



 **maitri**
i n d i a
identity · dignity · respect

TO SEE A WORLD IN WHICH EACH INDIVIDUAL
LIVES WITH IDENTITY, DIGNITY, AND RESPECT



CONTENT


INTRODUCTION
MESSAGES FROM THE LEADERSHIP
HIGHLIGHTS
HOW YOUR MONEY IS SPENT
MAIN EVENTS
NEED OF THE HOUR
OUR HISTORY

OUR PROGRAMMES AND SERVICES

1. PROJECT JEEVAN
2. PROJECT SAMVEDANA
3. PROJECT ADHIKAR
4. PROJECT AWAAZ
5. PROJRECT SAHYOG
6. PROJECT MAITRIGRAM

PARTNERS AND KEY SPONSORS
IN THE WORDS OF OUR SUPPORTERS
HOW YOUR MONEY IS SPENT
MAITRI INDIA TEAM

HELP US HELP THEM
THE NEED OF MAITRI FRIENDS



With compassion and service anyone can turn vulnerability into humanitarian aid. At Maitri, we strive to use care, kindness and resources to give the marginalized in India a life of dignity and respect.

Maitri's mission is to act as a catalyst to enable access to basic rights to some of the most Marginalized and Vulnerable Populations in India including:

- 1) Women who are at the risk of facing Gender-Based Violence
- 2) Destitute and Elderly Women and Widows
- 3) Migrant Workers and their families in urban environments

OUR PROGRAMMES AND SERVICES

1. Project Jeevan – Care and support for Abandoned, Elderly Widows
2. Project Samvedana – Ending and preventing Domestic Violence in India
3. Project Adhikar – Facilitating Citizenship Rights for Migrant Workers in Ranchi
4. Project Awaaz – Targeted intervention for Migrant Workers in Delhi
5. Project Sahyog – Integrated HIV counseling and testing in Delhi
6. Project Maitrigram – Empowering Underserved Women and Children in Delhi

- A tax-exempt organization u/s 80 G (5) (vi) of Indian Government Income Tax Act, 1961
- A tax-exempt organization u/s 501 (c) (3) of United States Internal Revenue Code
- Empanelled with Tata Institute of Social Sciences
- Listed on GlobalGiving with a ranking of "Superstar"
- Listed with Guidestar and GiveIndia after meeting due diligence requirements

***Please visit www.maitriindia.org to learn more about our initiatives.
All data and financial figures are for the period April 2014 – March 2015***

MESSAGE FROM THE PRESIDENT - *10 years of success*

"It takes a lot of people to make a winning team. Everybody's contribution is important".

These words by Gary Goldberg are true. Collective efforts can help achieve milestones and set new goals to be arrived at. Having said this, I would like to applaud our Partners, Donors, Interns, Volunteers, Executive Advisory Board, Governing Council and the Staff for taking Maitri into its tenth year of success. You have driven our projects to higher levels of accomplishment and success.

All in all, Maitri has had an impacting year with the initiation of new projects, extending the reach of existing programmes and ensuring inclusion of Marginalized groups through our various outreach work. There are a number of challenges but the positive and collective approach can fix the existing gaps and uproot the prevalent social inequalities present in the society.

I would once again like to extend my gratitude to our Leadership, Staff and Supporters for becoming our partners in success through this decade long journey. We look forward to your continued support in future.



Lt. Gen Bhopinder Singh



FROM THE CEO'S DESK - *Maitri's committed approach*

In 2014, as part of Project Jeevan, we proudly inaugurated Maitri Ghar, an old age home for Elderly Widows in Vrindavan, and Ageing Resource Centre that aims to improve understanding of Ageing issues and improve the level of Geriatric care in India. This was made possible by the large outpouring of resources by individual and corporate donors after Maitri's work with the Widows in Vrindavan was brought to light by Aamir Khan on Satyamev Jayate. In the current year, we also extended our work in the slums of New Delhi to work with Vulnerable Women on Domestic Violence under Project Samvedna.

Maitri also initiated its second phase of Project Adhikar that aims to improve the lives of Rickshaw Pullers in Ranchi, Jharkhand by facilitating Citizenship Rights and financial inclusion for this group of migrant workers. In Project Awaaz and Project Sahyog, Maitri has worked with xxxxx Rickshaw Pullers and their families to ensure HIV/AIDS awareness, counseling, testing and HIV/AIDS treatment.

Keeping the increasing competitive atmosphere in mind, Maitri in our after school program with the initiative of Times of India has started holding English speaking classes for children living in nearby slums. Together with the English education, computer knowledge is also disseminated to Underprivileged Children through our new computer learning programme.



Sonal Singh Wadhwa



FROM THE EXECUTIVE DIRECTOR - *Envisioning the future*

Time flies. It is 10 years this year since Maitri came into existence. While the birth of Maitri was a joyous occasion, the journey has been full of challenges, heartache, and smiles. Heartache when we felt the pain of the people and the communities and smiles which they brought into our lives with their courage and fortitude. It has been a journey of learning to understand the issues and challenges these communities face in their everyday lives and to find solutions to those challenges. Further more, they have taught us that any situation can be overcome with resilience.

One of the key areas that Maitri will focus in the next year will be on strengthening partnerships with like minded organizations, donors and individuals to ensure that not only are our interventions successful but also sustainable with active involvement from all stakeholders



Winnie Singh.



