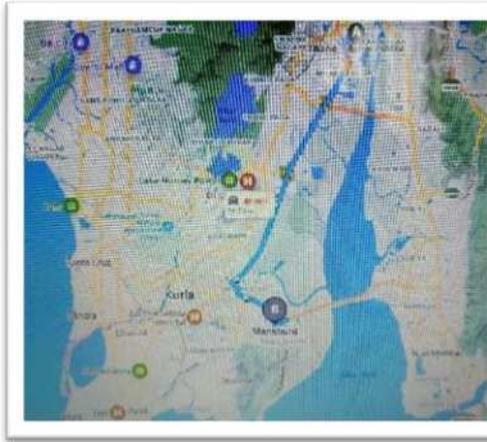
| Outreach Programme Impact | | | | |
|---|--------------------------|---------------------|----------------|------------|
| Interventions | Government shelter homes | Brothel communities | Released women | Total |
| <i>Vocational skills training</i> | 240 | 22 | 30 | 292 |
| <i>Basic literacy</i> | 122 | 59 | NA | 181 |
| <i>Life skills</i> | 193 | 42 | 30 | 265 |
| <i>Counselling</i> | 46 | 62 | 38 | 146 |
| <i>Art/Dance Therapy</i> | 22 | 15 | NA | 37 |
| <i>Women engaged in income generation</i> | 30 | 07 | 12 | 49 |
| <i>Job placement</i> | NA | 04 | 22 | 24 |
| <i>Micro business</i> | NA | 2 | 4 | 06 |
| <i>Mentoring and handholding</i> | NA | 06 | 26 | 32 |

Kshamata Transformation Programme



Project Geography:

Navjivan Mahila Vasati Gruh & Deonar special homes- Mankhurd



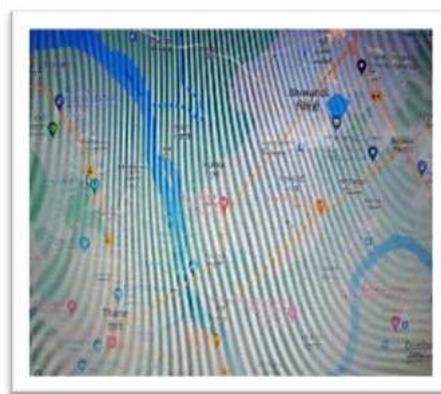
Kasturba Rajya Gruh –Chembur



*Shanti Sadan Mahila Shasakiy Gruh – Ulhasnagar
Ulhasnagar Minor Home - Ulhasnagar*



Bhiwandi Observation Home – Bhiwandi for minors



Kshamata Transformation Center Bhiwandi Red Light Area



Key highlights:

Mr.Azim Premji from Azim Premji Philanthropic Initiative visited our center and interacted with girls and team members. He spent an hour and a half to understand our reintegration interventions. He appreciated our work and efforts.

Kshamata won the **First prize in Jalsa - Virtual Trade Show 2022**. As a winning price, we will receive 1000 mtr Fabric in 2022 + order worth Rs 50,000 in 2022

A series of women's day was planned and celebrated in the week of 8th March for six consecutive days. The social activists, NGO heads/founders and inspiring women were invited to share their life journey with our girls. Their inspirational stories have touched the hearts of the girls and gave them energy to create their own story in future.

Partnered with **Dockare** team. Dockare is an app-based virtual hospital with advanced remote symptom monitoring and predictive analytics to provide remote data-driven care. Dockare has been extensively used by various healthcare stakeholders for tele-consultation, post-hospitalisation follow-up, medical research as well as for running disease-based programs at the community level. We are running a pilot project for the center.

Partnered with **UNICEF Maharashtra** to provide a crisis response during the Covid 19 pandemic focusing on provision for hygiene and sanitization and child protection related interventions designed to provide immediate relief and mitigate mental distress. Distributed PPE Gear to 450 caretakers across 45 shelter homes in Mumbai, Thane, Pune, Satara and Kolhapur.

Project activities implemented

Government Shelter Homes

Literacy component for minors along with life skill (Bhiwandi Observation Home, Bhiwandi Ulhasnagar Minor Home, Ulhasnagar)

Literacy classes were held at Ulhasnagar minor home at Ulhasnagar. The classes benefitted over 60 girls during the year. Around 40% of them learnt all modules and more than 50% have completed basic level of literacy. Girls who have learnt a certain of modules were felicitated with certificates.



