A GREAT YEAR
Made Possible By You!

Annual Report
2015-16
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The year 2015-16 has been a very eventful year for all our projects. I’d like to congratulate all of you for the hard work put in this year and for contribution in taking Maitri to the next level.

I’m happy to share that we have started the expansion of the second Old Age Home for widow mothers in Radha Kund.

I’d like to specifically mention that the preliminary project: Adhikar has been very successful and the donors have accepted to support the project for the next three years. I am confident it will make a visible impact in the livelihood and citizenship rights of Rickshaw Pullers in Ranchi.

Fundraising continues to be a challenge, we have yet not got assured help from any source. It should be our endeavour to approach all sources and donors.

We have exciting plans for the future, dedicated to helping more citizens. While we can’t end marginalization on our own, we are committed to taking the lead and collaborating with others. Together, we can make change happen.

Sonal Singh Wadhwa
CEO, Maitri
Our Vision

A world in which each individual lives with Identity, Dignity and Respect.

Our Mission

To act as catalysts to enable access to basic rights to some of the most marginalized and vulnerable populations in India to include: elderly women, migrant workers and their families in urban environments and women, youth and adolescents who are at the risk of facing gender-based violence.

GOVERNING COUNCIL

Lt Gen Bhopinder Singh (Retd)
President

Winnie Singh
General Secretary

Ashok Jolly
Director

Mushahid Hussain
Member

Col S.K. Mehra
Member

Vijay Kumar
Member

Rajiv Sud
Member
MAITRI’S PROJECTS

Project Jeevan
Since 2010, the project has been delivering services such as daily meals, healthcare, clothing and nutritional supplements to destitute widows and elderly women of Vrindavan. Currently, two Old Age Homes are in operation in Vrindavan and Radha Kund, Mathura, Uttar Pradesh in India. The project has been one of the very few NGOs to address the despairing plight of the widows in Vrindavan.

Project Awaaz
A Targeted Intervention Programme to Reduce the HIV Vulnerability of Migrant Workers in Delhi. Maitri has been implementing the project since 2011. The project also conducts health camps, HIV testing and counseling and HIV awareness activities in Central Delhi that has higher density in RPs population.

Project Adhikar
In 2012, Maitri conducted ‘A Feasibility Study to Promote Citizenship Rights for the Rickshaw-Pullers (RPs) of Ranchi. The study found that the RPs were living in extremely poor living and working conditions in addition to chronic stress inherent in the job. As a result RPs were at an increased risk of drug abuse and health hazards. Ever since Maitri has been working to improve living conditions of RPs and facilitating in accessing citizenship rights.

Project Maitrigram
The project serves low income families living in five small urban communities around R.K. Puram Delhi. Under this project, Maitri runs Afterschool Programme, Vocational Programme, and Women’s Empowerment Programme. Additionally, the project addresses the underlying issue of Gender-based violence.
By housing and caring for abandoned and destitute widows, we are working to reduce the isolation and powerlessness they so often feel...

In 2010, Maitri began making efforts for the welfare of destitute widows by providing daily mid day meals. Today, we have the privilege of having constructed two Old Age Homes and take care of 150 widows living there. The money raised through our supporters, has helped us expand activities, sustain this project and get more widows the care and love they deserve. In addition, 100 non-resident widows from the neighborhood were also cared for and provided with daily meals, nutritional supply, healthcare, and other life essentials in 2015-16. With the support and a place to live they have received from Maitri, these abandoned women have a newfound family, a life of dignity, and a place they can call home.
Celebrating Festivals
India has many festivals that we celebrate with our widow mothers at MaitriGhar. We celebrated ‘Janmashatami’ and ‘Radhashtami’ with the widows at Maitri Ghar. Widows, culturally and customarily are not allowed to partake in festivities, BUT the widows under Maitri’s care have had the opportunity to celebrate with great joy with the community and in Maitri Ghar. On 12th November 2015 they celebrated Diwali, the festival of lights, by lighting Maitri Ghar with earthen lamps, bringing light into their lives. Holi, a festival of colours, is celebrated with joyful fervour in homes and street in India and specially in Vrindavan. Traditionally, widows were excluded from this festivity. However, our widow mothers broke this tradition and have been celebrating with flowers, colours, dance and song ever since. They decorated the Home, showered flowers and colours on each other and sang and danced with abundance.

