

# Annual Report

2015-16



## **Content:**

### **Welcome Message from Trustees**

- **About Kshamata**
- **Achievements**
- **Programs & Interventions:**
  - Sahayog: *Outreach Intervention*
  - Saksham: *Kshamata Transformation Centre*
  - Swaadheen: *Group Stay Support*
  - Samudyam: *Social Enterprise*
- **Implementation**
- **Challenges**
- **Testimonials**
- **Team Capacity Building**
- **Governance**
  - Trustees*
  - Team*
- **Networking: Donors, Partners & Supporters**
- **Contact Details**

## WELCOME MESSAGE

Dear friends, I am happy to present Kshamata's Annual Report for 2015-16, the year which saw a quantum step up in the programmes and achievements.

Kshamata was born in 2011, out of the realization that while there are initiatives to rescue women from trafficking and provide them shelter, there is still a gap in terms of quality training and enabling sustained placement in any economic activity. Also, full reintegration of the woman in society would be possible only if she develops positive self-esteem, has adequate life and vocational skills, and has the attitude that enables her to continue in her vocation. It was also realised that as long as the woman remains in an institutional set-up it is very difficult to develop a sense of independence and manage independent stay. We therefore felt there is a clear need for providing support for de-institutionalisation, through a group stay arrangement concept, and provision of appropriate life skills/soft skills.



Kshamata operations began in earnest in 2013, and this is our third year of operations. This year we have built up on the foundational work of the initial two years on the field. It has been a challenging though a ground breaking year and has seen some visible outcomes, especially in rehabilitation and reintegration, with 20 women living in six group stay homes and a further 10 living on their own, up from 10 women in three group stay homes at the beginning of the year.

The year also saw Kshamata getting its FCRA registration and developing partnerships with two European organisations – Kindled Spirit UK and Stitching OO&BW The Netherlands.

It is my immense pleasure to witness the unfolding of this dream and the invaluable contribution of our entire team, friends, the community around us, many known to us and many we started to connect with during the course of our work. The progress of this year is attributed to all those socially conscious individuals and organisations willing to stand with us to do what's right and play a significant role in the solution of the problem.

Thank you for making this journey of April 2015 – March 2016 a memorable, fruitful and enriching one for the organization as well as for the team. Without you, we wouldn't have had the courage and the audacity to dream big for the women we serve and make the impact that is so tangibly seen today!!

I believe this is just the beginning of bigger and better things to come. Please stay with us on this journey and commit to impacting more lives. It will be worth it...

**Bharathy Tahiliani**

Founder & Trustee

***Kshamata***

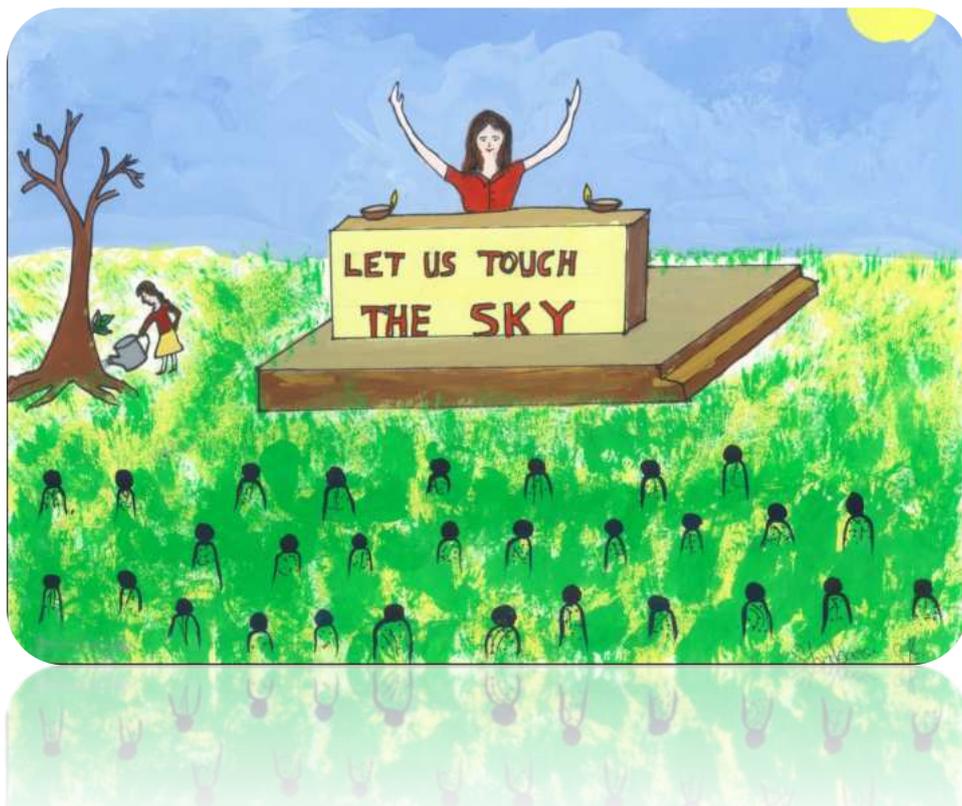
## Trustees Speak

“It is a pleasure to see Kshamata’s growth in the three years we have been in operation. I am especially glad that we have been able to develop programmes to provide work and income to women living in shelter homes in Mumbai, a first in the city. Kshamata has partnered twenty women in Navjeevan Mahila Vasati Gruh, providing them embroidery work and enabling payment for the work.

All this work would not have been possible without the support of committed and passionate volunteers, of whom Usha Donolikar and Yashodhara Bhide deserve special mention for their practically full time commitment to the women at Kshamata’s Transformation Centre. Thank you also to all the other volunteers who made time to work with us – it is they who made our achievements possible!!” – **Ram Bhat**

“It’s been such a gratifying experience so far. How change can be effected by the power of thought is in full display here. The implementation of this thought could be achieved only through the collective dedication of Team Kshamata who absorbed all the challenges with a Smile. I will not disrespect this spirit by thanking them”. –**Rajmohan NC**

“It has been a journey for all us, staff, trustees, volunteers and the women of Kshamata. We all have evolved together and experienced the pangs of growth and the euphoria after that. It’s a celebration of the Human Spirit over what at one point seemed farfetched. Time to take a bow!” – **Mona Almeida**



## ABOUT KSHAMATA

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

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

It works on rehabilitation and reintegration of women who are either survivors of trafficking or are from the most vulnerable sections – e.g., those who are homeless, are minors being discharged from Government homes on attaining majority, women who have been deserted by family etc.