HIGHLIGHTS

TOTAL NUMBER OF INDIVIDUALS SERVED

25,000+

MAITRI'S SERVICE STATISTICS

NO. OF MEALS SERVED
TO ABANDONED, AND
ELDERLY WIDOWS

42,300 +

TOTAL NUTRITIONAL
SUPPORT GIVEN TO
UNDERSERVED KIDS

7950+

NO. OF PATIENTS TESTED
AND COUNSELLED FOR
HIV AND STIs

4800+

NO. OF MIGRANT
WORKERS ENABLED WITH
CITIZENSHIP RIGHTS

5000 +

NUMBER OF PRIMARY
HEALTH SCREENING
BENEFICIARIES

10,610+

NO. OF ATTENDEES FOR
DOMESTIC VIOLENCE
AND SEXUAL HARASSE-
MENT WORKSHOPS

2000+

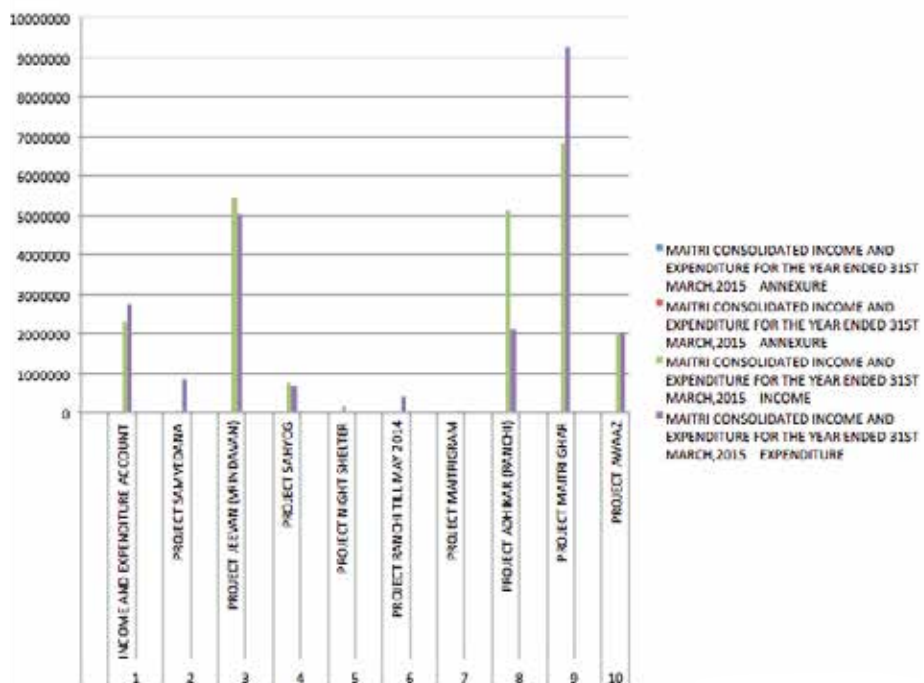
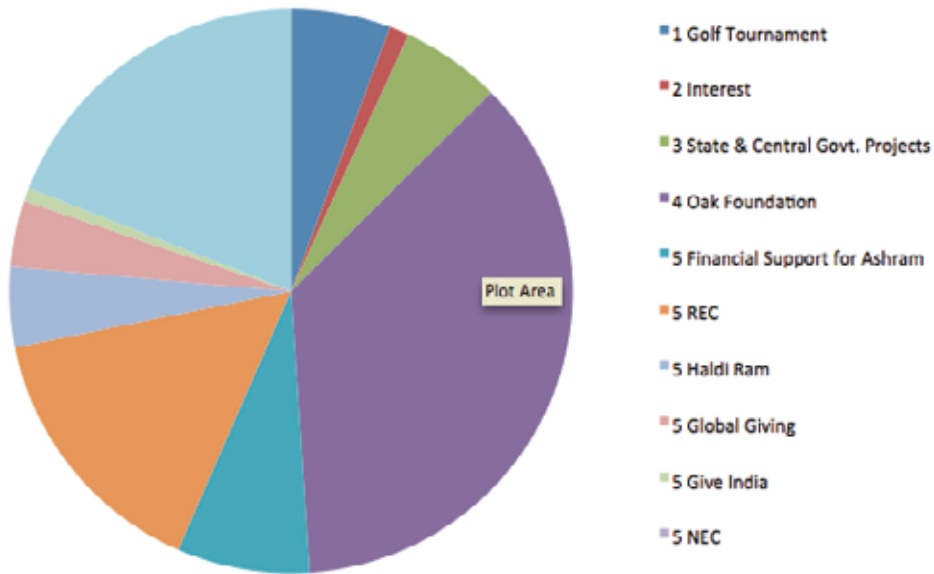
NO. OF UNDERSERVED WOMEN AND CHILDREN
EMPOWERED WITH EDUCATIONAL AND
VOCATIONAL TRAINING

150+

Behind each number is a story and it is your support that gives rise to possibilities and hope

HOW YOUR MONEY IS SPENT

Amount in INR



MAIN EVENTS

In March 2014, 20 underprivileged children from Maitri's after school programme were taken to The India Gate Park for a picnic by international interns in collaboration with Delhi Public School (Mathura Road) students. Activities for the children included group games and a picnic lunch.

Maitri Ghar, Maitri's Old Age Home in Vrindavan was inaugurated on the 16th of August 2014. 20 representatives from one of our key sponsors, Rural Electrical Corporation and 50 other guests graced the occasion. Local school children also attended the event. The guests along with 400 Widows enjoyed a special lunch to celebrate the occasion.

To demonstrate Corporate Social Responsibility, The Grand Hyatt in New Delhi visited Maitri's Tutorial Centre on the 27th of August 2014 to distribute snacks to 45 underserved students. Snack boxes included a samosa, fruit juice and muffin.

Four sensitization workshops on Gender, Domestic Violence and the Domestic Violence Act 2005 were conducted for the Special Frontier Force at Sirsawa, Bihar on 3rd September and Chakrata, Uttarakhand on 4th – 5th September 2014. Approximately 60 families and 605 Soldiers participated.

Maitri's Sexual harassment in the Workplace workshop at MPS, global leader of high-quality publishing solutions in Noida was held in November 2014. The workshop helped employees realize a need for a sexual harassment policy, and enforcement.

A Sexual Harassment in the Workplace Workshop at Amatra Spa, New Delhi was held in November 2014. Employees were educated on what should be considered sexual harassment and how to deal with sexual harassment effectively.

Maitri participated for the first time in the Airtel Delhi Half Marathon on the 23rd of November 2014. The India Cares Foundation connected Maitri to potential corporate sponsors, and was able to use ADHM as an important platform for visibility and potential fundraising.

In December 2014, Maitri organized its 11th Annual Golf Tournament at Qutab Golf Course, New Delhi to raise funds and awareness for our programme with Abandoned Widows. Golf enthusiasts came together to show solidarity for the cause.

In December 2014, Maitri presented at the UNFPA Conclave, 'Old Age, India's Elderly, Dignity and security' on its experience and work with Project Jeevan - Widows in Vrindavan.

Maitri attended the International Human Rights Day celebration at National Law University, Dwarka, on 10th December 2014 along with 15 different NGOs. The main objective for the celebration was to motivate people to take positive and peaceful action in support of Human Rights.

In January 2015, 4 students from Amity International School, Mayur Vihar and members of Clean Hands Campaign visited 3 of our Tutorial Centres to talk about hand hygiene with students. Activities were conducted to illustrate proper handwashing methods in an interactive way.


Interactions and gatherings were held with Underserved Women in the slums of Ekta Vihar to discuss Gender Discrimination, Domestic Violence as well as the benefits of having small families. Women came forward to discuss their concerns, including lack of clean drinking water, sanitation facilities, and husbands' addiction to substance abuse and/or gambling.

On the 19th of February 2015, Maitri welcomed Media Public Alliance, national and international media and NGOs to our project with women and children in Ekta Vihar slum in New Delhi as part of a workshop on Mainstreaming Gender in Media in India. Women from Ekta Vihar talked about the challenges such as inadequate sanitation and safety concerns.

Maitri's medical interns raised awareness in February 2015 on Health and Hygiene for women and girls, particularly on menstruation, proper disposal of sanitary napkins, and birth control methods. They were taught about the ill effects of multiple births and were encouraged to have small families.