Project Impact:
• 50,119 meals were served to the widows this year.
• 18,426 units of fruits were provided
• 1,312 units of clothing such as sari, sweater, shawl, and socks etc. were provided
• 7 health camps were conducted along with 124 critical medical interventions
• 155 widows were facilitated with citizenship rights: 42 received Adhaar Card (Universal Identity Card) while 20 widow’s application is in process, 52 widows received Ration Card (Food Security Card) while 42 widow’s application for the Ration card is in process.
Sarla Devi’s life has been one of betrayal; however, she has found peace and happiness since she came to live in Maitri Ghar last year. The company of other widows, the care that Maitri provides, and her spiritual devotion give a sense of comfort that had eluded her all of her life.

At only 14, Sarla married a 40-year-old man named Chunni. Her husband was an aggressive man who drank heavily and often turned violent. When the violence became too much for her to bear, she ran away with her one-year-old daughter. Unfortunately, her husband traced her whereabouts a few months later. He then sold Sarla for ten thousand rupees to a shopkeeper and forcibly took their daughter away. After three years of working at the shop, Sarla married the same shopkeeper.

Sarla’s second husband was previously married and was himself a father of three sons and three daughters. He treated her very well. Unfortunately, her happiness didn’t last long. Her husband passed away due to ill health and soon she too fell very sick. Her stepchildren forced her to sell the house her husband had bought her to pay for the treatment of her illness. Sarla was then left homeless, as her stepchildren did not want her living with them.

It was at that time that she came to Vrindavan to find solace in visiting temples and found a place to live in Maitri’s Old Age Home.

"His [her late husband] memory makes me emotional at times but I am glad to wake up everyday knowing that the abuse, hardships, and betrayal are now in the past. I can bask in the freedom, love, and care I receive at Maitri Ghar"
– Sarla, resident widow at Maitri Ghar"
PROJECT ADHIKAR: ENABLING CITIZENSHIP RIGHTS FOR RICKSHAW PULLERS IN RANCHI

We are proud of the ways we help put Rickshaw Pullers on the road to a life of dignity. Around 2000 rickshaw pullers used our citizenship rights services in 2015-16. We first identified what the community needed through a research survey about the types of ID the rickshaw pullers possessed. Then our key to success has been working with them through every step of the process, from identifying their needs to gaining access to their rights, and being there for support along the way.

Our programme activities include distributing blankets and first aid kits, facilitating zero balance bank accounts and identity cards, and giving access to health camps. As we work for them to access their citizenship rights, together we are creating a community in which they receive support to grow and excel as citizens. Maitri facilitated the forming of a Garage Owners Association to build the community and advocate for the Rickshaw Pullers' rights. Our team also compiled and distributed a garage directory in order for the pullers to better understand their options for renting a rickshaw.

Our health and awareness camps helped over 1,600 rickshaw pullers last year. The health camps provided workers with new perspectives on how they can set their own goals and develop positive approaches to improved lifestyles. We strive to motivate garage owners to improve the living conditions for their workers and to teach them the importance of hygienic living. Garage owners have also begun to supply and refill first aid kits at the garages.

Additionally, we provided a traffic awareness program to teach the rickshaw pullers the rules of the road in an effort to improve safety. Maitri’s team has encouraged the pullers and garage owners to speak up about their rights and as a result, rickshaw pullers are now allowed to ride on the main road during peak hours.
One of the biggest highlights last year was providing rickshaw pullers with access to zero balance bank accounts and UID cards. Now they can deposit and save money, a step that set them well on their way to better living.

There are several more initiatives in the works, such as an e-rickshaw programme that Maitri has already begun campaigning for. As of now, our current project has raised partial funds for construction of toilets in garages to improve sanitation for the community of rickshaw pullers. With the groundwork already in place, the project will install these community toilets at six rickshaw garages and expand to other garages as funds are available.

