

Reaching Out





Indo-Global Social Service Society

(IGSSS) is a non-profit organization working with the mandate for a humane social order based on truth, justice, freedom and equity. Established in 1960, IGSSS works for development, capacity building and enlightenment of the vulnerable communities across the country for their effective participation in development. With its presence in 25 states and one Union Territory of India, IGSSS has set its thematic focus on promoting sustainable livelihood, energizing the youth as change makers, protecting lives, livelihood and assets from the impact of hazards, advocating for the rights of CityMakers (urban homeless) and developing a cadre of leaders from the community as well as civil society organizations. Gender and Youth are underlying theme across all its interventions.

VISION

Help establish a humane social order based on equity, freedom and justice in which human rights and the dignity of every individual is upheld

MISSION

To implement and support quality development programs across India to empower individuals and communities belonging to the poor, marginalized & vulnerable sections of the society with special focus on women and children

LEGAL INFORMATION

Statutes and Laws

Society Registration ACT XXI of 1860
 Foreign Contribution Regulation Act 1976
 Section 12 A of the Income Tax Act, 1961:
 Section 80 G of the Income Tax ACT, 1961
 Section 10 (Clause 23 C, sub clause iv) of the Income Tax Act, 1961

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MEETING OF THE BOARD OF GOVERNORS AND GENERAL BODY

Date	Meeting & Venue	Quorum
7-8 .05.2012	Special General Body, Gangtok, Sikkim	14/19
23.08.2012	Board of Governors Meeting, New Delhi	6/7
24.08.2012	Annual General Body Meeting, New Delhi	11/19
14.12.2012	Board of Governors Meeting, New Delhi	5/7
15.02.2013	Board of Governors Meeting, New Delhi	6/7

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Doctor (MBBS)

Prof (Dr) Vibhuti Patel

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Dr. Joseph Sebastian

Executive Director

Mr. John Peter Nelson

Deputy Director

Mr. John Peter Nelson took the charge as Executive Director from May 9th 2013.

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Urban Homeless Program

Ms. Leena Bhanot

Program Quality and Support

Mr. K C Sahu

Livelihood Programs

Mr. Mangneo Lungdim

Disaster Risk Reduction Programs

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Finance and Accounts

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Gender Mainstreaming

Mr. Joel Jose

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Mr. Yasir Qureshi

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Programs (Kashmir)

Mr. KO Mathai

Manager
Livelihood Programs
(Western India)

Mr. Sadananda Chakraborty

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Message

Dr. N. J. Kurien

President



The year 2012-13 has been an eventful and significant year in the life of IGSSS as we have new programmes and initiatives reaching out to the unreached and excluded communities. We are happy to be a part of their struggles, challenges and also positive changes in their lives.

A decade after the declaration of Millennium development goals we are witnessing successes and failures but more of sluggishness and disinterest in combating human poverty and its fast changing dimensions. IGSSS on its part with continued zeal and dedication tried its best in contributing to the millennium development goals. As the President of the Society, I will strive to ensure that IGSSS continues its work with more synergy and convergence.

Our major programmes - Livelihood, Disaster Risk Reduction, Urban Poverty, Promoting Gender Equality and Youth Interventions are planned and implemented for addressing the eradication of extreme poverty and hunger, advocating issues of gender equality and women empowerment and ensuring environmental sustainability. The two major flagship programmes of IGSSS during the year were PEARL – (People’s Empowerment for Accessing Rights to Livelihood) and SHELTER – (Sustaining, Housing, Health, Education and Livelihood through Empowerment & Rights) have resulted in reaching out to more than 100,000 most marginalised families, ensuring their rights and entitlements leading to LIFE, FREEDOM and DIGNITY.

As we move on, we shall continue our efforts more on innovation, piloting, scaling up with special emphasis on synergy and convergence of ideas, resources and technological changes.

Finally on behalf of the Board of Governors, I place on record my sincere gratitude to all our donors and partners in exchange for their continued support and solidarity. I also deeply appreciate the team of staff for all their contributions and dedication to the cause of IGSSS.

Message

Patricia Mukhim

Vice President



Media, Gender and NGOs

No one works for anyone. We all work together.

Each of the above is a stand-alone theme. Each is a research subject requiring a few thousand words from the writer to make even the faintest sense of what they actually mean beyond the spelling and the temptation to jargonise the words and convolute the meanings. The media is the new demon of the century; say those who believe that every problem besetting this country is media created. They are not wrong if you look at the loud and raucous, 24x7 media channels that analyse every problem so flippantly and with argumentative overtones. One of them tells us night after night that the 'nation wants the answer now'. I wonder if he includes me as well because I don't want slipshod answers brewed in the incestuous and sacrosanct spaces of television studios which only the English speaking elite have access to. These media moguls are actually saying through their conceited body language that those who don't speak English are not citizens. The 'Nation' includes only English speaking, upper class demagogues. Period! So media is a problem today but there is no one to teach media literacy so that we can hold those who run media empires accountable. It's time NGOs also help in bringing media literacy along with their tool kits for training the non-English speaking citizen which makes up 85% of India's population. Gender is a social construct we are told and hence those constructs can change. This means that the roles, lifestyles, behaviour and division of labour carefully laid out by a patriarchal system over the centuries can be dismantled. If something is constructed it can also be de-constructed. And that I guess is the role of NGOs as well. I have found even very well-intentioned men groping for answers when they are asked why a Board or Committee is so tilted towards men. It's all in the mind. When men think out names to include in any important body.. they think of other men. Women on the other hand don't do so. They think of the most capable names. See the difference?

And NGOs? What does one say about them? Some are doing phenomenal work but after a while settle into a groove unless someone pushes them out of their complacency. It's natural to settle into a comfort zone. That's one thing NGOs cannot afford. They cannot replicate government or its moribund bureaucracies. That's why it takes a different personality to work with people. Sadly, most of us smugly claim to work for people. No one works for anyone. We all work together. We hold hands and guide one another in the journey of life. That's when change happens. While on NGOs let's remember that we too have the tendency to use jargons to create an impression. We are not there to impress anyone. Our mandate is to strive to make life a little better for someone out there.

Message

Dr. Joseph Sebastian

Executive Director



Success comes with dreams, following those dreams with plans, and perspiring to see the plans are implemented. The year gone by has been one more year of implementing plans and successes. The livelihood program People's Empowerment for Accessing Rights to Livelihood (PEARL) phase III and phase IV were successfully completed. With 42 partners in 11 states PEARL in its four phases was able to reach out to 63772 socially and economically marginalized families. This has been a great achievement for IGSSS where it moved from the National Small Projects to the Cluster Approach in 2008. The Rights Based approach was the focus. One of our partners shared "we had heard about Rights based approach but with PEARL our people and we truly experienced it – all its potentials; thank you team PEARL". As we plan for the launch of SOUL – Sustainable Options for Uplifting Livelihood Programme - we are not only consolidating on the successes of PEARL but improving on the learning.

The CityMakers initiative has gone from strength to strength – hot tea and food campaign during winters; a Shelter in front of IGSSS office; advocacy and networking for better services. Our assisting on the Court initiated case of rights for CityMakers (Homeless) through SAM-BKS (a network of individuals, groups and organizations working for the rights of Urban Poor) is worth mentioning. This holistic initiative by IGSSS from the grass roots service delivery, interventions directly and through partners in 11 cities, and assisting the judiciary at highest level in the country is one of its kinds. North East and Kashmir as geographical areas, Gender and Youth as target groups continue to bring accolades by the commitment of their teams. The Program Quality Unit with its monitoring and evaluation support, documentation and reporting to donors and other stakeholders, and a robust communication interventions has made a tremendous difference in the way work moves at IGSSS. The whole of operations – HR, Admin and Finance have become robust shouldering responsibilities when needed most. IGSSS has always been doing exceptional work; be it with partners for more than 50 years or in recent times. The evolution of IGSSS through its branding with the new logo and other communication tools, direct intervention, and rights based approach have taken IGSSS to the next league.

We thank MISEREOR and its officials for its continuous unrelenting faith and support. We also thank all our donors, NGO partners, other supporters for having faith in what IGSSS does. We the staff also thank the members of the General Body and Board of Governors for being the driving force behind all that the executive does. More importantly we thank and salute the people who we are privileged to serve. May our Karma make ripples of goodness and giving, of love and care, of selflessness and joy. Saluting all who have played a part in making IGSSS special.

As I sign off as the Executive Director of IGSSS I wish the best to the new team under the leadership of Mr. John Peter Nelson. I am proud that I was part of this great endeavour called IGSSS – for Life, Freedom, and Dignity.

CHAPTER 1

Disaster Risk Reduction

The Disaster Risk Reduction (DRR) programmes of IGSSS is designed towards protecting lives, livelihoods and assets including natural resources of vulnerable communities from the impact of hazards. An Emergency Intervention Fund (EIF) and Emergency Response Team (ERT) have been established in IGSSS for immediate response to disasters.



Ethnic Conflict Emergency Response in Lower Assam

SEPT 2012-FEB 2013

TALE OF TWO COMMUNITIES

Karamdao Brahma is a permanent resident of Nohagaon, Assam who lived with his parents, one brother and two sisters. His father is a daily wage earner. In the wake of ethnic conflict on 23rd July 2012, he along with his family had to leave his home and take shelter in Rangijhora School and later in Rangijhora field camp. Ajiron Khatun lived with her husband, three sons and two daughters in Besorbari village, Kokrajhar, Assam. She had four buffaloes which were used for pulling carts and milk production. The buffaloes were their main source of livelihood. On 23rd of July 2012, three miscreants burnt down the houses of her village. Ajiron Khatun lost her house and her only source of livelihood was also looted. Her four year old son Shanidul Islam was brutally assaulted by the miscreants and thrown in the forest bleeding. The conflict which occurred between the Bodos and the Muslims resulted in heavy losses of life, property, and livelihood. The mental trauma and stress from the constant violence left the victims scarred with fear and insecurity. They had to live without shelter, clothes and utensils in the relief camp.

IGSSS with the support from DCA provided relief and rehabilitation. The initiative also focused on providing psychosocial and psychological support to the victims of the violence. Karamdao attended the training programme on psychosocial care and became a volunteer in the education task force formed in the Rangijhora camp. He received remuneration as a volunteer and got himself admitted in a school near the camp. He has been trying to motivate other students of his camp for schooling as well. Ajiron Khatun has received financial support for her livelihood and her son, Shanidul, although still struggling with the trauma mentally, received medical facilities and is keeping well physically. He is also going to the nearby Besorbari School. Ajiron is hopeful that her worst days are over with their life returning to normal gradually.

DEMOGRAPHICS

Block: Chidli, Borbazar and Manikpur

District: Chirang (BTAD), Assam

Total Households: 761

Scheduled Caste: 370 households

Other Backward Communities: 81 households

Muslims: 300 Households

General: 7 Households

BACKGROUND

Chirang, a district in Assam, is full of forests and rivers and it falls under Bodoland Territorial Area Districts (BTAD). The main occupation in the district is agriculture and communities such as Bodo, Adivasi, Nepali, Hajaong, Konch, Bengali, Muslim and several others live in this part of the state. They lived peacefully and in harmony till the unfortunate conflict broke in Kokrajhar district and spread up to Chirang in the month of July 2012. Before one could realize, the conflict killed many people across communities and damaged properties. The conflict was mainly between migrants and indigenous communities specially flaring up between the BODOs and Muslims in the BTAD area. But, some other communities like Rajbonshi, Adivasi, Hajang, Nepali also suffered in the ethnic clashes. At this critical juncture, IGSSS with support from DCA came forward and distributed relief to 761 worst affected and deserving families in the relief camps which was followed by psychosocial support/care.

BEST PRACTICES

Relief support to most needy families: Relief care was provided to 761 severely affected victims in the camps out of which 300 families got GI sheets while others got Clothes and utensils.

Psychosocial Support: Trauma and stress in victims was addressed and relieved through psychosocial support activities like formation of task forces, games & sports, cultural activities etc in 18 camps.

IMPACT

1. GI sheets, cloths and utensils given to the affected, has enabled them to live as a family and organize to start new beginning again.
2. Psychosocial support has brought back smiles on everybody's face.



Community Based Disaster Risk Reduction Initiatives in the Brahmaputra Basin of Assam

2011-12

BUILDING BRIDGES

“The presence of the Disaster Risk Management Committee (DRMC) in the villages has proved to be fruitful” says the president of Ghilaguri village. The flood of 2012 disabled the communication system of the villages Ghilaguri, Bam Chapori and Dimoruguri and their neighbouring villages due to the damage of the footbridge between the villages. The villagers suffered a lot and had a hard time during the flood season. The villages were cut off from each other and the people were trapped in their own villages. The absence of country boats in the entire locality added to their vulnerability. In such circumstances the federation of the Disaster Risk Management Committee came together and decided to find a solution. The DRMC then took the initiative and started mobilizing the community for the construction of a bamboo footbridge. Under their guidance and supervision, the villagers constructed two footbridges – one of 30 meters between Bam chapori and Ghilaguri and other of 15 meters at Dimoruguri village. The construction of the footbridges helped people to connect with other villages during the crucial period of flood season for help and support.

DEMOGRAPHICS

25 Villages,

Block: Dhakuakhana,

Gram Panchayat: Matmara, Dimoruguri and Dangdhora

Total Household: 1,183

Male: 3,259

Female: 3,264

Children: 1,453

Total Beneficiaries: 7,976

Type of beneficiaries: Flood Affected Victims.

ABOUT THE PROGRAM

The second phase of the “Right Based Community Disaster Risk Reduction Initiative in the Brahmaputra Basin of Assam” focused on restoring the community structures such as the village link roads. It also addressed climate change adaptation and development of a model farm on sand casted area to provide food security to the flood affected villages.

The interventions were aimed at:

- Enhancing village communities' local capacities for prevention and mitigation of flood disaster.
- Integrating climate change adaptation and livelihood in 25 villages to provide better food security.
- Reducing multi-hazard vulnerabilities of 25 villages by implying convergence approaches of advocacy for disaster risk reduction and climate adaptation.

IMPACT

Community Ownership: The villages developed the sense of community feeling and prepared themselves for responding to the immediate information and provide rescue to the vulnerable group during first crucial hours. The community also started practising the off monsoon crops with commercial motives that reduce the vulnerability of flood.

Accessing Rights and Entitlements: The villagers started accessing their rights and entitlement and approached the different government department such as NRHM for medical camp during flood, Agriculture department for seed support and consultant etc. The community is aware of their rights and initiatives are taken for accessing the different available facilities from the different line department.

ACKNOWLEDGEMENT

Individuals: Mr. Badan Lahan, ADO Agriculture department, Dhakuakhana, Lakhimpur. Krishi Vigyan Kendra (KVK), Lakhimpur and Action for Food Production (AFPRO).

Organizations: Amar Ahom, a local newspaper.

Donor: DanChurchAid (DCA).



Emergency Response to Assam Flood

2011-12

A PRIZED BUCKET

The flood situation in Assam which is an annual phenomenon affects the lives of people very drastically. It uproots their homes and washes away all their belongings they collect through their hard earned money. Mrs. Pratima Devi, 38 year old women of Chalardal village, belongs to Below Poverty Line (BPL). Her husband is a daily wage earner. She and her family get affected by such floods frequently. She lost everything in the recent flood of 2012. She did not even have proper containers to store drinking water. She was using an uncovered tin container that was given to her by one of the neighbours. She wanted to buy a bucket but could not owing to her poor economic condition. Eventually Pratima was provided with plastic buckets under the emergency response by IGSSS, SATRA and DanChurch Aid. Now she is using the buckets and it is one of the most precious things for her as she knows that she would not be able to buy another one. Apart from providing basic necessities such as buckets, the initiatives reached out to several other families and provided proper sanitation facilities and high rise platforms.