Maitri celebrated Holi with Abandoned Widows on 4th March 2015 at Maitri Ghar in Vrindavan. Holi brought cheer, joy, and color to the widows abandoned by their families and excluded from society. Maitri family and friends welcomed them into the community where they are recognised as women and looked upon with respect and dignity.

NWYA (NSG Wives Welfare Association) organized International Women's Day and invited Maitri to discuss the Domestic Violence Act, 2005. Also, Maitri conducted a workshop for NSG families on 9 March 2015 in Manesar. The aim was to sensitize families and empower them to respond accurately to Domestic Violence, including taking of legal recourse when necessary.

A woman wearing a red and yellow sari is shown from the waist down, working with a wooden tool. The background is a blurred wooden structure.

In spite of India being the fastest growing economy in the world, the dominant social, cultural and religious inequalities continue to rule and hinder the overall development of the nation in more than one way. There has been a rapid advance in the standard of living of people but these advances are very much limited to a certain class, section, location and gender of people. There has definitely been growth; however this growth is not a holistic or inclusive one.

India currently has the world's second largest population and is the only developing country with the highest youth population of 356 million of 10-24 year olds and has a second largest population of Elderly persons, with over 70 million persons aged sixty or above and 55 percent of women aged sixty and above who are Widows and face extreme form of cultural and social marginalization and violence. However, the basic needs of the potent population and the dependent (Elderly) population are hardly met. With limited access to educational, medical health care, economic opportunities and lack of strict implementation of laws for both Gender Based Violence and Violence Against Elders, it deters certain sections of the population from growing and puts them in the fear of vulnerability.

The understanding and recognition of critical issues are certainly there. The Government with the help of policy and lawmakers is making provisions and creating Awareness to cater towards the needs of these Marginalized and Vulnerable sections of society. The growing challenges in the society have encouraged other social institutions like NGOs to step in and contribute towards uplifting the Underprivileged. As per the latest reports, at present, around 3.3 million are working across India for the welfare of society.

Even still, millions of individuals in India live in conditions, which are not conclusive to Dignity and Respect. A large number of children are devoid of Supportive Education and many Underserved Communities including Migrant Workers and their families' keep on struggling with disease, poverty, abuse, abandonment and neglect. Instead of living a dignified life and attaining their Rights, they face adverse conditions. Life is almost lost in these circumstances.

THE NEED OF THE HOUR



OUR BEGINNING

Since its inception, Maitri India has benefited more than 50,000 Vulnerable individuals across the country.

Maitri India originated from a desire to help the Uniformed Services fight HIV within the personnel which Lt Gen. Bhopinder Singh (Retd) and Mrs Winnie Singh helped pioneer. Today, the organization comprises a team of passionate social workers, led by Mrs Sonal Singh Wadhwa, committed to working with Vulnerable Populations in India.

Maitri India was formally established in 2005 and has since worked with individuals on the issues of social and health inequities and Public Health concerns through Education, Community Outreach, Networking, and Legal Advocacy. Maitri's work is organized under three main pillars: Violence against Women, Underserved Communities and Migrant Workers. The organization has been addressing the issue of Violence against Women (especially in the Uniformed Services) running a Victim Support and Victim to Survivor programme, and promoting Dignity and Support for Abandoned Elderly Widows in Vrindavan (Mathura, India).

Our initiatives with Migrant Workers include facilitating access to Citizenship Rights to ensure access to Basic Rights including Healthcare to Vulnerable Migrant Populations like Rickshaw Pullers, and providing Educational and Skill-Enhancement opportunities for Underserved Children and women respectively. We also run an Integrated Counseling and Testing Centre (ICTC) for HIV/AIDS.

NGOs' intervention and contribution towards the Upliftment of the Marginalized and the most Vulnerable Sections of society has been immense. The most important preliminary steps have been taken in the direction of social equality or inclusiveness. What is needed now are even more hands, involvement, support and economic partnerships from individuals of all strata in society. The role and engagement of youth with their distinct and creative ideas and a strong determination of eliminating social problems is the need of the hour - An approach which helps in improving the educational standards and making it more accessible for Underprivileged Children, a voice which shouts for the rights of the economically Vulnerable, a collective voice which is against Gender Based Violence or any sort of violence and a thinking which value the Elderly.

Vrindavan is home to an estimated 15,000 Destitute Widows. Often viewed as cursed and inauspicious, many Widows are abused and driven out of their homes, despite legal protection afforded by the Maintenance and Welfare of Parents and Senior Citizens Act. Abandoned by their families, they often end up in Vrindavan, where they supplement their meagre earnings from singing bhajans (religious songs) and begging. In 2012, the plight of Widows caught the attention of the Supreme Court of India, and subsequent findings by the National Commission for Women cast light on the deprivation and inhumane treatment that Vrindavan's Widows undergo. Since 2010, Maitri has worked to promote Dignity and Respect for Widows by providing Nutrition, Health Care, Basic Necessities, Shelter and access to Citizenship Rights. Maitri ensures that Widows can receive the Government Benefits they are due, gives them opportunities for Income-Generation, and performs their last rites and funeral services according to their religious beliefs.



PROJECT
JEEVAN

PROJECT JEEVAN

CARE AND SUPPORT FOR ABANDONED AND ELDERLY WIDOWS IN VRINDAVAN

PIVOTAL CHANGES

While Maitri has worked with over 300 Widows in Vrindavan this year, it has been able to provide even more holistic care through the construction of Maitri Ghar and Ageing Resource Centre. With the inauguration of Maitri Ghar in August 2014, the new home will also facilitate Skill Enhancement and Income-Generating opportunities. Before coming to Maitri Ghar, Widows often suffered from various ailments and digestive issues, because of poor sanitation and the lack of nutrition. Many of these health issues have been alleviated on them coming to Maitri Ghar. The hygienic living conditions and comfort at the Old Age Home have also drastically lowered the rate of Widows needing pressing medical assistance; in the past year, only 25 mothers have needed to visit the hospital for emergency care. More importantly, because of Shelter and Care a large number of Widows now refrain from begging.

PROGRAMME HIGHLIGHTS AND ACHIEVEMENTS

Nutrition and Hygiene

Although many Widows still suffer from chronic health problems, those in Maitri Ghar have access to prompt attention from staff and hygienic living conditions that promote better General Health. All resident Widows of the Old Age Home are given 200ml of milk, two rusk biscuits, and a nightly bowl of murmura (rice puffs) each day.

Vrindavan and Radhakund

Maitri continues to provide Widows in Radhakund and Vrindavan with daily mid day meals, fruit thrice a week, health care, nutritional supplements, saris twice a year, shawls and blankets. Maitri also held celebrations for various festivals including Diwali and Holi in Vrindavan and Radha Kund. During these events Widows were served special meals and received gifts such as clothing and other essentials.

Communications and Advocacy

- Internationally renowned fashion designer Rohit Baal pledged his support to Project Jeevan with a call to action to the general public captured on film that is published on all of Maitri's online platforms.