**Project Impact:**
- 1115 New Rickshaw Pullers were enrolled in the Project.
- 16 Free Health Camps organized benefiting 1599 RPs
- 63 Awareness Camps influencing 1019 Rickshaw Pullers.
- 109 RPs were facilitated with citizenship rights: 37 accessed Aadhar Card, 30 accessed Voter Cards, 13 accessed RSBY Cards, 29 Obtained BPL Cards, 21 RPs Obtained Ration Cards and 48 RPs Opened Bank Accounts.
Citizenship: A Year of Changing Lives and New Direction

So many of the rickshaw pullers we help tell us how their inability to access their rights has made their lives difficult. Your continued support means we can help them along the road to identity and better living.

Although Ashok has found great support in Maitri’s programme since 2012, that wasn’t always the case. For many years he did not have a bank account or any proof of identity. All this changed when he liaised with Maitri; we helped him get a Universal Identity Card and with it he has been able to open a zero balance bank account that helps him save toward an emergency fund.

We encouraged Ashok to regularly attend our free health camp, where he has received check ups and basic treatment. “Maitri’s team is like my extended family. Because I live alone and do not have any family members, I reach out to them when in need,” he says, explaining what it means to be part of Maitri’s programme.

In last few years, Ashok has become far more confident in himself. Moreover, after attending several Health and Hygiene Workshops, he has taken great interest in improving his health and preventing health hazards.

We are proud of the ways we help put rickshaw pullers like Ashok on the road to a life of dignity.
PROJECT AWAAZ: TARGETED INTERVENTION FOR MIGRANT WORKERS IN DELHI

Through this programme, we supported more than 27,000 Rickshaw Pullers gain access to their citizenship rights and healthcare services. We hope that by the end of March 2017, this initiative will have helped more than 50,000 Rickshaw Pullers find their identity.

Our strategy to success are well-targeted networking and community mobilization. In 2015-16, Rickshaw Pullers infected by HIV found a way to continue to live normal lives through Maitri’s targeted intervention scheme. We’ve also taken on a role in facilitating a positive outlook for men suffering from HIV. We are working to link them to anti-retroviral treatment centers to track and monitor their progress. Awareness about HIV is becoming a powerful and well-used tool that is making a difference in close to 3,000 Rickshaw Pullers’ lives.

Maitri’s health camp teams assess rickshaw pullers’ needs and help them tackle the health issues they face. We make referrals to nearby hospitals and treatment centres, and last year Maitri held 275 health camps. As part of our bid for safe sex and health seeking behavior, we’ve counseled Rickshaw Pullers on how to use condoms.

With Maitri’s help and support, they are not only able to live a life of dignity, but have also been given access to the keys for a better life. Rickshaw Pullers who have enrolled with the programme now have Ration Cards, UID Cards, and Below the Poverty Line (BPL) Cards that enable them to access state government benefits.
Project Impact:

- 27,844 Rickshaw Pullers Reached through the Project
- 14,595 Newly enrolled RPs
- 275 Health Camps with 6,543 in attendance and 2,885 tested for HIV
- 2,797 condoms distributed
- 6,842 beneficiaries received counseling
- 1430 awareness activities including 22 street plays performed
Citizenship Rights: Making Vital Links

Most rickshaw pullers don’t have access to basic rights and living without them is often their only option. We are committed to breaking down the barriers that stand in their way. Finding Maitri was a real turning point for Santosh, a rickshaw puller in Delhi.

Santosh originally comes from the drought-hit Chhatarpur District in Madhya Pradesh. Like much of rural India, Santosh’s village has been in severe economic distress. Like many of his fellow migrants in the city, Santosh found work as a cycle rickshaw puller. As a migrant to Delhi, he did not have the means to access citizenship rights. Without them, he faced challenges to what would otherwise be simple tasks.

Santosh came to learn about Maitri’s programme and we worked with him toward accessing his basic rights. We supported him in getting his UID Card, Election Card and Ration Card. The identity he gained through these benefits helped with save to later buy a cycle rickshaw.

He is now the delighted owner of his own rickshaw business with over fifty rickshaws that he rents out to other rickshaw pullers in the city. His pullers have also received the documentation to become full citizens of the city.

