

KISLAY

(An organization for Integrated Development through community Participation)

Annual Report

April'2020-March'2021



Flat No-311, The Excellence Apartment, Plot No-4, Sector-18A, Dwarka, New Delhi-110078

Tele-91-9871076208

Email: kislaydelhi@gmail.com

Website: kislayngo.in

Table of Contents

Serial Number	Chapters	Page Number
I	Background & Current Situation	03
II	Organization - Approach, Strategies and Coverage	04
III	Description of major activities during the year: A. Providing relief materials to migrant workers, casual workers and domestic workers	05
	B. Developing enabling environment & support structures in communities to address the issues of early/child marriage	09
	C. Awareness, Education & facilitation of construction workers of Delhi	13
	D. Awareness, Education & facilitation of domestic workers of Delhi	16
IV	Opportunities	19
V	Challenges	20
VI	Learning	21
VII	Annexure	

I Background and Present Situation:

The spread of Covid 19 pandemic followed by nationwide lockdown was an unforgettable memory for most of the people in the country. But its impact was beyond imagination especially on the casual and migrant workers of the country. Nobody has imagined about the mass exodus of the migrant workers from the city. The whole nation was watching the poor migrant workers walking on the roads & highways without any food, transport and other life protecting facilities. It was assumed that this was destiny of these people because they are migrant, casual & informal, unprotected by any law of the land. These migrant workers left the city to save themselves from the Corona virus and hunger and most of them were confident that their own village & its habitants will welcome them and protect them with all necessary support. But it was not the experience for most of the workers when they reached their own villages. In most of the villages, they were not allowed to enter without living fourteen days in quarantine. The facilities in quarantine homes were very poor. There was no sufficient food, bedding and other basic amenities like water & toilet etc in most of the quarantine homes. After quarantine period, most of migrant workers had to take personal loan at the high interest rate from the money lenders in the villages. Because most of the migrant workers are landless and there was no means to survive in the villages. We found that most of the workers who had left the city after announcement of the lockdown started returning to city from the month of June-July onwards.

We observed that majority of the workers who left the cities were migrant and living on rent in the city. Those who were having even a small huts/Jhuggi in slum areas they preferred to stay in the city. Their survival was also difficult. Those who were not having ration cards faced survival problem. Some of them used to go to collect cooked food from the feeding centers run by the Delhi government. But most of them reported that they were not getting sufficient food as per the family requirement. Some of them reported that it was humiliating for them to stand in queue for hours just for small quantity of food. The urban poor were approaching local political leaders, employers but receiving negative responses from every side.

The World's biggest lockdown had a significant impact on millions of informal sector workers including migrant workers in India. These workers are the engines of the city's economy. In fact, these informal sector workers including construction workers, domestic workers, home based workers, head loaders etc are the invisible city makers. They are engaged in production as well as provide a number of services to the residents of the city. They became the worse affected ones in this crisis.

Although, the pandemic situation made migrant construction and domestic workers more vulnerable, but it appeared as an opportunity to build raise their voice against all kind of structural oppression and discrimination. It is also noticeable that women and men have been becoming more confident, determined and affirmative towards their rights. Gradually youth population of marginalized communities are getting importance and placing themselves in oppressive systems to strengthen their community's people along with their poor family workers.

On the basis of the above circumstances, the organization focused on the following issues for the current year programs:

- I. Providing relief materials to migrant workers, casual workers and domestic workers & developing structural support systems in communities to address the issues of health, food emergencies and psychological support.
- II. Developing enabling environment & support structures in communities to address the issues of early/child marriage, gender discrimination at home and at workplace, domestic violence; strengthening participation of women in local governance by establishing women collectives in slum communities:
- III. Education & facilitation of construction workers of Delhi to get registered with Delhi Building & other Construction Workers' welfare Board for receiving social security benefits.
- IV. Education & support to domestic workers and other informal sector workers on the issues of wage and social security.

II Organization Approach:

A Non Profit Organization founded in 1992, Kislay aims to improve the situations of the marginalized urban poor & workers and to support their right to life with dignity. The main objective of the organisation has been to support the marginalized urban toiling poor and to inform, empower and organize them to deal with the injustices by using different strategies. Most strategies focus on enabling the unorganized sector workers to collectively demand for improvements in working & living conditions of these invisible workers by accessing government services and their labor rights.

