



efrah

FOR SMILE ON EVERY FACE

ANNUAL REPORT 2018-2019



EFRAH- Empowerment for Rehabilitation Academic & Health

Head Office - Community Centre, 2nd Floor, DDA Flats, Kalkaji, Behind Mini Market, New Delhi-110019

Regd. Office - Flat Number 393, Block Number 13, DDA Flats, Kalkaji, New Delhi - 110019

Phone Number: +91 9911737772, 9911737779, Website: www.efrahindia.org

Email: efrahindia@gmail.com, info@efrahindia.org, Follow Us: Facebook, Twitter, LinkedIn, Instagram



Give a smile

FOR SMILE ON EVERY FACE

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Greetings to our Esteemed Stake Holders

With the adoption of the Sustainable Development Goals (SDGs) by governments worldwide at the UN Sustainable Development Summit, global priorities and aspirations have been redefined to a large extent. The SDGs present an unprecedented opportunity to address the complex economic, social and environmental challenges being faced by the world through an integrated and sustainable approach of development

It gives an immense pleasure to present you the Annual Report of EFRAH for the year 2018-19. Continuing our collaborative efforts with the Partners, Children, Women, migrants and deprived people of India to contribute to the global Sustainable Development Goals, we impacted more than hundred thousand people during this reporting period.

We thank all those who have helped us to exist, work and contribute to our society. I would like to thank EFRAH partners, staff and the governing board members for their generous and plentiful support to EFRAH in all activities. Their involvement ensures that EFRAH is able to bring about a positive and long lasting change in the lives of the targeted communities.

None of the achievements would have been possible without the commitment and efforts of EFRAH team, its board and partners with whom we share a collective dream and contribute towards its realization. Through all the interventions support and implementation by EFRAH, lie's the underlying belief that you must be the change if you want to see in the world.

As we go on board on this journey, with new goals and deeper focus, we invite you to join us towards our ultimate goal of a happy, healthy life for all. I wish everyone in EFRAH the very best and I firmly believe that through our collective efforts we can provide a better future to all the underprivileged sections across the country.

We hope you will find some of these innovations, achievements, challenges, and stories of change inspirational and join us in this journey of ours as we move ahead with the ultimate aim of ending poverty in all its forms, by enabling sustainable change.

Sayeed Ahmed
Secretary
EFRAH

About EFRAH

EFRAH- Empowerment for Rehabilitation Academic & Health is a NGO started in 1997 and came in legal existence on 17th March 1999 through getting Registration under society registration act 21 of 1860 and its Registration No is S-34553 in Delhi (India). It is registered under foreign contribution registration act 6 (1) (a), registration No. 231660324 as well as registered under Income tax act of 80G and under the 12A. We started with children of vegetable vendors in Okhla vegetable market area with an aim to mitigate child labor and mainstream those children with school for the sake of availing regular education. The core area of EFRAH intervention is **Education** (Facilitating children through learning centers & Vocational Training centers, mainstreaming those children with school, Advocating Right to Education Act implementation and importance of social & financial education) , **Livelihood** (Self Help Group formation, Micro Finance & placement of students capacitated through vocational training), **Health** (RCH Awareness & HIV/AIDS prevention among female sex workers and migrant labors), **WASH** (Water Hardware Installation and Sanitation & Hygiene programme), **Disaster Risk Reduction (DRR)** (Awareness and increased coping capacity to shocks induced to disaster) are another area of intervention and **Rights** (Advocacy for Child Rights, domestic violence and sexual harassment related to Adolescent girls/Women). At present, we are working in Delhi, Haryana and Uttar Pradesh (Noida, Auraiya & Etawah district). EFRAH is functioning through child centered community development approach and advocacy is a part of our each program. At community level, we organize community in their peer groups and orient/capacitate them for concerned matters along with group management. "EFRAH" is a member of "credibility Alliance" has been Accreditation under "Desirable Norms" prescribed for good governance of Voluntary organization.

Our capacity to carry out the project is our 20 year rapport with the community and our experience to implement several community development programs, especially in the area of education and women empowerment. We adopted "education and rights" as a tool for social change particularly among informal economy sector as well as unorganized community. It will make a positive difference in the lives of resettled, migrated and others in the project area by.....

- ✓ Delivering services
- ✓ Engaging in Advocacy, Promoting and protection Human right
- ✓ Enabling non-violence conflict resolution awareness
- ✓ Facilitating community education that will promote and foster non-discrimination, caste, creed, understanding and corporation in order to achieve mutual respect, inclusiveness, harmonious relation and effective participation in the community
- ✓ Building and Enhancing skills & capacity of community and individuals for a sustainable livelihood
- ✓ Commencing relief & rehabilitation during and after emergencies & disaster

OUR CORE VALUES

Vision- To build a society based on promoting socio-economic justice, social sensitivity and empowerment of deprived groups, to enable them to become self-reliant and work collectively for social change.

Mission- EFRAH is committed to the holistic development of people living in dehumanized and deprived conditions in the society, without any discrimination on the basis of caste, creed and religion.