The classes in the home are going on smoothly with an average of 20-25 girls attending regularly. Girls were given group assignments to work on with an aim to develop a sense of group support amongst them. The group method works very well with the girls.

The pre-assessment was done for all the girls who have enrolled in the program in February. The assessment is a baseline for each new girl and it helps the teacher know and understand the learning level of the girls.

The teacher is supposed to assess each of these girls to see how much they have learnt each month. Data has been shared with all the girls so that they are also aware of their progress and can work harder to improve their performance. The individual updates were shared with the shelter home superintendent in the case management meeting in the presence of other NGOs.



The teacher used audio-visuals and educational games to make the learning more playful and interesting. This kind of learning also give them a chance to adapt to the new medium of learning. Girls were given workbooks to practice whatever they have learnt in the class.

Literacy skills are not only helping girls to raise their level literacy but also encouraging them to pursue further education and choose their careers. 6 girls have appeared for SSC board exam and are guided by the teacher and peer learner.

Peer learning approach is working very well and girls are responding positively. 11 girls have been promoted as peer educators and are given the responsibility of new girls. All of them were given workbooks for practice and revision. The tests were conducted on a fortnightly basis. The older girls are constantly encouraged to handhold the new girls till the time they get settled down.

The peer educators have started owning up the responsibility by encouraging the new girls for learning and they make sure that they are attending all the sessions.

Literacy classes have been suspended from 6th of January as some of the girls got infected with corona. All the infected girls were quarantined for seven days. However, the other girls are under observation and as precaution, all the organizations have been asked to keep the activities on hold.

The Global Handwashing Day was celebrated with the girls at both homes. Girls were given demonstrations on the steps of handwashing with soap and a minimal use of water. Distributed hygiene kits to all the girls. They were also explained the importance of handwashing.

Girls celebrated Savitribai Phule birth anniversary on the 3rd January. The older girls prepared and delivered a speech on the work being done by Savitribai in the area of girl education.



Girls celebrated the 4th anniversary of literacy as it completed four years on the 10th of December. The anniversary celebration was organized at Ulhasnagar minor home on the 23rd of December. Girls performed to a Bollywood song and shared their experiences with the guests. The event was attended by all girls and staff of the shelter home. The child welfare committee chairperson was invited as a guest of honor. Girls were distributed bag packs and treated with a delicious lunch.

A total of 56 sessions were conducted throughout the year. Girls were educated on the importance of personal hygiene & care in the context of covid19 third wave. They were also guided on the basic grooming and personality development. The focus was on the covid

appropriated behaviour (CAB). Likewise, vaccination awareness session was conducted to clear the doubts around covid vaccine.

A separate session on work discipline was conducted by one of our senior team members. Women were informed on the importance of the disciplines to be followed at work place.

Girls who were tested positive for covid were a bit stressed and other girls were also worried as they all share the same dormitory and other facilities in the home. The CAB sessions helped them release their stress and focus on their health.



Girls were given information about Covid19 preventive behaviours as girls are leased protected and at high risk of catching infection. Around 48 girls got benefitted from the sessions. Likewise, girls were also made know and understand their behaviours which need to be responsible as they are an important part of society. Other topics like peer pressure and nutrition were also conducted along with HIV/AIDS awareness and menstrual health management.

Life skill sessions are enabling girls to become more focused and getting more clarity on their career as well as personal goals.

Vocational (sewing) training of major women along with life skills, job readiness/work preparedness

Skill development training was aimed at training victims of trafficking/gender violence who were in the age group of 18-40 years. Women were assessed and selected by the project team. Assessment was conducted on an ongoing basis. Women who have interest, willingness and learning aptitude were encouraged for skill training and on the job training under one roof. Training was conducted for 5 days a week for 2 hours per batch.



Women have been taught to stitch tote bags, pencil pouches and laptop sleeves. Some women take time to understand and learn as the products are a little complicated and needs regular practice. New women were oriented on the parts of the sewing machine and guided on the use of each and every part of the machine. All women briefed on the maintenance and basic repairing work of the machine.

Women have completed a three month long basic level skill training were promoted to advanced level skill training and were also engaged in income generation activities in the homes. They have stitched 73 double layer + pleated masks and 70 pencil pouches. They have all been paid for their work. The same women were actively engaged in production of face masks and pencil pouches.

The hand embroidery sessions were conducted in Kasturba home and it was enjoyed by all women especially those who were mentally disturbed and on medication.