DEMOGRAPHICS

The emergency response reached out to 5683 families in 33 villages of Block Sipajhar in Darrang district, Assam



ABOUT THE PROGRAM

The breach in the embankment of Nanoi River at three places at Ghorasal near Sipajhar resulted in flood which impacted several villages in Darrang District. The affected villagers gradually shifted to the embankment as flood water increased due to incessant rain. Villages such as Chalardal, Sanowa, Sanowatari, Rajapukhuri, Rajapukhuri and Dosotani were submerged for almost a fortnight. Nearly 5000 hectares of paddy fields were destroyed in the flood causing huge losses to the farmers. Approximately 30,000 hectare area was badly affected. The initial survey of the breached embankment areas and affected areas by SATRA (IGSSS NGO partner) was circulated along with audio-visual evidences to Inter

Agencies Group (IAG) and others for information and plan immediate response. IGSSS supported the most vulnerable families by supplying food items through the district administration. The survey conducted by IGSSS suggested that shelter, water, hygiene and sanitation were the most pertinent need of the hour.

KEY INITIATIVES

IGSSS provided storage facilities for safe drinking water to the flood victims and take precautionary measures from the outbreak of water borne diseases. IGSSS also provided shelter to the families whose houses were damaged, provided temporary rehabilitation and protected them from heat and rain. IGSSS focussed its initiative on personal hygiene and took precautionary measures to protect people from skin diseases caused by dirty water. The habits of washing, cleaning and personal safety were promoted. Preventive measure were taken to protect the victims from the epidemic diseases caused by mosquito such as Malaria, Dengue etc.

IMPACT

Flood affected people got access to basic human needs that reduced the further risk in the aftermath of flood.

PARTNER IN CHANGE

SATRA.

DONOR

DanChurchAid (DCA)



Humanitarian Response and Rehabilitation in 18 villages in Dhemaji, Assam

SEPT 2011-AUG 2012

MULTIPURPOSE HIGH RISE PLATFORM

Kenchukhana Kachari village is one of the most vulnerable and worst affected villages in Dhemaji district. Keeping in view of community's requirement and vulnerability, a high rise platform was constructed with support from Disaster Risk Management Committee (DRMC) representatives in the village. The construction was done by 44 beneficiaries from the flood affected villages. A high rise platform with a separate toilet for men and women, hand pump and shed for multipurpose use was constructed and handed over to the people of Kenchukhana Kachari for proper use and maintenance of the assets. The high rise platform was used for social gathering, cultural practices and as a shelter during the sudden flood. During the 2012 flood, Kenchukhana lower primary School was also submerged and the future of 39 students was in jeopardy. The School Authority, School Management Committee and the Kenchukhana DRMC sat together and made a resolution to use the high rise platform as a school. The children are receiving regular education.

DEMOGRAPHICS

Block: Dhemaji
District: Dhemaji, Assam
Gram Panchayat: Naruathan and Ghuguha
Scheduled Tribe: 60%
Scheduled Caste: 20%
Other Backward Classes: 20%
Total Beneficiaries: 1,162 households

ABOUT THE PROGRAM

Kumatia and Jiadhhal rivers originate from the Arunachal hills and run from the north to the south west of Dhemaji District. They breach their embankments almost every year and deposit 6 to 8 ft sand and silt. Since 2007, the floods affected the social and economical aspirations of the population. The loss of infrastructure such as houses, school buildings, religious places and agricultural fields leave the people devastated. The people are always in need of a shelter where they can live and at least protect their assets. IGSSS with support from MISEREOR intervened in 18 villages of Dhemaji District that are perennially affected by flood since 1983. Disaster Risk Management Committees along with eight task forces were formed to strengthen the vulnerable community to help them confront with disaster and manage the community in a proper way. The Program intervention created community assets, sensitized people on the issues of safe drinking water, demonstrated adaptable home based water filtration systems (like Bio Sand Filter) and advocated with the administration for disaster preparedness which created an avenue for building strong co-ordination with the community in the course of project implementation.

ACHIEVEMENTS

In 2012, Assam was hit by flash flood much early, in such situation construction of the high rise platform, country boat, twin toilets, installation of bio sand filters (water purifiers) and the hand pump provided immense support to the community. The livestock management volunteers rendered their services to protect animals from diseases. They carried out immunization program for the animals which protected the livelihood of the people. The villagers held meetings and took decision for disaster preparedness. The community received work under MGNREGA.



OTHER FLOOD RESPONSE PROGRAMS



Restoration and Reconstruction of Flood Affected Community

2012-2014

The project basically focused on the restoration and reconstruction of the Flood affected community and strengthening the CBO's for the better resilient measures.

NEED OBJECTIVE

Project Goal & Objectives: Organized disaster vulnerable flood community to reduce vulnerability that enhances flood resilience at all level of stake holding.

Strategic Objectives:

- To build resilient community by improving the local capacity to face the multiple disasters.
- To promote sustainable food security through capacity building and field action.
- To rebuild community and individual assets for inclusive development.

DEMOGRAPHICS

22 Villages

Block: Ghuguha, Chamarajan, Naruathan

Block: Dhemaji

District: Dhemaji, Assam

Total Beneficiaries: 1295 households

Male: 2989

Female: 2473

Children: 1759

Emergency Response to Flood Affected Area of Dhemaji District

(JULY 2012 – SEPTEMBER 2012)

Mr. Dhabir Taw of Bedalong village, aged 50 years and a father of 8 children had lost everything in the flood and had to take refuge in the relief camp without shelter and belongings. When IGSSS with the support from WHH provided relief materials, he could only then make his shelter of tarpaulin and use hygiene kits. Prior to the distribution by IGSSS, the government had distributed 1 tarpaulin of size 12 x 15 for 4 to 5 families and they had to share the room with no space and no privacy for females but later each and every family of the whole village received 1 tarpaulin and they did not have to share with other families and hence family privacy is restored making their life little comfortable in this critical situation.

DEMOGRAPHICS

Block: Machkhowa Development Block

District: Dhemaji, Assam

Total Beneficiaries: 1750 households

ABOUT THE PROGRAM

The old right embankment of the Brahmaputra at Bedalong village under Machkhowa Development Block in the district of Dhemaji, Assam was washed away. Beside this another one embankment that served as guide/protection of the main embankment breached prior to the former at Bahir Tapit village that washed away 32 houses. People were at a loss with washed away houses, belongings, animals, birds etc. The victims took refuge in the embankment in the open without food and shelter while some others in Government institutions. IGSSS with support from WHH distributed relief tarpaulin, hygiene kits etc for immediate support of the victims.

ACHIEVEMENTS

750 severely affected families of 12 villages provided tarpaulin for temporary shelter.

1000 families of 19 villages provided hygiene kits.

IMPACT

The tarpaulins were largely used by the affected victims that saved them from the scorching sun, rain, wind and other things. The hygiene kits were used in every household that provided them to save from different waterborne and vector borne diseases. The awareness meeting on Water & sanitation not only helped saving from diseases but also created a relationship with the Government Machinery.





Relief and Rehabilitation of Himalayan Earthquake Victims in Sikkim

2011-12

RESTORATION OF VILLAGE INFRASTRUCTURE

The communities of Tung, Ritchu and Dhyang villages in North Mangan, Sikkim had to travel more than an hour to fetch water for drinking and cleaning purposes. Even though the water was available during the monsoons collecting water from overflowing streams was a great risk. All the attempts made by individual villagers to construct a water supply system went in vain due to landslides. During the winter availability of water was more difficult as the water supply were disrupted during the earthquake. On September 18, 2011 Sikkim or Himalayan Earthquake occurred near the Sikkim-Nepal border. There was an immediate need for intervention in the affected areas. It was a major humanitarian crisis as the isolated communities were unable to access basic needs. A natural water source, away from the landslide zone, was identified at 1000 meters away from the village. A collection tank was constructed at the source from and poly pipes were installed to provide water supply to the storage tank in the village. A network of distribution pipes was laid down in the villages to ensure access to water in the villages. The water tank constructed in Tung Gram Panchayat supplies non-stop water to 87 households in Tung, Ritchu and Dhyang villages covering a population of 535 people. IGSSS in collaboration with Anugyalaya Society of Darjeeling constructed four more water tanks in Saffo, Naga, Singhek and Shipgyer Gram Panchayat in North Sikkim district which gives access to drinking water to 292 families.

DEMOGRAPHICS

11 Villages

Block: Mangan

Gram Panchayats: Ambhithang, Tung, Saffo, Naga, Singhek and Shipgyer North Sikkim

Relief: 500 households

Rehabilitation: 332 households

Male: 1021

Female: 1000

ABOUT THE PROGRAM

In the immediate aftermath of the Sikkim earthquake, a disaster response team comprising CASA, IGSSS, West Bengal Inter Agency Group (IAG), Caritas India and World Vision (WVI) carried out the first need assessment in Mangan, Sikkim. IGSSS and Anugyalaya undertook the second round of detailed assessment at the end of September 2011 and decided to respond to the humanitarian crisis.

MAJOR PRACTICES

IGSSS responded with humanitarian relief, Water and Sanitation and Hygiene (WASH) facilities, shelter and restoration of village infrastructures.

Local Task forces have been mobilized and strengthened in each of 11 villages under five Gram Panchayats.

IGSSS also worked on providing necessary information and skill training on emergency preparedness and firstaid necessary to effectively respond to affected families.

ACHIEVEMENT

Water supply reached at the door step of 292 families in the mountain terrain of Himalaya applying local indigenous time tested engineering techniques.

IMPACTS

It has transformed the affected population from being the victims of disaster to a self-sufficient community with knowledge of coping disaster that can be faced in the future.





Give an Island

2012

RESTORATION OF VILLAGE INFRASTRUCTURE

Namoni Amlokhi is one of the worst flood affected village of the Dhakuakhana block under Matmara Gaon Panchayat of Lakhimpur district, Assam with a household of 48 families. Tukheswar Gare, the DRMC secretary said that during flood the whole village with its neighbours submerged in water. Their life in the village was very vulnerable from all fields. Safe drinking water especially was a matter of great concern as the hand pumps were not raised and its submersion in flood water is a common sight during monsoon.

Tukheswar Gare continued that the villagers need not to go to the relief camps for shelter due to its traditionally designed shelter on a stilt house but the practice of Tara pumps on the raised platform was not introduced to the village and therefore their health status were at stake during monsoon.

The DRMC secretary assured that during flood the single Tara pump in Namoni Amlokhi on the raised platform could provide drinking water to 154 families and in off monsoon seasons 20 families could access water from these Tara pumps. He is happy with the installation of Tara pumps with a raised platform in his village now.

The 'Give an Island-2012' Program supported the flood victims of 25 villages of Dhakuakhana block by constructing community infrastructure to reduce the risk and vulnerability of the marginalised groups.



DEMOGRAPHICS

25 Villages

Block: Dhakuakhana

Gram Panchayats: Matmara, Dimoruguri, Dangdhora

District: Dhemaji, Assam

Total Household: 1183

Beneficiaries: 6523

Male: 3259

Female: 3264

Children: 1453

IMPACT

The people understood the importance of the community assets and took the responsibility of its maintenance. People were sensitised on optimal utilization of assets.

Installation of Tara pumps has multiple purposes and it is being used for drinking, household usage and irrigation during off monsoon season.



Repatriation of Internally Displaced Persons (Brus)

2011-2014

ENABLING DISPLACED WOMEN TO HAVE A PUBLIC VOICE

Conflict has devastating effects on human life. Violence and state fragility are often characterized by systematic violations of fundamental rights. The impacts of conflict on political, social and economic development are also profound. When violent conflict breaks out, development is derailed. For the Bru displaced woman, the hardship of displacement is compounded by the trauma of domestic violence, divorce, sexual assaults, rape, trafficking, etc. Uprooted from home, they are unfamiliar with justice institutions in the temporary settlement. Lack of monetary support restricts them to services. In fact, most of them have little confidence and trust to approach the officials. The cases also go unreported because the women feel ashamed and fear that the report could bring shame upon them. In reality, they find that most perpetrators are often neighbors, or associates or even the security personnel that provoke fear of retribution if the women report the crime.

In this back drop, IGSSS in partnership with JUST intervened and started working with Bru Displaced Women's Association that was formed in 2010 November. "Our forum was created to raise voice of women on issues of repatriation and support the Mizoram Bru Displaced People's Forum. We never have stepped out and discussed the problems and challenges the women are facing in the displaced settings" says Jenny Molshoy, advisor to the Women Forum. IGSSS-JUST program, focused on strengthening and capacitating the women forum members so that they can take control of their own situation. "Our efforts were participatory and that helped us learn from the women while we supported them and facilitated the process", says Sr. Bestian-the project Manager.

ABOUT THE PROGRAM

IGSSS initiated the program “Repatriation of Internally Displaced People (RIDE-B): A Case of Brus in Mizoram and Tripura North East Region (NER), India.” The primary goal of the program is to secure basic humanitarian aid for the Internally Displaced People (IDPs), ensuring that they receive their entitlements and assistance without any violation of the principles of equality and non-discrimination, and promoting and sustaining the basic rights of shelter, education, food, health and livelihood.

The program advocates and lobby for legislative reforms, repatriation, networking with District Administration in affected areas of Tripura, and Mizoram. It also is focusing on regional and state level Human rights Institutions’ response for effective delivery, access to entitlements in relief camps and repatriated locations by setting up of monitoring group with civil society participation including IDP’s. The program is direct services in making justice accessible to all, particularly to vulnerable groups such as women, children and disabled: health care, education and Water and Sanitation.

IMPACT

The program encouraged participatory analysis focusing on potential solutions to minimize risk and creating possible opportunities or alternatives. This resulted in community’s increased participation in taking control of their situation for finding possible solutions. It also enhanced women’s role in social mobility, boosted self confidence leading them to take control of their own situations and finding solutions to their own problems.

Entitlements and Rights: The State played a major role in repatriation and providing securities to people. Across the program, initiative has strengthened collaboration between communities and government resulting in communities engaging more effectively with state authorities and addressing the concerns about access to entitlements and development support. This was previously regarded as one of major challenge. In repatriated villages of Mamit district, the programme resulted in bringing youth from different communities together. Youth are actively participating on the development issues concerning them.

Initiatives on safe drinking water and sanitation is leading towards creating awareness among the people on safe sanitation habits through education, monitoring water testing and usage of toilets. The program has

DEMOGRAPHICS

State: Mizoram, **District:** Mamit and Aizawl

State: Tripura, **District:** Gachirampara/Naisingpara, Dharmanagar District (North Tripura)

Beneficiaries: 10,000

strengthened the community based advocacy group which created positive impact and minimized challenges on the issue of repatriation.

Education: Children have access to primary and pre-primary education in camps. The community based school monitoring committee recorded that out of 5000 children in the age group of 3 to 12 years, 300 children are regularly attending government schools, 1679 children were enrolled in Anganwadi centers, 325 children (3 to 5) years are getting benefit from ICDS centres and 1,300 in SSA centres. Approx 600 children are enrolled in private schools. Around 1700 new born babies in 2011-2012 are registered with food ration distributing committees, camp management and applications were submitted to concerned authorities for the inclusion of their name in PDS.

Empowering Women: Women are standing for the issues concerning them and participating in decision making. This has encouraged the women to transform themselves from victims of conflict and displacement to active citizens. The program is helping in minimizing gender based violence of very poor families in camps by creating alternative food security measures.

Around 100 women leaders (IDP) have enhanced skills on human rights violations and they are taking proactive roles in minimizing the violence. Women groups were formed and trained in home based entrepreneurship skills to increase their income and minimize gender based violence.

PARTNER IN CHANGE

Jana Unnayan Samiti Tripura (JUST), Agartala, Tripura.

CHAPTER 2

Gender Empowerment

The focus of Gender Programme is to consciously plan and implement activities and programmes by taking into consideration the concerns and requirements of women, and also to enhance their participation. Prevention of women from violence/protesting for violence against women is one of the key principles in our interventions.