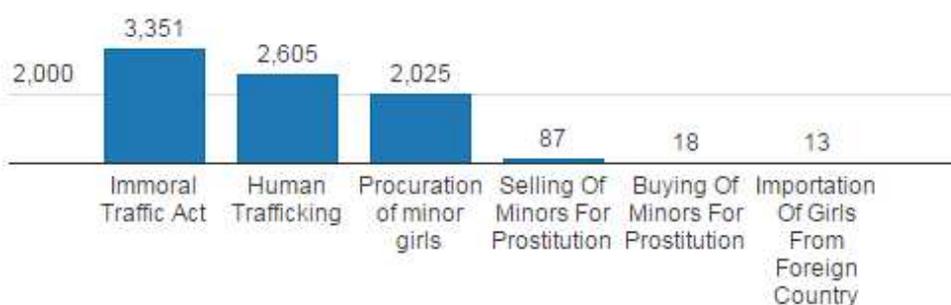
### The Issue

Human trafficking is illegal trade in human beings for the purposes of commercial sexual exploitation or forced labour: a modern-day form of slavery. It is the second fastest growing criminal industry in the world. It is a form of organised crime which violates all the basic tenets of human dignity and rights. It takes on myriad forms and is perpetrated for a variety of reasons. Unlike migration, which is voluntary on the part of those moving, trafficking is forced on those who are vulnerable. Human trafficking is the third largest organized crime after drugs and the arms trade across the globe. According to the definition of the United Nations – “trafficking is any activity leading to recruitment, transportation, harbouring or receipt of persons, by means of threat or use of force or a position of vulnerability”. Close to 80% of the human trafficking across the world is done for sexual exploitation and the rest is for bonded labour and India is considered as the hub of this crime in Asia. (Source: <http://www.mapsofindia.com/my-india/society/human-trafficking-in-india-must-end>)

In India too, human trafficking is an issue of grave concern. Trafficking of minor girls – the second-most prevalent trafficking crime – surged 14 times over the last decade and increased 65% in 2014, according to new data released by the National Crime Records Bureau. Girls and women are the main targets of immoral trafficking in India, making up 76% of human trafficking cases nationwide over a decade, reveal NCRB data.

### Trafficking In India, 2014

\*Figures in no. of victims



[Source: National Crime Records Bureau; Note: The IPC sections for the crimes mentioned above are as follows—Procurement of minor girls (Sec. 366-A IPC), Importation of girls from foreign country (Sec. 366-B IPC), Selling of girls for prostitution (Sec. 372 IPC), Buying of girls for prostitution (Sec. 373 IPC), Human Trafficking (Sec 370 & 370A IPC)]

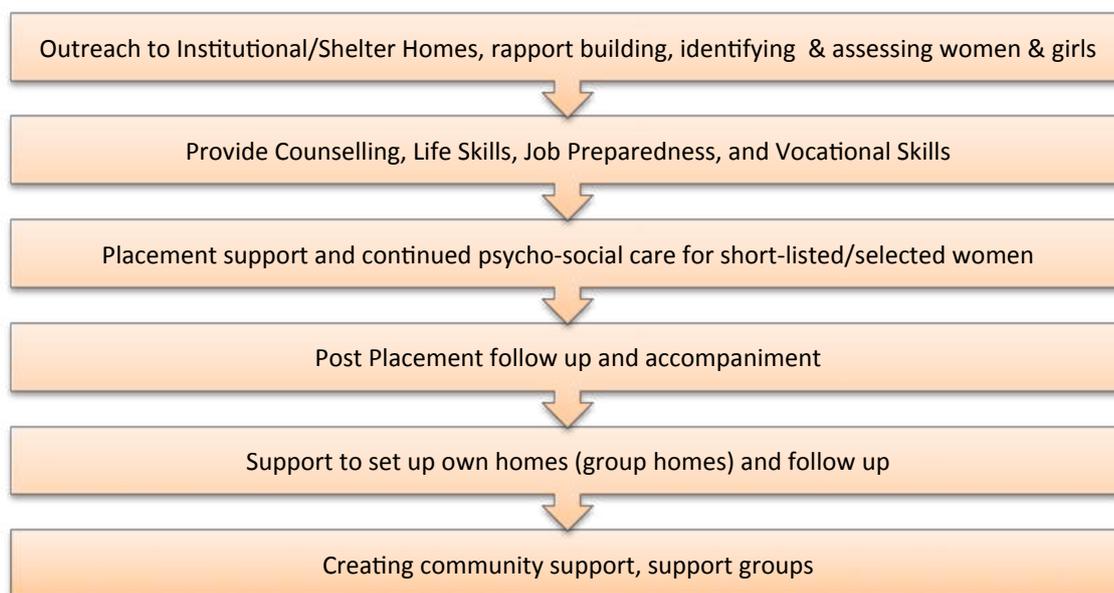
The city of Mumbai is a major location for such trafficking. Efforts by law enforcement authorities do periodically rescue victims' or more appropriately survivors, of the trafficking 'industry'. However, for most of the rescued survivors, options for future rehabilitation are very limited.

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, because acceptance in society generally tends to be a problem. For those who wish to stay, support services are not adequate. Existing efforts provide one-off support, in the form of repatriation, short or long stay homes, some degree of vocational training, and in a few cases placement. A major gap is the lack of on-going support after placement for successful reintegration into society, as the survivors are often subject to severe trauma and are unable to fit back into society.