Santosh has also played an active role in Maitri’s program to prevent HIV infections. At the convenience store he runs, condoms are sold to migrants living in the local rickshaw puller community of Dev Nagar. The store is a center through which our outreach workers are able to reach out to more people in high-risk categories and create further awareness about HIV.
PROJECT SAHYOG: INTEGRATED HIV TESTING & COUNSELING CENTRE

Rachna’s experience typifies the lack of support given to individuals at risk of contracting HIV/Aids. Maitri has implemented its Counseling and Testing Centre (ICTC) for migrant workers, as well as their families, in Delhi Cantonment of in Delhi. Our work has helped prevent HIV transmission among rickshaw pullers; increase awareness about sexuality, encourage responsible sexual behavior, reduce STI infection, and increase safe sex practices through condom promotion.

Every individual enrolled in the programme is encouraged to get tested for HIV and through this process Maitri has been able to identify 22 positive individuals in 2015-16. We first counseled them and then linked them to government run ART centres to get treated free of charge. Through health camps, the project distributed about 9264 Condoms and treated 332 individuals suffering from sexually transmitted diseases.

Through this programme, Maitri conducted 4,734 counseling sessions in which counselors explained HIV/STI related issues and safe sex practices. Our counselors raised awareness of OIs (Opportunistic Infections) so that the patient could understand and minimize exposure to the risks. In these sessions, the counselor also dealt with their physical, psychological and behavioral issues.

Through our integrated testing and counseling programme, we made a measurable difference in the lives of migrant workers and their families. The team conducted about 38 health camps with 2,421 men and women benefiting from the routine health check up and basic treatment. All in all, 4,720 individuals were registered with the programme.
Your support helps us battle HIV/AIDS vigorously and raise awareness of this plight – whether tackling long-standing issues like ensuring people are not turned away from health providers or highlighting the importance of safe sex practices.

When Maitri met Raman and his wife Rachna at Maitri’s testing and Counseling center at Delhi Cantonment General Hospital for an antenatal HIV testing, we discovered Rachna was pregnant with their second child. Preliminary test results showed that Raman, was HIV-positive, while his wife tested negative. Upon receiving the first positive result, Maitri assisted Raman in receiving a second confirmation test, registered his case, and helped him receive no cost anti-retroviral treatment (ART).

Maitri’s staff counseled Raman and Rachna separately in order to understand the risks, exposure, and behaviors that may have resulted in Raman’s infection with HIV. Since the couple is sero-discordant (one is HIV-positive and one is HIV-negative), Maitri hoped counseling would help determine the wife’s risk of also contracting HIV. Upon talking with Rachna individually, we learned that Raman was abusive toward her. Rachna explained that Raman had already known from a prior test that he was HIV-positive but did not tell anyone in his household and was not taking ART. Raman continued to force Rachna into having sexual relations without using a condom, even knowing that she was pregnant. Rachna explained that she didn’t receive enough food to eat and had to work the whole day to serve Raman and his parents.

Maitri staff immediately intervened in this dual case of HIV and domestic violence; Raman acknowledged his behavior and promised to take better care of himself, his wife, and their family’s health. Looking forward, Maitri staff will be following up with Rachna as her pregnancy progresses in order to ensure that she is safe, healthy, and has not contracted HIV.
Education is both a right and an essential tool for children’s empowerment. Our Afterschool Programme has contributed in a big way to many underprivileged children’s enjoyment of this basic right. They now have equal opportunity and access to supportive education. At present the programme, has a total of 104 students that benefit by accessing supportive education at Maitri’s three co-located centres.

The Afterschool Programme helps students with their homework, answers questions, and provides individual attention while exposing them to life-skills, effective communication, and leadership. We continually look to expand this holistic environment. We also believe that proper academic support for the students living in the five communities we serve will ensure them equal opportunity to become confident, responsible children who live a healthy lifestyle and demonstrate leadership skills in their communities.

In an effort to create a holistically supportive education, we created an in depth Individual Education Plan for each student. The assessments are designed to encourage a positive attitude and behavioral progress as well as tracking academic progress. Through careful observation and assessment, we have already seen many of our students manifest leadership skills, confidence, and a sense of responsibility.