Empowerment and Emancipation of Tribal Communities, Jhabua - JEET

2010-2013



OUR SAFETY IS IN OUR HANDS

After the inspirational words of Ms. Krishnavenu Desavatu, the Superintendent of Police (SP), Jhabua, on the occasion of International Women's Day celebrated in March 2012, the women at Naveen Navapada village were determined to form a watch group that would act against the cases of gender related violence in the community. They broached this at the Gram Sabha convened in April 2012 and convinced the Sarpanch to legitimize their claim by recording their idea in the minutes of proceedings. Thereafter, a Gram Suraksha Samiti of 11 women was constituted representing each hamlet cluster and a petition was given to the Kalyanpura police station for providing them with identity cards and the necessary training to perform their duties. When this met with some delay, the women themselves organized a public hearing on the ground and escalated their complaints to the SP. This time around, their voices were patiently heard and actions expedited to lend legitimacy to this Defense Committee from the administration. It has been a big victory for the women who have so far reported and resolved issues of domestic violence, drunken violence and land rights violations. The police administration has responded to their good work by declaring that 65 such committees would be reconstituted and supported at the Jhabua Janpad level, on the model thus followed. These committees are now being formed and consolidated in other fields of Jharniya and Narvaliya in the IGSSS operational area.

DEMOGRAPHICS

10 Villages (Direct Intervention)

Block: Jhabua

40 Villages (Indirect Intervention)

District: Jhabua, Madhya Pradesh

Total beneficiaries reached: 406 women through literacy classes, WRCs, SHGs, women's watch groups (Chetna Mahila Samiti, Gram Suraksha Samiti). 249 children have been reached out to through school enrolment and re-enrolment initiatives.

Type of beneficiaries: Tribal Bhil community

ABOUT THE PROGRAM

Jhabua district of Madhya Pradesh, India, is one of the most backward districts of India. It is situated on the western border of Madhya Pradesh with the adjoining states of Maharashtra, Gujarat and Rajasthan. The program is contributing towards empowerment of vulnerable women in rural India and complementing the achievement of MDG 3 – Promote Gender Equality and Empower Women.

The specific objectives of the project are increasing literacy, including functional and legal literacy among dalit and tribal women and providing access to and control over property, income and natural resources.



MAJOR ACTIVITIES

- Development of functional literacy training module with Nirantar at Jhabua.
- Commemoration of International Women's Day at Bhandariya.
- Formation and strengthening of Gram Suraksha Samiti (Village Defence Committees) in Naveen Navapada, Jharniya and Narvaliya.
- Jharkhand State Level Consultation : Access and Control of Indigenous Tribal Women over Minor Forest Produce: A Review and A Roadmap
- Press Meet on Women and Land Rights in the context of Forest Rights Act conducted.
- Functional literacy classes ongoing with women at the Women Resource Centres (WRCs) in Narvaliya, Gopalpura, Barod, Dhebar and Kesariya. New literacy classes are ongoing in three outreach villages (Hirakhadan, Vadlipada, Bhagor and Manpura).
- Capital and mentoring support has been provided to 45 SHGs that have demonstrated a discipline and commitment to the savings habit. Thereafter, inter-loaning has been focused on, along with the development of a business plan for each beneficiary.
- Literacy rally and program organized under the chairmanship of the District Collector, on this occasion memorandum submitted for adult literacy by women.
- Women's groups have begun preparing and packaging pulses after the establishing of a Dal Mill.
- 8 major issues addressed by women at community. (Drunken violence, land rights violations, domestic violence, access to social security schemes, right of work under NREGA and access to village commons, domestic violence, representation at Gram Sabha).





ACHIEVEMENTS

- 406 women have been provided with functional literacy inputs.
- 173 women demanded for work under NREGA and 100 have got work under the scheme.
- 191 women actively participated in Gram Sabha proceedings, 30 represented as PRI (Panchayati Raj Institution) members.
- 355 women have ownership on livestock.
- 116 women have opened bank accounts in their own name.
- 109 farmer families have been motivated to begin vegetable cultivation and sale, due to the profits involved in the same. Income generated ranges between Rs. 300 to 450 per season. This has been further supplemented by the Kapildhara scheme under NREGA.
- 23 beneficiaries have been linked with GVT (Grameen Vikas Trust) in project villages for the provision of mango plants under the wadi cultivation programme. 9 papaya wadis are being successfully operated.
- 48 farmer families in 4 project villages have benefitted from the use and application of such demonstration plot techniques.
- 500 villagers have been made aware of food security schemes of the government and have been motivated to improve access to them.
- Through successful convergence activities with the

Department of Agriculture and its technical wing, 231 families in 8 project villages have benefitted from the use of improved agricultural techniques (improved quality of seeds, fertilizers and advice) in the Kharif season.

- 471 children in 5 villages benefited from mid-day meal scheme, 20 malnourished children identified and admitted in NRC (Nutrition Rehabilitation Centres) for better health care.

IMPACT

- Women's awareness on the right to literacy strengthened and their role as decision makers within the family and community strengthened.
- Sustainable community based institutions and systems have been established and strengthened.
- Capacities related to access, entitlement and management of property strengthened.
- Consolidation and strengthening of existing networks to promote women's rights.

ACKNOWLEDGEMENT

Individuals (Civil Society): Smt. Jayshree Kiyawat – Collector, Smt. Krishnavenu Desavatu – SP, Mr. Dhanraju S. – CEO of Zilla Panchayat,

Govt. Departments/Agencies: Department of Agriculture, Jhabua, Department of Horticulture, Jhabua, Department of Health, Jhabua, Department of Education, Jhabua, Department of Veterinary Dept., Jhabua, Collector's Office, Jhabua, SP Office, Jhabua.

NGOs/Partners: Ekta Parishad, Jan Sansthan, Jan Sahyog, Rural Development Institute (Orissa), Royal Institute of Health, Awareness and Education, Jan Chetna Sansthan, (Rajasthan), BAIF, Sadguru Foundation, Khedut Mazdoor Chetna Sangh, Adivasi Mukti Sangathan, Sampark, Concept Society (Madhya Pradesh), UN Women, Nirantar and Jagori (Delhi).

Media: Dainik Bhaskar, Nai Duniya, Patrika, Raj Express, Jagaran, Dabang Duniya, Gatwell, Live Media, Akashwani Kendra Indore.

Donors (Monetary and Material): European Union – Welthungerhilfe, MISEREOR.

CHAPTER 3

Kashmir Interventions

Kashmir is one of the major focus areas where IGSSS is committed to work on Livelihood and Youth Development Programmes.

Empowering the Vulnerable: European Instrument for Democracy and Human Rights (EIDHR) Project



HOPING FOR A BETTER LIFE

Mehjabeen Akther, 25, a resident of Hanjiwere Payeen, worked as a domestic help in uptown Srinagar. Six years back Mehjabeen got married to a cab driver (Nasir Ahmad Reshi) who lived in an adjacent area. It was a love marriage and Nasir did everything to lure Mehjabeen for marriage but the kinship turned acidic once Azaan Hussain was born (her first son). The birth of her son gave immense happiness to Mehjabeen. She thought things will change for good but she was unaware of the ill-luck that awaited her. Indifferences grew after each day. Her husband started quarrelling with her every now and then. Nasir was a changed person and his indifference put the life of Mehjabeen into jeopardy.

Mehjabeen and Nasir lived separately, away from Nasir's parents due to family issues. Nasir's family neither endorsed this marriage nor did they recognise Mehjabeen as their daughter-in-law.

Later both of them went to live with Mehjabeen's parents and lived there for three years. Nasir was very caring at first but soon he started beating up Mehjabeen. Benevolence turned into malevolence. They began to fight often, even on petty issues. And a time came when Nasir's parents settled their dispute with their son and invited both Mehjabeen and Nasir to their home. It wasn't a smooth sailing. It was a compromise on Mehjabeen's part. Her life became a living hell. Yet she decided to stay with Nasir. Alas! Things went from bad to worse. Nasir and his family closed the doors to Mehjabeen and her two kids (Azaan Hussain (5), and Zaid Hussain (3). Inner hatred heightened to an extent that it led to divorce.

"It was a forced divorce. Mehjabeen was dragged into this decision", said Gh. Qadir Sofi, Mehjabeen's Father.

What happened to Nasir is an enigma for Mehjabeen. She is yet to comprehend the situation. From a bright light, her life metamorphosed into gloom. Nasir fell prey to drugs and became an addict

Azaan and Zaid are unaware of the situation. For them, few coins and some toys make their life. As of now, they live freely; roam around not knowing what is in store for them. Mute and immaculate innocence is visible on their faces. They have no idea what they have lost and what is in offing. What are they heading to? At least they need something to hold to. They shouldn't go to sleep empty stomach. And to support them, Indo-Global Social Service Society (IGSSS) pledged to help them out from future despondency.

With the help of a local advocate,

Bashir Ahmad, IGSSS, took her case to a local court (Pattan Court), filed a petition and received the court order on 24th December, 2012 in which the court ordered to give three of them (Mehjabeen, Azaan and Zaid Hussain) a monthly compensation of Rs 1800/- each. The second hearing of the case was on 2nd Feb, 2013. However, Mehjabeen got the custody of her kids until they achieve an age of seven (7).

Earlier, Mehjabeen had attended RTI workshop organised by IGSSS. She was very impressed and when this tragedy befell her, she sought the help of IGSSS and IGSSS linked her with Legal Aid.

The organisation (IGSSS) can't return the bygone days of Mehjabeen but they have vowed to help these innocent and young souls. At least Azaan and Zaid should have a decent living until they grow up and enter an age where they can decide their fate and future strategy.

DEMOGRAPHICS

Location: 50 villages in three blocks of District Baramulla (Pattan and Singpora block) and Bandipora (Sumbal block).

Beneficiaries: 1200 women, 1000 Youth, 100 Halqa Panchayat members, and 250 Village Welfare Committees

ABOUT THE PROGRAM

The programme empowering the vulnerable: Strengthening grassroots level governance and empowering civil society action on conflict affected areas of Kashmir is being implemented in 50 villages of Baramulla and Bandipora Districts in Kashmir. The programme is supported by the European Union (EU) and Welthungerhilfe (WHH).

Objective: To contribute toward lessening conflict through strengthened local governance and promoting affirmative civil society action for holistic development in Baramulla and Bandipora districts in Kashmir, India.

This will be accomplished through spreading knowledge amongst the community about their rights, aid them to access entitlement and ensuring grassroots level participation in the governance process.

ACTIVITIES

So far, 58 SHGs have been formed in total in which 22 SHGs have been formed only in reporting year (2012). Women in 58 SHGs were sensitized on rights and entitlements through various capacity building trainings, awareness meetings and workshops on various issues like group saving, income generating activities etc.

Youth groups help youth reach their potential and become self-directing, autonomous adults. Youth groups achieve a sense of genuineness and possess a drive toward the future not in some smug way but rather in a way that they believe in themselves. Youth groups believe in what they do, celebrate their commitments to action and express a sense of hope and courage for youth and their role in it. In the year 2012, 16 new youth groups have been formed in 16 new intervention areas. Thus by far, there are 41 youth groups functional in 50 intervention areas (27 villages).

Capacity Building training program for Youth

The project had planned for conducting training program for the youth on livelihood options, personality development, career guidance and linkages with schemes for youth of the state and central government. The project had planned for two training program in the first year and one each in the second and the third year.

ACHIEVEMENTS

- Three capacity building training of youth were organized.
- 155 youths have been trained.
- A number of initiatives taken for the self

development and community development.

- 10 youth registered their names for the establishment of business units with JKBRSETI.

Moreover, three Youth Information Centres established have been established in three blocks (Sumbal, Singhpora and Pattan) of the two districts (Baramulla and Bandipora).

Village Welfare Committees (VWCs) have emerged as community watch groups. These communities watch groups have been effectively monitoring and implementing developmental works like MGNREGA in their respective villages. Through IGSSS, 30 Halqa Panchayat members were trained on micro-planning in this reporting year only.

Three training programmes have been conducted with the selected members of Self Help Groups. These training programs are related to the concept of SHG, rules of SHG and roles and responsibility of office bearers of SHG, concept of savings, credit needs of poor families, book keeping, fund management and bank linkages, conflict resolution and group dynamics.

ACHIEVEMENTS

- 180 SHG members capacitated and strengthened
- 350 SHG members are involved in individual livelihood activities like provisional stores, petty shops, vegetable farming, and ready-made garment shops.





- 25 SHGs (300 women) involved in livelihood and group Income generating activities such as tailoring and textile business goat rearing activity, Sozni, crewel work, cocoon rearing, vegetable cultivation, poultry, carpet weaving.
- 45 SHGs have been linked with banks, Block Development Offices (BDOs) and District Rural Development Agencies (DRDAs) for grading to start livelihood activities.
- 220 SHG members linked with Agricultural department and received hybridized vegetable seed.

Human Rights Ambassadors promoted and capacitated in promotion and protection of Human Rights and Governance

100 individuals have been identified as Human Rights Ambassadors. These persons are trained on human rights perspective, RTI, Legal Rights, government schemes and Rights and Duties of citizens.

Promoting Human Rights Forum at district level

Two District level Human Rights Forums have been formed so far. However the forum at Bandipora is fairly new and in Baramulla one HR Forum is existent for some time. HR Forums have been renamed as Awami Forum (People's Forum).

Media Fellowship: There is a saying that one picture is equivalent to thousand words and this year (2012) emphasis was to highlight issues through photographs.

Vernacular press has a limited access in peripheries, thus this fellowship provides an apt opportunity to people to view untold stories. Various issues through photo-features have been significantly articulated by the media fellow and well covered by the newspaper. Further, it has also given visibility to the project and its supporters locally.

Sustainable Actions for Livelihoods and Mainstreaming Initiatives (SALAM) in Far-flung Areas of Kashmir, India

INTRODUCTION

The ongoing intervention, sustainable actions for livelihood and mainstreaming (SALAM) initiatives in far-flung areas of Kashmir is meant to empower women, youth, PRIs and other village level institutions to be independent, bring out their hidden skills and ability to do something or establish their own business through provision of micro credit and train in business skill.

GOAL

The Salaam Initiative contributes towards enhancing sustainable livelihood opportunities, empowerment of youth and women as well as strengthening local governance through effective community based organizations.

OBJECTIVES

- To enhance potential of women and youth in accessing options for their sustainable livelihood through thrift management and capacity/skill development.
- To mobilize the community for increased awareness towards entitlements, rights and socio-economic issues.
- To promote multi-stakeholder dialogue and institutional linkages for assessing government services and schemes and contribute to the local governance.

ACHIEVEMENTS

- 7 SHGs formed and 73 women engaged in these SHGs in 5 operational villages.
- 12 youth group members engaged in 1 youth group in two villages.
- 1 Staff capacity development training conducted.



DEMOGRAPHICS

Target Audience:

Women 150

Youth 100

Panchayat Members (PRIs) 20

Government departments and other NGO's

Total Villages: 8

Participatory Verification and Monitoring Project for Carpet Weavers of Kashmir

THREADS OF HOPE

Amina Bano: A demure and quite girl from village Nowgam Payeen, called Amina knew nothing of the world beyond the loom where she worked since she was a little kid. This 21 year old lived the mundane life of a weaver. She entered the workshop in the morning and came out in the evening and looked after the household chores as well. But Amina had been weaving threads of hope on the loom. She hoped to be set free, hoped of being like the city girls, hoped of being independent in the patriarchal society.

Amina joined the women weavers group, but when the rest of the women lost interest, she decided to stay. Her motivation brought other women to the group. Amina could not speak in front of strangers and did not know how to even hold a pencil in her hand. But her motivation to make a difference in her life coupled with the hard work that she did to achieve it paid off.

Amina is the most hard working and regular student in the Functional Literacy Centre, set up by IGSSS, in the village. She can read and write in English and Urdu. She speaks for herself and her group with surprising confidence. She is of the opinion that being in a group has helped her forget her inhibitions and has the belief that she has taken the first step in making her dreams come true.