### **Kshamata's Approach**

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

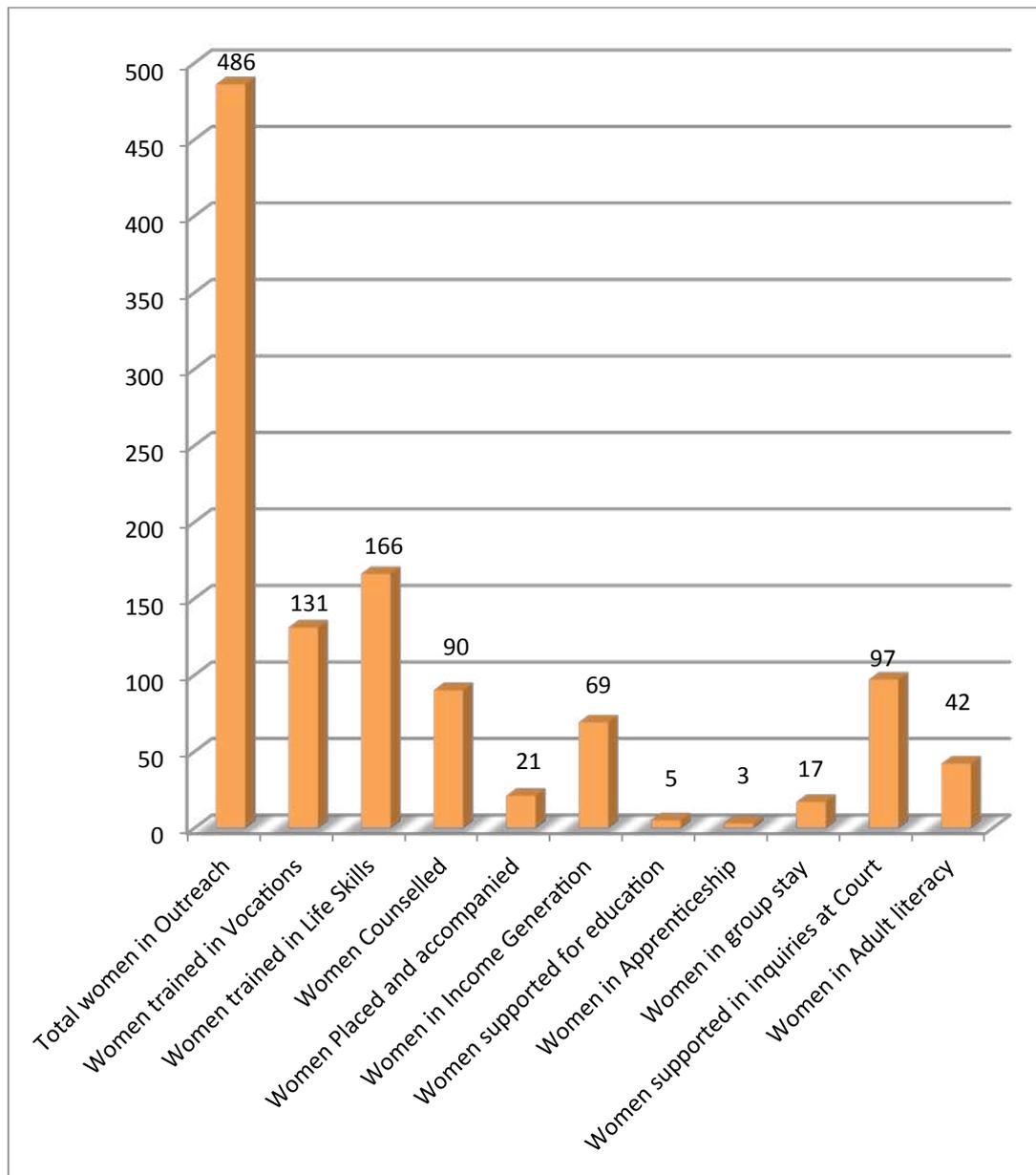
Unlike other efforts in place, Kshamata proposes to focus on placement and post placement support to ensure retention of employment – the first three to four months of employment are seen as critical in this regard.



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

Along with these, outreach includes sensitisation of staff of shelter homes, police personnel interacting with the women, and developing a system for on-going referral from the shelter homes to Kshamata.

## ACHIEVEMENTS: APRIL 2015- MARCH 2016



### Vocational Training Programmes

- Tailoring and Fashion Design
- Jewellery Making
- Embellishment and Embroidery
- Beauty Care
- Catering and baking

### Group Stay Homes

- Goregaon
- Govandi 1
- Govandi 2

## A few Case Studies

### Swara

Ms.Swara had gone missing when she was 13yr old. She was kidnapped and forced to do unethical things in the span of five years time. After a long struggle and having failed many times to escape, one day she managed to run away and approached police there. She spent a month in an observation home and joined Kshamata in 2015 with an aim to rediscover her lost world. When she joined us she was not so good at tailoring skill and was not sure how she will reach her goal. At Kshamata, she underwent training in advanced tailoring and designing skill for over a year and participated in other activities too which helped her change her perspective towards herself and realised her potential. Looking at her progress and performance, we kept her on apprenticeship and today she works as a professional trainer at one of the shelter homes in Thane. The women from the shelter home look up to her and see her as a Role model. Swara aspires to set up her own boutique and support her family in future.

### Laya

Ms.Laya has been a victim of sexual & physical abuse for 5-7years and still fighting at the court to get the justice. Laya being the eldest one among her siblings have always been very responsible and committed what she does. Determined to make the future of herself and her siblings, she joined Kshamata with a positive hope and vision. At Kshamata, she was put up for in house beauty care training under a trained and professional beauty therapist who not only trained her but also gave her an opportunity to get hands on experience at her own salon. Laya got immersed into her beauty training and devoted most of her time to sharpen her skills. She was offered job at many parlours and worked with two parlours for few months. Today she works at one of the renowned salons in Central Mumbai and earns Rs.7000/- per month. Laya plans to stand on her own feet which will be possible only if she sustains in her job and becomes economically independent. She wants to bring her siblings to Mumbai and educate them and see them growing up. Laya's dream is to try her skilled hands at Lakme salon one day.

### Maya

Ms.Maya, deaf and dumb since the time she was found on the street by police, has spent almost nine years in the observation home. Having no touch with the outside world and never heard the voice of live things in life, she was amazed and thrilled on joining Kshamata as she got to express her unuttered feelings and emotions. Maya has an inclination towards tailoring and beauty care therefore, we put up her for both the trainings and gave her the freedom to choose between two. Gradually, she realised tailoring is her calibre and she can go a long way if she is persistent. Meanwhile, we got her registered at "Ali Yavar Jung National Institute For The Hearing Handicapped" and got her a disability certificate which gives her special concession on travel and other government facilities. After going through a couple of hearing test in order to procure a hearing aid we could finally get her heard what she dreamt of hearing. Today she leads a normal woman's life. She can speak though her speech is not so clear but she is confident and look forward to speaking her heart out through speech therapy and that day is not too far way.

## PROGRAMMES & INTERVENTIONS

### *Sahayog*

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

### *Saksham*

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

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

All women who agree to be trained by Kshamata in the Transformation Centre provide an undertaking that they are staying of their own volition, and that they are free to leave at any time. The women are assessed periodically and their career paths are planned jointly with their participation. At the end of the training, some women are placed directly into employment. Others are provided apprenticeship at Kshamata's social enterprise as a means of enhanced learning and improved job readiness in terms of attitudes and skills. Subsequently, they are either absorbed in the social enterprise or external placement is sought for them. Once employed, women are encouraged in finding their own accommodation, and Kshamata supports them in finding appropriate accommodation and setting up of group stay arrangements.