Objective- To help in the all-round development of deprived and disadvantaged sections of the society, particularly women and children belonging to the rural and urban communities through education, health, environment, social and economic development, irrespective of caste, creed and religion.

Impact- We have reached out to this many and we have been able to enrich this many lives and are still continuing.

OUR PROGRAMMES

While our focus, as a development organisation, has been first and foremost to work on the ground and bring positive change in the lives of the less privileged children, adolescents and families, we have been making equal efforts to sustain this change, by sensitizing and engaging the privileged masses to make it an active partner in all its welfare initiatives. The core areas of organization is working on Education, Livelihood, Vocational Training, Health, Violence against women, Water & Sanitation, Disaster Risk Reduction (DRR) and Rights and advocacy Programme s for underprivileged community.

Education Programme

The high-impact and cost-effective model of Community Education Programme is designed to give a second chance at learning to the disadvantaged students left out from the formal education systems. Community Education began in 1999 as a response to the perceived need for a quality education Programme to educate the disadvantaged and out-of-school children in India. The Programme began with providing educational support to a few hundreds of children through partnership with community based organisations in targeted locations of Delhi, Uttar Pradesh and Haryana.

601 Children from rural areas, slum cluster and unauthorized colonies in Haryana, Delhi and Noida (U.P.), do not sift through piles of garbage anymore, in search of occasional treasure. They now attend school daily at EFRAHs community Education centers supported by different partner's organisation.

Most of the families in the community are migrants from different part of the country, who had come to Delhi NCR decades ago, looking for better livelihood opportunities. The parents have never been to school and never considered education to be of any importance. For them, two square meals a day and whatever it takes to get them had been the only purpose of life.

Development of conceptual knowledge on the subject

Using engaging, practical and interactive teaching methods and TLM kits is helping children understand difficult concepts with ease. Strengthening their basic concepts of the subjects, the children are now

PROGRAMME IMPACTS

- **7497 children** are provided education during the year.
- There was an overall **increase of 5769 from last year** in enrolment at Community Education prog. in the reporting period.
- **3711- of the total beneficiaries were girls.** Education of girls gets priority by bringing about an attitudinal change in the parents' outlook towards their education.
- **100% of teachers at Education centers received training** in innovative academic methodologies, ensuring an interactive and engaging environment for children in the classroom.
- **641-school drop-outs resumed education under Bridge Course/NIOS,** to facilitate their mainstreaming into formal educational institutions.
- **6856 Children received Remedial Support** as an extended effort to ensure retention and a good academic performance in School. 54.95% increase from last year.
- **8.5% of eligible out of children mainstreamed** to reputed formal schools, after successfully passing from Education Centers, further ensuring a bright future.

enjoying the classes and participating actively in the classroom activities. Their academic performance in the subjects has also been progressive, denoting increased interest and understanding.

NUTRITION SUPPORT FOR BETTER EDUCATION

Malnutrition among children is one of the major problems of our target community. To mitigate this problem, EFRAH's nutrition programme has providing, both direct nutrition interventions and a broad

range of "nutrition sensitive" interventions addressing the determinants of malnutrition.

The project aims to improve nutritional levels of the underprivileged children at community Education learning centers and simultaneously their enhance enrolment, retention, attendance. The overarching aim of the project is to support the underserved children to reduce child malnutrition and contribute to breaking the intergenerational cycle of under nutrition. The project focuses on scaling up



nutrition interventions that aim to strengthen nutrition security, particularly for children, by supplying the right food (quality and quantity) at the right time. The project integrates nutrition goals into broader efforts in critical areas such as water and sanitation, health by sensitizing the children and community. **The nutritional support provided at the 10 Community Education centers has reached out to 300 beneficiaries per day.**

INFRASTRUCTURE SUPPORT

When learning conditions are improved, the possibilities of learners to excel academically increase. Majority of the schools in urban areas experience infrastructure backlog. This causes lack of interest among the children in studies and accounts for high dropouts of children. EFRAH,

A Case Study of Girls From Street to School

The child X, a 9 year old girl living in unauthorized colony, New Delhi found during the EFRAH's regular community meetings with women and adolescent's girls regarding community issues, it was found that X and her sibling has been working with their parents and not attending school. During discussion she wanted to go to school just like other children, but her parents due to economic reasons shown inability to send her to school was found that they are rag pickers and support to their parents for rag picking to earn for their livelihood.

EFRAH team counseled the parents and convinced them to send children to school for better future. The team discussed the issue with school principal for her and other siblings' admission in school. The Principal agreed to admit them provided some supportive documents need to be submitted. The EFRAH team helped them to make available the documents and children started attending to Education Activity Center for primary preparation. When X and her sibling come to center they were very weak in education, they weren't able to even read and write correctly. They were given proper attention and after 3 months they were finally admitted in SDMC primary school, X in class 4th. Now they are mainstreamed and regularly came to EFRAH activity center for additional coaching/ guidance.

X is an extra ordinary girl, she is very good in study, her extracurricular activity like drawing and dance is amazing. Now she dreams to be a doctor.

through infrastructure support under the quality education and infrastructure, aims to address the infrastructure backlog and thereby improve the learning conditions of the underprivileged children. Infrastructure support project covers construction of hand wash station, Toilets, drinking water station and water tanks in the schools. It also includes equipping the centers with electronic gadgets, furniture, sports items and entertainment utilities.