DEMOGRAPHICS

District Bandipora is one of the 22 districts in Jammu & Kashmir. This district was carved out from the erstwhile Baramulla district in 2007 and is bounded by district Kupwara in the west, district Baramulla in the south and Kargil, Srinagar and Ganderbal districts in the east. It occupies an area of 398 km² and has a population of 306511.

The district comprises three Tehsils or Blocks that is Bandipora, Sumbal-Sonawari and Gurez. The project is being implemented in Block Sumbal-Sonawari.

Target Groups:

- Male Weavers in the age group of 18 to 55
- Women Weavers in the age group of 18 to 45
- Children in the age group of 12 to 18
- Ex-Weavers and Master Weavers

ABOUT THE PROGRAM

"Participatory Verification and Monitoring Project for Carpet Weavers of Kashmir", supported by Label STEP is an endeavour to better the working and living conditions of carpet weavers in two villages of Block Sumbal in District Bandipora.

OBJECTIVES

The main objective of the programme is to mobilize and organise vulnerable carpet weavers, sensitize them on their rights, entitlements and services. The aim also includes promoting multi-stake holder dialogue between carpet weavers, government officials and representatives from civil society and resource organisations.

LOCATION

Zalpora: Village Zalpora houses 350 households with a population of 1350 people. The village is at a distance of 3 kilometers from Nowgam which is the nearest market.

Nowgam Payeen: In village Nowgam Payeen, there are 150 households and 1280 people dwell here. The village is 2 kilometers from the market in Nowgam.

KEY STRATEGIES IN PROJECT IMPLEMENTATION

The IGSSS program is an innovative intervention in the target areas. Efforts have been made to form Self Help Groups, Youth Groups, Village Welfare Committees and community institutions to take the community on the path of socio-economic development to ensure sustainability.

For the first time in seven years of its presence in the valley, IGSSS was making an effort to tackle the issues associated with the lives of carpet weavers, which included their working as well as living conditions. Also, it is important to mention that no work has been done directly with weavers or artisans by any development organization in the valley and IGSSS with the support of Label STEP is the first organization to take it up.

MAJOR ACTIVITY

- Capacity Building Training on Best Health Practices.
- Capacity Building Training on Skill Up-gradation.
- Capacity Building Training on Minimizing Weaving Defects.
- Group Promotional Activities focusing on understanding Label STEP Standards.
- Monthly Sensitization Meetings.

In these CBTs 219 persons were targeted .

- Functional literacy centers established in both target villages
- Literacy kits distributed

In these activities 270 persons were targeted.

- Meetings at Directorate of Lifelong Learning, Indian Institute of Carpet Technology, JK Entrepreneurship Development Institute Directorate of Handicrafts.
- 5 Interface meetings successfully organized.
- Awareness Program organized on MGNREGA and Artisan Welfare Schemes.

Approximately 600 persons were targeted through these activities.

ACHIEVEMENTS

- 2 male weaver groups formed.
- 2 female weavers groups formed and 185 persons were targeted in 4 groups.
- 6 group promotional activities conducted.
- Organised 17 Monthly Sensitization Meetings.
- 3 Group promotional activities conducted.



Youth Action for Peace

THREADS OF HOPE

Afreen Girls Group, Batapora: Afreen means many things including beautiful, lucky and excellent and all these words are apt to describe the group of girls that are its members. In the lazy, sleepy outskirts of Srinagar, this youth group of girls studying in high and higher secondary schools, and a few in colleges. This is the youngest group of our beneficiaries and their story is one of inspiration and success. These girls have come a long way from being quiet girls, taking every order in their stride and just observing the changes in their society with a silent stamp on their lips, to a group that is changing the perception and thinking and are quite literally the face of their community. This group has been the pioneer of change in their locality and has conducted activities on issues like, dowry system, environmental degradation, Right to Information. Using theatre and drama as a means of communication with the community, this group has always managed to engage the community members. Their activity on RTI was a huge success, following actual action, with an RTI being filed by the community members regarding the lane leading to their community, which was in a dilapidated condition. Coupled with the RTI, the girls lodged a complaint and within days the lane was tiled. This however was not enough. The quality not being as expected the girls lodged another complaint and this time got the work done in a befitting manner. Today the whole community benefits from their efforts, proud of the girls, who did what nobody else had done in years. The girls, oozing with confidence and panache strut on the tiled lane with happiness evident on their faces, clearly saying that there are many more lanes that they are going to build to reach their dreams and those of others too.

DEMOGRAPHICS

The beneficiaries are youth belonging to volatile areas of Srinagar and belong to lower and middle class families. Apart from this, the indirect beneficiaries are the community members.

Direct beneficiaries: 150

Indirect beneficiaries: 250

Male: 240

Female: 160

Type of Beneficiaries:

The beneficiaries are youth belonging to volatile areas of Srinagar and belong to lower and middle class families. Apart from this, the indirect beneficiaries are the community members

BACKGROUND

The project is based in district Srinagar, the summer capital of the state of Jammu and Kashmir. The rationale behind this is to force for positive change among vulnerable youth who do not find any platform to participate in the critical issues of the state and be counted as a major stakeholders in the state, the generation that can help transition their countries into productive and secure nations. However, youth are the primary participants in conflict today. There are number of reasons for this- lack of economic opportunities and political voice and a sense of belonging to their communities. Most often the young people can imagine their voice being heard- is through violence. The normal life of the youth remains disrupted due to constant disturbance and the huge potential that they have goes waste. Apart from this, the community loses its best assets to the problems like unemployment, uncertainty, drug abuse, mental disorders etc. This project is thus an effort to channelize the energy and potential of the youth in a positive direction, and to make them potential information pools for their communities apart from enhancing their problem solving capacities.

GOAL

To contribute towards lessening conflict and promoting affirmative youth action for peace and development by reducing the gaps between stakeholders in Kashmir.

OBJECTIVES

- To mobilize and organize vulnerable youth for increased awareness towards services, entitlements, rights and duties through capacity development.



- To promote multi-stakeholder dialogue between youth, activists, intellectuals, government officials and representatives from civil society organizations on Peace, Democracy, Human Rights, entitlements.

DURATION

The project is of two years duration and is supposed to end in June 2013, but due to unseen circumstances causing delay, an extension of some months is under consideration. The project is based in district Srinagar, the summer capital of the state of Jammu and Kashmir.

The areas of intervention are:

Batapora: Batatpora area falls in the outskirts of Srinagar and is some 6 kms from Hazratbal area of Srinagar. Total number of households in batapora is 2953 and the total population is 21, 209 out of which 9251 are male and 11958 are female. The whole area comprises of three main areas categorized as A, B and C.

Lal Bazar: area is about 4 kms from Hazratbal and can be called a suburb. The total no. of households is 8000



across Srinagar.

Leper's colony: Known otherwise as lepers' colony, Bahrar has recently been taken under our intervention areas. It houses 200 families with four generations afflicted with leprosy and completely ostracized by the society.

ACTIVITIES

- Formation of a youth network by name of 'Roots of Chinar Kashmir', which is both real and a Facebook group to enhance communication and connectivity between members. This network consists of students from various schools, colleges and universities and cuts across regional divide. The network has 150 members with the membership increasing every day.
- 4 major workshops on governance, life skills, street theatre, Right to Information.
- One day training on 'Cardiopulmonary Resuscitation' in Dal, on need based intervention, with Directorate of Lifelong Learning and Indian Society of Red

and the population is 57128. Our focus right now is on Baghwanpora area.

Dal Kalan: This particular area is a closed community situated right in the interiors of Dal Lake. The area in focus is Moti Mohalla, where the no. of households is 492 and the population is 2230. This is again a minority community of Shite muslims.

Rainawari: This area is next to Nowhatta and is a very volatile area in the 'downtown'. The area of focus is Jogi Lankar, where the total no. of households is 80 and the total population is 423, of which 223 are male and 200 are female.

Idd Gah: Idd Gah is named after the vast ground present in the area used as the name suggests for congregational Eid prayers. In Eidgah three youth groups are present, with one boys group and one girls group in Eidgah and one girls group in Tibetan colony. The total no. of households in the intervention area is 350 and a population of 1850.

NYK: A group was also formed in the Nehru Yuva Kendra, Raj Bagh, with students of various institutions

Cross.

- 10 continuous activities by youth groups over the year addressing issues like environmental concerns, dowry system, Right to Information, Career Planning and counseling etc.
- A successful exposure trip to Delhi with members from both youth groups and youth network, to Delhi. The trip was conducted with Pravah, a youth developmental organization based in Delhi.
- Formation of a girls group in Tibetan colony, which is a closed community, duped by many NGOs and as such is a difficult area in terms of trust building.
- 6 orientation and sensitization meetings conducted.
- Annual youth convention and annual youth network meet was also conducted.
- 5 RTIs have been filed so far by the youth members and more are in the process of being drafted.

CHAPTER 4

Promoting Sustainable Livelihood

IGSSS works with the poorest of the poor in the disadvantaged communities to diversify livelihood by strengthening available livelihood assets. It also works at ensuring that the principle of equitable entitlement to the poor, which is constitutionally guaranteed, is adhered to. IGSSS focuses on combining land rights and land development, improved production and ensuring food security through both service delivery and provision for livelihood finance, thereby resulting in sustainable development among the communities that it works with.



People's Empowerment for Accessing Rights to Livelihood (PEARL)

2009-2013

THE TAMARIND WOMEN

Strengthening and Empowering Self Help Groups have been the major highlight of PEARL Program. Agampad village under Bheeram Panchayat, Visakhapatnam, constitutes 52 schedule caste families. Men work in agricultural fields as wage laborers and the women folk collect wood and tamarind from nearby forests. They used to individually sell one kg of tamarind collected over a week for just five rupees which was considerably lower than the market price. Tamarind is grown in this region as a subsistence crop for meeting local demands.

The women came together and formed a Self Help Group (SHG) consisting of 19 members. Initially, women who were reluctant to join the SHG, were helped by several sensitization workshops and awareness campaigns. As they began to understand the process of SHG and its benefit they became confident. They received three days training on tamarind de-seeding and packaging which were essentially targeted towards better marketing. The women were also trained on group saving, maintaining accounts and plan their expenditure. The impact was evident. They started to sell 100gms of tamarind for Rs.10 in the market. The money was collected and shared equally by the group. The women are confident and happy as they feel that their hard work is now really worth it. Ganderi, the president of the SHG Group, says smilingly "PEARL has made us Smart." IGSSS worked with Organization for Rural Re-Construction to help people in the area understand about daily wages and other provisions under MGNREGA. The village committee and SHG jointly protested against the irregularities in MGNREGA by administration. Their efforts resulted in receiving at least 10 days work in a month.

The PEARL Program, supported by MISEREOR has been implemented by IGSSS since 2009, ended in March 2013. Initially the focus of the program was on perspective and organization building, sensitization, mapping of social security schemes and promoting access to livelihood related entitlements. However in the final year it focused on strengthening Community Based Organizations (CBOs), networking and alliance building around the issue of livelihood with likeminded groups.

DEMOGRAPHICS

#	State	Villages	Families Covered
1	Andhra Pradesh	102	4006
2	Assam	103	4068
3	Bihar	66	9671
4	Jharkhand	69	7615
5	Karnataka	66	4152
6	Madhya Pradesh	50	4876
7	Maharashtra	65	3480
8	Manipur	83	4115
9	Odisha	112	5359
10	Rajasthan	100	12,510
11	Uttar Pradesh	60	3920
	Total	876	63,772

Beneficiaries:

The PEARL Program reached out to Scheduled Caste (SC), Scheduled Tribe (ST), Other Backward Caste (OBC), small and marginal farmers, landless and unorganized laborers, migrants and displaced youth with no or minimal livelihood options.

Scheduled Caste: 12453

Scheduled Tribes: 38783

Other Backward Caste: 10931

Others: 1605





MAJOR ACTIVITIES (2012-13)

Strengthening Community Based Organisations (CBOs)

CBOs were capacitated to write clear action plan and Micro plans on the issues they would work on. They worked on setting up of goals for the period such as linking with government schemes, plan out advocacy activities as per the need of the community, initiatives on filing RTIs, plan of social audit etc.

Formation of Issue based Committees:

Issue based Committees such as Village Mid-day Meal Monitoring Committee, Village Development Committees, and Integrated Child Development Schemes (ICDS) Monitoring Committee were formed which took up initiatives for social action.

Building Linkages:

PEARL worked on developing linkages with Government and financial institutions for facilitating easy accessibility to avail loans and get financial and material support for livelihood promotion.

Training to Farmers:

Farmers were trained in new agricultural techniques such as Systematic Rice Intensification, Systematic Wheat Intensification, and Mixed Crop Cultivation that

can increase their yield and reduce their vulnerability to climate change.

Regular Interaction and Visits:

District level Public hearing meeting were organised for the community to present their problem on a common stage in front of the district officials. Regular home visits helped building good rapport with the community and increased the participation of the excluded communities to fight for their rights and organise against corruption and misbehavior of the government officials.

Streamlining Mahatma Gandhi National Rural Employment Guarantee Scheme:

Gram Panchayat level awareness camps on MGNREGS were organised in collaboration with the Block level government officials and approval of the Village Plans were taken in the Gramsabha.

ACHIEVEMENTS

Spearheading Change

Across 11 states 483 CBOs emerged strongly and took action on the issues related to village development and monitoring the government schemes such as Public Distribution System (PDS), Mid Day Meal (MDM), ICDS (Integrated Child Development Scheme) and MGNREGA

which helped eligible families get social security schemes. The CBOs filed applications under Right to Information Act to know about the facts and figures of village development work under the social schemes.

Leadership Development

A cadre of 365 leaders emerged among CBOs and they are taking on the issues related to their village. These leaders encouraged people to get their rights and entitlements and started meeting and maintaining constant dialogue with government officials at the block and district level.

Access to Social Security Schemes

Around 22,000 families have benefitted from the various social security schemes such as PDS, ICDS, MDM, MGNREGS and land entitlement under Forest Rights Act. CBOs consistently mobilised community and work in collaboration with district and state administration to facilitate schemes such as demanding work under NREGA, assisting in the provision of pension schemes to the eligible families, availing loan from the financial institutions and availing agriculture schemes from Krishi Vigyan Kendra.

Climate Change and its Impact on Farming

Farmers were able to learn about the changes in climate and importance of changing farming pattern and were also able to apply coping mechanism.

IMPACT

PEARL program created sustainable livelihood avenues by facilitating access to rights and entitlements, particularly - right to food, right to work, right to Natural Resources Management (NRM) and access to credit. Its emphasis on community and other stakeholders' mobilisation and collectivization in the form of village level institution building led to the realization of livelihood rights. PEARL promoted inclusion for equitable access to livelihood avenues by the poorest of the poor. It advocated and networked on the issues encompassing the four rights leading to a secured and sustainable livelihood. Farmers are exercising new techniques and methods for adapting to the climate change and increasing their productivity which resulted in considerable increase in their livelihood income.

Women participation has significantly increased in decision making process at family and community level. Emergence of women leadership at community level and social action program is noteworthy Establishment of self governance and inclusion of financial literacy helped them undertake income generation activities.