- Maitri participated in The Airtel Delhi Half Marathon for the first time in November 2014. Towards this endeavor, Indian Model, Sonalika Sahay, represented Maitri as a celebrity spokesperson at the ADHM Press Conference and shared about our work with Elderly Widows in Vrindavan.

- In December 2014, Maitri organized its 11th Annual Golf Tournament with the aim to generate awareness and fundraising. The event received generous support from its sponsors and participants.

300

WOMEN ENROLLED

42,340

MID DAY MEALS
DISTRIBUTED

157

SARIS DISTRIBUTED

340

BLANKETS AND
QUILTS DISTRIBUTED

232

BATHING SOAPS AND
SHAMPOOS GIVEN

13,800

FRUITS SERVED

150

NO. OF WIDOWS
IN MAITRI GHAR

20

NO. OF HEALTH
CARE CHECK UPS



HEALTH CAMP



HOLI CELEBRATION



MID DAY MEAL PROGRAMME



CONSTRUCTION OF MAITRI GHAR IN RADHA KUND



MAITRI GHAR INAUGURATION

MOVING FORWARD

With the enormous support received, Maitri is in the midst of remodeling its temporary shelter in , Radha Kund into a permanent Old Age Home to house an additional 70 Abandoned Widows there.

A NEED FOR SOMEONE TO LISTEN

When 80-year-old Radha complained of a stomach ache, Maitri's caregivers responded attentively. Upon testing at the hospital it was determined that she had a stone in her gall bladder. When the hospital referred her to another clinic for an operation, Maitri staff arranged for her to be transferred to her home town, keeping her age in view.

The operation was successful, and Radha is now back with those who support her at Maitri Ghar where she is receiving post operation care, showing good signs of recovery. The supportive staff and hygienic conditions at Maitri Ghar offer a healing and comfortable environment for those who have been forgotten by others, especially their family.

Radha, even in her old age uses her strength to help other widows in need and brings hope into their lives.



PROJECT SAMVEDANA



Domestic Violence in India is endemic. About once every five minutes an incident of Domestic Violence is reported in India, under its legal definition of "cruelty by husband or his relatives states India's National Crime Records Bureau. The burden is substantial, constituting a national problem of varying degrees and kinds. In spite of marked change and efforts at individual, community and institutional levels the issue of Domestic Violence is still prevalent at large. Contributing factors include patriarchal societal mindsets, dowry demands, culture, and lack of awareness. The devastating consequences that Domestic Violence has on women's development and on societies as a whole are slowly coming to light.

In Maitri's Domestic Violence programme, we envision a world in which Violence Against Women is prevented and ends. Maitri's initiative includes: (1) Eliminating Domestic Violence (2) Engaging men and boys in combating Domestic Violence (3) Domestic Violence Awareness (4) Creating women leaders that are empowered to take this movement forward

PROJECT SAMVEDANA

ENDING AND PREVENTING DOMESTIC VIOLENCE IN INDIA

PIVOTAL CHANGES

In continuing to uphold its comprehensive and inclusive approach to ending Violence Against Women, Maitri's work over the past year included Gender Sensitisation campaigns for men, promoting continued Education for women, Vocational Training to facilitate access to economic independence, Rights-based Workshops, Sexual Harassment in the Workplace Act presentations, and direct Outreach in local slums.

Maitri is also uniquely positioned to work together with the Uniformed Services in India, in campaigns against Violence Against Women. Recognizing that men and boys are an integral part of lasting social change and Gender Equity, Maitri has continued to press for the greater involvement of men and boys in its efforts.

PROGRAMME HIGHLIGHTS AND ACHIEVEMENTS

Sexual Harassment in the Workplace Act

In 2014 Maitri has educated employees and employers in various insitutions on the rights provisioned in the Sexual Harassment in the Workplace Act. At MPS Noida, Maitri's workshop helped MPS trainers understand the need for a Sexual Harassment Policy, as well as adequate communication and enforcement to ensure its effectiveness. The workshop also covered the need for a complaint committee, employee sensitization on the complaint channel, and a sensing mechanism. At Amatra, Delhi, Maitri conducted another workshop to educate employees on what they should consider Sexual Harassment, how to deal with the issue effectively, and steps to avoid the occurrence of similar cases in the future.

Domestic Violence Workshops, and Engaging Men and Boys

Maitri conducted four workshops on Gender Sensitization, Domestic Violence, and the 2005 Protection of Women from Domestic Violence Act with the Special Frontier Force (SFF) at Sirsawa on 3rd September and again in Chakrata on 4th-5th September 2014. Approximately 60 families and 605 soldiers participated in the discussion. Maitri received a substantial number of calls afterwards seeking clarification, guidance and support in Domestic Violence cases. As a result, a support base for Victims of Domestic Violence has been created between Maitri and the SFF Personnel. Maitri also conducted a workshop on Domestic Violence for the families of NSG in Manesar on 9 March 2015. In addition, the NWYA (NSG Wives Welfare Association) invited Maitri to discuss the protection of women under the Domestic Violence Act for International Women's Day. The workshop sensitized families about the types of violence and the how to utilize legal recourse.

3000

NO. OF INDIVIDUALS SERVED

10

NO. OF LEGAL COUNSELLINGS

15

NO. OF WORKSHOPS CONDUCTED

4

NO. OF TRANINGS CONDUCTED

38

NO. OF DOMESTIC VIOLENCE CASES

2500

NO. OF ATTENDEES AT WORKSHOPS

SEXUAL HARASSMENT COMMITTEES MAITRI IS PART OF: MPS NOIDA, CAPART, AMATTRA, DELHI POLICE, KENDRA VIDYALAYA (INA)



SEXUAL HARASSMENT TRAINING AT MPS



WORKSHOP



OUTREACH IN SLUM AREAS

Helpline

Maitri continues to offer a helpline for Victims of Domestic Violence, allowing Victims and Survivors to call-in for counselling or help set up an appointment to further discuss their situation.

Direct Outreach in Slums

By reaching out to women in environments where they feel comfortable, Maitri has been able to build the trust and relationships needed to implement effective programmes in the slums. On February 16th, 2015, Maitri hosted a meeting with women in Ekta Vihar (slum cluster in New Delhi) to discuss issues such as discrimination, domestic violence, and other forms of violence in society. The event also offered an opportunity for the women to voice some of their day-to-day issues that they faced such as lack of clean drinking water or toilet facilities, husbands with alcoholism/drug addiction/gambling addiction problems, and child marriage. Currently, 10 underserved women have signed up with Maitri to be trained for a period of 8 months on Empowerment and General Awareness.

On February 19th 2015, Project Samvedana's outreach site was visited by the Public Media Alliance along with other NGOs as part of a workshop on Mainstreaming Gender in Media in India. The women of Ekta Vihar talked about the challenges they faced, including the lack of sanitation and safety.

A run for life

Rose's will to live a life that she desired enabled her to be courageous and walk out of a reality filled with abuse and fear.