III Key Strategies of the Organization:

Kislay's core strategy is to create structural support based systems, build capacity-based leadership quality and develop community-based organizations of its human resources which entail following operational ways of carrying out projects and activities:

1. Enabling urban poor & informal sector workers in organizing awareness campaigns for community mobilization against gender discrimination, domestic violence, child marriage, and sexual harassment at work place, and grass root campaign for fair wage, healthy working condition, regulation of employment and other social security provisions through awareness campaigns and developing leadership quality among workers.
2. Promoting adequate livelihoods, compassionate self-help groups and quality education.
3. Facilitating urban poor & informal sector workers and their groups to develop interface with department of women & child, municipal corporations/state departments, Delhi Commission of Women/National Commission of Women, and labor department for receiving several benefits provided by the Government.
4. Building network and partnership with various CBOs and NGOs for creating public consensus to understand the need for a national level policy that can provide food, shelter and livelihoods security for the city and its urban poor.
5. Facilitating skill based training programs, workshops, and career guidance and counseling for unorganized sector workers and its youths to enhance their quality of life in urban areas of Delhi.

IV Current Geographical Areas of Operation in Delhi:

In present time, Kislay has been working in about 60 slums and resettlement colonies of North, North-West, West, South and South-West Delhi. Kislay primarily works in the fields of social security of unorganized sector workers, housing and community linkages, gender sensitization, youth awareness, and participation with state departments, livelihoods, education and sanitation. While working on these issues, Kislay reaches out to more than 65,000 families at present time. Most of these people are migrant construction and domestic workers, vendors, rickshaw pullers and other casual laborers. These workers belong to either Dalit or Other Backward communities who come from Bihar, Uttar Pradesh, Madhya Pradesh, Rajasthan, Jharkhand and West-Bengal.

The details of the activities undertaken during the year are explained here:

- I. Providing relief materials to migrant workers, casual workers and domestic workers & developing structural support systems in communities to address the issues of health & food emergencies and psychological support system.

We consider one great achievement of the organization during the year was initiatives taken by the community women & youth to participate whole heartedly in the relief work during the Covid 19 pandemic without any fear. During the Covid 19 pandemic and followed by the lockdown many families in the slum communities were near to starvation as the food or ration

items of these families were getting exhausted day by day. Initially, the women & youth leaders of the communities took initiatives in helping these families from their own. Many community women helped the other neighbors and especially migrant workers and renters by donating their surplus ration received under Public Distribution System (PDS). These women & youth leaders also helped these families in taking them to hunger center run by Delhi Government for getting cooked food.



Figure 1-Dry ration distribution to urban poor

In our opinion, the mutual cooperation & humanitarian approach which was manifested during the lockdown by the urban poor communities towards migrant workers was one of the great successes of our organization and

for our community organization processes.

The informal economy workers & migrant workers were dependent on the reliefs done by the government & charitable organizations during lockdown period because of no work & hence no income for survival. Most of the migrant workers left the cities to save themselves from the Covid19 pandemic as well as from hunger. However, there is a need to understand the reasons for this mass exodus. We can understand the Vulnerability of Informal and Migrant Workers in Delhi during lockdown in the following points:

- a. The migrant workers are invisible and not recognized & attended by the local authority.
- b. There is no record with any local government agencies or state labor department of migrant & other informal sector workers like work or residential addresses, bank details etc.

- c. Most of the workers don't possess all the required documents during migration which worked as obstacle to receive support from government agencies.
- d. The migrant workers are not aware about the labor laws & local governance structure because of illiteracy & unorganized.
- e. The migrant workers are not covered with any social security law or schemes.
- f. There is lack of portability of state-provided benefits to the migrant and informal sector workers,
- g. There is lack of access to affordable housing and basic amenities in urban areas.
- h. There is poor Implementation of 'the Inter-State Migrant Workmen Act, 1979.
- i. Unfortunately the employers and intermediaries were the last hope for these people, but they had also turned their backs on these helpless people.
- j. Most of these workers depend upon their daily earning and they had literally nothing to fall back on.
- k. There is poor enforcement of labor legislations including state building and other construction workers welfare board.

These socio, economic and political constraints left no choice for migrant workers except taking up the heroic task of reaching back to home on foot, putting up with their unreciprocated biological needs, and braving the harsh climate along with equally harsh other situation. Hence, their plight and suffering can be seen in various News reports, documentaries, research papers and personal narratives. Ironically, they are the pillars of modern India and are the part of our society, but it reveals about a part that is invisible India. And actually this part is unrecognized and dusted under the carpets of development because these millions of migrant workers work silently.

Measures Taken By the Government during Lock-Unlock Period

On April 1, the Ministry of Health and Family Affairs directed state governments to operate relief camps for migrant workers with arrangements for food, sanitation and medical services.