PARTNERS IN CHANGE

Adivasi Chetna Shikshan Seva Samiti, Arpan Gramin Vikas Samiti, Bhartiya Jan Uthan Parishad, Christian Social Development Organization, Community Development and Welfare Society, Diocesan Development & Welfare Society, EKTA, Gana Chetna Samaj, Gramya Vikas Manch, Human Welfare Association, Jan Vikas Samajik Sanstha, Jana Kalyan Sanstha, Jana Sahajya, Karra Society of Rural Action, Lok Prabhat, Lok Yojna, Mahila Swarojgar Samiti, Manipur North Economic Development Association, North Eastern Regional Domestic Workers Movement, Organisation for Rural-Reconstruction, Pariwar Vikas, People Education and Development Organisation, People's Endeavour for Social Change, Pragati Sansthan, Rural Development Centre, Rural Education & Action For Change, Rural Environment Awareness & Community Help, Samagra Seva Kendra, Samekit, Jan Vikas Kendra, Sanjeevani, SATRA, Shrushti Seva Samiti, Society for Community Development Society for Human Assistance & Rural Empowerment, Spandana, Technology Resource & Communication Service centre, Vidyaniketan, Vikalp Foundation, Vikasana Rural Development Organisation, Vishistha Gramyadoya Swayam Sadhana Parishad, Voluntary Association of Agriculture General Development Health and Reconstruction Alliance (VAAGDHARA), Weaker Section Development Council.





Development through Integrated Livelihood Schemes and Environment Conservation (DIL SE)

2009-2013

SEEDS OF JOY

Dhulabhai Gohil lives in the village of Narmad Pura, Gujarat. He has seven members in his family and owns a small piece of land for cultivation. He used to cultivate tuwar daal, cotton and maize in his field as principal crops which have traditionally been practiced in their area. Thus his income from the yield was meager. It was very hard for him to feed his big family. The project's initiative of encouraging improved farming in the project area paved good result. He was motivated to adopt floriculture. As basic inputs he was provided with seeds, free of cost, to help with his new venture. He has cultivated flower on one bigha of his farm and is hoping to get a good crop which he says "would be lucrative as I will be earning a good income of Rs.40 per Kg in the Waghodiya market." With gratitude, he continues "I will earn not less than Rs.6000/-in one season. I am thankful to the project DIL SE which has helped me in my livelihood enhancement."

GROCERY SHOP

Madhuben is a 39 year old woman from Bhadol Khurd village in Vadodara, Gujarat. Initially IGSSS intervened in her village forming Self Help Groups. With the support and guidance given by DILSE team, she took a loan from SHG and started bringing varieties of goods from Vadodara in large quantity. Afterwards her grocery shop was running smoothly and the villagers were also attracted by the varieties of goods at their disposal. She keeps everything which is in demand. Every SHG member buys from her shop. Initially she was hesitant to sell eggs but with the inputs from the team, she started selling eggs as well. Today she sells five dozen eggs per day and is leading a comfortable life.

DEMOGRAPHICS

The villages selected for intervention were: Alwa, Gulabpura, Narmada Pura, Piplia, Amodar and Bhadol, situated within a radius of 10 km from the Suzlon Piparia office, Wagodiya block, Vadodara District, Gujarat.

Total Beneficiaries: 1660 families (619 BPL & 727 Landless) mostly tribals and Dalits.

Type of Beneficiaries: 250 most vulnerable and poor families.

ABOUT THE PROGRAM

Development through Integrated Livelihood Schemes and Environment Conservation (Dil Se) is executed by IGSSS in partnership with Suzlon- Synefra- Corporate Social Responsibility. The overall goal of the project is to promote integrated livelihood development with improved soil and water conservation activities/ practices, leading to better agricultural yield along with improved off-farm activities and local entrepreneurship. The Dil Se project completed 5 years of its partnership with Suzlon-Synefra-CSR previous year. Several landmark achievements were reached during the project cycle for empowering the powerless women of SC/ST community in the area.

Under the project, various activities such as livestock care and management, improved farming practices, organic manures and alternative economic activities such as poultry, small and retailing business have

been promoted individually as well as collectively. The community began to take care of their livestock as potential source of livelihood as opposed to earlier times. Besides, the women have been sensitized about their role as equal partners in development and the need for education and participation in the mainstream development process at local and area level. In the year 2011 -2012 the project has been up scaled into another 25 villages in the taluka with the continuous patronage of Suzlon in the work.

Major issues found in the area are poor civic amenities, improper sanitation and drainage system, unemployment of the youth and major social issues including:

- **Female illiteracy:** Only primary education is available in village except Pipriya. For higher studies, these students are dependent on Waghodia, Pipriya or Baroda creating hurdles with their parents not being ready to let their daughters go away for higher studies.
- **Alcoholism:** There are villages where alcohol is the main income generating activity, next to Agriculture. 70% of alcohol demand of Vadodara district area is fulfilled by these villages.
- **Gender injustice:** Women assist in agriculture and animal husbandry. They are not aware about women rights and strength of their collective efforts.
- **Poor health facilities:** Project villages are deprived of infrastructural facilities like road & transport. Also

there are insufficient government health services except in Pipria, Alwa making the villagers depend on the private hospital at Pipriya. This further cause improper attendance and high cost.

MAJOR PRACTICES

- Capacity building of various stakeholders i.e. youth, women, farmers, livelihood security forum & project staff.
- Formation & strengthening of existing community based organizations.
- Development, adaptation and use of information, education and communication material.
- Linkages with government schemes specially related to livelihood with focus on agriculture and animal husbandry.
- Mainstreaming gender and conflict resolution.

IMPACT

Project Dil Se has created a long lasting impact in the lives of the targeted populace. The changes seen are in: spheres of cooperative living, livelihood generation, job creation, women empowerment, etc. Besides, they exhibited tremendous confidence in dealing and solving community, social and civic issues such as village hygiene, gutter system and familial and inter caste disputes and caste practices etc.

At this stage, women and their collectives felt in need of a greater platform for advanced administrative skills and knowledge to act and assert their rights and manage their organization for contributing meaningfully to the society at large and particularly to their self growth and development as women. A women's larger collective at block level has been promoted in the form of Saving and Credit Society. The office bearers of the women's cooperative and employees have been trained to take charge of their organization. In the mid of 2012, the cooperative started independently managing their affairs by promoting thrift and lending credit among the women members. The cooperative also looks into the social issues of the community, girl education, gender atrocities and other forms of violence against women.

ACHIEVEMENTS

- 51 SHGs formed and functioning independently which is more from the set target and saved Rs. 5,58,217 in 25 villages .
- 10 SHGs of the project area linked to the Mission Mangalam (State Govt. Livelihood programme) for credits to SHGs for IGA. The bank manager has



approved Rs 1 Lakh to each SHG to initiate IGA. Total 10 SHGs were graded for 10 Lakh rupees.

- Shri Waghodiya Taluka Mahila Bachat & Dhiran Sahkari Mandali Ltd- Narmadpura formed having membership of 790 women with a saving of Rs. 5,82,840.

ACKNOWLEDGEMENT

Individuals: Ms. Nirmala Solanki- Trainer on SHG, Ms. Jacinta Canis- Gender Trainer, Advt. Jaimesh Oza- Legal Trainer, Mr. Francis Peter- Forestry & Organic farming Practices, Mr. Prahalad Vihol- Manager of Waghodiya-CSR, Dr. Shukla -Manager of Daman Suzlon-CSR, Office bearers of the Women's Saving & Credit Cooperative Ltd.

Govt. Departments: Officials from District Rural Development Agency, Gujarat State Veterinary department District & Block, District Rozgar Talim Kendra Baroda, MANGALAM MISSION, Panchayat Bhavan, Baroda.

NGOs & Institutions: Nisarg- Training Institute, Baroda. Dr. Reddy Foundation- Baroda- Nursing Training. Gujarat Agricultural University Anand. Nyaya Darshan-Baroda- Legal & Laws Training. Behavioural Science Centre- Ahmedbad-Training Support. Sai Institute of Tailoring -Baroda. State Bank of India- Pipaliya Branch. Jivan Darshan- Baroda- Training Facilities. Catholic Ashram- Amodar- Training Facilities.

Donors: Suzlon CSR representatives (Pune & Waghodiya).



Integrated Livelihood Development – IGSSS Apollo Initiative

NEW INITIATIVE

IGSSS, in partnership with Apollo Foundation, implemented Integrated Livelihood Development Initiative in five villages adjoining their factory at Limda village, Waghodia block, Baroda District.

OBJECTIVES

- To provide Livelihood opportunities to 250 most vulnerable and the poor families in 5 project villages.
- The project covers following components focusing on specific target beneficiaries:-
 - Sustainable Livelihood (Sustainable agriculture practices by involving male & female farmers.)
 - Gender Development focusing on women empowerment.
 - Health & Hygiene focusing on adolescent girl & youth.

DEMOGRAPHICS

5 villages in Waghodia block, Baroda District, Gujarat State.

Total Beneficiaries: 250 most Vulnerable families.

Types of Beneficiaries: Small and marginalized farmers in 5 villages. Adolescent girls and Youth in 5 villages.

ACTIVITIES

- Self Help Group formation for women Empowerment.
- Adolescent Group formation.
- Better Agriculture by improved farming practices.
- Networking – Linkages with Govt. institutions, banks.

ACHIEVEMENTS:

- Base Line Survey has been completed in 3 villages and in other 2 villages in the process of completion.
- Primary training on Leadership & motivation, basic

socio- economic and gender inputs provided to the women groups and farmers representatives.

- 8 SHGs promoted in 4 villages with a total membership of 107 and linked up with Banks.
- 3 Adolescent girls groups have been promoted in three villages and continuous interaction with groups by providing inputs on health, hygiene and issues and problems faced during the adolescent period.
- 2 Farmers Representatives have been formed and opened their bank accounts. These groups have been provided with inputs on improved farming practices, collective marketing, etc.
- The farmer groups and SHGs have been linked with banks and other Government departments like Public Health Centre, DRDA (District Rural Development Agency), Agricultural Department & Animal Husbandry Department for schemes, training support and projects.

Sustainable Options for Uplifting Livelihood (SOUL)

NEW INITIATIVE 2013-16



The SOUL program focuses on building and strengthening Village Development Associations and their systematic process of capacity development. It addresses poverty issues affecting the life of the communities through an integrated poverty reduction approach that are owned and managed by the community itself. The program aims at improving the livelihood status of the families by reducing their vulnerability by increasing the food security.

The two key program intervention strategies are:

- i) Judicious utilization of natural resources by adopting and promoting good practices and
- ii) Accessing government services.

DEMOGRAPHICS

17 States: 25 Districts.

30,000 marginalized families and 5000 youths.

Social Classification: Scheduled Caste (SC), Scheduled Tribe (ST), Other Backward Caste (OBC), Small and marginal Farmers, Landless and Unorganized Laborers, Migrants and Displaced, Youth with no or minimal livelihood option.

Focus on Livelihood: Andhra Pradesh, Chhattisgarh, Himachal Pradesh, Jharkhand, Maharashtra, Madhya Pradesh, Meghalaya, Mizoram, Orissa, Rajasthan.

Focus on Youth: Arunachal Pradesh Haryana, Jammu and Kashmir Nagaland Punjab, Tamil Nadu, West Bengal.

The SOUL Program is supported by MISEREOR. SOUL Program takes forward the impact that PEARL Program has created in reducing the food insecurity of the families by promoting farm based and non-farm based economic activities and facilitating them to access government social security benefits. However, unlike PEARL, it addresses reducing the climate change vulnerability by promoting judicious management of natural resources and developing models based on best practices for adaptation. SOUL intends to strengthen community based organizations to participate in the local governance and develop micro-plan of villages around the felt issues.

Invisible Nets: Improving the Conditions of Women Fish Vendors

NEW INITIATIVE 2013-16

Kerala shares one-tenth of the India's coastline. This provides Kerala a strategic position in fish production. Unique to Kerala, women play a much critical role in the sector. Women fish vendors who deliver the late night catch to hundreds of homes live in poor conditions and suffer from many health problems due to the arduous nature of their work. Though they render a service to people, they are the most unorganized workforce in Kerala, a state known for its aggressive trade unionism. The women fish vendors are often looked down by others, they even suffer discrimination while travelling in buses to bring the catch from coastal villages to the city.

Fish vending women are forced to play the major role for the domestic economic survival as men lost their traditional role due to modernization of the fish production process.

The Program aims at addressing the major injustices suffered by the fish vending women and they are:

- No access to market and basic infrastructures like sheds, tables, chairs, iceboxes etc. and facilities such as proper drinking water, toilets, and place for changing dress etc. in the market
- Exploitation by middlemen and moneylenders etc.
- Physical harassment at market place and home.



DEMOGRAPHICS

The Program is intended to reach 3000 fish vending women in Six Coastal regions - Anjengo, Puthukurichi, Valiathura, Kovalam, Pulluvila and Thoothoor in Thiruvananthapuram District of Kerala.

STRATEGIES OF THE INTERVENTION

- Institution development for livelihood development and better facilities in work place.
- Improve health and hygiene practices with emphasis on reproductive health.
- Reduce physical violence on women.

PARTNER IN CHANGE

Trivandrum Social Service Society (TSSS),
Vellayambalam, Trivandrum-Kerala.

CHAPTER 5

CityMakers – Urban Homeless

The CityMakers Program is rooted in the belief that housing or shelter is essential to one's Right to life. IGSSS works to improve the living conditions of the homeless residents, and also to ensure well-equipped shelters for them.





Shelter Initiative for CityMakers

2012-2014

'NO ONE SHOULD SLEEP ON ROAD'

Jaswant Singh, 36 year old came to Ghaziabad in the year 2007, and has been since working as a rickshaw puller spending most of his time on streets. He spent his days pulling rickshaw and slept in a makeshift house made of wooden walls covered by polythene sheet. This arrangement made his nights more agonizing after a full day of hard work. The team members of Laxmi Sansthan, Ghaziabad met him and oriented about the shelter facility run by Municipal Corporation. He was completely unaware about these kinds of services for homeless people. It took a while for the team to convince him about the use of Shelter Home and motivate him to start staying in it. Availability of basic services in the shelter such as bed and blanket pulled him towards shelter home. Jaswant has enjoyed his winters this time sleeping in cozy environment there. Jaswant is playing a big role in convincing other's about shelter services. He has informed his family in Pilibhit, his home town in Uttar Pradesh, that he got arrangements for his stay and security. He is a permanent user of shelter services now and also participates in the organization's work as a motivator. Jaswant shares "I was not aware about the shelter services otherwise I would not have spent nights on streets for the past 4 years. Now I spread this information among all homeless people so that no one has to sleep on the road anymore."

DEMOGRAPHICS

Guwahati (Assam), Kolkata (West Bengal), Muzaffarpur (Bihar), Delhi, Bengaluru (Karnataka), Vijayawada (Andhra Pradesh), Lucknow, Allahabad, Ghaziabad, Agra (Uttar Pradesh), Ahmedabad (Gujarat), Mumbai (Maharashtra) and Visakhapatnam (Andhra Pradesh).

Cities that are either the metropolis or cities with great growth potential and are key hubs/ destination points for migrant communities. These have also exhibited lapses in social housing as well as have considerable cases of eviction and displacements.

Total Beneficiaries: 3491.

Male: 1592, Female: 1279, Children: 620.

Types of Beneficiaries: Workers in the unorganised sector such as rickshaw-pullers, casual construction workers, casual workers in catering industry, rag-pickers, street food vendors, domestic help and the like. Also, a small population of destitute, mentally unsound persons and the sick are also reached out through the direct intervention project in Delhi.

ABOUT THE PROGRAM

The CityMakers Program is rooted in the belief that housing or shelter is essential to one's 'right to life'. The SHELTER Initiative (Sustaining Housing, Health, Education and Livelihood Through Empowerment and Rights) works towards raising awareness among CityMakers (Homeless Residents) on their rights & entitlements, promoting joint action in select cities to improve the condition and providing access to shelter, livelihood, health and education facilities.

ACHIEVEMENTS

The CityMakers program led to the emergence of strong networks working on homelessness in the cities such as Lucknow, Kanpur, Delhi and Bengaluru. The advocacy by these networks resulted in opening of more shelters and brought key human rights concerns related to habitation to the fore. It resulted in increase in the number of shelters to 150 in Delhi and 12 in Bengaluru. Another significant achievement was the withdrawal of Amendment to Delhi Master Plan which prevented the threat of reduction in number of shelters in Delhi. IGSSS Bengaluru had played a key role in finalizing the policy for Urban Homeless in Karnataka with the Directorate of Municipal Administration and designing & establishing city-level committee for shelter homes in Bangalore. Both IGSSS Delhi and Bengaluru teams worked towards securing Election ID for CityMakers and providing linkages with social security schemes and health services. In Bengaluru, advocacy has resulted in inclusion of CityMakers in the National Urban Health Mission under category of Migrants, Urban poor.