National Institute of Schooling (NIOS)- Total number of 108 adolescent girls from the project areas was enrolled in 10th and 12th class Board Examinations through National Institute of Open Schooling (NIOS). All students from EFRAH demonstrated an immense will to succeed and outdid expectations.

- **Ensuring Rights and Overall Development of Dalit Children:** The project is based on sponsorship mechanism and 725 sponsored children from 29 villages of Haryana are linked with the project directly through sponsorship. Dalit's children are most vulnerable and denied most from their rights due to their poor socio-economic status and discriminative attitude of society and government system. The children living there are vulnerable to discrimination, exploitation and violence simply because of the caste into which there were born. In 2018 under this project EFRAH has done the following activities for ensuring Rights and Overall development of Dalit children in project areas. .

Partnership with SDMC Schools- In order to improve the quality of education in primary schools managed by South Delhi Municipal Corporation to support the national objective of universal enrolment and retention, EFRAH is enduring a project on bringing quality in South Delhi Municipal Corporation (SDMC) primary schools. Following were the major milestones in the area of education:



- 601 out of school including activity center children were enrolled in different government or private school during this financial year.
- Throughout the year 355 children from the rag pickers community attended the activity centre.
- Around 520 members of School Management Committee were capacitated on their role and responsibilities.
- Around 118 teachers received training on quality teaching and learning.
- Around 1568 Beneficiaries has

been covered through different enrolment drive campaign for out of school children and vocational training.

- Provided learning resource to 5946 children.

Livelihood and Skill Development Programme

EFRAH's Skills to Livelihood Programme works for the marginalised adolescents girls, youth and women helping them attain a decent employment by providing vocational training, education and personality development training. Targeting girls and boys between the age group of 18 and 25 years, the programme strives to empower them through market-oriented skill training, along with placement support in the end. English Proficiency, Basic Computer Education, Hardware, Fashion Designing and Pattern cutting, DTP computer Programming, Hardware & Networking, Tally accountancy, Beauty Culture, BPO Calling, Personality Development and Soft Skills are the primary course in the training.

In addition to enhancing the youth's prospects of employment in the fast expanding retail and service sector, the programme aims to make them confident and independent, and lead dignified lives. In all livelihood programme, initiatives are taken to enhance personal

growth and social skills. Vocational Training's significant features - Employee Engagement & Exposure Visits, Career Counseling, Job Placement Support and Post Placement Support ensure that every candidate is successfully placed at the end of the training.

SCALING UP OF EFFORTS

EFRAH's Skills to Livelihood programme began with providing employability training to young boys and girls through partnership with the support of our partners and community in selected locations. The centers were made open for the underprivileged youth who were deprived of higher education due to financial crisis in their families. Within 10 years of the programme's implementation, more than 10,000 adolescents' girls and youth have been provided training on employability skills and more than 8500 have been placed

MAKING YOUTH JOB-READY

388 school drop-outs from the slums and unauthorized colonies of South East Delhi in Delhi, are preparing to be the first generation white-collar workers in their families. These target youth and adolescents girls families working as daily wagers and helpers at construction sites, shops or factories, these boys and girls never got an opportunity to choose and walk on their own paths. Though hardworking, sincere and dedicated, they were unskilled and hence unfit to get a job in the organized sector, and had to crush their hopes. The EFRAH's

PROGRAMME IMPACTS

- 2 new centers were added across 3 cities in India.
- There was an overall increase of 73.4% from last year in enrolment at VT centers
- 1110 enrolled in vocational training prog. In different course including personality development etc.
- More than 80% beneficiaries has been placed
- 479 corporate on job engagement programmes and 10 exposure visits were conducted in across the cities.
- 51.8% of the total trained youth got placed in first attempt of the recruitment drive in more than 58 reputed brands.
- More than 14 volunteers were inducted from reputed colleges and institutions at education and VT centers to make the training sessions interesting and engaging.
- 89.2 % of the total beneficiaries were girls.
- 100% students benefitted from the new and improved curriculum introduced to match the current market needs.

Vocational Training Programme were initiated to help such target groups from the socio-economically marginalized communities, to earn a dignified living and dream for a better tomorrow. After successful completion of the six-month extensive vocational training course, these youth and adolescents girls has been placed in reputed brands from the service and retail sectors.

PERSONALITY DEVELOPMENT

EFRAH's Programme mainly targets young boys and girls who come from extremely poor families. Owing to poor financial conditions of families and less employment opportunities, they are bound to drop out from school early, and get engaged in contractual or casual labour work, or even unsolicited activities.

To encourage these individuals look at the brighter side of life and develop a positive attitude towards life, EFRAH has included Personality Development as a core aspect of the programme. The inclusion of the subject has helped trainers inculcating positive qualities like punctuality, flexible attitude, willingness to learn, friendly nature, eagerness to help others, etc. among the students.