Some state governments (like Bihar, Rajasthan and Madhya Pradesh) announced one-time cash transfers for returning migrant workers. UP government announced the provision of maintenance allowance of Rs 1,000 for returning migrants who were required to quarantine. The state construction workers welfare Boards also announced financial supports schemes for the registered construction workers.

Guidelines by the Honorable Supreme Court

The Supreme Court reviewed the situation of migrant workers stranded in different parts of the country and provided interim directions to the central and state/UT governments for ensuring relief to the migrant workers:

- a. No train or bus fare should be charged to migrant workers.
- b. Free food should be provided to stranded migrants by the concerned State/UT government and this information should be publicized.
- c. States should simplify and speed-up the process of registration of migrants for transport and those registered should be provided transportation at the earliest.
- d. The state receiving migrants should provide last-mile transport, health screening and other facilities free of cost.
- e. Records of returning migrant workers are kept including details about place of earlier employment and nature of their skills.
- f. Counseling centers are set-up at the block level to provide information about central and state government schemes and other avenues of employment.
- g. The Court also directed the state/UT governments to consider withdrawal of prosecution/complaints under Section 51 of Disaster Management Act filed against migrant workers who allegedly violated lockdown orders.

Initially we mobilized government support to provide dry ration and cooked food in the slum communities. Later on we also mobilized individuals, institutions and other charitable agencies for the same. The community leaders identified the needy families from the slum communities for providing dry ration and other support. They prepared list of such needy persons, contacted local shops for purchasing of dry ration, collected samples and prices and distributed the dry ration in the communities by involving street leaders.

During the year, we have provided dry ration kits to around 6800 families living in 65 slum communities of Delhi. We had also considered unlock period for distributing the ration among domestic workers as these women workers were not getting any work for most of the period even after the lock down. The lists of such persons are prepared by the community leaders and dry ration food baskets are delivered by them. We had developed food basket which was sufficient for around 20 to 25 days for a family of four/five members. The details of food baskets distributed by Kislay are annexed.

We observed that most of the urban poor were facing survival as well as mental problems. Most of the poor workers were psychologically disturbed and feeling neglected by the society and some of them are filled with inferiority complexes. We observed that both sets of workers who had returned from the villages after lockdown and those who stayed over here were suffering from mental trauma and negativity. There was complete absence of a conducive environment in the most of the communities to start the process of knowledge building and community building. But we decided to engage the workers of the communities in different activities. We organized several discussions using whatsapp video call with the members of several communities. We tried to discuss the further course of actions whether it is employment, health, education of the children, part time informal jobs, mutual cooperation

and helping others in need. Most of the women leaders suggested to have orientation programs on using of whatsapp, video call and android phones. We organized three training programs for the community leaders on social media and using of mobile phones for day to day communication. We also organized workshops for preparing songs, theatre and other cultural activities to release the frustration and engage in creative activities. Few new songs were developed on the issues of Corona and the conditions of women. We observed that the regular discussion, listening of their stories/experiences of the lockdown period and engaging them in creative activities helped in recovering most of them from their trauma and frustration.

II. Developing enabling environment & support structures in communities to address the issues of early/child marriage, gender discrimination at home and at workplace, domestic violence; strengthening participation of women in local governance by establishing women collectives in slum communities:

This year was challenging for the organization as well as for the communities. During initial interaction, we observed that the guidelines issued by the government authorities with respect to Covid 19 pandemic were not being followed by most of slum residents. We organized awareness sessions on Covid 19 pandemic with community members' sometimes through video calls and sometimes through physical meetings. We distributed hand sanitizers, masks during the meetings and also educated community members to use these.



Figure 2-Celebrating International Women's day

Some of the planned activities got affected because of Covid 19 pandemic. We started implementing our activities in communities by following all norms of Covid 19 pandemic like physical distancing, face mask and using sanitizers.

The major activities which we carried out during the year are as follows:

1. Around 40 awareness programs on Covid 19 pandemic were organized in slum communities to educate the members to follow precautionary measures issued by the government.
2. The awareness programs on Covid 19 pandemic became the essential activity before each meeting/workshop/community programs.
3. 34 community workshops were organized with women on the issues of gender discrimination, discrimination in wages and gender equality rights. Around 850 women participated in these workshops.
4. Organized 10 community walks in slums on the issues of gender discrimination, domestic violence and equal wage for equal work.
5. 14 community workshops organized with youth on the issues of child marriages, right to choice & consent, domestic violence and gender discrimination. Around 400 youth participated in these workshops.
6. A residential training program was conducted for community leaders (male-female both) on developing understanding on gender & sexual discrimination.
7. A residential leadership training program was conducted for the women leaders of the communities at Rishikesh on the issues of marriage, right to consent & choice, domestic violence and importance of women's work.
8. A working women convention was organized on 8th March'2021 with an objective to develop consciousness on increasing economic and social inequality in society and its impact on the informal women workers.