IMPACT

The project has provided space and resources for undertaking advocacy work with Judiciary and supporting NGOs in several cities to proactively work



on the issue of Housing Rights and Shelters. As a result of our advocacy initiatives, there has been substantial increase in the number of shelters for CityMakers-men, women and families in Delhi, Bengaluru and also in other cities. Unions have been formed and linked to state level bodies in Lucknow and collectives are also being strengthened in Delhi and at other places.

HIGHLIGHTS

- National Forum of Housing Rights (NFHR) had its national consultation in Visakhapatnam on the world Habitat Day with housing rights activists from several cities. It focused on devising a unified strategy and road map for the right to shelter and housing.
- Wall Comic Journalism Workshops for CityMakers in Delhi were organized with support from noted comic artist Mr. Sharad Sharma. Around 60 people participated in these workshops which gave them visual tool to express their life stories, their anguishes and were fitting commentaries on Government policies.
- 'Humain Naaz Hai' a play based on the lives of CityMakers was screened in several theatres in Delhi
- Media Campaigns and Advocacy pursued in Delhi, Bengaluru, Mumbai, Allahabad, Visakhapatnam, Ghaziabad, Lucknow and Muzaffarpur. IGSSS contributed to CNN-IBN's campaign 'Help the Homeless' and NDTV's winter initiative.

PUBLICATIONS

Making Delhi a caring city: Review and Way Forward.

Understanding CityMakers: A compilation of Participatory Reflection Exercises.

Digging the past: building (multi)stories, CityMakers Comics.

DOCUMENTARIES

- 'Plight of the Homeless' covering three cities namely Mumbai, Delhi and Bengaluru.
- 'Kya Khoya, Kya Paya' on the present situation of migrant workers and slum dwellers of Lucknow city.

PARTNERS IN CHANGE

BUILD – Mumbai, STEP – Guwahati, Sabuj Sangh - Kolkata, Abul Kalam Azad Jan Seva Sansthan - Allahabad, LAXMI - Ghaziabad, PACE, AIM, Diocesan Social Work Society - Lucknow, Warsi Sewa Sansthan. - Kanpur, Avidya Vimukti Sansthan – Muzaffarpur, NIDAN - Ara, Sasaram and Muzaffarpur, St. Joseph's Service Society - Delhi.



Having One and Many Empowered (HOME) Initiative

2011-2014

BUILDING CADRE OF LEADERSHIP

In Agra, Uttar Pradesh, Reena Khare led community mobilisation against evictions at Ravidas Nagar in the city and forced the authorities to listen to her and other community members. It helped to get extensive coverage about the eviction in the regional media. In Gurgaon, Haryana, Bhagirath Sinha mobilized the slum dwellers of Shamjha colony and halted forced eviction by the Municipal Corporation. In Patna and Gaya, trainees worked to build and strengthen the Juggi Jhoppadi Sangharsh Morcha, which is a community network to fight against evictions. Trainees were involved in facilitating relief materials for the evicted people in cities like Jaipur and Udaipur. Pawan Kumar Tyagi (Jaipur) mobilised support of Goonj, a Delhi-based voluntary organization, to provide winter clothes to 400 families who were evicted from the city and were forced to stay in the open during the winter. IGSSS provided logistical support to facilitate the distribution of materials to the aged and children. Trainees facilitated 140 community level meetings in their cities, which helped to build their rapport within the communities.



ABOUT THE PROGRAM

Reena, Bhagirath and other trainees are part of The HOME Initiative - a capacity building program for young slum-community leaders working on housing rights issues. The program is to build a resource pool of young leaders (21–35 years of age) from and within slum communities. The young leaders have been developing a coalition of organizations with a special focus on slum redevelopment and resisting forced evictions at local and

DEMOGRAPHICS

The traineeship program is implemented in 10 cities: Patna and Gaya (Bihar); Agra and Varanasi (Uttar Pradesh); Indore and Bhopal (Madhya Pradesh); Faridabad and Gurgaon (Haryana); and Jaipur and Udaipur (Rajasthan).

regional levels. They have been undertaking need-based projects in their respective intervention cities during the traineeship period. The projects are aimed at serving as models for development interventions, which can be replicated in other places.

MAJOR ACTIVITIES

- Four days Orientation Meeting for Trainees and Supervisors (26–29 June 2012).
- Four days Life skill and Leadership Training workshop (26–29 August 2012).
- City level meetings in Jaipur, Bhopal and Agra.

PARTNERS IN CHANGE

National Institute of Women, Child and Youth Development (NIWCYD), Bhopal, Jandaksha Trust, Udaipur, Dr Shambunath Singh Research Foundation (SRF), Varanasi, Labour Education and Development Society (LEDS), Jaipur, Deen Bandhu Samaj Sahyog (DBSS), Indore, Manav Seva Sansthan (MSS), Agra, Nidan, Patna.

Yours



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CHAPTER 6

Youth Development

IGSSS works with and for the youth to enhance their all round development with focus on their employability.

IGSSS works on their educational rights, engagement as active citizens and contribution towards peace building and community development.



Scholarship Program

2010-2013

COMPUTER SAVVY SUMITRA

Scholarships were provided by IGSSS to the students from marginalized communities such as tribal, dalit and minorities with adequate emphasis on employability of trade. Twenty one year old Sumitra Devi lives in village Gogamukh Nagaon, in Dhemaji district in Assam. After the demise of her father in 2010, the burden of looking after the family fell on the slender shoulders of Sumitra's mother who started working as a daily wage labour. Sumitra has one brother and one sister. Being the eldest, Sumitra is 'morally obliged' to share the family burden and therefore decided not to pursue higher studies after passing class 12 from the local higher secondary school. While Sumitra was eager to join some job-oriented training to be able to secure a job and share her mother's burden, she came in contact with a Field Animator of IGSSS. The Field Animator suggested her to join some Computer course and spoke about the possibility of securing a scholarship from IGSSS. Sumitra joined the Master's Diploma in Computer Application (MDCA) course at the Gogamukh Computer Education Centre. She received a scholarship of Rs 7000. On successful completion of the MDCA course, Sumitra was appointed as an Instructor at the same Institute with a monthly salary of Rs 2000/-. She worked there for six months. Presently Sumitra is working at the Rural Volunteer Centre, Gogamukh as an Administrative assistant with a salary of Rs 5500/-. A very strong willed and ambitious Sumitra is on her way to success and wishes to work with IGSSS in future.

DEMOGRAPHICS

Particulars	Total Beneficiaries	Urban Slums	Rural Areas
Female	129	22%	78%
Male	52	28%	72%
Total	181	100%	100%

Locations: Assam, Delhi NCR, Gujarat, Jammu and Kashmir, Kerala, Maharashtra, Manipur, Tamil Nadu, West Bengal.

ABOUT THE PROGRAM

Scholarship program had been a great support to the poor students who endeavor to find the right profession especially a suitable livelihood option. IGSSS considered social, cultural and geographical deprivation in short listing of candidates and professions to be supported. The program adopted two approaches - The lump sum Scholarship, managed through partners and Individual scholarship administered through IGSSS directly and its partners, NGOs, Educational institutions and Dioceses.

PROCESS

Selection of candidates and disbursement of the stipend were done on the basis of income certificates, recommendation of the institution and authorities. The recommending authorities are regional project committees and the NGO heads (mainly partner NGOs).





Empowering Youth for Self Development and Sustain Growth in North East India

2012-2013

YOUTH CLUB

Simol village is one among SMILE - DKA intervention area located at Bungpi , Saikul Block, Senapati District of Manipur. It is around 28 km away from Imphal, the capital city of Manipur. The village has 50 households and around 60 youth population, 22 male and 38 female.

The village initially had an active Youth Club registered under Society Regulation Act in the year 1979. It also had its own Club hall and involved in social activities like; sports, Youth Day celebration, Fund raising activities, cleanliness drives, maintenance of village roads and drainage, felicitation of candidates successful in various examinations. Unfortunately the Club became inactive and remained so for the past 20 years due to ethnic conflict between Naga-Kuki. From the past one year SMILE, DKA has been making an effort to revive Simol Youth Club by ways of gathering information, conduct meeting programmes with the local Youths and key persons of the village including village chief, village committee and cultural leaders.

Through the intervention of DKA SMILE the village youth mobilized funds from local MLA and well-wishers. They conducted youth meeting on 21st Dec.2012 and held elections (as per Youth Club Manual) and elected new leaders. List of the elected leaders have also been submitted to SMILE, IGSSS Office, Imphal. They also repaired the Youth club hall, conducted felicitation program for candidates successful in various examinations, opened tutorial centre, drafted club Bye-Laws and renewed the registration. The office bearers have been elected and started playing active role.

DEMOGRAPHICS

In Manipur the project is implemented in 20 villages of Senapati district covering 1,196 (as per youth profiling done at the initial stage of the implementation) youths from two blocks i.e. Saikul and Tadubi. The targeted youths belongs to the Kuki and Naga communities.

ABOUT THE PROGRAM

Youth development is one of the main thematic area of IGSSS. SMILE program is specially designed to work for the development of the youth. "Making youth partners in development" has been the slogan, the approach and the process of SMILE program. In the end the youth involved and became responsible in their thoughts, words, and deeds. The program is implemented in 20 villages, Senapati district of Manipur. This is the second phase of the program.

The focus of the second phase is on: Livelihood development and Sustained growth through Right based approach. Peace building is the underlining theme in all the program activities and SMILE has worked with different communities and tried to bring them under a common platform. In the program process, SMILE will strengthen the strategic intervention of peace building through the youth so that together they advocate, lobby and campaign for social justice and peace.

OBJECTIVE

Building 10 groups of Social Entrepreneurs (Youth for Change Volunteers) by building their existing institutions (youth clubs) to work on Youth motivation, Life Skill & Leadership development, career opportunities for the youth, Social justice, peace (Me to We) education among Youth and issues that the youth want to take up for overall development of their villages.

MAJOR ACTIVITIES

- Leadership training.
- Training of trainers.
- Providing livelihood options.
- Career guidance and counseling.
- Exposure and visit to development sector.
- Youth club management training.
- Health Awareness.
- Awareness seminar on Right to information act (RTI) and Right to education act (RTE).
- Alliance partner meeting.
- Networking and peace building.

ACHIEVEMENTS

Livelihood: 5 youths produced dish washing detergent for household use, 1 youth started earning by door mat making, 4 youths started cultivating mushrooms seasonally for their own consumption as well as selling the surplus, another started earning by making shoes.
Youth club management: 2 youth clubs conducted





elections and formed the club according to youth club manual.

Networking: SMILE connected with a student organization (Kuki Student Organization) and conducted some of the program in collaboration. 11 youth clubs are now affiliated to Nehru Yuva Kendra Sangathan and some are still in the process. Zonal Director of NYK agreed to include all the 20 youth clubs in their next year plan for implementation of the program.

IMPACT

SMILE intervention from the initial stage focussed on the needs and problems of the local youth. In the beginning, youths could not come out from their traditional practice like exclusion of women/female in discussion or sharing or decision making. By approaching the chief of the village (who possessed the overall power and administration of the village) some programs started implementing with youths under the acknowledgment of the chief. In course of time the chief of the villages understood SMILE objectives and its organizational mandate of empowering the youth by various youth led activities and became a good moral

supporter of the program. Youth also have started to understand their responsibilities in their society, their rights and entitlements, way of approaching government and non-government organization, etc. Affiliation to NYK was ensured for some youth clubs and some youth started earning after attaining some training on income generation activities. Moreover, they have started taking up social responsibilities by giving pressure to Government in the democratic way of organizing peaceful rallies, submission of memorandum to local MLA, etc. Also youths started taking social development activities which can be known from the fact that construction of public waiting shed are done by some youth clubs. Some youth clubs also initiated talking with the chief of the village to construct playground for multi-purpose use.

ACKNOWLEDGEMENT

Individuals (Civil Society):

Kuki Student Organization(KSO)
Chief and church leaders of the 20 villages.

Govt Departments/Agencies:

NGOs/Partners: Integrated Rural Management Association (an NGO based in senapati).

Media:

The Hornbill Express and Eimi Times, daily local newspapers, based in Senapati and Imphal.



SMILE PEARL

ASTITCH IN TIME SAVES ONE/TAKE A STAND AND NOT BE COUNTED

Rijen Mochahary is a 21 year old man, from village Samodwisa, Chirang district, under BTAD. He has been associated with the PEARL Program since 2010 and attended various capacity building programs under this youth development initiative. Mr. Rijen came across a very critical and challenging situation in life in May 2012. He was pressurized by the militant group to join them. Initially he did not know what to do but after weighing the Pros and Cons, Rijen decided against joining the group. But he was afraid as to how to convey his message to the militant group and consulted the village elderly to help him with the decision. Some suggested Rijen that if the pressure from the militant group is severe then he should join the group and some advised against. However, these suggestions did not satisfy him and Rijen shared his problem with Mr. Reben Musahary (IGSSS staff under SMILE program). Musahary asked him to express more on how the militant came to know him to which he replied that he had a friend who joined one year back. Musahary suggested him three things. First, contact his friend, express his feelings and seek

suggestion that how can he overcome this problem and do accordingly. Second, if possible, meet the militant group leader of his area and talk to him. Third, discuss it with the Student Union and seek their help. After coming home he did two things suggested by him. First, he contacted his friend who suggested him to contact the militant group leader of his area. He gave him the leader's name and told him where can he meet him. Then he went alone, met him, talked to him and finally he understood and told him to do as he wishes.

Mr. Rijen said "if I had not been associated with IGSSS Youth Programme I would not have been able to think so critically and might have landed up in militant like some of my friends did." Rijen expressed that he has gained a lot from IGSSS Youth Development Programme and cited that after becoming a SMILEr he has learnt to think critically and overcome challenges positively and become solution centric.

DEMOGRAPHICS

Assam: Chirang District, Bodoland Territorial Council (BTC).

West Bengal: South 24 Parganas (border of sunderban) & North 24 Parganas.

Kashmir: District Baramulla and district Bandipora.

Beneficiaries: 2717 Youth.

- Life Skills Education.
- Psycho-social Support Training.
- Leadership and personality development training.
- Career guidance programme.
- Street theatre training.
- Basic soft skill development trainings.
- Process documentation trainings.
- Women health care (especially for young girls).

ABOUT THE PROGRAM

As an alternate Education programme for the youth, SMILE tried to sensitize young people about social and political realities and developmental issues. But as unemployment is a major issue that is affecting the youth's livelihood and dignity, the component of increasing opportunities for youth employability has been added so that in the process of youth becoming active citizens, their livelihood is also secured. This project began in July 2009 and completed in March 2013.

The objectives of the projects is as follows:

- Create an enabling environment that will nurture learning and Skill Building among the youth, youth clubs and Youth Organizations.
- Promoting youths to become active citizens.
- Increased opportunity for youths for employment and self employment.

MAJOR ACTIVITIES

- Youth Day Celebration.
- Livelihood Exposures and Trainings.
- Awareness on Govt. Schemes & Support Systems.
- Group Formation.
- Village Meetings.
- Quarterly Planning & Review Meeting with groups.
- Group Management Training.
- Meeting with Youth and VCDC Representatives.
- Workshop on Rights & Entitlements.
- Cluster Level Federation of Groups.