The experience gained in the intensive programmes at Saksham is used in turn in the Sahayog programme.

## *Swaadheen*

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

Women who go through the Transformation Centre, or become independent earners at the shelter homes or communities, invariably need to find independent accommodation, or stay in hostels. Staying at working women’s hostels can be costly, and not affordable for many women, for whom the choice is to find a house and share it among 4-5 other women. However, finding houses to stay is difficult for women on their own in Mumbai, and for women just beginning to live independently, there are no savings of any kind, and for them to set up the required facilities – kitchen equipment, furnishings, furniture, etc., is not possible without support. Kshamata therefore supports the setting of independent group stay facilities, with the initial deposit and furnishing provided by Kshamata, with the help of donations in kind for furnishing and fittings. Typically women living in the group stay pay rent and all other expenses on their own, with an initial financial support where needed if in apprenticeship or continuing training. Usually efforts are made to find group stay in locations close to the women’s place of work or training, to reduce travel costs and time.

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

## *Samudyam*

Samudyam is **Kshamata’s social enterprise initiative**, aimed at providing a sheltered employment approach to selected women, prior to their independent placement. Samudyam makes a variety of products, mainly tailoring and catering based, along with a variety of craft items. The process enables women to “earn-and-learn”, at the same time providing a space to develop work ethics – discipline, punctuality, communication with others, and responsibility. Samudyam is a cross cutting programme, engaging with women in the other three programmes – Sahayog, Saksham and Swaadheen. In the long run, Kshamata’s aim is to develop Samudyam as a sustainable initiative, operating on a break-even or marginal surplus basis. This would entail scaling up of the enterprise by an order of magnitude, and is planned over the next five to eight years.

## IMPLEMENTATION

### *Sahayog*

Kshamata works with women in various (government and non-government run) shelter homes and in communities. Women are provided some degree of counselling and awareness on alternate livelihoods that are possible, and the career paths available to them if they choose any of these livelihood options. In 2015-16, Kshamata's outreach worked with over 500 women, conducting a series of activities for initial engagement followed by counselling, training and where possible, activities for earning income. A number of programmes have been carried out during the year, focusing on skill development, counselling, adult literacy, art competition, and recreation.

The shelter homes we work with are:

- *Navjivan Mahila Vasati Gruh – Special home, Mankhurd*
- *Kasturba – Open shelter home for women in distress, Chembur*
- *Sukh Shanti - Open shelter home for women in distress, Mankhurd*
- *Rescue Foundation – Shelter home for trafficked victims, Kandivali*
- *Asha Sadan (MSWC)– Bal gruh & Adhar gruh, Umerkhedi*
- *Shanti Sadan Mahila Vasati Gruh- Shelter home for trafficked victims & women in distress*
- *Bhivandi Observation Home – For minor girls*

**Project Embellishment:** The project helped generate income for women who participate in learning and embellishing organic T-shirts for a US Based enterprise called Raven + Lily. Raven + Lily is an Ethical Fashion And Lifestyle Brand dedicated to empowering Women Through Design. Raven + Lily was created to alleviate poverty among women. Website: [www.ravenandlily.com](http://www.ravenandlily.com)

Kshamata has received a very positive and encouraging response from the resident women with regards to this project and it has been liked and welcomed by the superintendent and social workers at Navjeevan Mahila Vasati Gruha (government run home under the Department of Women and Child Development) based in Mankhurd (Mumbai).



*Women embellishing the tees at a special home*

We have successfully run a 10 day embellishment work camp cum workshop with the women at Navjeevan home in August 2015. The second workshop was held in the month of November 2015 and around 16 women participated. The T-shirts came up very well and looked amazing. A total of 55 women earned around Rs.40000/- out of it and all of them very happy to receive money as it would help them support their families back at home within India and across the national border

too. The project helped Kshamata build up a trustworthy and friendly relationship with women who have never been treated at par in society. It made women know and understand their own hidden potential and unfold it to make a decent and respectful livelihood.

### **The Young Fashion Makers Project**

Kshamata in association with the Animedh Charitable Trust conducted an advanced fashion designing course at the Bhivandi Observation home from December 2015-March 2016.

The project objectives were

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



*Girls undergoing training at Bhivandi Observation Home*



*Girls being felicitated on completion of project*

At the end of the course, the trainer conducted a fortnightly written as well as verbal test, and candidates were graded. Certificates were distributed to the participating women, by Ms. Nivedita Desai of Animedh Charitable Trust, the Probation Officer Bhiwandi Observation Home, and Mr. Rajmohan, Trustee Kshamata.

### **Computer Education**

Eight women from Kasturba home have been given training in basic computer literacy. The course syllabus and the tutor were given by Pratham organization. All women were given the certificate of completion at the end of course.



### **Spoken English**

Spoken English classes were held for the women at one of the shelter homes. These classes were facilitated by a law student during her internship at Kshamata.

### Adult Literacy

The adult literacy program has benefitted over 50 women so far. Under this program, the women are taught to write their name in their own language and in English. It helped women develop a sense of pride & confidence in them. It was facilitated by our interns from the Tata Institute of Social Sciences, Mumbai.

### Jewellery Making

A series of jewellery making workshops were organized at the minors' home in summer vacations. Girls learnt and made beautiful jewellery neckpieces. Women have also been trained in Terracotta, used papers, metal and jute jewellery at Navjivan & Kasturba home. It has benefitted more than 15 women financially.

### Embroidery and Tailoring

Around 20 women have been trained in a month long embroidery skills through Jan Shikshan Sansthan at Navjivan Mahila Vasati Gruh. All of them received a certificate of completion at the end of training. The women have been trained in kitchen aprons & canvas bags too.

### Hair Dressing Demonstration

Hair dressing demonstration was held at one of the shelter homes in Mumbai. The girls who have been trained in beauty care at Kshamata Transformation Centre (earlier called SDC) were asked to give a demonstration to women. The demonstration was given through actual hair cutting of women at the home. Women were very excited when they saw how their look changed through a simple hairdo.