Women were also oriented on the job opportunities and the scope of employment in the garment making and embroidery industry.



The sewing and embroidery training is helping women stay engaged both mentally and physically. They are becoming more focused now and attending the training regularly.



In order to prepare women to be ready for the job market a job readiness module on soft skills has been developed and was rolled out in June. The session on *Attitudes* like gratitude, ownership, hard work, responsibility, etc were discussed with them. Women had actively participated and enjoyed the exercises in the sessions.

At Shanti sadan, more than 65 women were part of skill training and all of them enjoyed their training. They were taught to make pencil pouch, earphone pouch, shopping bags, blouse cutting and stitching. 8 women were engaged in income generation activity. At Navjivan mahila vasati guruh, over 70 women were undergoing training in sewing skills and of them, 13 were engaged in production work for Kshamata social enterprise and other NGOs. Women were paid on a piece rate basis for their work. Women used to come regularly for training and always looked forward to their training classes.

One of the women from Navjivan home placed with Kshamata transformation center for her reintegration. Kshamata has followed up on her case for seven (7) years.



At Kshamata Transformation Center



Got released after seven years

Capacity building of the skill trainers:

Skill trainers have given a two month long advanced level training in tailoring and production by a master tailor, under the supervision of a professional designer. They were also given refresher training in production line assembly of bags and were taken to Gunj manufacturing unit and Somerset workshop for learning exposure.

The vocational training is on hold from 17th of January as some of the women were tested positive for covid. Till 17th of January, at Kasturba home, 8 women were coming regularly for sewing training and 2 were learning hand embroidery.





Juki machine operation orientation



Exposure visit

Life skill education (Navjivan Mahila Vasati Gruh, Shanti Sadan Mahila Vasati Gruh & Kasturba Home)



Though the recovery period was short and the variant wasn't life threatening, women were feeling stressed and anxious about their future. The sessions were planned around CAB, vaccination awareness and nutrition in the context of resurgence of covid19. COVID-19

awareness posters having information on how to stop the spread, preventive measures and protecting oneself. The posters used as guiding materials.

Two sessions on HIV/AIDS awareness were conducted in all three homes with an objective to generate awareness about the disease. Women were also educated on the human rights and constitutional rights which are entitled to. Covid Appropriate Behavior sessions were conducted in the context new variant Omicron. It is helping women to manage covid related stress.



Women's participation at all three homes was very encouraging. They ask lot of questions when they don't understand certain elements in the session. The life skill trainer also tries to motivate women for skill training in the homes.

Topics covered – Self acceptance, HIV/AIDS awareness, emotion management, conflict resolution, empathy, confidence building, menstrual hygiene, grooming, stress management, etc. The sessions were conducted by using different methodologies like role play, demonstrations, group discussion, drawing, etc.

Since most of the women were new, their participation in the beginning was not active as they all wanted to get out of the home. After a couple of sessions, some of them showed interest and participated actively. A total of 209 women got benefitted from life skill sessions in all three government shelter homes.

Reintegration through the Kshamata Transformation Centre (KTC)

KTC Premise upgradation

CCTV cameras are in use and help us monitor premises and girls for safety and protect. The project manager can monitor girls remotely when there is a holiday.



The center has undergone a pleasant makeover in February. The counselling room has been set up on the first floor. It will give more personal space and privacy to the girls who undergo individual counselling sessions. One of the walls was getting damped due to internal leakage so we got it covered with tiles. The kitchen area has been painted and it is giving very positive energy and the area looks more live than before. The main hall has also got a new look now. The space will be used for all kind of training activities. The cupboards have been shifted to the terrace as they were occupying lots of space in the hall. Two bedrooms got painted with pleasant colours. Girls are very happy to see the makeover of their bedrooms. A separate space has been allocated for grocery storage by doing a partition work on the second floor. The grocery and other edible items can be stored properly.



On the first floor, the office room has also been painted and the same will be used as an educational activity room post 15th of March. The office will shift to ground floor. The vocational training room on the ground floor had a wall which had got damaged due to leakage. Hence, we got it repaired and painted. The display unit also underwent a makeover. It's looking amazing now and many of our visitors liked and appreciated us for the same.

The art work has been done on the wall compound from outside. The logo of Kshamata has been painted on the main gate and the wall right behind it. The front wall of the training unit is beautified with an adorable image symbolizing the girl empowerment. The internal corridor starting from the ground floor entrance to the second floor has been painted and an art work has also been done. The blue sea theme is used.