Three years ago, Rose was a traumatized victim of domestic violence – locked in her room, slapped and beaten with rods; all her money taken away; not given a phone; and the list goes on. All this she endured because she refused to give in to an arranged marriage with someone from her own caste and had chosen a partner of her own.

A chance moment when her brother forgot to lock her bedroom door gave Rose an opportunity to leave her situation of domestic violence and find refuge with Maitri. The friendly reassurance and support she got here led her to a job with us, after which she filed for a protection order against her family. Since then, her family has never tried to contact her again.

With the assurance of new peers at Maitri, she now has made her way to Germany to be with her husband after years of being apart. While she searches for a job, she attends German language classes. Rose continues to shore up her self-respect and is exemplary to other women especially in her stand to not live a life of degradation.





PROJECT ADHIKAR

Poor socio-economic status, migration history, a lack of permanent settlement, and a lack of social capital found within the Migrant Worker population present a unique set of challenges. The very factors that are crippling Migrant Workers are also the reason they are marginalized and denied of their Citizenship Rights by the government. Maitri has been concerned with the violation of Rights and Dignity of the Rickshaw Pullers, one of the most voiceless urban Migrant Population segments in India. To address these problems, Maitri launched Project Awaaz in 2009, a programme to help address the vulnerabilities of New Delhi's Rickshaw Pullers. The success of this programme has encouraged Maitri India to expand its efforts to include Rickshaw Pullers in Ranchi Municipal Corporation in the state of Jharkhand under Project Adhikar.

PROJECT ADHIKAR

FACILITATING CITIZENSHIP RIGHTS FOR MIGRANT WORKERS IN RANCHI

PIVOTAL CHANGES

The findings of Project Adhikar's feasibility study in 2012 - 2013 led to the development and implementation of Maitri's programme in January 2015 for Rickshaw Pullers that includes access to Medical Care, Government and Financial Institutional Services, improved Shelter and Sanitation, and other Citizenship Rights. Project Adhikar received additional grant support in June 2014 from the Oak Foundation, for three years to continue its work to "Secure Citizenship Rights of Rickshaw Pullers in Ranchi" in the city of Jharkhand. With the new grant, Project Adhikar has aimed to improve the lives of approximately 15,000 Rickshaw Pullers through the facilitation of access to Citizenship Rights and other Basic Rights including the Right to Shelter, Sanitation and Financial Inclusion.

PROGRAMME HIGHLIGHTS AND ACHIEVEMENTS

Health Camps

Maitri organised 19 health camps in 2014-2015 with the goal to promote Health Seeking Behaviour, which served a total of 1345 Rickshaw-Pullers with consultations and medicines. These camps were organised at various garages in Ranchi city. Serious cases were referred to Sadar Hospital and Rajendra Institute of Medical Sciences (RIMS).

Jan-Dhan Yojana - Opening Zero balance Bank Accounts

Maitri India facilitated Rickshaw-Pullers in opening Jan Dhan zero balance bank accounts, both with the help of the Universal ID cards and directly with other identity cards available.

Rashtriya Swasthaya Bima Yojana (RSBY) camps

Maitri registered Rickshaw Pullers for the RSBY Smart card in collaboration with the Labour Department, Chola MS and Garage owners. RSBY is a Central Government sponsored scheme to provide health insurance coverage to Rickshaw Pullers and other below poverty line sectors. Health Camps were organised in collaboration with RSBY to create awareness of the RSBY Smart Card.

Improving Living Conditions in Rickshaw Garages

Maitri India is mobilising garage owners to improve living conditions for Rickshaw Pullers in the garage in collaboration with other stakeholders. Earthen pots were donated to select garages for cool drinking water.

Formation of Ranchi Rickshaw Garage Owners Union

Maitri India took the initiative to mobilise Rickshaw Garage Owners to unite and address the issues of Rickshaw Pullers and to improve the living conditions of Rickshaw Pullers in garages. The Union was formed on 15th March 2015 in the presence of Maitri India's team.

21

NO. OF BANK
ACCOUNTS OPENED

545

NO. OF RSBY CAMP
ATTENDEES

19

NO. OF HEALTH
CAMPS

1469

NO. OF HEALTH
CAMP ATTENDEES



Communication and Advocacy

On February 18 2015, Maitri India mobilised Rickshaw Garage Owners in a meeting with Urban Development Minister Mr C P Singh to appraise him about the problems faced by Rickshaw Pullers, including the recent ban imposed by traffic police that prohibits rickshaws from plying on Main Roads.

MOVING FORWARD

Moving forward Project Adhikar has identified three focus areas, including: Promoting access to the receipt of Citizenship Rights, improving the living conditions for the Rickshaw Puller community, and advocating for Basic services and Human Rights. Maitri will work to organize Rickshaw Pullers to enable them to assert their identity and increase access to Citizenship Rights. This will be done through ensuring that the Rickshaw Pullers have an ID card enabling them to claim basic entitlements, the Rickshaw Pullers are registered under the Public Distribution System and receive subsidised food /non-food items on a regular basis, the Rickshaw Pullers and their families receive coverage under the National Health Insurance Scheme. Although invisible as an issue, the appalling living and working conditions contribute to the marginalized status of the Rickshaw Puller community. As part of our effort to improve these conditions, Maitri will engage with: garage owners, the Ranchi Municipal Corporation, the Department of Urban Planning and Development, Ekjut, Institute for Transportation and Development Policy and the Resource Centre on Urban Poor and Homeless . Each agency can play a pivotal role in creating better living conditions for the Rickshaw Puller community and their families. Historically the low socio-economic status of Rickshaw Pullers has denied them access to Basic Services and Human Rights. Maitri's efforts to fill this gap will be focused on creating more access to financial institutions and health clinics as well as strengthening the legal voice of the Rickshaw Puller community.

A desire for future opportunity

Ram, age 32, is a Rickshaw Puller who has been struggling for over 14 years. He is the only bread winner of his family and came into this profession at the age of 14. He stays in Ranchi, with his family, and sisters whose marriage is his responsibility. Ram strives to keep his wife happy and does his best to keep his two children in school. He says "In one day with a lot of hard work I earn Rs 500. But that is only sometimes but I believe I can do more with the opportunities I have." The per day earning can get food to his family but cannot bring other necessities of life. He says rickshaw pulling gave him a platform to sustain his life but now as the expenses increase, it is difficult to support his family. Ram is impressed with Maitri's work and has been associated with us since 2012. This was when he got his UID and was enrolled for RSBY in March 2014 and Jan Dhan Yojna (Zero balance bank account) in November 14. Ram hopes that Maitri can help with the Rights of Rickshaw Pullers always. He is now able to save some amount of money in his bank account for his family and is now in the process of applying for UID cards for his family too.



A man wearing a white t-shirt and a red turban is sitting in a blue rickshaw. He is looking down and counting a stack of Indian Rupee banknotes. The rickshaw has a blue frame and a yellow cloth hanging from the back. The background is slightly blurred, showing what appears to be a street scene.