Well-trained teachers work with the students in an interactive and planned manner, so that they adapt and modify their flawed concepts for themselves. The programme centers acts as a means of socializing the youth and of nurturing the mental health and personality alteration necessary to facilitate him to take his place as a responsible citizen in a self-governing world.

The objective of including Personality Development as a subject is to eliminate and curtail those obstructions or hindrances that stand in the way of the expression of individual personality, through a process of training. These modules are specifically designed to cater the demands of the professional world and to ensure that participants are given adequate opportunity to gain skills that will help to improve their functional efficiency.

ENHANCING EMPLOYMENT ORIENTED SKILL

EFRAH's Programme is completely inclined towards practical training. The idea is to make the trained Job Ready' as well as to inculcate a competitive attitude in them so that they could easily cope with the fast-paced work environment. The 'On Job Training Programme', "Placement" and 'Industry Exposure Programme' have been integrated in Skills to Livelihood to help the young and adolescent's girls' professionals understand the firsthand philosophies of the employment sector.

INDUSTRY EXPOSURE

The Industry Exposure Programme was introduced with the purpose of broadening the perspectives of the candidates who has been joined the dignified workforce of India. Through exposure visits, the students get a chance to learn from the experience of others by direct interaction. The learning experience is practical, which allows the students to ask questions pertaining to the functioning and activities of the various departments, and get first hand feedback at the same time. The trained youth has been employed in the retail, hospitality and service sector organisations. Industry exposure visits are part of the vocational training course, which helps them become market ready. Trained Students of vocational training has been taken for exposure visits to reputed corporate houses, retail outlets and private organizations, during the training period. There are many times when the employer who visits these centers invites the students for an industry exposure visit, showing the nuances of their trade. During such visits, the students are imparted knowledge

on management skills, on-job experiences, and measures that they must take to upgrade their skill levels on a continuous basis. The exposure programme starts with a warm welcome, followed by motivational sessions, guided orientation of different departments, lunch and ends with a detailed question-answer session.

VOLUNTEER ENGAGEMENT

A new aspect has been introduced under the EFRAH Vocational Training Programed, in the form of volunteer engagement sessions, where privileged youth from reputed colleges and universities take the onus of adding value to the learning process of their less privileged counterparts inducted at vocational training centers.

These young dedicated volunteers not only score high with training centers students by bringing a more interactive approach in the classrooms, but being of the same age group, are also able to understand better and resolve the various challenges that the students face.

Innovative techniques, TLM and equipment's are being used by these volunteers to increase student participation at the training centers. Mostly these volunteers help enhance the communication, vocal and interpersonal skills of the students. The volunteers consider this a two way learning process, which also augments their own knowledge and skill

PLACEMENT SUPPORT

EFRAH's Vocational Training Programme has consistently trained and produced candidates capable of matching the employer's expectations and this has been reaffirmed every time. Not only did existing recruiters maintain their relationship with skills programme through recruiting vocational training centers students but many new recruiters also came down to recruit based on the growing reputation of VT students pass outs. The placement cycle begins with counseling early in the programme and continues with live exposure to the industry and its dynamics throughout, culminating in the placement of a student.

CAREER COUNSELLING



EFRAH has introduced career counseling in the programme to offer the right career guidance to the students. The main aim is to help students choose a field that is in tune with their skills and their job expectations. Professional counselors from the service industry are invited at the centers to help the students in knowing their inherent strengths.

The career counseling sessions are interactive, wherein the students enthusiastically participate in discussions about the new trends in the job market. The counselors focus on motivating the students in making an informed choice on their career path.

They also provide guidance in organizing one's thoughts and ideas on decisions. The activity has proved valuable in increasing the morale and confidence of the students and giving them new directions which will be beneficial for the whole society.

CENTRALISED PLACEMENT CELL

Under Skills to Livelihood EFRAH operates a Centralised Placement Cell works with potential employers from different sectors to understand their needs, analyze them and create opportunities for students, both through campus and off-campus placements. Post the training period, EFRAH's Centralized Placement Cell takes up the responsibility of identifying relevant job opportunities for the graduating youth.

The Placement Cell also organizes workshops on a range of topics covering professional development, communication skills, interview process and career guidance.

VT centers have tie-ups with more than 40 employers and companies that offer employment to the students. EFRAH's placement cell works in cooperation with programme teams and potential employers, in order to achieve a fair placement percentage.

A good number of aspirations of the youth have been catered to in the year 2018-19. Overall, 85% of the students who have completed the course are placed in reputed companies. Majority of these young professionals are sole earning members of their families. They are first generation blue-collar workers who work in an organised sector. Vocational and Education has led them to a dignified employment and they have now become inspirations for their siblings, cousins and other youths in their communities.

VT team also undertakes post placement follow-ups. The aim is to ensure healthy employee-employer relation as well as retention of the newly recruited students itself. Out of **these 1110 beneficiaries, 991 young women** have started earning their livelihood by working independently or in boutiques nearby and as Tele callers. Many of the beneficiaries are also engaged in Stores and shops after completion of Computer hardware and Networking course.