Along with the Individual Education Plan, we have partnered with many NGOs in Delhi to conduct workshops and activities, such as life-skills workshops and environmental and traffic rules workshops. Last year, Maitri’s students participated in the Times Of India’s Green Drive to Plant Trees and Sweccha NGO’s Clean Yamuna initiative.

We also believe that our young students who are working hard to invest in their own future should engage in extra curricular, creative, fun activities. One way we do so is by celebrating cultural festivals with them throughout the year. This is an opportunity for children to enjoy themselves and bond with one another.
In the pursuit of our mission we cannot forget our donors and supporter’s contribution and support. The timely help given has enabled us not only to continue the work that we are already doing but has also expanded our reach. Furthermore, you have supported and encouraged children who will one day grow to be educated adults. Not only will they one day be placed well in their professional careers but will also be well adjusted in the social strata.

**Project Impact:**
- 104 Students are enrolled with the programme
- 15,840 snacks were distributed in the past one year
- 20 Students received annual scholarship
- 60 students covered for Life skill and Menstruation workshops
- 8 Young Girls participated in Speech training and Arts
- Workshop by Nayi Udaan NGO
I want to become a teacher and teach children who cannot pay for tuition just the way Maitrigram has done for me.”

- Shiksha

**Education: A Year of New Possibilities**

We simply would not be able to do the work we do with underprivileged children without our army of volunteers working in a huge range of capacities, dedicating their skills and energy to our cause. We’re proud of our many students who join us as volunteers to gain valuable work experience.

Shiksha’s family is so poor that her father, a daily-wage-laborer was not able to make enough money to put food on the table. Although she went to a government school, she did not take any interest in her studies and had no way of improving.

She heard about Maitrigram from her friends when she was in class seven. After being told that she would need to improve her academics and invest in her schooling, she joined our programme.

After only two short years with Maitrigram, Shiksha, now fourteen years old, has been transformed. She has started valuing her education and found that because her tutors were invested in her, she wanted to be more invested in her own education.

In pursuit of a bright future, Shiksha continued to work hard in school and at the Afterschool Programme, enabling her to earn a scholarship in class eight. This scholarship represented more than just hard work - it meant that she could now get the books and stationery she needed while the rest of the financial aid could go toward food security for the family.

Shiksha is now a keen student with a newfound appreciation for her education. She has learned responsibility and is now a powerful example to her younger siblings.
PROJECT MAITRIGRAM: Empowering Women & Girls to end Domestic Violence and Gender-based Violence

Economic empowerment of women and young girls through livelihood projects is one of the many ways Maitri addresses gender-based violence in the urban communities we work with.

Maitri is actively combating gender-based violence and promoting knowledge, opportunity, and skills among those who are most vulnerable: women, adolescents and youth. Last year, we enrolled 35 of women and girls in a sewing course through which they were able to gain tailoring skills, and gain confidence as women. We also worked with the local community to portray the powerful impact that people in vulnerable states have in creating change in their communities. This was done through street plays about ending violence against women.

Maitri recognizes that women - typically homemakers with little employable skill - are financially dependent on their husbands, which can also lead to gender-based violence. In turn, we have partnered with an online jewelry production company to provide an opportunity for women to learn new skills while earning an income, eventually contributing to their financial independence and livelihood.
Through organizing self-defense classes, we have given women the opportunity to gain confidence and a feeling of safety in their homes and lives. In spirit of honoring and uplifting women, in March for International Women’s Day we teamed up with an international Artist, Olek, to contribute to her grand gesture which was showcased at Cannaught Place and India Gate. With Olek’s creativity and dedication to women’s right and empowerment, 15 women learned of the need to stand up for themselves with bravery and grace. These women now have the ability to mobilize that strength and bravery to other women in their communities.

Finally, Maitri believes in actively educating and encouraging adolescents and young adults. In 2015-16, we provided spoken English classes, job preparation training, and adult literacy courses. The students have gained English skills, job opportunities, and a sense of responsibility to embark into a bright future. They are appreciative of the programme.

**Project Impact:**
- 30 young girls & boys completed Spoken English Course and 95% of them got job offers after completing Spoken English
- 50 women are employed in the D’chica livelihood project
- 12 students graduated in the sewing course
- 10 young girls were trained by Professional chefs and 7 were placed in jobs
In October 2015, Maitri organized a street play titled ‘Dastak’ to raise awareness about domestic violence and other forms of violence women commonly face in our society today. The play was performed by the Asmita Theatre Group at Select CITYWALK Mall.