A safety net is put up in the front porch, approx.15-20 feet above the ground. The purpose is to avoid accidents due to coconut fall. We had 3-4 accidents in the past wherein girls/staff had got injured severely.

The center has become more beautiful, vibrant and welcoming now. Girls are very happy and they all liked the makeover.

Health & nutrition:

On the occasion of International Women's Day, HB & Blood group testing camp was organized for all the girls and female staff at the center. Girls whose HB is lower than 6, have been advised to take iron tablets for a month. Their diet is strictly monitored by the day care coordinator. A yoga session is started for the girls with support of a networking organization and girls are practicing the same on a daily basis.

A total of 17 girls visited primary health centers and the government hospital for fever, cold, cough, skin problems, glands, throat infection, and dental treatment. An in-house health check-up camp was organized at the center. A female – MBBS doctor was invited do a routine check-up of the girls. More than 13 girls have been diagnosed with gynaecological issues and of them, 11 girls' scan is done 6 sessions on various health issues/diseases were conducted and 4 sessions on nutrition were held for the girls by staff. They are made aware of personal hygiene and center cleanliness issues through discussions and interactive sessions.

We had to get all girls' Covid test done as one of our team members was tested positive. The girls 'report came negative. However, we got a IRPTC test for one of the girls as she had symptoms but her report also came negative. Post 15th of April, 14 of our girls tested positive for covid and they were all admitted in the government covid center. 12 girls have recovered and discharged from the covid center till 5th of May. However, they were all quarantined and kept under observation for 14 days.

The diet was changed as per the instructions given by the doctor. Apart from their regular diet, each girl was given four eggs, one orange and one apple a day. Girls with major symptoms were isolated from the other girls and quarantined in a separate room with all provisions. All the rooms were equipped with electric coolers which kept the temperature of the center cool.

An hour-long workshop on the introduction of reflexology therapy was organized for the girls at the center. It was conducted by a qualified reflexologist Ms. Rachel Kurien. A series of sessions were held on a weekly basis later on.



Considering the health status of the girls, we had to keep the vocational skill training activities on hold and we used the training unit as a quarantined space. Diet plan has been changed as per the instructions given by the doctors and the same has been followed for the past three months. The center is deep cleaned every 15 days and sanitized on a weekly basis.



Sessions on nutrition and personal hygiene by the experts have brought a noticeable change in the girls. *Examples: some of them started taking a bath twice a day, washing their clothes properly, not sharing their clothes with other girls, started eating leafy vegetables, etc.*

Hygiene kits were distributed to all 40 girls. The importance of nutrition and personal hygiene is reinforced through weekly sessions. Their height and weight were measured on a monthly basis.

Eye check-up was done for 12 girls and all of them were advised to use spectacles as they have got vision issues. We have bought spectacles for all of them. Likewise, two girls got treated for cavity and root canal. COVID19 prevention protocols have been made and circulated amongst our supporters & donors. Physical visits have been changed to e-visit

The in-house doctor took a session on personal hygiene for the girls. She showed some pictures and videos for more clarity and comprehension. Girls are practicing yoga and meditation regularly. Their medication is monitored by the day care coordinator. The yoga and fitness trainer has trained and guided the girls on breathing exercise, meditation and physical exercise to stay fit and healthy. These activities are helping girls become aware of their mental and physical health.

The center was sanitized and pest controlled regularly. We had to take more precautions because of increased number of Covid cases in the state in the third wave of COVID. We have got all our girls and project staff vaccinated for covid-19.

Mental well-being

Individual counselling has been happening on a regular basis. All girls are given the opportunity to get them counselled whenever they need it. The psychometric test is done for some of our girls which enable us manage their mental health issues with the help of counsellor. Unhealthy influences, distraction, loneliness, discomfort in adjustments, poor self-care, health struggles, struggles

in discipline, inappropriate words were tackled through individual counselling.



Group counselling sessions were conducted for all 57 girls. The group sessions were conducted in a playful way so that all the girls participate and express their feelings and emotions. Games being conducted are the stress busters. Individual counselling has been done for all the girls twice a week. However, some girls were given more time who are unable to manage their stress and trauma.

Girls not being so vocal prefer individual counselling where they can express in a better manner, but on the other hand, they also enjoy the group sessions. Most of the girls look forward to counselling sessions as they are very fond of the counsellor. Girls with severe psychological problems are counselled thrice a week. It is enabling them to heal their past trauma and begin a new life.