There are 479 beneficiaries who have completed 1 year in on job training and still continuing. 96 Beneficiaries have completed 1 year in self-employment through working in nearby Boutiques and have opened up their own boutique to gain economic independence.

A Story of "Nowhere to Now where



Bhavna's father is a Shopkeeper. Her mother is a house wife and father's earning around Rs. 9000 pm. Bhavna did not get time to study because she did household chores and cared for her siblings. She was so interested to join skill development programme for income generation because the parent's income was not sufficient to maintain family expenses. But

'she was not good in English and was on the verge of drop out. It was noticed by EFRAH staff: They knew if Bhavna did not join the vocational training course, she would never be able to free herself from the life of poverty. The girl could not stand on her own feet, she was at higher risk of being exploited and ill-treated.

Hence, EFRAH social workers instantly enrolled her in the vocational training centre run by EFRAH. The vocational training centre of EFRAH provided Bhavna B.P.O Calling & a job also and every support and help to prevent her from economic and social crisis and to help her bloom - including helping her parents in supplementing income in her family. Today, Bhavna is working in ICCS Call centre and Earning Rs.10,000 P.M, She said that she is very happy and thankful to EFRAH that has provided her such a great opportunity which she is able to support her family financially and excel in her Endeavour and life.

Self Help Group and Micro Finance

Poverty alleviation is one of the core agenda of EFRAH and this project is especially designed to address this



important aspect. The overarching outcome of the project is that the socio-economic condition of app. 6000 poor households would improve because of the women's access to financial services and would have access to formal financial linkages and micro-enterprise activities. 390 women are associated and have become members in 29 SHG's group in Noida. The SHG's are capacitated with Regular trainings on financial literacy and Income generation and Entrepreneurial development activities.

The Project has been running for past one year in Sarfabad village, Amarpalli , Barualla.

This year has expanded to JJ colonies in sector-8,9,10 & 16,17,18 of NOIDA, Gautam Budh Nagar District. These areas have one of the worst socio- demographic indicators. Inhabited primarily by daily wage and domestic workers, the slums have families who have migrated from parts of West Bengal, Bihar and Uttar Pradesh and are employed as daily wage workers in the informal sector, where working conditions are harsh, hours are long, wages are below the legal meager wages and less payment to women for the same work. The laborers continue to be housed in shanties with poor supply of potable water and electricity and even poorer sanitation. Majority of migrants are employed on construction sites in India. They are largely unorganized and move wherever they can to earn an income. Their lives are characterized by insecurity of wages, dangerous working conditions, and lack of access to any kind of welfare. There are challenges including migratory nature of the dwellers, frequent visit to native place, different languages of the residents, lack of time with domestic workers (our major beneficiaries), lack of employment and no valid ID proof of current residential address faced by the team during the execution of the project.



Women Empowerment

Women Empowerment, aims at achieving empowerment of the less-privileged women and adolescent's girls, by enabling them to build, secure and use socio-political assets to improve their wellbeing, exercise their rights, take advantage of new opportunities and play a more active role in public life. EFRAH is directly reaching over 36,613 women and adolescent's girls through a set of programmatic interventions in the areas

of Education, Reproductive and Child Health, HIV/Aids prog., Behavioural Change, Life Skill Education, Vocational Training, Networking, Privileged Women and Youth sensitization.

The programme identifies adolescent girls and women from the community and develops them into Change Agents, who in turn actively contribute to the community mobilization process. Engaging with the community people, the programme focuses on creating awareness and building capacity for women's political participation and collective action against social injustice and exploitation, Capacity building and gender sensitising, and addressing healthcare needs of the women. EFRAH also increasingly emphasises on the involvement of men in the process of women's empowerment.

EFRAH provide immediate intervention to women and adolescents Girls experiencing financial crisis, violence and sexual harassment etc. We are working on the empowerment and prevention of any violence against women through the following activities:



- **Aangan Samooh** : Our overarching aim is to enable CBO members to understand and be confident in their right, working together to demand and secure their entitlements supporting CBOs to lead public information campaigns and advocacy events in their communities, such as mass rallies, interactive meetings and public hearings, to teach others about their rights. EFRAH support CBO members to carry out community-based monitoring of services and to speak out to the relevant authorities when service providers are not meeting their service obligations. The organisation working with women groups to develop their capabilities, especially through our community development programme to leading together and our series of training and workshops.
- **Assertion of Women & Girl's Rights as Human Rights:** Dalit women and girls are often the victims of triple discrimination based on their gender; caste and class and are particularly prone to different types of inter-related structural violence at the levels of community, state, economic, caste, and domestic. Ending violence against women requires change at every level — from State systems and laws through to organizations such as schools, workplaces and support services, local and cultural communities, and down to individual relationships and behaviors. Haryana has one of the lowest sex ratios in India – 833 women to every 1000 men. In this context EFRAH started dialogue with Dalit women and adolescent girls through individual contacts in families and engaged them through activities in 2017 in this project for building capacity and raising their voice to fight patriarchy.
- **Village level Meetings to Engaging with Adolescent Girls:** Patriarchy is deeply rooted in our society and due this women and girls are deprived from their basic rights. The adolescent age in any individual is most crucial period in life and they need support as well as proper guidance in this age. Due to

patriarchal society, social & economic backwardness and lack of opportunity, adolescent girls in the project village do not fly as per their dreams. Keeping in the mind to provide a platform for discussion on their wishes in life, career guidance, opportunities in society to adolescent girls EFRAH has started to engage adolescent girls from Dalit community in 20 villages, five each in Districts of Haryana and Uttar Pradesh. In 2018 the team has organized 23 village level meetings and engaged with over 1450 adolescent girls from 20 villages. The focus of these meetings is to develop leadership in adolescent girls, to promote and develop creativity in girls and to discuss their need and wishes in their life.