PROJECT AWAAZ

As a population characterized by high mobility and peer-driven high-risk behaviors, Migrant Workers are often affected by structural factors that make them highly vulnerable to HIV and other STIs. In fact, Migrant Workers suffer from an HIV prevalence rate that is eight times higher than that of the general population, at 2.35%, and are more likely to have non-regular partners or to visit sex workers. In addition, 13% of migrant men who report engaging in transactional sex are married, as are 34% of those reporting non-spousal sex within the last 12 months, which puts their partners at risk as well. Since 2009, Maitri has been providing services in prevention, counseling, treatment, awareness, and support for Migrants in central Delhi, focusing primarily on Rickshaw Pullers. Project Awaaz aims to increase awareness among the target population on sexuality, responsible sexual behavior, STIs and HIV / AIDS, prevent HIV transmission among Migrants, reduce STI infection through counseling and treatment, increase access to condoms through non-traditional outlets, and strengthen linkages between target populations and Health Service Providers.

PROJECT AWAAZ

TARGETED INTERVENTION FOR MIGRANT WORKERS IN DELHI

PIVOTAL CHANGES

Maitri is implementing Project 'Awaaz' in the Central District of Delhi, home to approximately 200,000 Migrant Workers. Most of the Migrants are from surrounding states in India, and often return home for major festivals, celebrations, and seasonal harvesting. This year Maitri has implemented ongoing-outreach, condom promotion, behaviour change communication activities, and diagnosis and treatment of HIV/STIs in Karol Bagh, Basant Road, Aram Bagh, RK Ashram Metro Station, Pahar Ganj, Ajmeri Gate, New Delhi Railway Station, Nabi Karim, Kamla Market, GB Road, Farash Khana, Himmatt Garh, and Mata Sundri. For patients needing further services, linkages have been provided to government integrated testing and counselling centres, anti retroviral centres, community care centres, and drug rehabilitation centres, among others.

PROGRAMME HIGHLIGHTS AND ACHIEVEMENTS

Altogether 27, 221 Migrants have been registered and provided with services from the time of project inception. This past year, Maitri served 14,589 newly registered Migrants with group sessions, health camps, STI treatment, HIV testing and counseling, and linkages to Antri Retroviral Centres for those tested positive.

MOVING FORWARD

Maitri plans to continue its provision of services to Migrant Workers, both those who were previously registered and those to be registered in the coming months. Maitri aims to have at least 60% of all newly registered migrants visiting health centres, with at least 10% of all clinic visitors receiving treatment for STI infection. As always, Maitri's goal is to refer 100% of all beneficiaries who test positive for HIV to Anti Retroviral Treatment (ART) providers. Finally, to promote condom distribution and use, Maitri is targeting at least 50 new outlets for condom distribution established each month in the coming year.

14, 589

NO. OF MIGRANT
WORKERS REGISTERED

5602

GROUP SESSIONS
CONDUCTED

200

NO. OF CLINICS
CONDUCTED

8287

WORKERS WHO
ACCESSED CLINICS

386

NO. OF INDIVIDUALS
TESTED FOR STIS

1819

NO. OF INDIVIDUALS
TESTED FOR HIV

21

NO. OF INDIVIDUALS
FOUND POSITIVE

11

NO. OF INDIVIDUALS
ON ART



A New Life

Sanjay, 35, left his home and came to Delhi in 2010 seeking a better life for his parents, wife, and three children. Coming from a very poor family where even the basic necessities were scarce, he hoped to find a job where he could support his family. Upon reaching Delhi, Sanjay found work pulling rickshaws. After a while he began feeling weak and around this time Maitri approached him to get tested for HIV. Sanjay's results came back positive. As is the experience of many who receive this news, he says, "I was shocked and I didn't understand what to do." Given this difficult news, Sanjay felt that his only option was suicide. As part of their HIV prevention and treatment efforts, Maitri provides counseling for every person who is tested and does ongoing follow up with those who are HIV positive. It was through this counseling that Sanjay learned about the possibility of living with HIV; news which Sanjay says allowed him to "start my life in a new way." Maitri facilitated Sanjay's registration with a social service agency that provides treatments and training on how to live a healthy life.

Today Sanjay says he feels that his health has become better and his weakness is gone. With the ongoing counseling with Maitri he has also learned about how HIV is spread and what he can do to prevent it. "Now I am living a better life and giving my children a better life. And now I am able to keep my children and wife away from HIV."



PROJECT SAHYOG



In Delhi, social, political, organizational, or occupational factors can act as barriers to or facilitators of an individual's vulnerability to HIV, reasons that the Delhi State AIDS Control Society (DSACS) cites Migrant Workers as one of the most at-risk populations for HIV. Maitri has worked to address the causes and consequences of HIV, focusing on Migrant Workers, as well as their families, in Delhi Cantonment of West District. Maitri's Counselling and Testing Centre (ICTC) began in 2009 in order to prevent HIV transmission among Rickshaw Pullers; increase awareness about sexuality; Responsible Sexual Behavior, HIV, and other STIs; reduce STI infection and increase Safe Sex Practices through condom promotion.

PROJECT SAHYOG

INTERGRATED HIV COUNSELLING AND TESTING

PIVOTAL CHANGES

Maitri conducted sixteen awareness and HIV testing camps in different intervention areas, aiming for twelve group sessions and four HIV testing camps in a month. Services provided included HIV testing and Counselling, Awareness-raising on HIV and HIV-related issues through unconventional approaches such as magic shows, and promoting condom use. Maitri also provided follow up services for those who tested positive for HIV, linking them to Government and medical centres for proper guidance and support.

PROGRAMME HIGHLIGHTS AND ACHIEVEMENTS

Counselling and Testing

Over the past year, Maitri held 7150 counselling sessions in which counsellors explained HIV/STI-related issues and safe sex practices. They encouraged people living with HIV to adhere to a healthy and nutritious diet, take their medicines regularly, and get adequate rest. Counsellors also discussed opportunistic infections (OIs) to ensure that patients understand and minimize exposure to risks. Maitri conducted 7033 HIV tests in 2014-2015, and identified 59 HIV positive persons.

Access to Treatment and Follow up Care

Maitri was able to link 50 HIV positive persons to Anti Retroviral Treatment (ART) by liaising with Aids Healthcare Foundation (AHF), Government Intergrated Counselling and Testing Centres (ICTCs) and the ART centre. The ICTC staff at Maitri are also consistently following up on the clients found HIV positive, ensuring they get the support they need in accessing their medicines, routine checkups, and linkages to the community care centre.

Condom Promotion

As part of its safe sex awareness campaign, Maitri distributed 29366 free condoms to all persons who underwent an HIV test. Condom demonstrations were provided, and magic shows were often used as an effective and unconventional means of promoting condom use.