The Dance movement therapy was also held twice a week to heal their trauma through dance movements and music. Counselling & therapy are certainly helping girls heal their pain and move forward with their newly found aspirations.

Life skills:

Life Skill sessions included sessions on de-addiction, grooming, interpersonal relationship, discipline, work etiquettes, etc. were conducted. Girls who are searching for jobs were motivated to participate in the sessions which would help them overcome challenges at their work place.

A group of socially active women oriented the girls and Kshamata staff on the use of menstrual cups and menstrual health management.



Life skill sessions at KTC



The group size was increased and also there are new girls hence the group is divided in 2 groups and the session days were set. 2 sessions on communication skill and session on gratitude was conducted. It helped the girls improve the interpersonal communication at the center and outside both. A self- awareness session was conducted by the external speaker. The exercise really loved by all the girls.

In the later part of the year, girls were split into three groups as per their duration of engagement at the center. The basic life skill sessions such as mood swings, relationship, owning responsibility, etc. were taken with them whereas older girls were involved in the core life skills such as right perspective, decision making, out of box thinking, etc. Such division helps facilitator build relationship with the new girls and equip them with skills which enable to deal with their personal problems.



Online sessions by the experts

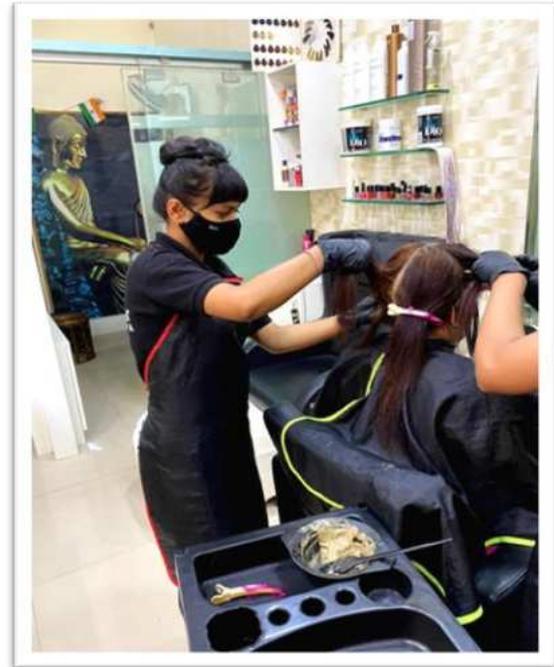
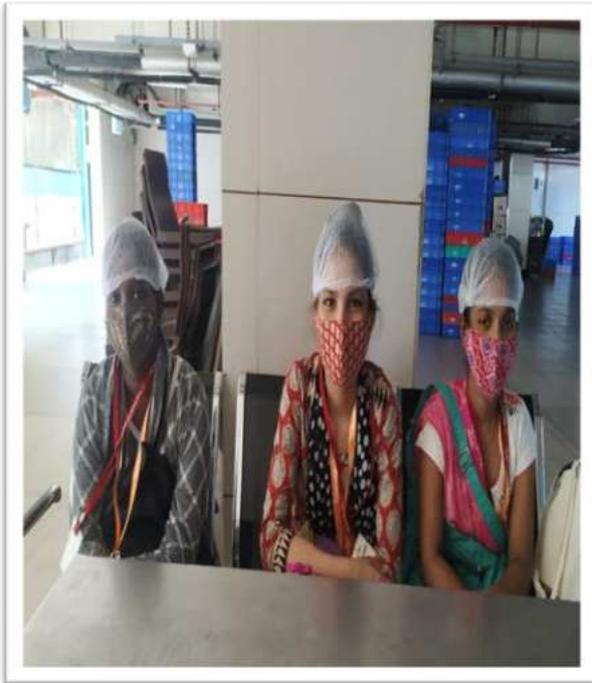
Life skill educator delivered a session on covid appropriate behavior once in a month The UNICEF IEC material was used to inform and educate the girls on the same.

A professional trainer and consultant, took two sessions on planning, communication and appearing for an interview. Change has been observed in trainees towards training and attitude to work, like punctuality, proper grooming when in training, helping each other, responding to instructions. The project manager conducted sessions on work place issues, interpersonal relationship, punctuality, time management, hygiene and conflict management.

Job placement & follow up:

A total of 21 women have been placed into jobs and their performance is monitored by the project coordinator through site visits and phone calls. Physical Visit was made to Ribbons and Balloons and A to Z parlour regarding the development of 4 girls.