Figure 3-Youth workshop at Rishikesh

9. Organized two exposures cum training workshops for the youth of the community on the issues of challenges in online education & career and on eve-teasing, sexual abuse and violence.
10. Organized five (5) youth conventions on the issues of right to choice, right to consent and constitution of a community platform for the youth to express their concern & share their ideas. The youth expressed their views through posters, drawings, poetry, essays and making theatre on the above issues.
11. The exposure program of around 500 community women leaders were organized with an objective to build their knowledge about the city, history and places of political & administrative importance and enjoyment. They visited Rashtrapati Bhawan, Bhalsawa Lake, Waste of Wonder Park, Humayun tomb, India Gate and Mughal Garden etc. Most of the women didn't have opportunity to move around the city, know about its history and places of political importance.



Figure 4-Celebrating Youth festival in community

12. There were three community feasts organized to address the discriminatory gender and caste practices.
13. There were six theatre performances organized in communities for awareness on the issues of domestic violence and gender discrimination.
14. Organized two workshops with 65 community women on developing songs on gender discrimination & exploitation of the women.

15. One women sports day was organized with the women of the communities to cultivate group work and sports spirit among the women.
16. Organized workshops on use of social media platform with the women leaders of the slum communities. The objective of the workshop was to orient the women leaders in using whatsApp for sharing of messages and use of social media for generating awareness on social issues.
17. Organized two legal workshops with the help of “Delhi State Legal Services Authority” on the issues of domestic violence, the laws protecting from domestic violence and on wage laws.



Figure 5-Community leadership development workshop

18. Conducted three workshops on importance of small savings, types of savings and managing homes in crisis. Around 124 women members participated in these workshops.

The following are the key results of the above activities:

1. 25 community women groups got strengthened and around 1000 women are part of this process.
2. 10 youth groups got strengthened during the year and around 300 youth are part of the process.

3. There was an active participation of around 700 Women in the women's day program organized on 8th March'2020.
4. The women leaders played very important role in Identification of needy households for providing Covid relief support.
5. The youth of the community assisted the migrant workers in applying for e-coupon to those households who don't possess ration card and also were unable to apply for e-coupon as most of them were illiterate and not having android phones.
6. The community women are utilizing the services of the DLSA in case of domestic violence and family disputes.
7. The participation of women and youth of the communities are encouraging which reflects that there is enhancement in level of awareness on the rights and entitlements.
8. Most of the parents are allowing their children to participate in training workshops and exposure to outside world for building perspective.
9. The women show enthusiasm in such exposure programs and it builds their confidence before the men members of the family and community.

During the year the issue of women's health was also one of the issues which affected the women of the communities. We organized two workshops on the issue of women's health and on the structure of the health department of Delhi government including facilities available in Mohalla clinics. The purposes of these workshops were to utilize the government health services which are free of cost as well as it is the right of Delhi citizen.

We feel that the local women collectives of the slums areas have become stronger than earlier. The mutual faith and cooperation has increased during this crisis among the women members of the communities. A sense of helping others has also developed among most of the women along with managing the local meetings and presenting the issues before the community members.

III. Awareness, Education & facilitation of construction workers of Delhi to get registered with Delhi Building & other Construction Workers' welfare Board for receiving social security benefits.

The Covid 19 pandemic and lockdown made construction workers of Delhi vulnerable. During lockdown period most of the construction workers were unable to feed their families in absence of savings. There were only few thousand construction workers who received Covid compensation from Delhi Building & Other Construction Workers Welfare Board (DBOCWWB). Even after lifting of lockdown, construction workers were not getting work as most of the construction activities were not started. The situation of women construction workers was worse as they were not getting work from the employers, contractors or from the labor

chowks. Whosoever got the work, they were forced to work in low wages as there was no option for the survival.

After announcement of lockdown, Delhi Building and Other Construction Workers Welfare Board (DBOCWWB) had taken decision to compensate the registered & live construction workers @Rs. 5,000/pm for the entire lock down period. DBOCWWB is compensating Rs. 10,000 (@Rs.5, 000x2 months) to all construction workers who are renewed for the current period. We educated construction workers about the Government decision and asked them to get their membership cards of DBOCWWB renewed at the earliest. We mobilized more than 3000 construction workers in renewing their identity cards with Board and most of them received Rs. 10,000/ as Covid compensation but still there are many workers who are yet to receive the compensation.