*Demonstration at a shelter home*

### Other training programmes

- **Rakhi making** workshop was organized at two shelter homes. Around 33 women participated.
- **Tailoring classes** have been run at two shelter homes. Eight women are trained in basic tailoring at Kasturba home & around 15 girls have been trained in advanced tailoring from Asha Sadan Minor's Home.
- **Bakery products** such as assorted chocolates, cakes, cookies, etc. were taught at Asha Sadan Minor's home.
- **Newspaper bag making**: Newspaper bags were taught to more than 80 women at three shelter homes.

## Life skills training

125 women participated in life skill training at various shelter homes, covering self awareness, conflict resolution, personality development, interpersonal relationships, anger management, etc were conducted at Bhivandi Observation home, Kasturba & Shanti Sadan.

## Counselling

Counselling is on-going for most women, mostly informally. Formal counselling is done as and when required for specific women, at all shelter homes where Kshamata works. However, in most cases formal counselling is conducted by other agencies, and Kshamata's role is limited. So far we counselled around 77 women at Kasturba, Bhivandi & Shanti sadan together.

## Art Competition

**Antarang, an inter-shelter home art competition**, was held across all seven shelter homes & two NGO run homes in mid-April until mid-May 2015. We had a series of drawing competition with different homes on different days keeping in mind the convenience and comfort of participants. Women showed a genuine interest and enthusiasm throughout the process. Their involvement boosted our confidence and motivation. It was inspiring to see them all lost in their own world of colours, imaginations and playing around the themes we had given them to draw the art on.



Girls & Women engrossed in drawing around various themes

The prize distribution ceremony cum celebration event was held in one of the participating government shelter homes in May, 2015. Winners were given certificates and trophies.

## Health Care

A dental camp was organized in association with SMILES32 Foundation at Kasturba shelter home in February, 2016. . The camp started with a demonstration on oral hygiene followed by a short film showing the importance of oral care.



The camp benefitted 50 women, and the women with severe oral problem were referred to government hospitals for further treatment. Smiles32 foundation distributed toothpastes and toothbrushes to all women who participated. Post camp follow up was taken by providing the prescribed medicines to women.

### **Case Management at Court**

Kshamata has engaged in over 97 preliminary inquiries of women being caught under ITPA Act at the 15<sup>th</sup> & 54<sup>th</sup> court at Sewri. It helped us get to learn the functioning of the court, psychological status of women & the negative influence of perpetrators on women when they are produced in the court. Also it gives us an opportunity to assess the needs of women which help us plan her career path and decide on her enrolment at Kshamata.

### **Recreation & Celebrations**

- *Dassera Celebration was organized at Kasturba home.*
- *The first birthday of one of the resident women's daughter was celebrated with a great joy and fun.*
- *Women were shown a movie on Women's Day*
- *Friendship Day celebration was organized at Shanti Sadan home.*

### **Advocacy & Awareness**

Kshamata participated in a rally on the occasion of the International Women's Day on 8<sup>th</sup> March 2016. It was organized by a women's network consisting of the like-minded NGOs in Mumbai.



*Participation in a rally*



*A session on Domestic Violence at Alert India*

Our field coordinator was invited to give a session on the relevance of domestic violence act by Alert India (an NGO based in Mumbai) for its women from a slum community.

The Salvation Army invited our field coordinator to have a dialogue with the women from brothel area on Women's Day Celebration.

## **Saksham**

The Kshamata Transformation Centre is working with women referred from seven shelter homes, including those run by Government and by NGOs, and this year has 12 women trained intensively. Of these, 10 are now fully employed, and 2 have opted for further college education while for which they have been provided support through other agencies. Eight women have been supported in setting up two group homes for independent living. Three women are undergoing the training in various skills.

### **Life & Soft skills**

Training on Life skill is provided to the women at the Transformation Centre, with in-house life skill educators. The training workshops are organized on a regular basis in order to retain their level of interest and help them lead a wholesome life.

The life skill sessions are designed and planned as per the psycho-social needs of the women at Kshamata Transformation Centre (earlier called SDC). The brainstorming meetings are held with the trainers in order to achieve the objectives of life skill program.

Under this, a set of sessions such as *team building, interpersonal relationship, conflict resolution, self-awareness, etc.* were planned and methodologies were designed to impart the trainings. Various issues were identified and sessions were organized accordingly.



Life skills workshops at the Kshamata Transformation Centre

Similarly, soft skill training – time management, personal hygiene, team spirit – were also organized for the women. These sessions have helped the women in terms of understanding the importance of personal care, team work, etc. These workshops were facilitated by the employees (volunteers) of RPG Company under Employee Volunteering Program. Also, RPG Foundation supported us with life skill training sponsorship for three months.



Workshop by RPG employee volunteers

## **Skills Building and Job Readiness**

Kshamata conducts training on vocational skills, both at its own centre and externally. Facilities for training in tailoring/craft, beautician course and catering have been set up at Kshamata's Transformation Centre. For the other sectors, Kshamata sends interested women for training externally, at recognised training centres, preferably where placement is also supported.

Based on placement demand, Kshamata has seen that there is considerable scope for placement/employment in the following areas:

- Tailoring/crafts based on tailoring
- Catering / food products making and marketing – both self-employment and placement in the hotel industry
- Beauty care – both self-employed and as formal employment
- Patient/Aged person care
- Drivers with renowned companies
- Housekeeping in hospitals.
- Laundry services

### ***A glimpse at the skill trainings organized this year:***

#### ***A. Tailoring & Designing:***

**Ms.Anjali** (The founder of Advitya and a professional designer) taught stitching methodologies and new product designs to our girls. She also guided on quality control and finished touches.

**Ms. Arushi** (The founder of The Initiative and a professional designer) meticulously trained and sensitively mentored the girls who aspire to take up the tailoring field as a career in future. Arushi's training guidance has helped girls learn flawless stitching, customer preference, work commitment and working against the deadlines.

**Ms.Mugdha** (Kshamata in-house designer) taught a range of sling bags and came up with new products which have utility and a good demand in the domestic market. Mugdha's unconditional commitment and passion keep our girls motivated and enthusiastic.

Two girls were sent to Samrudhhi Organization to get direct exposure, hands on experience and guidance under Ms. Kiran Badhe for two months.

#### ***B. Jewellery making & designing:***

Funky and trendy neckpieces were taught by Ms.Anjali.

Contemporary bracelets session was conducted by Ms.Piya (a jewellery designer) from Zikr

#### ***C. Baking & Catering:***

**Ms. Alisha Khan** (Production In charge) has trained five girls in different types of cookies, chocolates, muffins and cakes.