Two girls are placed with a restaurant called Donna Pizza in Kandivali. They are doing well in their work and enjoying their first job. Some of our girls have also been placed with a garment unit and they are getting 11k as a start-salary.



Girls working at cake factory and beauty salon

Mentoring:

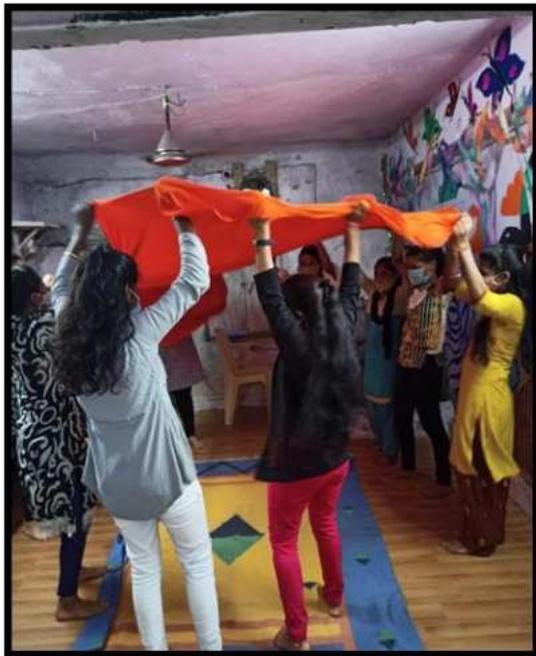
Girls have been mentored by the corporate employees. Each girl has a mentor to enable them to choose right career path and strive to achieve career goals. Mentors motivate and guide their mentees through one-to-one interaction on a regular basis. A review meeting was held with all the mentors to know the progress of the girls and to also understand the challenges faced by them.

The process of mentoring is enabling girls to identify their strengths and areas of improvement. Girls are getting constant guidance and valuable inputs from their respective mentors. Girls who were confused about their career and goal, are getting more clarity on it and are able to decide on the career they would like to go for. A total of 18 mentors are guiding and coaching 20 girls through phone calls, twice a week

Interventions implemented in Brothel community:

Mental health management:

Group counselling sessions were conducted for around 50 women in this quarter. Women who experience abuse and trauma carry the heavy emotional, social, and spiritual burdens associated with separation from and loss of loved ones, attack and victimization, sexual assault, economic ruin, and disruption of the normal patterns of living. The sessions are equipping them with tools to release their stress and manage it in a healthy way which may help them improve their mental health in the long run. Women who are HIV positive are constantly encouraged to participate in the sessions.



Apart from group counselling, Dance movement therapy sessions conducted for the girls and women. A total of 78 women and girls participated in all the sessions. It is helping them release their stress and anxieties in a creative way. Women and girls enjoyed all the sessions conducted in three months.

Dance Movement therapy is facilitated by our organization called Kolkata Sanved. The sessions were held online because of pandemic.

Life skills:

Life skill sessions are enabling women & girls to become vocal about their needs. Women were regular to life skill sessions and showed very active participation. The sessions were conducted in interactive way so that all women could participate and speak their hearts out. The sessions like reproductive health, stress management, interpersonal relationship, de-addiction, etc were liked by women and they shared their personal learnings with the life skill educator.

Life skill tools such as games, placards, posters, etc were used to facilitate the sessions and to make it more fun and interactive. The new tools have also been developed with the help of partner NGO in Lucknow.



Vocational Skills Training:

Sewing skill training is getting a good response from women in the community. Initially, it was a bit challenging to get women to the center and make them sit and learn for two hours as they were not used to such kind of environment. However, some of them were enthusiastic and wanted to learn sewing skills which motivated us to run this training. A total of 22 women are regular to training and learning basic level of sewing skills. They have been taught to stitch female dresses and basic & simple products of Kshamata enterprise like pouches, shopping bags, sling bags, etc. The training classes were held for five days a week for two hours. Those who have completed basic training were felicitated with the certificates.



Health:

Physical health of women engaged in sex work is poor because of nature of work and living condition. Most of them work throughout night and sleep in day. Their sleeping pattern is not consistent. Sometimes they do not use contraceptives to avoid infection passing on to them through their clients which results in STI and other ailments. The food habits are not healthy as they usually skip their breakfast and eat their first meal in the afternoon. The basic food they eat is dal-rice, chicken or fish. They do not eat fruits because they cannot afford it. Vegetables are hardly eaten by any of them. The nutrition value of food they eat is very low which affects their overall health.