The following are the **activities** which were carried out during the period following all the guide lines issued by the government:

- Around 600 corner meetings were conducted in 40 slum communities. Around 12,000 workers participated in these corner meetings.
- Around 42 mass meetings have been conducted in 40 localities of Delhi and around 2100 construction workers participated in these mass meetings.
- Organized several cultural programs with the workers in the slum communities like joint celebration of festivals, community feast, New Year etc to build the collectives.
- There were five regional consultations organized with the construction workers during the year. The objectives of these consultations were to develop confidence and faith of the workers in the collective as well as in DBOCWWB. The other objectives of the consultations were to motivate the construction workers for renewal with



Figure 6-Construction workers convention in community

Board,
educating
about the digital system and requirements of the documents for registration, renewal etc. Around 1070 construction workers participated in these consultations.

- Around 2000 construction workers also wrote post cards to Labor minister demanding Covid compensation to all construction workers who were registered but not renewed at the time of Covid.

- Around 1000 posters were developed by the construction workers on the issues like organization building, savings, social security, minimum wages, Covid 19 precaution etc.
- We organized five awareness sessions on PDS (Public Distribution System) and assisted the slum families in applying for the ration cards and as well as receiving ration from the PDS shops as per entitlements.
- The local exposures were organized for the women workers of the slum clusters during the period. The purpose of such exposures was to enhance their knowledge about the city, its history and government institutions. Most of the women shared that, “we have not enjoyed this much after marriage and we did not know about the outside world as we have always been busy in doing household work such as cooking food, washing utensils, taking care of children & family and having no time to think about ourselves.”
- We conducted one capacity building workshops this year on building of local collectives in the slum areas. The purpose of the workshops was to develop mutual trust and cooperation among the community leaders and understanding the importance of the collective.
- We provided support to the families who were in the need of food, medical assistance like referring to the hospital for medical checkups, Corona tests, delivery of the child etc by mobilizing government and other agencies.
- We trained youth of the communities in applying for food coupons through mobile phones and they assisted community members in applying for the same.

Although, the pandemic situation made construction workers more vulnerable, but it also appeared as an opportunity for most of them to build their capacities to handle the emergency like situation. It is also noticeable that women and men have been becoming more confident, determined and affirmative towards their rights.

The following are some of the **achievements** during the period:

1. A total of 2445 new construction workers joined the collectives and 4142 construction workers renewed their membership with the Board.
2. A total of 33 new claim applications for receiving social security benefits filed with DBOCWVB during the year.
3. A total of 50 claim applications got sanctioned from the Board which includes pension benefit, death compensation, maternity benefit, and marriage support and education assistance to the children.
4. The total amount disbursed to the construction workers from DBOCWVB as social security benefits is Rs. 54,92,146/ during the year.
5. Around 6,334 construction workers received Covid compensation from the DBOCWVB @Rs. 5000/each worker which is around Rs. 3,16,70,000/.
6. A total of 19 applications were filed to receive financial support for Covid patients and out of it two Covid patients have received the support @Rs. 5000/each. Rest applications are under the process.

7. The regional consultation programs were organized & managed by the construction workers leaders. The local community leadership got motivated and they presented gifts to the organization leaders by collecting small contribution.
8. The local leadership got strengthened because of their hard work during the Covid 19 relief program. The leaders are now well recognized and respected in the communities.

iv. Education & support to domestic workers and other informal sector workers on the issues of wage and social security:

This period has witnessed Covid 19 pandemic and because of it there were several challenges in front of the organization as well as communities. We tried our best to respond these challenges. A brief of these challenges and responses are as follows:

- a. The unemployment was one of the major issues which were affecting the daily lives of the domestic workers and their families. Because of lock down the employers of domestic workers stopped the entries of the domestic workers in their house and didn't pay the wages for the entire lock down period.
- b. Even after lifting of lock down, the employers didn't allow the domestic workers to enter into the housing colonies or in the housing apartments.
- c. There was fear among the middle & upper class society that the domestic workers may be the carriers of the Corona Virus. The domestic workers got entry for the work during the month of October/November'2020 (festival period) and that too in a very restricted manner. A domestic worker was allowed to work in a single household only.
- d. The domestic workers forced to work in low wages as there was no option for the survival.
- e. Initially we couldn't organize community meetings as there was fear of this pandemic among the community members and most of the domestic workers don't use android mobile phones. This created challenges in contacting them.