- **Block Level Meetings with Potential Adolescent Girls:** village level meetings with 700 adolescent girls from 70 villages and their interest to know the scopes and opportunities for building their careers as per their interest, capacity and creativity. 70 girls applied for post metric scholarship and 50 girls have become as a trail blazer and are disseminating key message regarding Right to education.
- **Community meetings with women to fight patriarchy and atrocity against Dalits:** Violence against women and girls is the social norms rooted in our society and Dalit community is also the part of this social system. The best way to end atrocity against Dalits to build the leadership of Dalit women at village level. Therefore, to promote women leadership from grass roots by building perspective on rising and reporting violence cases against Dalit and women. Our team has started discussion with Dalits women in the project villages.
- **Adolescent girls' Awareness on Sexual Harassment & Life skill Programme:** In Supporting Gender Equality and life skill in Madanpur khadar area aimed at supporting the community to improve the



conditions girls through protection of their rights and their empowerment, It was envisaged that the Programme would contribute to the realization of the outcome of 'Consolidating stronger democratic institutions and mechanisms for social cohesion where the vulnerable population will benefit from quality social welfare and social protection services. A total **number of 1093 beneficiaries** were covered throughout the year in 21 awareness programmes. The participants were capacitate on

issues related to adolescent girls like Sanitation, Health & hygiene, sexual harassment, eve-teasing & life skills.

Skills to Livelihood' programme for Women and Adolescents Girls

During the year, EFRAH's livelihood skill training project for adolescent girls and young women, titled "Skills to Livelihood', Six monthly project aimed at providing vocational skills and personally development such as fashion designing, tally/accounts, BPO calling, English speaking and Beauty culture to the socio-economically disadvantaged girls and women from the community, enabling them to have an independent identity and

dignified livelihood. Besides providing vocational training, the 'Skills to Livelihood' project ensured holistic development of the women and girls and covered various aspects, including nutrition and health awareness, life skills development, social awareness, value education, basic literacy, social adaptability and personality development. Girls who are drop out from school has been enrolled in NIOS school received remedial support to improve their academic performance and complete their higher education.

SCALING UP OF EFFORTS

EFRAH's women empowerment programme has transformed the lives of underprivileged women and girls. Various studies, as well as our experience, have shown that when we help women and empower them, the whole society benefits. Their families are healthier, children go to school, income levels improve and communities become more prosperous.

PROMOTING HEALTH-SEEKING BEHAVIOUR

One of the key interventions of the project is promoting positive health seeking behaviour through various group activities like meetings, Training, one to one meeting & counseling sessions as well as home visits. The focus is on addressing critical issues like consequences of health, early marriage and early pregnancy, benefits of early registration of pregnancy and institutional delivery, significance of proper ante natal & post natal care, having healthy & economical food and nutrient supplements, importance of breast feeding, etc. This well-structured intensive intervention helps in reduction of infant & child mortality as well as maternal mortality. Counseling and group meetings result in higher demand for health services which are met through fully equipped mobile hospital.

FEMININE CARE & WELLBEING for Adolescents girls and her Mothers

EFRAH'S Programme, through its culturally acceptable gender-sensitive interventions, generates intense awareness among the women and girls, so that affirmative, health-promoting behaviours are adopted.

The programme helps young women and adolescent girls to understand their sexual and reproductive wellbeing, makes them aware of their menstrual hygiene, know consequences of unprotected sexual behavior. Through community participation tools like workshops, trainings on various health components and other outreach initiatives, the programme lets women and girls know about importance of health, education, decision- making powers and legal rights. Home visits, community meetings and street plays are essential components of the programed. The adolescent's girls are acquiring life skills for self-empowerment and education for holistic and sustainable development. Innovative tools are used for community mobilization and awareness generation. An information Centre is also developed where deliberation of

PROGRAMME IMPACTS

- **743 women and adolescent girls were trained to be "change agents"** to further serve as Community Health Educators, Health Volunteers and Peer Educators in their community
- Over **7,500 community members were counseled** on issues concerning women rights through innovative advocacy events, celebration of events like International Women's Day and Girl Child Day, puppet shows and street plays.
- There was an overall **increase of 48%** from last year in the number of men and boys who were sensitised about the rights of women and girls, reproductive health, family planning and education of children.
- **70% of the adolescent girls and women beneficiaries**, along with community stakeholders, were provided adequate knowledge of reproductive and sexual health issues and access to primary health services
- **Educational support was provided to 108 underprivileged girls** for secondary and senior secondary education through full scholarships, besides regular counseling for academic and personal development

contentious and sensitive issues are addressed. This Centre, in addition, acts as a depot for provision of information on government schemes, distribution of family planning methods, etc.