**Ms. Mona Almeida** (Hon. Trustee) has taken a number of culinary workshops for the girls. She guided the girls on each component of catering such as ingredient measurement, taste, food processing, hygiene, sizes of utensils being used, etc.

Three of our girls were sent out to one of our volunteers' place where they have been trained in advanced cookies.

#### **D. Beauty Care:**

We have trained four girls in basic beauty care at our in house training centre at the KTC. All four girls were sent to two different beauty salons to get hands on experience in order to brush up their theoretical knowledge. In addition, Ms. Shoma Anand trained our girls in beauty therapies and mentored them on exploring the world of beauty care. The girls have been given a certificate of completion at the end of training.

### **Career Path Planning & Mentoring**

Girls when enrolled for a specific training at the centre, the career path is being planned with them. The girls are encouraged to plan, decided and vision for the future. It helps them to understand their own strengths and weaknesses and also potential to reduce the gaps which hamper their career growth. However, career plans are constantly reviewed to suit the girls' aspirations and aptitudes.

In order to reach a career goal, we have a mentor for each girl who guides and supports her through her career journey. For example- a girl pursuing training in beauty care is mentored by a volunteer who is a professional beauty therapist. The mentor's major responsibility is to ensure that the girl maintain some focus, motivate the girl through personal or virtual meetings, understand the challenges she is facing and act as a career guide.

### **Art workshops**

**Warli Painting:** This workshop was organized and facilitated by a group of women from Inner Wheel Club of Thane East. Girls liked this workshop and did a lot of practice until they got the painting right.

**Mural Painting:** Ms. Prerana (Ex-president of Rotary Club) has taught *mural art* to girls. A combination of mound and application of colour tints were taught in a simple way.

**Calligraphy:** Mr. Lotlikar –a professional calligrapher was invited to conduct a calligraphy workshop for 12 girls at the centre. Girls were amazed to see and explore this art.

**Art Based Therapy:** Khula Aasman has run a two month duration therapy program at the centre. Under this, the girls were taught the basics of meditation, expression of emotions through drawings, music therapy, group therapy, etc. which helped them heal and enjoy overall wellbeing.

**Painting:** A full day painting workshop was organized at Khula Aasman's premises. It was a theme-based painting workshop which had the girls split into five groups and each group was given one of the five elements as a theme.

**Envelope Making:** It was conducted by Ms. Navnit from Art Nagari. Girls learnt beautiful envelopes being made out of used newspapers.

## Recreation & Celebrations

Girls celebrated Raksha Bandhan by tying the beautiful eco-friendly rakhees on RPG's volunteers. Girls were gifted Tiffin boxes as gift.



*Girls shining in sarees on Dassera Eve*

Dassera Celebration was organized for all girls. All girls draped saree and danced to bollywood songs. The celebration ended with a delicious snacks and light hearted jokes.

A group of youngsters from Rotaract Club of Thane organized a dabba party at KTC. It didn't take much time for girls to break the ice and easily got along with the Rotaract. The food was cooked at the centre and everyone shared whatever they had brought.

Girls were taken to Kashinath Ghanekar Hall to watch Bharatnatyam show which was organised by the Rotary Club of Skyline, Thane.

Girls were invited to participate in sports day at Sukh Shanti home (government run). The home has organized the indoor games on its premises. Other NGOs were also invited and some four girls won the prizes.



*Sports Day celebration at Sukh Shanti*



*Fun with girls*



*Kshamata Team & Be Positive Group*

A group of professionals called *Be Positive* with an attitude to add positivity to self and others organized a small party for the girls at the KTC. Both the girls and a group had a lot of fun through the interactive games.

## Excursions

The girls were taken to Samadhan Farm House in Neral to connect them with the real beauty of nature and the serenity of landscapes there. It was a one and half day program. First day, a workshop called Win Leado focusing on self defence mechanisms was organized which was facilitated by Ms. Devshala and the second day was a full of fun, food and fruits collection in the forest.



The girls were pleasantly surprised by our supporter Ms. Priti Shah who had flown down to India from Canada by taking them all to Lonawala for a day long picnic. It gave them an opportunity to get along with each other and with Priti too.



## Grooming

Mansi Lal Sawant took sessions on Grooming and Office Etiquettes which was an entirely new learning for this group.

## Health Care

Eye check-up camp was organized at the centre which has benefitted 15 girls. Only two girls were diagnosed with sight problem for which they have been prescribed spectacles.



Two of the women were hospitalised for serious health reasons. They experienced quick recovery due to support of the team and care demonstrated among the girls.

One of our girls has undergone the surgery for squint eyes successfully. Animedh Charitable Trust sponsored her pre-operative, operation and post surgery expenses.

*Routine check up*

National Medical Office of Public Health at the Medical Students Association of India (MSAI) has organized women's health session, general health check-up and self-defence workshop for our girls in March, 2016.

*Medical Officer conducts session*



## **Counselling**

At the KTC, in depth counselling is done by Ms. Sulbha who holds a series of sessions for the women one on one and in groups.

## **Literacy**

### ***Spoken English:***

Spoken English Classes were conducted by Ms. Vallarie Shah (of Advitya). She taught basics of English language keeping a major focus on practical aspect than on a grammatical aspect. The language classes helped girls overcome their language phobia to some extent and boosted their level of confidence too.



*Pic: Spoken English Classes at the Kshamata Transformation Centre*



### ***Computer Education:***

Around 12 girls have got benefitted from the computer education. The classes are held every Wednesday and Friday in two batches. More than 50% girls have become familiar with basic operations of computer. The girls who never touched a computer in their life have got an opportunity to learn it. They were happy to learn it and took the training seriously.

### ***Financial Literacy:***

Mr. Milind Rikame (LIC Insurance advisor) was invited to conduct a session of life insurance policies and financial management. A session on savings and budgeting was facilitated by the employee volunteers of RPG Foundation. Further, Mr. Nimit Desai, a finance professional, has conducted a few sessions on managing one's own finances.

### **Academics & Tutoring:**

Two of our girls had appeared for HSC this year. One attends a regular college while the other one attended it through NIOS. They both were guided and tutored by our volunteers namely Mr. Mohit, Ms. Priya and Ms. Nazneen. However, one girl is pursuing her bachelor's in social work. She aspires to complete her master course from TISS next year.