144

NO. OF OUTREACH WORKERS

12

NO. OF MAGIC SHOWS CONDUCTED

7150

NO OF COUNSELLING SESSIONS DONE

7033

NO. OF HIV TESTS DONE

29366

NO. OF CONDOMS DISTRIBUTED

600

NO. OF STI PATIENTS SERVED

162

NO. OF TB PATIENTS SERVED

59

NO. OF INDIVIDUALS FOUND HIV +



MOVING FORWARD

For the coming year the ICTC has carefully created detailed goals to help increase the level and reach of our service. On a monthly basis, our ICTC will conduct at least 16 out-reach activities. Given the popularity and effectiveness of the “Magic Show” education platform, we will be using this medium twice each month. Additionally, Maitri’s ICTC will continue its focused effort of promoting HIV testing through administering 700 HIV tests and conducting approximately 700 counselling sessions monthly. 100% of cases with a positive result will be referred to the ART Centre. In an effort to promote healthy living, Maitri has committed to providing four health camps each month and to distribute 2,800 condoms.

The Aids Healthcare Foundation funding for Project Sahyog will extend through September 2015. At that point Maitri will submit a proposal requesting a further extension.

A plea for medical advocacy

10-year-old Pritpal received the life changing news that he, like his parents, was HIV positive. The same day, without waiting for the needed lab reports an organization started him on several medications. Shortly after Pritpal developed a rash over his entire body. Concerned, his aunt notified the agency. What followed was a frustrating experience of being sent from one hospital to another, only to be sent back- no one was willing to take responsibility; valuable time was being wasted and his condition was growing worse.

By the time his aunt reached out to Maitri, Pritpal was emaciated and had developed internal and external flared, pus-filled ulcers. An advocate at Maitri transported Pritpal to a trusted hospital after which he was transferred to a specialized care facility. With Maitri’s financial and intensive follow up support, he was able to receive the care he needed and has since been discharged from the facility, although he will continue to receive the treatment and care that he needs.

Currently, Pritpal is doing well physically and has been able to begin attending school again. Pritpal’s story shows how important a small amount of opportune advocacy can be.

Project Maitrigrām is a two-fold programme to alleviate poverty through Supportive Education and Vocational skills. Not only are Underprivileged Children usually first-generation learners with few resources at their disposal, but they spend a disproportionate amount of household income on tuition and school-related expenses. Furthermore, Government schools that these children attend are generally characterized by poor maintenance, dilapidated classrooms, lack of sanitation facilities, and unclean drinking water. These factors, among others, have led to alarmingly high dropout rates. Maitri provides an after school educational centre for Underprivileged School Children that has been providing tutorial support since 2008, with the goal of enhancing school performance and building greater interest in academics. The Vocational Training Centres, comprising the second part of Project Maitrigrām is aimed at providing women and girls with training to improve their Vocational abilities as skilled seamstresses. Upon satisfactory completion of the courses, participants are awarded diplomas that enable them to secure employment and/or avail soft loans to set up their own tailoring/embroidery units.



**PROJECT
MAITRIGRAM**

PROJECT MAITRIGRAM

EMPOWERING UNDERSERVED WOMEN AND CHILDREN IN DELHI

PIVOTAL CHANGES

Through Maitrigram, Maitri provides supportive educational tutoring, counselling and financial assistance to Underprivileged Children between ages 5 and 17 years, many of whom dream of becoming engineers, teachers, fashion designers, and more. Over the past fiscal year, Maitri has gained more quantitative and qualitative information about the students seeking services from our centres, particularly in the local slum of RK Puram, Sectors 6 and 7. With the new information, Maitri has been able to start new, better tailored programmes to engage these children. At present, Maitri is managing 3 co located Tutorial Centres . Maitri also provides essential financial support to meritorious students in the form of annual scholarships.

PROGRAMME HIGHLIGHTS AND ACHIEVEMENTS

Creating an Attractive Learning Environment

Maitri aims to create a motivational learning environment that addresses its students' needs in a comprehensive manner, from providing healthy snacks to organizing competitions and events that encourage teamwork and meritorious development. In January 2015, Maitri introduced computer classes for underserved children that uses information technology to facilitate the learning process and to introduce basic computer knowledge. Experience has shown that computer learning has a positive impact on the children's learning, motivation, concentration and application. The programme provides 65 children with access to computers twice a week on a regular basis. Next, representatives from New Delhi's Grand Hyatt visited Maitri's Tutorial Centre and generously distributed snacks to 45 children registered with Project Maitrigram.

Merit-based Scholarships

Maitri awards annual scholarships for meritorious students to counteract any financial obstacles to their education. Thirteen students received scholarships of Rs. 6000/- in October 2014.

Creating Opportunities for Young People

In collaboration with Teach India, Maitri started a spoken English class in February 2015 with young people between 18 and 32 years in the slums. The aim of the 3-month course in English is to provide young people with a skill they can leverage for better or gainful employment to secure themselves, their futures and their families.

339

NO. OF UNDERSERVED
CHILDREN ENROLLED

8639

NO. OF NUTRITIONAL
SNACKS DISTRIBUTED

14

NO. OF VOLUNTEERS

65

NO. OF WOMEN
ENROLLED

11

NO. OF YOUTH ENROLLED IN TAJ HOTEL'S HOSPITALITY
TRAINING PROGRAMME



GOING FORWARD

As more than two out of every three children in India are physically abused by a care-giver or a parent—and even more are neglected—Maitri plans to offer a counselling facility through its programme, to encourage students against delinquent behaviors, substance abuse, and to attend school with regularity.

Working toward a brighter future

Pooja is a 12-year-old girl in 7th grade, studying in a government school. She loves drawing as well as playing badminton and cricket. One of her favorite hobbies is to read books. Her father works as a driver and her mother is a homemaker. The family income is very low and as result she is unable to receive the supportive education she needs and deserves.

Pooja has been attending Maitri's tutorial classes for seven years and is a wonderful addition to the tutorial. Her aim is to become an IAS officer and she is working hard towards this goal. Since her involvement with Maitri's tutorial centre, Pooja has given good results in her exams and has received scholarship awards from Maitri. Through the extra help her English speaking skills have improved immensely.

Pooja says that she looks forward to continuing her classes with Maitri every day and receiving the constant help with her studies. She is very thankful to Maitri's after-school programme for helping her improve her reading skills and her knowledge. She also really enjoys the snacks that are provided each day!

Maitri is focused on improving the education of children from lower socio-economic households. One of the primary goals is to encourage students like Pooja to continue with their education and teach them the necessary skills to do so.



THANK YOU DONORS

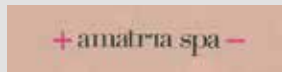
YOU ARE RESPONSIBLE FOR THE AMAZING THINGS HAPPENING AT MAITRI INDIA.
WE ARE IMMENSELY GRATEFUL FOR YOUR SUPPORT AND PARTNERSHIP IN OUR WORK.