SUSTAINING CHANGE WITHIN COMMUNITIES

EFRAH's programme by far has been able to affirm through community actions and advocacy that though women and adolescent girls face numerous socio-cultural challenges coming from their prescribed societal roles and ascribed status within the family, community and society, contravening such challenges is very much possible through creation of opportunities and enabling environment. The programme, thus also focuses on bettering the attitude and behaviour of women and adolescent girls individually, in order to develop in them, behaviour to seek their rights and eventually seek the methods through which they can realize their optimum potential in all facets of societal living.

CHANGE AGENT

The mainstay of women empowerment programme's community outreach is through Change Agents, women CBO's, Peers Educators, Community mobiliser, Para legal worker and Out Reach Worker as Health Volunteers. These change agents are identified from the community and empowered through regular training sessions on relevant issues. They further educate and spread awareness among their peers in the community. A cascading effect of change is built through these change agents, which is sustainable and long lasting. More than 1000 of these change agents were developed and provided training by some of the best trainers and resource persons from different resource agencies.

HEALTH PROGRAMME

EFRAH is implementing Targeted Intervention Programme for 1672 Female Sex Workers. EFRAH adopted two approaches to cover unnerved/ underserved areas in context of Female Sex Worker and provide information of control and prevention of HIV/AIDS amongst target population. In the year 2018-19, 5,659 visited and got treated for STI.

Total 2,878 people tested for HIV/AIDS. EFRAH increases availability of treatment option for STI, availability of condom for safer behavior during sexual interaction to reduce new infections and provide comprehensive care, support and treatment to all.

Making Responsible towards Society



Empowering women to address the social issues by within their own space. Seema lives in an orthodox family with 4 brothers and one sister at Nai Basti, OKhla. She is 20 years old D/o Naeem Ahmad. Due to not much educated, her father's income was very low and it seemed all difficult. She has completed

her graduation from JMI in 2016 but in lack of proper guidance, the education didn't solve the family sufferings.

In the meantime Seema met Samreen, an active member of EFRAH organization. She advised her to join AG group. She followed soon and joined as paralegal of Mahila Panchayat run by the organization Social Pride with 15000 pm salary. EFRAH helped her not only to become aware about her own rights but also enabled her to make other women aware about domestic violence. According to her 50% of the family live in her locality suffer from domestic violence. She deals with about 60-70 domestic violence cases every month. She is deeply concerned about increasing use of drugs that leads to domestic violence. There is disastrous effect of drugs as she estimates that at least 15 women came to her in last 3 months for seeking divorce from their husbands due to drugs. The situation is very serious without any solution, she feels. She works sincerely and concerned to social issues the exposure she got from EFRAH exposure.

EFRAH HEALTH CAMPS

EFRAH Health Camp is a special initiative, which is formulated to provide health care services to the

marginalized communities in the unauthorised colonies and slums through standalone camps. These camps are conducted with the help of important community stakeholders, DSACS, health department, and specialist doctors (Gynecologist, Pediatrics, and General Physician). Extensive mobilization is done in and around the areas through pamphlet distribution, announcement and posters, which results in greater footfall of patients in the camps.



Figure 1 HIV Testing

A wide range of services are provided during the Health Camps, which include Women & Child Health, ANC & PNC Services, Awareness Session with Women, Child Health, STI/RTI

treatment, Free Medical Check-up , Test HIV, Referral for major Cases other such services and medicines are also provided. The organization organizing health **camp**s and weekly OPD service were conducted exclusively

for daily wagers, construction workers and those from unorganized sectors south-eastern part of Delhi. Qualified doctors, lab technician and a team of paramedics cum support staff form the core team for camp and OPD. Skin allergy, vision, cough, TB, silicosis, blood glucose and haemoglobin etc. are part of the primary health care services. The beneficiaries are also being oriented on numerous health hazards and how to take precaution while taking up various hazardous jobs. In addition, counseling and referral services, health

supplements were made available free of cost. **8623 people benefitted** from health camps and OPD services.



SEEKING BEHAVIOUR

Enhancing Health seeking behaviour is a core function of EFRAH's healthcare initiatives, and contributes to the work of tackling all possible communicable and non-communicable diseases and other threats to health. Under this programme, health awareness and sanitation drives are organised to increase attentiveness about health and hygiene issues in the urban areas, encouraging the people to adopt a healthy way of life.

Advocacy

A number of advocacies have been done throughout the year concerning livelihood, education and health related issues. The major areas of advocacy are economic security, sexual and reproductive health rights, implementation of Right to education and gender responsive security system.



During the course of the advocacy work, the EFRAH members able to convince the area counselor, traffic commissioner, area MLA and MP for the works like health centers, school drop-out cases especially girls, local commute system (DTC services) etc.