Women who are infected with TB or HIV are more vulnerable to other kind of infections or diseases. They do not seek medical help and fall prey to superstitious practices of quacks. In order to improve their health, we have started giving nutrition supplement to 60 women who are infected with HIV/TB. They are given two eggs and two bananas per day for six days a week. Their weight and overall health status are monitored by a team of outreach workers. The HB testing camp was organized for all 65 women in September.



Art Workshops:

Art & craft workshops were organized to engage and train women in various skills. Paper bag making workshop was conducted by one of our trainers and jewellery making was taught by the jewellery trainer.

Literacy:

Literacy rate among these women is less than 10%. They cannot read and write. Because of lack of education, they are manipulated by pimps, money lenders, clients and their partners. It further makes them economically vulnerable and gets exploited by the other people. To help them overcome this challenge, we started literacy classes for them at the center. They are taught to write their name in Hindi and English. The focus is on reading and writing of basic Hindi so that they are not deceived by anybody because of their ignorance.

Grocery & cash support:

Supported over 500 women with grocery and hygiene kits in October. Women were very happy when they received the grocery kits. They expressed their gratitude and blessed the distribution team when they opened the kits and found enough number of groceries which will last for 3-4 weeks. The feedback of women was heart touching as they couldn't cook and eat enough food in the last six months. Most of the women are still struggling as pandemic badly affected their livelihood.

Apart from grocery support, 20 women who do not have any support system like elderly or widow women were supported with cash transfer of Rs.3000.



Case stories:

She conquers, who endures



“Every time I come for classes here at the Kshamata center, I forget all my worries and feel inspired to learn and improve”

- Chitra, 38

Chitra (Swathi) is a 38 year old mother who takes business lessons at the Kshamata Center. Chitra’s story is a journey of her grit and determination to persevere against all odds. Several traumatic events have rocked Chitra’s life. Her fear forced her to drop out of school after 6th standard as she had to witness the chilly scene of her friend being forcefully



abducted and taken away in a van. She married early and had her first child even before she was 18. Her family now comprises her husband, her three daughters and her son.

At the shelter home, Chitra took part in the in-house programs, and participated in the training programs, which helped the Kshamata team to build rapport with her. She enrolled in the skill development program. The limited tailoring skills she had improved at the shelter. Even when she left the shelter home, Chitra felt estranged from her family and the society. She felt ashamed, lonely and depressed so much that she even tried to take her life several times. But help came knocking at her door when a friend of hers suggested that she reach out to the Kshamata Center in Thane.

Kshamata is a home where survivors restart their lives. Kshamata's goal is to bring liberation and empowerment to women who have faced vulnerable and exploitative situations. A follow up call was made from which it was concluded that Chitra required the help of a counsellor and mentoring to start a business. Kshamata provided her with a tailoring machine for the business as well.

Chitra has been with Kshamata for a year and in this period, she has really turned her life around. She later contacted Kshamata during the first wave of Covid-19. The lockdown had made it difficult for her to earn a livelihood. Kshamata helped her during this time by providing ration supplies for her family. The counselor at Kshamata became a friend in whom she can confide her problems, her sadness and her deepest fears. The counselor taught her the technique of squeezing a sponge ball when she is angry and chant prayers to control her anger. Chitra is on the path to recovery from her trauma by attending the counseling sessions regularly.



Chitra is able to help her husband with his tailoring business because of the business lessons at Kshamata. With the growth of her family's tailoring business, her single-room apartment has turned into a two-room one. Chitra dreams of mastering the 'Kerala massage' technique in the future and supporting her family by becoming a masseuse. She also hopes to complete her education someday. Kshamata has brightened up her world by inspiring her to face her fears and move ahead in life. Chitra said that the happiest moment of her life was the birth of her first child. Her children should know that their mother is a superwoman who rose from the ashes like a phoenix and became an epitome of resilience and perseverance.

Hold the Vision, Trust the Process

There are an estimated 27 million adults and 13 million children around the world who are victims of human trafficking. Human trafficking is one of the fastest growing criminal enterprises because it holds relatively low risk with high profit potential. Criminal organizations are increasingly attracted to human trafficking because, unlike drugs, humans can be sold repeatedly.



Kirithi, (Soni) a young girl of age 19, is far more capable than most of us can ever imagine to be. She had already learnt how to take care of herself by the time she was 10 and after her mother's death, lived with aunt for some time. Now, she has taken her siblings under her care as well and has the full support of her relatives.