On 2nd January 2016, Maitri partnered with Men Against Violence and Abuse (MAWA) Group from Mumbai to bring their street play - ‘Mardaanagi’, meaning ‘Manhood’ - to Soniya Vihar, RK Puram, Delhi. This led to constructive debate and discussion among the community members.

In honor of November as Domestic Violence Awareness Month, Maitri held two public rallies in slum colonies in New Delhi. Hundreds of underprivileged young girls, women and boys joined Maitri in solidarity to rally against domestic violence.

We launched a social media campaign in July 2015 to raise awareness about domestic violence. Nearly 300 participants committed to ending the program and photographed themselves with slogans about domestic violence. We have been encouraged by the response of 64,000 followers and 42,000 individuals who are engaged in this campaign worldwide.
As this fiscal year comes to an end, Maitri wants to acknowledge and sincerely thank our 2015-2016 volunteers and interns. This year we have had array of volunteers and interns from local University students, MBA students to a teacher from The United Kingdom and University students from the United States. Much of the administrative and boots on the ground work that our interns and volunteers do is crucial to the overall success of Maitri, its projects, and its people. As a team, you have helped to create annual reports, Maitri’s brochure, databases, blogs, social media posts, a more organized after school program, fundraising opportunities, written grant proposals, and a fun environment to work in. We have loved getting to know each of you and thank you for choosing to dedicate your time and expertise to Maitri. Together as a team, we have achieved the overall goal of equipping our communities with a sense of identity, dignity, and respect.

Shatrunjay (From: Pune, India) Studying at **Connecticut College, USA**
Dinesh Dhingra, Apoorv Gupta, and Akshay Shiv Madan from **NMIMS Mumbai**
Shaza Mahmood, English Teacher from Sheffield. **United Kingdom**
Thomas Whitworth and Stephanie Gladwin from **University of Utah, USA**
Abhijit Bagchi, **Xavier Institute of Management & Entrepreneurship**
Shubhada Nishtala. **Symbiosis Center for Media & Communication (SCMC), Pune**
Anuraj Gill, Christy Cyriac, Dhaval Khera, Pragyan Behra, Shreya Bhagat,
Sudarshan Raghavan, and Tushar Swarup from **Symbiosis Institute of Media and Communication (SIMC), Pune**
Kenneth Alexander Grodotzki and Jeralyn, **working professionals from USA**

**Write to us at maitri.india@maitri.org.in for opportunities to volunteer or intern.**

Empaneled with TATA Institute of Social Science
Listed with Give India after meeting due diligence requirements
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Note: Financial Summary and Report will be made available separately and on request.
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Ashok Jolly                    Director, Finance
Kulbhushan Malik         Manager, Accounts
Tara Rana             Communications & Fundraising Officer
Monica Joshi                  Advocate & Consultant

Capt. Anant Ram               Manager, Project Jeevan
Yashoda Verma               Supervisor, Project Jeevan
Santosh Chaturvedi          Field officer, Project Jeevan

Aprajita Mishra            Coordinator, Project Adhikar
Smita D Gupta               Programme Officer, Project Adhikar
Jobin J George              Programme Officer, Project Adhikar
Rekha Kumari            Outreach worker, Project Adhikar
Rupesh Kumar           Outreach worker, Project Adhikar

Neelam Deshawar            Coordinator, Project Awaaz
Abrar                     Counselor - Project Awaaz
Rohit Saini                Outreach worker, Project Awaaz
Sandeep Raghav            Outreach worker, Project Awaaz
Ishwar Lal                 Outreach worker, Project Awaaz
Raj Kumar Singh          Outreach worker, Project Awaaz
Vikas Singh               Outreach worker, Project Awaaz
Harsh                     Outreach worker, Project Awaaz
Sandeep Rahgav           Outreach worker, Project Awaaz
Ankush                    M & E Officer, Project Awaaz

Arushi Dhawan            Project Officer, Project Maitrigram
Raj Rani                  Educator, Project Maitrigram
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