IMPACT

Employability among the rural youths has increased. Vocational and livelihood trainings on different courses have opened up livelihood opportunities for the youth. The awareness gained by the youth under this program were translated to their families and communities through street theatre performances on various Social issues like dowry system, early marriage, girl child education, mother and child care, RTI, RTE, MGNREGA, PDS schemes. They also received recognition from the Zonal education office and Block development officers and were provided space to conduct their programs.

More than 2000 adults benefited from this information dissemination. A total of 10 RTI petitions were filed on issues concerning power and water supply, road construction, regularization of PDS rates, Indira Awas Yojana of housing the rural poor etc and brought about positive results. Around 100 Job cards were issued following the intervention of the Youth Club formed under the Youth Development initiative. Young women in West Bengal who are the members of the youth clubs played major role in addressing domestic violence, early marriage, dowry system and trafficking in their areas.

Youth are also invited in local gram Sabha meetings in some areas that are also a quality contributing point.

ACKNOWLEDGEMENT

Dept. Of Youth Affaires, Nehru Yuva Kendra, Block Level Youth Dept., Dept. Of Information and Culture, District Industrial Centre, Lead Bank Officials.



Vocational Training and Rehabilitation for Migrant/Homeless Youth in Delhi

NEW INITIATIVE

The project entitled “Vocational Training and Rehabilitation for Migrant/Homeless Youth” aims to vocationally rehabilitate the migrant/homeless youth (18—30 years) who are currently housed in different shelters provided and managed by IGSSS. The youth will be given vocational training on

- Industrial Sewing, Multi Skill Technician (MST) and Electrical Training.
- Technical: Industrial sewing, electrical, plumbing, mechanical and carpentry.
- Non-technical: Training on soft skills (communication), interpersonal skills, negotiation skills, problem solving, responsibility and taking initiative, team work and work readiness.

Rehabilitation would include job placements of successful candidates according to their qualifications, caliber and level of expertise. These jobs will facilitate self-reliance in the lives of the migrant/homeless youth and restore their individual worth. As these youth are coming from various backgrounds, they would need a great deal of social skills required for their reintegration with mainstream society.

DEMOGRAPHICS

Location	Number of Beneficiaries
Yamuna Pusta	1500 homeless
Chabiganj	400 homeless
Himmatgarh	200 homeless
Majunu ka Tila	250 homeless
Regarpura, Karol Bagh	400 homeless
Banglasaheb Gurudwara	900 homeless

youth are forced to live in the shelters provided/ supported by us or the government since housing is beyond their reach. They are at a disadvantage as they have very few livelihood opportunities, which are not secure, sustained and supportive enough. Hence, there is a felt need to strengthen the livelihoods of the migrant/homeless youth by imparting skills which are adequately demanded in the market.

NEED

There has been a realisation that shelter and livelihood needs have to be addressed together, in order to bring the migrants and homeless people out of their delimiting socio economic living conditions. Migrant/homeless

OBJECTIVE

Rehabilitation of 180 migrant/homeless youth (18—30 years) through vocational training and job placement towards accomplishing a productive life of self-worth, dignity and harmony within local communities. Over 30 per cent of beneficiaries would be migrant/homeless young women.

ner

CHAPTER 7

Other Program





Medical Aid

BLOOMING

Baby Monami Roy, a four year old child had been suffering from Acute Lymphoblastic leukemia for the last three years. Her parents had been bearing the mounting expenses for her treatment since the last three years. Though the hospital had given her a concessional package of Rs 150,000, it was beyond their capacity to afford the same as her father, Mr. Goutam Roy, the only bread winner for the family, was a petty vegetable seller in the local market. He was unable to raise the required amount for the treatment. Baby Monami's parents had approached a number of organizations, relatives and friends and had collected some money. However, the collected amount was not enough to carry out the treatment. Hence they approached IGSSS for financial assistance.

In May 2012, medical support was extended from IGSSS amounting to Rs.15,000/- for Baby Monami's treatment at Medical College & Hospital, Kolkata, West Bengal. Monami is now improving slowly. Earlier she was admitted to the hospital but she is now with her parents and is taken once a month for routine treatment. This treatment will continue for another one year with a hope that she will be fully cured.

IGSSS has been operating the Personal & Medical Aid Programme since the year 1966. It is a very special program which provides medical aid to the economically poor patients across India for treatment against life threatening diseases such as Renal, Heart Disease and Cancer etc. The Program is supported by MISEREOR.



DEMOGRAPHICS

Beneficiaries

Adult Medical Aid	51
Child Medical Aid	54

A CHANGE OF HEART

Jayaraman is a humble man who retired as a Crane Operator in a cooperative sugar factory at Thirupathur in Tamil Nadu and is now living on a small pension of Rs.908/- per month. He has 3 young children and a wife to support. During his medical checkup the doctors advised him to undergo a coronary artery bypass graft at the earliest. Poverty-stricken, unable to afford the basic necessities of life, he found it impossible to support his surgery financially. He was helpless and hopeless.

He approached RUHSA staff, which introduced him to IGSSS. With the quick and well-timed support of IGSSS he underwent the surgery in September 2012. It was successful. Arranging money was a distant dream

for Jayaraman but the Medical Aid Programme of IGSSS made it possible. With tears of joy he thanked IGSSS for the kind support provided to him.

ACHIEVEMENTS

During the period under reporting, a total of 105 Adult and children have received medical aid from Misereor. A total amount of Rs.1,695,000/- has been utilized, details below:

Under the Child Grant: Assistance provided to 51 cases for an amount of Rs.7,55,000/-.

Under the Adult Grant: Assistance provided to 54 cases for an amount of Rs.9,40,000/-.

CHAPTER 8

Managing Institutional Development



Program Quality

Standardization of work output keeping a basic quality standard in mind was the reason behind setting up of the Program Quality & Support Department in April 2010. The role played by the department becomes even more relevant when we look at the dynamic growth of Indo-Global Social Service Society. Constantly changing, adapting to the changing social scenarios, meeting the expectations of a wide variety of stake-holders ranging from foreign and Indian donors, community organisations and the grass-roots community – the ultimate beneficiary of IGSSS's core work – has led to PQS also changing and adapting, remaining ever-relevant in the fast changing scenario.

Interacting with donors, whether corporate, institutional, (Indian or Foreign) or bilateral – the focus has always been to ensure that IGSSS reaches the most marginalised person. Consultancies, providing evaluative services to other donors have been PQS's way of raising funds for the organisation. Keeping track of reports, ensuring that programmatic knowledge is not lost but can be found in a Central Depository is one of the many roles played by PQS.

However, essentially, PQ has been responsible for setting quality standards in program implementation

and program support processes – the role for which it was instituted. It is also responsible for supporting the start-up of new projects and strengthening the capacity of program staff by integrating training and learning into the program.

PQ also tracks the indicators for the many programs implemented by IGSSS so that course correction can be a continuous process. To do this, it:

- Develops systems and policies for Monitoring & Evaluation of the programs
- Provides support for the orientation and training of program staff to track and report the results, and disseminate the findings and lessons learned.
- Collates, maintains and tracks all program documents and reports so that progress of all programs can be tracked
- Coordinates a periodic review of projects.

Additionally, PQ also identifies opportunities and coordinates development of Programs as per IGSSS's Strategic Plan. In doing this it tries to expand the reach of the IGSSS programs to the marginalized community. It strengthens existing partnerships and develops new ones with government, private and corporate donors as well as supports the Project staff to build resource





mobilization capacities.

Apart from looking at the programmatic content, PQ is also responsible for ensuring that Organizational Communication is on time and follows the branding specifications. There is, therefore, a strong thrust towards developing both internal and external communication products. The year gone by has, in fact, seen the start of new internal communication products as well as re-branding of some old external communication products.

Traditionally programmatic fund raising has been the only resource generation focus in IGSSS. However, last year saw a strong focus on developing ties with the corporate sector and an effort is now being made to work in synergy with Corporations and their CSR programs. Efforts have also been made to connect with individual donors who can identify and empathise with some of the thematic areas with which we are currently involved. Work in this direction will move forward with the attachment of a vibrant electronic Payment Gateway which is currently being processed.

REPORT ON ACTIVITIES (LEARNING AND SHARING MEET AND REVIEW)

Cross sharing between all IGSSS Programs is a strong focus area of PQS. In line with this thinking, two Learning and Sharing meets were organised in 2012-13. The first meet was organised from 6-8 August, 2012 and was held in Delhi. In addition to sharing progress of the

programs since the last Learning and Sharing meet held in February 2012, it was also decided that, if possible, the participating staff members would also be taken on a field visit so that they can get an idea about the different Programs being run by the organization. This was an effort to break the glass walls that may have come up between the programs, so that staff could also appreciate the challenges that were being faced by the Programs while working in their own field areas. Hence, during the August meet, Program staff belonging to different Programs was taken for a visit to a women's shelter in Regarpura which was being managed by the CityMakers Program. It was also an opportunity for the Shelter inmates to interact with other members of IGSSS coming from as diverse areas as Kashmir, Bangalore, Kolkata, Guwahati and Baroda.

The second meet was held in Kovalam from March 4-6, 2013. The focus this time was on ensuring that the second line of Program management was not only exposed to the Learning & Sharing meet, but would also make their program presentations so that their capacities could also be developed. The focus this time was on sharing the challenges faced by the Programs and any innovations that they may have developed keeping the challenges in mind. One day was also kept aside for being exposed to the new IGSSS branding that was being adopted as well as to develop their capacities with regard to the photographic recording of their work process. The participants were given an insight into what makes a good photographic composition by Ashish Rozario of Mustard Tree, the consultants who are working closely with us on internal and external branding of IGSSS.

Each Learning and Sharing meet is a movement upwards and PQ's efforts are always directed towards taking the subsequent meets one step forward. Apart from the sharing of program activities, the Learning and Sharing meets have also resulted in greater bonding between the staff members stationed in diverse locations, in the end resulting in greater organisational cohesiveness.

PROGRAM QUALITY MANUAL

It was thought to be essential to have a Programme Quality Manual to guide the organization in consistently

formulating quality projects and activities according to the mandate and strategic plan of IGSSS. The objective is to assist the units by establishing project formulation, approval, modifications, monitoring and evaluation.

This enables that projects comply with the mandate of IGSSS and produce a long term and substantial impact. The Manual clearly indicates responsibilities and accountabilities, performance measurement strategies and goals, and elaborates processes for ongoing evaluation and assessment of the program.

The Manual looks at:

- Project planning and Development from the stage of a concept note to the final agreement
- Project initiation, staff recruitment and induction etc.
- Development of a Project implementation plan
- Capacity development of the program team
- Monitoring and Evaluation of the Program

The idea behind detailing the entire Project process is to ensure that quality is maintained and that there is standardization in the processes involved. The Manual has been disseminated to all the Project Heads and Managers and efforts are on to ground the processes detailed.

COMMUNICATION

Communication for the year focused on the rebranding of IGSSS. We have a new identity, which is an evolution from our existing emblem. It is simple, bold, confident, and encompasses the varied themes that the organization works with. The circle reflects our vision that states “a humane social order based on truth, justice, freedom, equity and integrity of the whole of creation.” and it reinforces the fact that it is supported by global donors. In continuum with the branding process, tools such as logo, stationery were redesigned and brand colour and customized font were developed.

The IGSSS Newsletter was named as ‘Pratibimb’ in an endeavor towards reflecting the vast array of thematic – development initiatives undertaken across different parts of the country. Internal communication tools namely ‘MindSpeak’ and ‘Friday Fritters’ helped towards showcasing the creative side of the staff. As a knowledge management initiative, good practices documentation of Sikkim Earthquake intervention was done. Facebook and Twitter was significantly used for promoting and garnering support for IGSSS Programs.

RESOURCE MOBILIZATION

The Resource Mobilization initiative saw successful partnership being formed with Apollo Tyres and it led to the intervention “Livelihood opportunities for women and farmers” in 5 villages in Vadodara, Gujarat. During December 2012 to March 2013, in collaboration with MCKS - Food for Hungry Foundation, the Hot Meal initiative was started. Approximately, 250 - 300 homeless people were provided one nutritious meal every day during this period of four months in Yamuna Pushta, New Delhi.

With NDTV’s support, a campaign “This winter give a cup of tea to the homeless people” was initiated from 10th January to 14th February 2013 and reached out to approximately 200 homeless people in the Yamuna Pushta, New Delhi.

EVALUATION STUDIES

IGSSS is the strategic partner of MISEREOR and Stichting Kinderpostzegels Nederland (SKN). Both the organizations support development projects in India. IGSSS carries out the pre-funding study of the projects submitted by the NGOs to MISEREOR and SKN. The projects address to different development issues. IGSSS assesses the organizations and projects on different parameters and recommendations and submit to MISEREOR and SKN. Moreover, IGSSS also conducts the mid-term and final evaluation of the projects supported by these two organizations in India.

MISEREOR

SI. NO.	Organization Name	Type of study
1	St. Xavier Non formal Education Society	Pre-funding
2	CECOWOR	Pre-funding
3	BJSA	Evaluation and Pre-funding
4	Adhikar	Evaluation
5	SCRIA	Pre-funding and evaluation
6	JSS	Midterm evaluation

SKN

	Name partner	Review sort
1	Nari Gunjan	Mid term
2	Needs	Evaluation
3	Disha	Evaluation
4	Vikas Deepti	Evaluation
5	Bhoomika Vihar	Mid Review
6	CSS	Final Evaluation
7	Nav Jagriti	Final evaluation
8	Arpan	Review with focus on finance

Human Resource and Development

“Coming together is a beginning. Keeping together is progress. Working together is success.”

HENRY FORD

IGSSS has an assortment of highly professional and immensely talented and competent personnel who hail from different parts of the country, belong to different cultures, speak different languages and yet exude camaraderie, mutual bonhomie and amity. And it goes without saying that IGSSS culture reflects warmth and cohesion. Compassion is what is synonymous with IGSSS as an organization for all its stakeholders; the most important of all being the human resource spread across the length and breadth of the country persevering to achieve the objectives of the organization and in the process making a positive difference to many lives and upholding our five decades old legacy.

With deep rooted values, strong conviction, high energy and positive approach IGSSS team is taking the organization to new heights and is waving the flag high. IGSSS believes in encouraging its personnel to take initiatives, think out of the box, take risks and responsibilities and make them partner in decision making process which help one evolve as a professional and grow as a person resulting in holistic development of individuals. IGSSS promotes transparency and accessibility to information such as changes that take place in our organization, systems and structures. IGSSS as an organization also constantly encourages staff to maintain their work-life balance.

EMPLOYEES SPEAK

• SHAH IMRAN

Executive Accountant, Srinagar, Jammu and Kashmir

“It has been almost 5 years of working with IGSSS and I must say these five years have shaped me as a person and as a professional through experiences, both good and bad. I came here as a naïve person who had limited experience and someone who did not know how to use his limited capacities to the best. But being a part of IGSSS, I learnt new things every day. Each day

brought with it a new challenge, a new opportunity and a new lesson that helped me to broaden my horizon, not only in my work space but in my individual life too.

In IGSSS I have been provided with opportunities to polish my skills and I have attended various workshops that helped me to increase my knowledge and understanding of issues. Besides it feels proud to be a part of an organization that works for development and empowerment of the underprivileged. Today, as I look back at the years I have spent working here, there is a certain sense of belonging to this family of IGSSS. The experiences have been enriching and inspiring.”

• NANSING BARIA,

Animator, Jhabua, Madhya Pradesh

“At IGSSS I started my work with women. The community especially the men protested and threatened me saying that being a man I should not be working for women. Gradually the attitude of the same men changed towards me. This happened due to women empowerment project in the field areas. Now in the non project villages, women approach me and ask me to initiate work in their villages. Before the project, I was just another villager but now I am a ‘Bhaiya’ (elder brother) of some 400 women.”