An ambitious girl who wishes to take up a career as a beautician and has completed her course for the same. Her main aim in life is to get a job as soon as possible so that she can provide education for her younger siblings.

Kirithi had joined Kshamata about a year and a half ago and has been able to grow so much since then. Kshamata has helped her essentially with food and clothing and has also provided help financially. She often attends the counseling sessions provided, to express her feelings and thoughts. She has an interest in singing and is also fond of traveling to her neighborhood temple or the river. She wishes to study more in the near future as she was not able to graduate high school. Her aim to provide more for her family is commendable. She had faced numerous challenges at such a young age but did not let them defeat her spirits and is still working towards making her life better.

Her determination and optimism are an inspiration to many.



Trustees & Senior Management

| | |
|---|---|
| <p>Bharathy Tahiliani;</p>  | <ul style="list-style-type: none"> • Founder & Managing Trustee • Over 20 years experience in social work and developmental field • Post graduate degree in Social Work from Nirmala Niketan college Mumbai • Worked with several leading HIV/AIDS and anti-human trafficking campaigns • Held leadership positions in aftercare for a number of years • Designed tailor-made rehabilitation programs for various shelter homes and also coordinated the reintegration of survivors of human-trafficking • Consultant to UNICEF and the Government of Maharashtra on Anti-Human Trafficking |
| <p>Raj Mohan</p>  | <ul style="list-style-type: none"> • Trustee • An entrepreneur with diverse business interests in Engineering, Pharmaceuticals and Consumer products. He employs more than 60 personnel. • He is committed to working on social causes and has set out clear goals. He brings in managerial experience and a network of industrial contacts. • He has an immense passion for developmental work and believes that the business houses to create thought leadership around various solutions to social issues |
| <p>Pratishtha Kale</p>  | <ul style="list-style-type: none"> • Pratishtha is currently leading the Operations at Kshamata as Programs Head • She worked as a Programme Officer at Knowledge Management Cell of TISS and The Maharashtra State Rural Livelihoods Mission (MSRLM). • She worked as a Program Director at Apna Aap Women's Collective. • She has completed a Research Methodology certification and a Master's Degree in Social Work from the Nirmala Niketan, College of Social Work, Mumbai |
| <p>Pramila Sharma</p>  | <ul style="list-style-type: none"> • Ms. Pramila Sharma is the Senior Field Coordinator overseeing the outreach intervention of Kshamata • She 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. • She has been instrumental in creating strong liaisoning with the government stakeholder at the shelter homes, facilitating and implementing court orders for HIRs, victim statements at the government shelter homes, working with released women at the community level, etc. |
| <p>Archana Walajkar</p>  | <ul style="list-style-type: none"> • Ms. Archana Walajkar is the Center in charge for KTC and has a master's in Social Work from Nirmala Niketan College and a PG Diploma in Social Entrepreneurship from SIES College. • She has been working in the development sector for the last 15 years. Her areas of intervention have included working with children and women in brothel areas, working for youth development and with children with special needs residing in child care institutes. • Her expertise lies in facilitation of Life skill sessions, counseling, exploring vocational options for adolescents and youth and effective community mobilisation. |
| <p>Jairaj Dsouza</p>  | <ul style="list-style-type: none"> • Mr. Jairaj Dsouza is the Enterprise Lead (Kshamata Unlimited) • Graduated in B. Sc (Physics) for Ramniranjan Jhunjhunwala college, Ghatkopar, Mumbai • He has worked as Officer – Resource mobilization in Jesuit Conference of India • He has 17 years of experience as Manager for Operations due to his time in Jeevan Asha Charitable Society, Thane • He has worked in the area of sales in well known companies - Johnson & Johnson India Ltd., Grace Furniture and Sumeet Machines Pvt Ltd. |



Contact details:

Kshamata Transformation Center

Prathamesh Niwas

Near Datta Mandir, Opp.Ranka Banquet

Ramchandra Nagar-2, Thane (W) 400610.

Maharashtra, India.

Days: Monday-Saturday

Time: 9AM-6PM

Registered Office

16/204, Gulmohar, Vasant Vihar,

Off. Pokhran Road no. 2, Thane (W) – 400610.

Maharashtra, India.

Phone No: 022 2171 1375

Email: response@kshamata.org

Website: www.kshamata.org

END OF THE REPORT