Figure 7-Post card campaign by domestic workers

- f. Most of the domestic workers were suffering from pain, exclusion and mental trauma not because of Covid 19 pandemic but because of the behavior shown by the employers after attack of Covid 19 pandemic.
- g. Most of the domestic workers faced problems of food, paying rent, cooking gas, medicines etc as there was no work and thus no income in the family.

During this period we organized a number of activities with the domestic workers of the communities to overcome the situation. A brief description of the activities is as follows:

- a. Around 700 corner meetings were conducted in 36 slum communities. Around 9,000 domestic workers participated in these corner meetings.
- b. Around 78 community meetings were organized with the domestic workers of the slum communities. Around 3500 domestic workers participated in these meetings.
- c. A total of 5319 new domestic workers joined the local collectives.
- d. The issues which were discussed during these community meetings were unemployment, malnutrition, domestic violence and physical & mental health.
- e. We provided support to the women who were in the need of food, medical assistance like referring to the hospital for medical checkups, Corona tests, delivery of the child etc by mobilizing government and other agencies.
- f. There were nine regional consultations organized with domestic workers of Delhi on the issues of unemployment during lock down, behavior of the employers and support of the government. During consultation the domestic workers also raised the issues of non recognition of their work, non fixation of the wages and no formal grant of leaves, health insurance etc. The consultations were organized in J J Colon Uttam Nagar, J J Colony Bhalsawa, Meera Bagh slums, Krishna Colony transit camp, Saraswati camp, Shalimar Bagh slum, Indira camp no-4, Vikaspuri & J J Colony Sahyog Vihar. Around 2400 domestic workers participated in these consultations.



Figure 8-Post card campaign by domestic workers for Covid compensation

- g. A post card campaign was launched to pressurize the Delhi government to provide wage compensation to all domestic workers who got affected during the lockdown. Around 5, 000 domestic workers wrote post cards to Delhi Chief Minister and Delhi Labor Minister to provide Covid compensation to all domestic workers of

Delhi as it was announced only for the construction workers. The campaign also demanded from the government to ask the employers to release the wages of the lockdown period to all domestic workers.

- h. Around 100 industrial casual workers also wrote post cards to Labor minister demanding the same package as it was given to construction workers as Covid relief.
- i. The community walks programs were organized in 21 slum clusters/colonies where there is presence of domestic workers. The awareness programs were conducted in all slums localities about the domestic workers rights to notified wages, all types of leaves, health security, pension and other social security provisions. The domestic workers prepared posters on these issues and pasted in the communities for mass awareness. There were several corner meetings organized during the community walks where small discussions were conducted on several queries.
- j. These community walks were culminated on 10th March'2021 which was celebrated as International Women's Day. Around 500 women workers participated in the Women's day program. The domestic workers prepared a play on the lockdown, employment situation & other experiences faced by them during the lockdown. The women construction workers also prepared play on the issue of construction workers like accidents at work sites, precautions during the Covid 19, wage discrimination etc.
- k. Most of the school & college going girls were forced to leave the study and engage in any informal work for family support. Because of lockdown and no income in the families, the parents of these girls have asked them to drop the classes and work informally to support the families. We provided educational assistance to 24 such school and college going girls of the communities to continue their education.
- l. The domestic workers reported number of cases of domestic violence during the period. The major reason was of unemployment of both the partners in the family and having no income for the survival.
- m. We organized legal workshops with the help of "Delhi State Legal Services Authority" on the issues of domestic violence and the laws protecting from domestic violence.
- n. Many cases were being resolved after intervention and mediation. We referred the unresolved cases to the 'Women Help line' where the counseling sessions are going on.



Figure 9-Capacity building workshop for domestic workers at Rishikesh

- o. A life skill training program was organized for the young girls of the communities. Around 35 girls participated in this training program.
- p. We trained young girls of the communities in applying for food coupons through mobile phones and they assisted community members in applying for the same.
- q. Organized three workshops on the wage & social security of the domestic workers and around 100 women leaders from different slum communities participated in these workshops.
- r. Organized several cultural programs with the domestic workers in the slum communities like joint celebration of festivals, community feast, New Year etc to build the collectives.
- s. The cultural programs were also performed during the consultations and widows and Muslim women participated in dance programs which are considered as taboo in the community.
- t. Some of the community leaders put their views logically whether in ration office, police-station, or in decision making in their own houses. In our observation, many domestic workers are becoming capable enough to deal with their situation.
- u. During the period of lockdown, women learned the usage of smart phone. They started sending voice messages, sharing information through whatsapp and attending meeting on whatsapp video call.
- v. We organized several awareness meetings/sessions on pandemic with community members sometimes through video calls and after October through physical meetings.
- w. We distributed hand sanitizers, masks during the meetings and also educated community members to use these.
- x. We assisted domestic workers in getting cooked food from the government food centers, helped them to apply online for receiving food coupons for dry ration and also facilitating in getting medical services from the government hospitals.