NETWORKING

The networking is one of the major areas of working as communities have a number of needs and requirements. It required for building, maintaining and leveraging professional contacts in the fields and connects the community in mainstream. EFRAH do this work on regular basis with local health centers, mohalla clinic, training centers and schools. EFRAH staffs connect the community to these institutions where the children admitted and attend on daily basis and avail the health related facilities. At the local level, there are self help groups of women who not only work for financial security but also spread different benefit schemes in their community and connect the scheme to the community. An effective network established with training centers where women, girls and youth are connected for better and effective training as well as placements.

CAMPEIGN

EFRAH does campaign of social issues like women empowerment, HIV/AIDS awareness and increasing crimes on roads. From time to time, the gender equality, girl's education and drug de-addiction campaigns are launched to aware people on pros and cons of the aspect. EFRAH team leaded to *Jantar Mantar* in order to raise their voice against the brutal rape cases occurs every now and then and it is quite often that the criminals don't get punishment as there is no rapid action method to punish such criminals. Similarly, campaign like environmental issues, cleanliness and hygiene, the message is spread that they need to act now and end pollution in all its forms. On world environment Day, there was rallies in locality to save the earth by not using polythene and plastic bags instead better to use jute bags, maintain cleanliness in surroundings and hygienic to spend a healthy life. The campaign drive in 295 villages has been launched for school enrolment & retention and girl child education and other urban areas of Delhi and Noida.

CAPACITY BUILDING

EFRAH involve in capacity building work in many ways. It builds capacity to community women through self help groups on their livelihood. The adolescent girls are given soft skill and communication skill which help them for better employment opportunities and retention in the job wherever placed. Teachers are trained for innovative, skillful and play way method of teaching children during non-formal and balwari teaching. Overall capacity in the community projects are built on gender equality, addressing sexual harassment cases

and legal compliances. The Haryana chapter of EFRAH involves in capacity building of local people on MANREGA awareness and employability opportunity of 100 days and 711 teachers are capacitated on subject specific pedagogy (focus on mathematics and language), cooperative learning and inclusive education, child centric and activity based classroom transaction processes.

SECURING RIGHTS

EFRAH is committed to secure rights to individual by providing assistance and advice. The Mahila Panchayat is very active in the locality, their disputes are being resolved, and the success rate of this malila panchayat is more than 60%. Schools have been sensitized on various sections of Right to Education (RTE), Act 2009 and admissions of children are conducted as per the RTE Act norms. In schools, school management committee have been formed with parents of children are active members as the Act describes, To secure Rights of children and actual current services, the social audit in 10 SDMC primary schools have been conducted which include the aspects of number of teaching staff, availability of drinking water, sanitation and school guards on main gate, play ground and status and members of school management committee. The main findings were shared with school authorities to address.

CAPACITY BUILDING ON DISASTER RISK REDUCTION

Disasters are always devastating whether it is natural or man- made. A Section of population is always in need of the training for coping mechanism.



Figure 3 Hazards vulnerability session in school

EFRAH in association with Save the Children conducted Disaster Risk Reduction measures and hazard vulnerability capacity analysis in SDMC schools. It was, in fact, orientation and sensitization of school authorities, teaching and non-teaching staffs and students on evacuation maps indicating evacuation routes, resources and safe assembly area within school premise during any kind of disasters. The program content designed for easy grasping to school students that include the school safety plan and signage route. The training module introduces to 41 schools of south Delhi in which Students, teaching/non-teaching staffs and some parents participated. The module

consisted of general safety practice, geo-informatics system (GIS) and signage route according to school building and floors etc are trained on prescribed format.

COMMUNITY VOLUNTEER AND INTERNSHIP

The internship / volunteer program at the EFRAH is designed to offer exposure to students and working professionals from varied academic and professional backgrounds. It is an opportunity for self-driven individuals to transform their passion into results and become a part of the effort to ensure a lasting change for children with intellectual and development challenges.

At EFRAH, we believe in the inclusion of all individuals irrespective of their caste, creed, religion, sex or challenge. We use the word 'challenge' rather than 'incapacity' because we believe that when a any beneficiaries has a special need – any special need – these become challenges when society does not make

room for these need. In keeping with our vision, we encourage people with the challenges posed by intellectual and development to apply for internships or to be a volunteer and be a part of the organization.

EFRAH receives volunteers and students for internship throughout the year. They are deputed from respective institute or universities for a specified period of time to get practical experience of society and social organization. After completion, they get a certificate on the basic of witch internship gets completed. We thank them for deep commitment to enhancing the quality of life of Delhi's slum communities, and for enabling us to build on the successes throughout the year we received volunteer from IGNOU, Jamia Millia Islamia, NIMHAS, School of Business Management, Mumbai, Azim Premji University, MANUU and Ambedkar University.

VISITORS AND SUPPORTERS

EFRAH family would like to acknowledge the astonishing supporters and their commitment towards the people living in tough conditions in Delhi & NCR without whom wouldn't be possible. With their continued assistance, we are able to build the capacity and progress in the ability of slum dwellers and communities to lift them out of poverty. We are thankful to all of them for their deep commitment in building infrastructure and the quality of life of Delhi's slum communities.

PARTNERS AND WELL WISHERS IN DEVELOPMENT

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