STRATEGIC PARTNERS

KEY SPONSORS



AIDS CONTROL SOCIETY
CATALYST FOUNDATION



MEDIA RECOGNITION

DECCAN HERALD

August 5th 2014 - Archana Mishra of the Deccan Herald reports on the 181 Women's Helpline Number in "Helping hand to Victims of Violence." At the time it was reported that close to 14,000 cases of sexual violence and 9,000 cases of domestic violence were registered through the helpline at police stations throughout Delhi. The article discusses both praise and criticism of the response to Violence Against Women. Monica Joshi, Maitri's legal expert is quoted in the article giving light to the fact that it is after the report is made that "the real battle begins."



October 29th 2014 - BBC News India's "100 Women 2014: Violence at home is India's 'failing'" looks at the increasing rates of Domestic Violence reports in India. Maitri is highlighted as an NGO that reached out to a survivor of Domestic Violence and helped them to find safety and rebuild their life. Monica Joshi, Maitri's legal advocate, is quoted in the article speaking to the fact that many cases still go unreported. She further discusses how patriarchy plays a role in Domestic Violence.

Business Standard

March 2nd 2015 - In the article "Five Braveheart Women Felicitated," the Business Standard reports on an event hosted by SLR Diagnostics that celebrated five women who had overcome various forms of oppression or violence. The event was meant to raise awareness of the "urgent need for action to propagate the prominence of preventive healthcare in women." Anna Marie Lopes, one of Maitri's own, was highlighted as a "Woman of Substance." Her work fighting for the rights of others through communications and media as a member of the Maitri organization were recognized.



March 2nd 2015 - DNA's "HIV-Positive Rickshaw Puller Blames Lack of Awareness for his Condition" offers a glimpse into some of the issues experienced by the Rickshaw Puller community. Through interviewing a young man who contracted HIV the article highlights the fact that many within this community lack awareness about how to stay safe. Resham, one of Maitri's project managers, is quoted in the article discussing how Maitri was able to offer assistance in this specific case and the ongoing efforts within the Rickshaw Puller community to raise awareness and understanding.

HELP US HELP THEM

LOVE AND KINDESS ARE THE VERY BASIS OF SOCIETY – DALAI LAMA

For 10 years, Maitri India have been committed to supporting Vulnerable Populations across India. How ever, we need regular support from friends, corporate partners, the government and foundations to enable us continue our work.

SPONSORSHIP AND DONATIONS

Various sponsorship and donation options are available. You can make a donation over our website, send us a cheque or do a direct bank transfer to Maitri's account. Some of Maitri's projects are also present on GlobalGiving and GiveIndia's portal through which donations can be made as online.

FUNDRAISING

Without the necessary financial ability, doing what we do becomes close to impossible. But thankfully there are those who stand by us in support.

CORPORATE PARTNERSHIPS

Maitri offers socially engaged companies exposure and a mutually beneficial relationship. Corporate funding allows us to continue our vital work on behalf of the communities we work with, while a socially responsible ethos is nurtured with partner companies; an ethos that reflects positively on each company, not only within the marketplace, but among employees, customers and the general public. We strive to build long-term sustainable relationships with our corporate partners. For further information please contact us.

FOUNDATIONS

Maitri India is mainly financed through individual contributions. In order to diversify and broaden our donor base we also seek the support of foundations and public institutions. This increases our resources and improves the lives of more individuals in need. We engage with foundations to build partnerships, ensuring that more of our programmes remain sustainable in the long-term. This in turn will enable us to increase our impact.

OTHER WAYS YOU CAN HELP:

1. Be an ambassador of Maitri India and spread the word about us in your community
2. Follow, engage with us and share our posts on Social media
3. Sign up as a volunteer at our head office
4. Provide PR and branding opportunities for our communications
5. Intern or volunteer with us.

For further information please contact Maitri India. You will find more information at www.maitri-india.org or send an email to maitri.india@maitri.org.in. Thank you very much for your support!

IN THE WORDS OF OUR SUPPORTERS



Mathew Cherian, CEO, HelpAge India

"Maitri has built up a fairly good home to look after widows which is highly appreciated."

Yuvraj Singh Ahuja, Frontier Polymers, New Delhi

"If equal affection cannot be, let the more loving one be me." - W.H. Auden

I believe in Maitri, the organisation and I believe in the people behind this organisation; people who selflessly work towards bringing joy to hundreds and thousands of forgotten and underprivileged women and men, by loving them, by looking after them, and working towards upliftment of the society at large. Frontier Polymers has been privileged to be associated with Maitri since late 2010 and wish them love and success in all their endeavours.



Nandita Das, Actress and Social Activist

"An organization like Maitri are trying to bring more respect and dignity to their [widows] lives so that they can view themselves differently and therefore others also will view them differently."

Rohit Bal, Indian Fashion Designer

"Widow mothers in Vrindavan are abandoned by their families. They all live in destitute conditions. Maitri NGO works towards restoring their dignity, identity, and respect. Maitri Ghar is a home that provides shelter to more than 200 widow mothers in Vrindavan and Radha Kund. A small gesture from you will go a long way in empowering these women and helping them restore their dignity. I have joined hands with Maitri. You too can join hands with me and help me provide them with dignity and respect. She is a mother. She could be our mother.



Robyn Ruesh, Individual Donor

We are happy to support such a great cause. My husband, daughters and I have personally met Winnie Singh and had the opportunity to work with the school and spend time with the children in Delhi. We have witnessed first hand the good that is being done there. The children are darling and have a wonderful opportunity to learn and grown as they attend the school provided by Maitri. We also support the care and concern Maitri has for the widows in Vrindavin. India is a very large part of our lives and close to our hearts as my husband and I adopted four children from India.

Jade Fisher, Hinkley Institute of Politics, U.S.A. - Intern



Interning with Maitri has allowed me to get to know another culture and to meet a lot of amazing people. The work Maitri engages in is focused on trying to End Violence Against Women at all life stages. From the afterschool programme that encourages young girls to stay in school and get an education, to the vocational training programmes focused on assisting women in becoming economically empowered, to the legal counselling available for survivors of domestic violence and gender sensitization trainings, to the support and empowerment of Abandoned Widow Mothers of Vrindavan- each programme is meant to empower women. At times the need can seem overwhelming and it is easy to see how this could lead to discouragement- but being able to work each day with a dedicated group of people is inspiring and supportive. I am grateful for the opportunity this internship has given me to work with people who are truly making a difference.

Manu Bali, New Delhi - Volunteer for Project Maitrigram,

I got the wonderful opportunity to join Maitri as a volunteer in 2014. The organization provided me a chance to discover my capabilities and the freedom to innovate, be creative and motivated myself. I am grateful for the humble opportunity to learn so much while teaching underserved children in Maitri's afterschool programme. It is from Maitri that I have learned how dreams can be made true and how lives can be changed through humility and selfless giving. I can never thank Maitri enough as the foundation of my success and the success of many other students were laid over here.



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- * Our Governing Council
- * Maitri International and National Advisory Board
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- * Sonalika Sahay
- * Madubhani painters



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