• SALLY FARIA

Officer Special Assignments, New Delhi

“I feel very proud and privileged with the realization that I have had nearly four decades of fruitful and intimate association with IGSSS. My memory goes back to the time when I joined this esteemed organization in 1975 as a Steno-Typist in the Accounts Department. The learning and experience that I have gained from IGSSS are priceless. I am happy to share with you that my hard work, dedication and emotional attachment to this institution have helped me enhance my capabilities,

nurture them and has brought forth the best of my abilities. I also felt that I could make significant contribution to the growth of IGSSS, although educationally I am not well qualified. This being my first job, in many ways, IGSSS has been my 'Gurukul.'

The management which recognizes the hard work and dedication of the staff promoted me as Personal Assistant to the Head of Programmes Department, later as Personal Assistant to the Executive Director and further I graduated to the rank of Officer, Special Assignments.

The day I received a citation and ex-gratia (cash award) for completion of 25 years in IGSSS from the then President Mr E F N Rebiero at the Meeting of the Board of Governors, is etched in my memory. Again I was really touched when Mr K P Fabian, former President of IGSSS, invited me to light the lamp at the Golden Jubilee Launch function along with the Chief Guest and an ex-GB member. This, I consider, was a great honor that I received. At the Golden Jubilee Finale I received award from Monsignor Josef Sayer, the then Executive Director of B H MISEREOR e V., Germany for my accomplishments during my long years of service in IGSSS. It was indeed another glorious occasion for me when I received the memento and citation from His Excellency Shri Balmiki Prasad Singh, Governor of Sikkim, the Chief Guest at the All Staff Retreat held in Gangtok, Sikkim in May 2012, for my exemplary performance during the year 2010-11, in successfully coordinating and organizing the Golden Jubilee events.

I am indebted to my organization even for my family. One of the most memorable parts of my life is also associated with the organization - when I met my husband Mr. Gilbert Faria in 1979, he was the then Accounts Officer."

• **SAIMA GUL**

Worked with IGSSS as a Capacity Development Executive, Srinagar, Jammu and Kashmir

The best part of remaining associated with IGSSS for more than five years was not only the work culture which kept me motivated but also the care, protection and unbiased attitude towards women that firmed my roots with the organization. I feel these were the reasons that I never thought of getting associated with any other organization.

I feel lucky enough to have worked in one of the biggest projects in Kashmir which covered almost all sections of the target communities within the most affected parts of our society and come in contact with

my own people, who in the past had remained apart from us. My work memories reflect to beauty of my land and giggling of kids to heartbreaking stories of my own people. I feel privileged for having been provided with such wonderful opportunities where I could really come in contact with the people who had their own tales of sufferings to narrate which gave me an opportunity not only to share their pain but also to help my own people who included children, women, men and youth. Though working with different people was very challenging in itself but the support and encouragement that I received from people within the organization, whether I talk about top management personnel or the team members whom I worked closely with, is beyond imagination. I appreciate the efforts that IGSSS not as an organization only but as a family too puts in for recognizing the work of every single individual within the organization."

EMPLOYEE ENGAGEMENT

Staff Retreat

With the idea to build strong teams and motivate team members, IGSSS organized staff retreat to help people from various parts of the country to know each other, understand each other and understand the work organization does.

Employee Capacity Development Initiatives

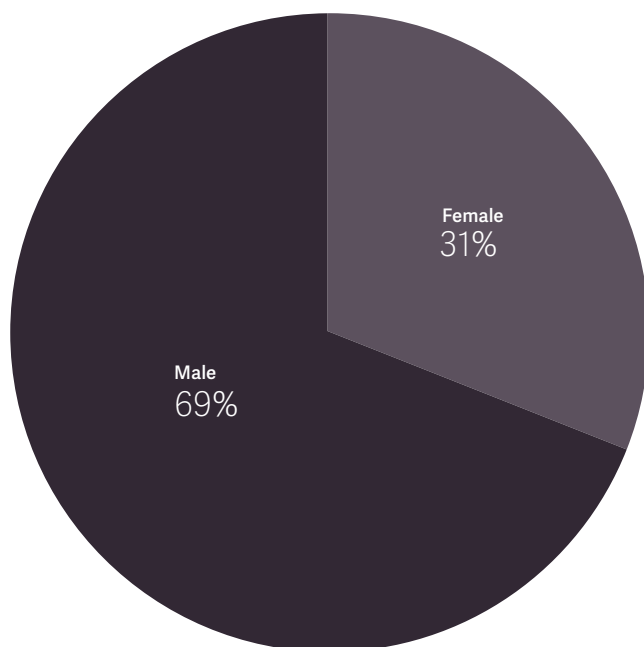
IGSSS believes in shaping its personnel well enough as professionals and as human beings. Several Training and Development activities were held focusing broadly on two categories – functional and behavioral developments. As a part of the behavioral development, several sessions and workshops on Gender Sensitization, Stress Management, Values and other motivational sessions were conducted.

Employee Engagement Initiatives

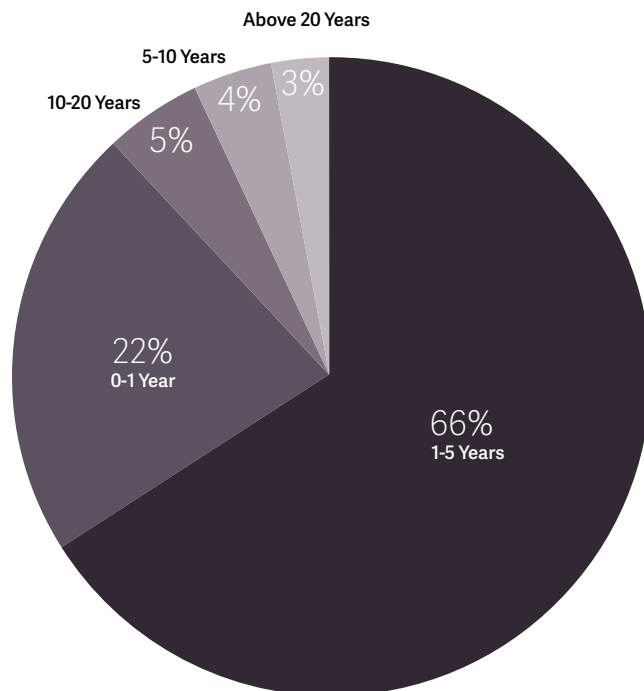
Round the year several events are conducted to engage, connect and motivate staff. These included celebrating birthdays of staff, key festivals and important days such as Women's Day. Staff Development Forum at IGSSS functions actively at for such initiatives.

POLICY ON HIV/AIDS

IGSSS is committed to create an organizational climate which facilitates proactive recruitment and retention of HIV positive people, ensure non discriminatory working atmosphere and provides protection from HIV as well as coping with HIV. This policy is a step towards facilitating the same.



MALE FEMALE PERCENTAGE



ASSOCIATION OF EMPLOYEES WITH IGSSS

Few significant provisions of the HIV/AIDS policy

- Staff living with HIV/AIDS will be entitled for a special annual medical benefit of Rs. 6,000 (Rupees Six Thousand only) over and above their CTO.
- All women staff living with HIV/AIDS will be entitled for a special medical benefit of Rs. 6000/- (Rupees Six Thousand only) over and above their CTO during pregnancy. This benefit would facilitate her accessibility to medicines to prevent vertical transmission.
- All Staff living with HIV/AIDS will be entitled to claim Rs. 500 per month (Rupees Five hundred only) towards nutritious food and clean drinking water.
- Staff living with HIV/ AIDS would be provided with extra 12 days of medical leave in a year.
- IGSSS will demonstrate flexibility and priority to fulfil the request of staff living with HIV/AIDS for change of location and responsibilities based on medical grounds.
- All staff and family members will be provided with

sufficient updated information to protect them from or / and cope with HIV / AIDS.

- IGSSS will ensure provision of voluntary counselling and testing facilities for all staff in each of the cities or nearby cities where it has an office (regional offices or field offices).

Confidentiality and Non-discrimination

IGSSS will maintain confidentiality about its staff going for HIV test. There will be no discrimination of whatsoever nature based on availing test facilities or result of the test.

Facilities to Family members

IGSSS will ensure provision of counselling and training of family members of the staff living with HIV/AIDS to facilitate better coping and provision of care.

IGSSS will also facilitate care and support for the orphans of the staff who died of AIDS through credible NGOs and support of the extended family.

Media Highlights



Sleeping rough, living tough

Deccan Herald (Bengaluru Edition), June 9, 2012

"Bangalore has two worlds. One that you (government, people) know, and another that you ignore," said Gowda, who spends the day clearing garbage and the night, waiting for dawn. Gowda, who had just slid under the many unmanned carts parked near the mosque in City Market, obliged to speak. Like most shelterless people, he was not informed of any of the five shelters the Bruhat Bangalore Mahanagara Palike (BBMP) operates for people like him.

Through the Lense

Kashmir Life, December 18, 2012.

The years of turmoil have wrecked havoc to all alike but they say, in the conflict women become the first casualty and the same happened in Kashmir. Women folk in Kashmir bore the brunt of conflict. This photo-feature is an attempt to highlight unidentified lands and unheard voices, highlight their plight and garner support for their well-being.

Youth Entrepreneurship: Still a long way to go in Kashmir

Kashmir Images, February 24, 2013

Starting from a scratch, Mymoona Akther, 32, today leads a self-help group that provides financial support to many families in Kralsangri-Nishat in Srinagar. She believes moral, financial and family support is must for women-entrepreneurship to flourish in valley.

Homeless many, shelters few

CK, DHNS, Jun 9, 2012

People sleeping on pavements are something that should have worried the city's municipal agencies. It had not. Not only has the Palike been lagging behind in providing shelters, but it is also been found that the five operational shelters are not in ideal locations as well.

Acknowledgment

Financial Donors

MISEREOR, Caritas Italiana, Dan Church Aid, Welthungerhilfe, European Union, ECHO, DKA – Austria, Irish Embassy, Ford Foundation, Stichting Kinderpostzegels Nederland (SKN), CORDAID, Apollo Foundation, MCKS Food For Hungry Foundation, Suzlon Synefra.

Government Agencies

Directorate of Municipal Administration, Delhi, Krishi Vigyan Kendra (KVK), Lakhimpur, Deputy Commissioner and Superintendent of Police, Chirang District, Assam, Jammu & Kashmir State Human Rights Commission, University of Kashmir, JK Entrepreneurship Development Institute, State information commission, DB Tech. Department of Agriculture, Department of Horticulture, Department of Health, Department of Education, Department of Veterinary, Collector's Office, SP Office, Jhabua. Officials from District Rural Development Agency, Gujarat State Veterinary department District & Block, District Rozgar Talim Kendra Baroda, MANGALAM MISSION, Panchayat Bhavan, Baroda, Government of Mizoram, Government of Tripura.

NGOs and Institutions

Goonj, Akshay Patra, Fosa Humanitarian Hospital, Alternative Law Forum, Common Purpose, Action for Food Production (AFPRO), The Panchayat Secretary, Toong - Naga Gram Panchayat, St. Joseph's Convent, Mangan, Koshish, JK coalition of civil societies, Centre for Law and Development, Ekta Parishad, Jan Sansthan, Jan Sahyog, Rural Development Institute (Orissa), Royal Institute of Health, Awareness and Education, Jan Chetna Sansthan, (Rajasthan), BAIF, Sadguru Foundation, Khedut Mazdoor Chetna Sangh, Adivasi Mukti Sangathan, Sampark, Concept Society (Madhya Pradesh), UN Women, Nirantar and Jagori (Delhi), Kuki Student Organization (KSO), Integrated Rural Management Association Nisarg- Training Institute, Baroda, Dr. Reddy Foundation, Gujarat Agricultural University Anand, Nyaya Darshan-Baroda, Behavioural Science Centre-Ahmedbad, Sai Institute of Tailoring –Baroda, State Bank of India- Pipaliya Branch, Jivan Darshan- Baroda, Catholic Ashram-Amodar, All Bru Civil Society Organizations of Mizoram, Bru community based organizations in IDP camps.

Media

NDTV, CNN-IBN, Deccan Herald, The Hindu, Vijaya Karnataka, Bangalore, Amar Ahom, Dainik Bhaskar, Nai Duniya, Patrika, Raj Express, Jagaran, Dabang Duniya, Gatwell, Live Media, Akashwani Kendra Indore, The Hornbill Express, Eimi Times.

Individuals

Mr. Badan Lahon, Smt Jayshree Kiyawat – Collector, Smt. Krishnavenu Desavatu – SP, Mr. Dhanraju S – CEO of Zilla Panchayat. Ms. Nirmala Solanki, Ms. Jacinta Canis, Advt. Jaimesh Oza, Mr. Francis Peter, Mr. Prahalad Vihol, Dr. Shukla, Office bearers of the Women's Saving & Credit Cooperative Ltd, Baroda, Albert Hoakip.

Annual Financial Report

ABRIDGED BALANCE SHEET

Particulars	Financial Year April 2012- March 2013 (Rs.) (Millions)	Financial Year April 2011- March 2012 (Rs.) (Millions)
SOURCES OF FUNDS		
IGSSS Funds	81.55	68.72
Foreign Grant (Unutilised)	16.08	17.87
Indian Grant (Unutilised)	(2.55)	(1.57)
TOTAL	95.08	85.02
APPLICATION OF FUNDS		
Fixed Assets (At Cost)	13.44	10.18
Investments	74.69	65.79
Current assets, Loans & Advances	6.95	9.05
TOTAL	95.08	85.02

ABRIDGED INCOME AND EXPENDITURE

Particulars	Financial Year April 2012- March 2013 (Rs.) (Millions)	Financial Year April 2011- March 2012 (Rs.) (Millions)
INCOME		
GRANTS Foreign	140.68	121.66
GRANTS Indian	3.90	3.95
Other Income (FC)	2.46	4.34
Other Income (Local)	5.94	6.11
Total	152.98	136.06
EXPENDITURE		
Expenditure met from Foreign Grant	140.72	122.53
Expenditure met from Indian Grant	3.90	3.95
Working Expenses -FC	0.93	4.43
Working Expenses -Indian	0.42	0.55
Depreciation	0.16	0.18
Excess of income over expenditure	-	-
Transferred to Appropriation account	6.85	4.42
Total	152.98	136.06

ABRIDGED RECEIPTS AND PAYMENTS

Particulars	Financial Year April 2012- March 2013 (Rs.) (Millions)	Financial Year April 2011- March 2012 (Rs.) (Millions)
RECEIPTS		
MISEREOR	100.22	96.13
Welthungerhilfe	8.53	5.35
DKA	1.76	1.37
SKN	0.60	0.53
Dan Church Aid	13.48	9.39
Ford Foundation	-	3.75
Label Step	0.90	0.75
European Union	4.98	-
Caritas Italiana	4.81	1.94
Irish Embassy	1.10	-
Institute of International Education	0.57	-
Samajik Suvidha Sangam (HCRC)	0.32	0.32
BBMP	0.35	-
Suzlon Foundation	0.91	1.10
Delhi Government projects	0.64	1.27
Apollo Tyres	0.26	-
MCKS	0.07	-
Others	13.71	9.77
Total	153.21	131.69
PAYMENTS		
MISEREOR Project	97.55	95.60
Welthungerhilfe Project	8.06	6.10
DKA Austria Project	1.30	1.26
SKN Project	0.22	0.40
DCA Project	14.49	8.57
Ford Foundation Project	2.70	0.28
Label Step Project	0.80	0.19
European Union Project	4.26	2.16
Caritas Italiana Project	2.95	0.81
Institute of International Education	0.44	-
Samajik Suvidha Sangam (HCRC) Project	-	0.13
BBMP Project	0.42	-
Suzlon DILSE Project	0.52	1.63
Delhi Government project (homeless)	2.32	1.93
Apollo Tyres	0.23	-
MCKS	0.10	-
Others	0.59	1.00
Addition to Fixed Assets	5.16	1.25
Working Expenses	4.29	3.13
Total	146.41	124.44

Program Intervention Areas



Baroda Office

A-13 Jyoti Park Society,
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