Opportunities:

In normal days, the women workers face scarcity of time as most of their day time was used at the work place. For the part time domestic workers only afternoon is the free time from the work when we organize our meetings and other activities. But during Covid 19 pandemic, almost all women workers were at home because of no work or less work. We had enough time to meet, discuss, share and exchange about the day to day situation, feelings, individual stories and lock down experiences. We understand that this was an opportunity for us which we utilized for the creative work. These creativities would help the other women domestic workers to build their capacity to confront such situation. We have developed the following by utilizing the time:

1. Developed two plays; one on nonpayment of wages and behavior of the employers during Covid 19 pandemic and other on domestic violence. The women domestic workers prepared these plays based on their own experiences and sharing of the individual stories. They have performed these plays in six communities and after receiving feedback from the audience the performers are improving the plays. The confidences of the performers have boosted up and hesitation to speak in public is also getting removed.
2. During this period the women workers have also prepared some songs and poems on the issues of lockdown, unemployment, domestic violence, hunger and feeling of aloofness in the city where they have devoted most of their life time on providing services to the city dwellers and making other's life more comfortable. The pain, agony and hurt are reflected in their songs and poems.
3. We also utilized this time to know each other in details like about their family members, understanding about the discrimination based on gender, caste etc in the community.
4. The confidence & trust of the women workers have enhanced on the organization because the organization stood with the community members during the crisis. The respect of the women workers has also enhanced in their family as well as within the community because of their active involvement in addressing the community issues like hunger, medical support and legal support etc.

Challenges

The major challenge during the period was Covid 19 pandemic. Because of Covid 19 pandemic & followed by lock down there were several challenges we faced which are as follows:

1. Because of lock down we couldn't implement activities round the year.
2. There were problems in conducting educational and awareness programs in the communities.
3. In slum communities, the local residents used to treat this pandemic as a disease of rich people or foreign disease.
4. There was fear in sending the activists in slum communities because of dense population and ignorance by some of the slum population on precautionary measures issued by the government.
5. There is lack of continuity in collective building processes among the youth and most of the women because of pressure of education and work.
6. The increasing poverty among the slum communities was also one of the challenges we faced as it restricted the participation in community building processes.

7. Most of the male members still engage themselves in the violence when they fail to have dialogue with women on any issue.
8. In some of the communities, most of the women face strong objections from male members of the family in case they want to go outside for learning and training for any skill or knowledge.
9. Illiteracy and lack of time are still the major challenges for creating awareness and educating the informal economy workers.

Learning:

There is a great learning that the continuous process of awareness and community building leaves impact after a long period. We mean to say here that at initial stage, we were thinking that bringing change in the mind sets of men & women of the slum communities regarding gender discrimination may be a tough task but now we observe that most of our members are able to connect the issues with the larger perspective and intended to find the sustainable solutions.

Apart from this the following are the learning during the period because of Covid 19 pandemic:

- a. There is need to orient ourselves in health related services so that we could extend support during health emergencies.
- b. There is need to have some funds for meeting the health & hunger emergencies to support the needy people.
- c. There is need to educate the people on importance of small savings and keeping the bank account updated & functional.
- d. Even in slum communities those having own houses sustained during the pandemic and rest like migrant workers and renters were forced to leave the city.
- e. In communities where there is strong bonding among the slum residents supported each other during crisis otherwise everybody was saving his/her own family and life.

Annexure: I

List of communities received food basket

SN	Name of slum communities
1	MS Block, Pilli Kothi, Hari Nagar ,New Delhi -110064
2	T-Huts ,B-7, Paschim Vihar, New Delhi-110063
3	A- 2 Block ,J J Colony, Bhalsawa, New Delhi -110042
4	A-3 Block, J J Colony ,Bhalsawa, New Delhi -110042
5	D-block, J J Colony ,Bakkarwala ,New Delhi -110041