## *Swaadheen*

As of March 2016, we have been able to support three more group stay homes –two in Chembur/Deonar, and one in Goregaon, with 12 women living in this arrangement. In addition, today, ten women are living independently on their own in Mumbai & Thane. Kshamata continues to keep in touch as counsellors, mentors and friends. This in addition to the three group stay homes set up the previous year, in Anandnagar, Ghodbunder Road, where 8 more women are staying.

To enable community integration, Kshamata has engaged with the community women at Anandnagar this year, and formed an SHG (Self Help Group) of 20 women, for savings and credit, and working from home. The community women have built a positive relationship with the women in group stay homes, creating a safety net for our women.

## *Samudyam*

Over the last two years, we have tested the number of handmade products, explored the market trends and studied the customer preferences which enabled us to come up with the concept of social enterprise in a short period of time. The aim of the social enterprise is to create sheltered employment for the women, where they are given more leeway than in regular employment, to enable them to learn the discipline, punctuality needed for a regular placement. The social enterprise thus acts as a bridge to regular employment. This year four women are working at the social enterprise full time and another six are working part time.

The social enterprise has been making a range of products catering to domestic as well as international markets. Working at the social enterprise has acted as an apprenticeship for the women. The work the women do involves not only production, but also participation in exhibitions, sales and networking. During the year the Kshamata social enterprise reached a turnover of Rs. 3,44,000. The aim at present is not to make a surplus, but to provide learning on the job, and hence this is continued even though Kshamata's expenses on this are much higher.



*Exhibition at Kala Varso-Surat*



*At Bayer India*

This year we got an opportunity to exhibit our products at many places. To name a few, we exhibited and sold our products at Bayer India, Tata Consultancy, RPG, Dun & Bradstreet, TISS, Hotel Westin, Urban Haat-Belapur, Inner Wheels, Sasmira College of Management, Kala Vaarso Festival, Axis Bank and Bank of Baroda.

## **Challenges**

### **Drop-outs from programme**

In spite of efforts made by Kshamata, there are women who drop out midway through the programme, both in Sahayog and Saksham. In Sahayog, Kshamata tends to work for more in-depth work, and try and provide some form of income generating activity, to ensure retention. However, such activities are possible for only a limited number. Further, as of now it is very difficult to track the women after release, unless she stays in Mumbai itself.

In Saksham, this issue is of greater concern, as the women in KTC have much greater support and investment of time in them. A drop-out here means a loss of that high investment.

Kshamata makes it clear right from the beginning that participating in Saksham is purely voluntary, and women are free to leave if they wish. However, Kshamata's aim is to ensure that all women complete the programme and find gainful employment. In actual practice it is seen that some of the women have strong mood swings and from time to time are disheartened and wish to leave, in spite of counselling and support. Kshamata continues to track these women, and persuade them to return. A few have in fact returned and completed the programme.

### **Social Acceptance**

Human trafficking is an issue which is not talked about in mainstream society. The issue itself is being tabooed and the victims are looked down upon by society people. Women living on their own are generally seen with suspicion, especially in the apartment complexes that abound in Mumbai. Many are treated with disrespect and scorn. This also happens at the KTC, which is located in one such apartment complex – the residents there tend to question who these women are, why they stay at the centre, and generally subject to non-cooperation.

### **Report with Government run homes**

Staff at Government run homes are subject to transfer, and Kshamata, and indeed all NGOs working with these homes, need to continuously engage in developing relationships with the new staff members, as their cooperation is crucial for any successful work at the homes. This calls for considerable investment in time and effort.

### **Funding**

Working with survivors of trafficking and vulnerable women is a long process (entire process takes anything between 16 months to 18 months), especially in building self-confidence, instilling work ethics and social skills. Unlike regular vocational training, successful reintegration of women calls for investment of approximately Rs. 100,000 - Rs. 150,000 per woman, due to the fact that during training all their costs need to be provided for, and that training can be as long as nine months. Kshamata's Transformation Centre functions out of rented building, and this adds to the cost at present. Most donors and funders look for larger quantitative results for the money being spent, and rehabilitation of trafficking is a priority for only a small number of donors/ corporates.

## TESTIMONIALS

### *Interns speak:*

"I completed my 5 weeks field work in December 2015 and in these five weeks I was given the freedom to work on whichever area I wanted to. I worked in the counselling program of Kshamata in the Sewri court, their vocational training programs in Govt. Protective homes and also worked in their community program in the red-light area. Kshamata is a unique organization as it follows a very new but effective model of rehabilitation based straight out of a community and it was an absolute pleasure to work at the Skill Development Centre of Kshamata as the spirit there is infectious. I will remember these bright spirited girls of Kshamata for a long time and will always look up to them as the ideal case scenario since I plan to work further in this area of rehabilitation and anti-trafficking. I would like to thank Kshamata for being graceful enough to give me this opportunity and also the girls for making me understand the true meaning of 'Survivor'". – **Ronnie Nido, MSW Student [Criminology and Justice-TISS, Mumbai]**

"Throughout my internship I was given the perfect amount of responsibility– I felt as though the things I was doing were useful and important without too much pressure or feeling out of my depth. Everyone here is passionate about what they are doing which creates a really good atmosphere around the office. I have thoroughly enjoyed my time working for such an amazing organization within a fun and welcoming team". – **Ms. Deepthi Pativada (Law Student)**

"I have worked with Kshamata organization as an intern in my first year of M.A.in social work. It was a wonderful experience working with rescued women and supporting them to become independent economically. I have got valuable guidance and support from the organization. It was very rich experience for me". – **Ms. Supriya Mane, MSW Student [Women & Child-TISS, Mumbai]**

### *Volunteers speak:*

"I am very happy to say that Kshamata is of women, for women and by women. This organization takes care of those girls & women are the victims of society. All volunteers are so keen in solving the problems of these girls & women. They are very honest and sincere. Hats off to their work. I am proud to be part of Kshamata". – **Ms. Divya Desai**

"I admire the work done by Kshamata and change they are bringing is visible. Over a period of time, every person I have seen have become more confident and balanced. Commitment and dedication of Kshamata employees towards 360 degree development is commendable. Good job. Keep it up". – **Mr. Mohit Kumar (Banking professional)**

"I am happy because for me dream comes true. Thanks to Srujna for introducing me to Kshamata. Kshamata is taking care of all girls & women very well way both at shelter homes & at the center. I am really thankful to Kshamata for allowing me to work with all women out there. I feel like I am working with my family. I am proud to be part of Kshamata and the shelter homes I am engaged with". – **Ms. Manisha (An entrepreneur)**

## TEAM CAPACITY BUILDING

- National Level conference at Bangalore:

Kshamata was invited to a National level workshop on the issue of “the status of shelter homes and the challenges faced by them in India”. It was organized by Vimochana, a NGO based in Bangalore. Over 20 NGO were invited to share their experiences and discuss good practices which may be incorporated while dealing with problems and overcoming the challenges faced at the shelter home. It was a good opportunity for Kshamata to learn from what other organisations are doing and also connect with the organizations from different states and network with them to better facilitate our rehabilitation and reintegration efforts across the country.