6	A block, J J Colony, Sec -3,Phase-1, Dwarka, New Delhi -110075
7	B block, J J colony, Sec-3, Phase -1, Dwarka, New Delhi -110075
8	C block, J J Colony, Sec -3, Phase -1, Dwarka, New Delhi-110075
9	B block, Sec-3,Phase -3,J J Colony, Dwarka ,New Delhi -110075
10	D block, Sector -3,Phase -1, J J Colony, Dwarka, New Delhi -110075
11	B BLOCK, J J Colony ,Sec-7 ,Dwarka ,New Delhi-110075
12	C BLOCK, J J Colony ,Sec -7, Dwarka ,New Delhi-110075
13	B BLOCK, J J Colony, Uttam Nagar, New Delhi -110059
14	A BLOCK, Sahyog Vihar ,Uttam Nagar, New Delhi-110059
15	B BLOCK, J J colony ,Sahyog Vihar , Uttam Nagar ,New Delhi-110059
16	C BLOCK, J J Colony ,Sahyog Vihar, Uttam Nagar ,New Delhi-110059
17	E BLOCK, Sahyog Vihar, Uttam, Nagar, New Delhi-110059
18	B BLOCK, J J Colony ,Savda, New Delhi -110081,
19	C BLOCK, J J Colony ,Savda, New Delhi-110081
20	A BLOCK, J J Colony, Shiv Vihar, Uttam Nagar ,New Delhi-110059
21	B block, J J Colony ,Shiv Vihar ,Uttam Nagar ,New Delhi -110059
22	C block, J J Colony ,Shiv Vihar, Uttam Nagar, New Delhi-110059
23	T -Huts ,Kali Basti, Hastasal, New Delhi,110059
24	T- Huts Krishna colony, , Hastasal New Delhi-110059
25	T –Camp, Krishna colony, , Hastasal, New Delhi-110059
26	T- Huts ,Maya Puri Chawk, Kriti Nagar New Delhi-110015
27	Chunna Bhatti, Kriti Nagar ,New Delhi,110015
28	Kuli Camp, Vasant Vihar, New Delhi-110057
29	Kuli Camp ,Vasant Vihar, New Delhi110057
30	Nasserpur Slum, Mahavir Enclave,Part-1, New Delhi-110059
31	Mahavir Enclave, Uttam Nagar, New Delhi-110059
32	Bhim Camp, Mandi, New delhi-110047
33	Community Center, Maya Puri, New Delhi-110064
34	Ward No.2, Mehrauli, New Delhi-110030
35	Mohan Garden, New Delhi-110059
36	T – Huts ,Shashtri Market, Moti Bagh, New Delhi-110021
37	Moti Lal Nehru Camp, Munirika, New Delhi-110067
38	Meer Vihar, Mubarak Pur, New Delhi-110081
39	Sanjay Gandhi camp, Naraina , New Delhi -110028
40	New Sanjay Gandhi Camp,Naraina, New Delhi-110028

41	Sonia camp, Naraina, New Delhi-110028
42	Nilothi, Nangloi, New Delhi, 110041
43	T- Huts ,Meera Bagh, Paschim Vihar, New Delhi -110063
44	T-Huts, Janmashtami Park, Paschim Vihar, New Delhi-110063
45	T-Huts, Meera Bagh (central), Paschim Vihar, New Delhi-110063
46	T-Huts, Meera Bagh, Paschim Vihar, New Delhi-110063
47	T – Huts ,Dairy Wala Bagh, Paschim Vihar, New Delhi 110063
48	Udhyog Vihar, T- Huts , Peera Garhi, New Delhi-110087
49	Udhyogi Vihar, T- Huts, Peera Garhi,(water tank slum) New Delhi-110087
50	Indira Colony, Punjabi Bagh, New Delhi-110026
51	Saraswati Camp, Sec-3,RK Puram, New Delhi-110022
52	Saraswati Camp, Sec-3,(central) RK Puram, New Delhi-110022
53	Rajdhani Park, Nangloi, New Delhi-110041
54	Ranhola,Nangloi, New Delhi-110041
55	T- Huts, BG-1Block, Shalimar Bagh, New Delhi-110088
56	T- Huts, BG -1 Block, Shalimar Bagh,(outside) New Delhi-110088
57	T- Huts, BG-1 Block,(central) Shalimar Bagh, New Delhi-110088
58	Block-B-4, Sultanpuri, New Delhi-110086
59	Indra Camp No-2, Vikaspuri, New Delhi-110018
60	Indra Camp No-5, Vikaspuri, New Delhi-110018
61	Indra camp No.-4, Vikaspuri, New Delhi-110018
62	Indra Camp No-2, (New) Vikaspuri, New Delhi-110018
63	Shankar Garden, Vikaspuri, New Delhi-110018
64	Shaheed Bhagat singh Camp, Paschim Vihar, New Delhi-110063
65	Indira Colony, Tilak Nagar, New Delhi