- The Program Head has attended a Leadership Development workshop which was organized by IVolunteer in association with Godrej Ltd at Godrej.
- Field coordinator has participated in Domestic Violence workshop organized by Majlis.
- One day workshop on Social Entrepreneurship was attended by the Program Head in Pune.
- A meeting on “*the challenges faced by the government shelter homes in Mumbai*” was attended by the field coordinator. This meeting was organized by the Sukh Shanti Open Shelter Home at Mankhurd.

## GOVERNANCE

### Trustees:

*Ms. Bharathy Tahiliani*



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

*Mr. Ram Bhat*



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

*Mr. Rajmohan NC*



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

*Ms. Mona Almeida*



**Mona Almeida**, whose effusive demeanour brings fresh energy, has become an integral part of Team Kshamata having been inducted as a Trustee this year. A homemaker for 17 years, decided shrug off that tag by agreeing to Volunteer for Kshamata, but found the Cause so compelling that she devotes full time to Kshamata. Having opted to go back to college after 25 years, to join Post Graduate Management Course for NGO Sector at the prestigious SP Jain College of Management, she leads the team of dedicated professionals and volunteers aiming to bring about a change in the lives of the disadvantaged and vulnerable girls and women in the society.

## Operational team:

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



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

### *Field Coordinator-Ms. Pramila Sharma*



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

### *Production In Charge-Ms. Alisha Khan*



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

### *Centre In Charge-Ms. Usha Donolikar*



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

### *Head-Care & Support-Ms. Yashodhara Bhide*



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

### *Creative Head-Ms. Mugdha Gajare*



Ms. Mugdha joined Kshamata in 2015. She leads the enterprise section of Tailoring and Designing at Kshamata. Mugdha is a software engineer by profession and worked for 15 years in the IT field. She took a permanent break from her job and started exploring what her heart always wanted to pursue i.e. tailoring. Today, she handles multiple roles right from a homemaker, freelancer, designer and a mother with lots of energy, enthusiasm and passion.

## **NETWORKING: DONORS, PARTNERS & SUPPORTERS**

### ***Principal Donors (Organisations):***

#### **Kindled Spirit**

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

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

#### **Stichting OO & BW (Foundation)**

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

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

#### **The Bright Eyes Organisation Inc**

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

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

#### **Zuventus Healthcare Ltd**

Zuventus Healthcare is a joint venture of Emcure was launched in mid-2002 with a sole vision to bring joy and jubilation to people's lives through its quality medical solutions. Zuventus Healthcare Ltd has created a string of records and ranked 10th in the covered market and ranked 27th amongst the leading pharmaceutical companies in an unthinkable short time frame. Zuventus is a pulsating Company that believes in employee's talents to be honed, achievements to be valued and recognized. Zuventus is driven by a team of professionals that are entrusted with

responsibilities and are encouraged to actively contribute to the long term sustainable business growth.

Website: <http://zuventus.co.in>

### **Animedh Charitable Trust**

Animedh Charitable Trust (ACT) works in the area of the Women's empowerment by providing financial support and social services to needy women as well as the girl child. Together we 'ACT to make a difference' and transform lives of the identified beneficiaries at an individual level. ACT opines that the above efforts will enable scores of girls and women to enhance their ability along with their dignity and fulfil their dreams of a better tomorrow.

Website: <http://animedhtrust.org>

### **RPG Foundation**

The RPG Foundation, a non-profit organisation, is the Corporate Social Responsibility division of the RPG group of companies. It is passionate about improving the quality of life of local communities and works by identifying critical need gaps, thus maximising social impact.

Several empowerment programs have been initiated that have helped establish new relationships and set high standards in social outreach programs. These include eye and vision care, gender equality and empowerment of women, primary education, health and local community development as well as increasing employability of the youth through acquisition of skills.

Website: <http://www.rpggroup.com/CSR.php>

### **Mangalbhar Charitable Trust**

This trust helps destitute women and children through education and better living prospects. A Registered Public Trust no: E – 29590 (Mumbai)

## *Other Donors & Supporters & Partners*

### Individuals

- Veeranjanyulu
- Joy Townsend
- Nitin Paranjape
- Nimit and Bindiya Desai
- Mahesh Rajaram Patel
- Nikunj P Jhaveri
- Priti Gami Shah
- Siju Thomas Panikkar
- Sharat Bansal
- Sulabha Subramaniam
- Ramgopal Nallan Chakravarthy
- Pradeep Nair
- Hiren Harshad Mehta
- Rashmi Toshniwal
- Marathe family
- Delna Billimoria
- Mansi Lal Sawant
- Milind & Meghna Kshirsagar
- Sunil Hiranandani

### Organisations

- CC Shroff Self Help Centre
- United Way of Mumbai
- Rotary Club of Mumbai North End
- Dun & Bradstreet
- The Initiative
- Srujna Foundation
- Rotary Club of Thane Skyline
- Rotary Club of Mahila Thane North
- Rotary Club of Mumbai North End
- Inner Wheel Club of Hiranandani, Thane
- Lions Club of Kopari-Thane
- Inner Wheel Club of Thane East
- Asha Sadan (MSWC)
- You Can Free Us
- Raven & Lilly
- Smiles32 Foundation
- Tata Institute of Social Sciences, Mumbai
- Dhriti Foundation
- The Good Shepherd
- FPAI
- Sahara Trust

- Khula Aasman
- iVolunteer
- Pratham
- Save the children India
- The Good Shoppe
- Alert India
- Prayas
- IJM
- Advitya
- Reliance Foundation
- Disha Pratishthan
- Kumud Foundation-Indiabulls
- Bayer
- Hotel Westin
- Akshay Calligraphy
- Vaishali's Beauty Parlour (Thane)
- Neeta's Beauty Parlour
- Manisha's – *empowering powerless*
- Touching Lives
- Sundar Shewa Trust
- Prarambh
- The Restore Honour Campaign
- Raymond
- Brindavan Seva Sangham

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