

Youth for Unity & Voluntary Action (YUVA)

Annual Report: 2013-2014



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PRESIDENT'S MESSAGE

It's a great pleasure to present the Annual Report of YUVA for the year 2013-2014.

YUVA is now a 30 years old institution and in last three decade it has shown considerable progress in the pursuit of its mission. It has fought towards enhancing social justice and empowering communities. YUVA strengthening its existing domain of work with the human rights paradigm and thus forming the underlying philosophy of the organisation; focusing on three different areas – Poverty, Environment and Governance



YUVA programmes at the Urban and Rural entities and at the YUVA Centre have been growing from strength to strength. The interventions of YUVA Urban includes the thematic areas for urban poor, just as opening of new Basic Service Facilitation Centre (BSFC) 'Nai Subah'. With informal workers, a new Labor helpline has been introduced. YUVA also created an issue note on Rajiv Awaz Yojana (RAY) on the pros and cons of the scheme from the perspective of the urban poor across different cities.

Another campaign which needs a mention is the Mumbai Development Plan (DP) Campaign which just began as an awareness building drive in 2011, has now resulted in surfacing the errors in planning and governance from the perspective of an urban poor. It opened the process of participation among the community and has been a continuous process from there on. Other campaigns which also emerged this year are *Hamara Shehar*, *Hamara Vikas*, *Hamara Niyojan* (HSVN), and release of People's Vision Document. Thus we can say that YUVA's achievement this year has been around democratisation of planning processes, strengthening people's institutions, advocacy with the government and awareness amongst the communities

The rural branch forming 57 village development committees converging agricultural interventions in Maharashtra with 50% women members participation has been a historic achievement this year. YUVA Center took a successful journey with a total youth outreach of 5821 with 90 orientation programmes. Also, the major contribution of Maharashtra Yuva Parishad convention has been the development and widespread distribution of the 'Youth Manifesto – 2014' – first state level youth convention to discuss social and economic issues and realities of the society with reference to the youth. This campaign influencing was set out to influence the global development framework that would succeed the Millennium Development Goals (MDGs) after 2015.

For future, together we look forward to the year ahead as one in which the key principles and values guiding our work will enable us to achieve greater impacts in areas of critical need.

In solidarity,
Amitabh Behar
President, YUVA

VISION

We believe that development is a continuous struggle to create a humane society, which sustains all human beings, as well as nature, where women, men and children enjoy universal human rights.

A humane society based on the values of equality, distributive justice and secularism is liberated from oppression on the basis of caste, class, creed, gender, age, ethnicity, language; is free from all forms of exploitation and violence; and demonstrates integrity and respect for democratic polity and processes.

MISSION

YUVA will empower the oppressed and the marginalised by facilitating their organisations and institutions towards building equal partnerships in the development process, ensuring the fulfilment of the human right to live in security, dignity and peace.

YUVA will also engage in critical partnership with the government and forge alliances with other actors of civil society such as people's movements, trade unions, women's groups, academic institutions and the private sector to enable and strengthen the people's empowerment processes.

CORE VALUES

YUVA has a set of five core values that it considers to be non-negotiable and it is through these core values that YUVA adheres to its commitment towards the fundamental principles of development. All of YUVA's involvement is based on these values.

1. Social Justice
2. Gender Justice
3. Environmental Sustainability
4. Honesty & Integrity
5. Secularism & Democracy

CORE PURPOSE

Democratisation of society, polity and economy for all women, men, youth and children

THE STORY OF YUVA

YUVA or the Youth for Unity and Voluntary Action formally came into existence in the year 1984. The idea of forming such a voluntary development organisation to support and empower the oppressed and marginalised has its roots in a youth placement project that began in 1978 at Bombay's College of Social Work. The vision of the project was to harness the potential of underprivileged youth so that they were enabled to be a part of the problem solving process as they were seen as a huge productive force. Mr. Minar Pimple, the Founder of YUVA, who also happened to be its first employee, was deeply involved in this project.

YUVA began its work with youth and youth groups from the slums of Jogeshwari in Mumbai. The organisation had clearly decided that its response would be to issues concerning the most marginalised sections of society and that it would not restrict its activities to specific programmes and services, but develop a structure that would accommodate multilevel action. Till 1991, YUVA mainly concentrated only on rights. It was post 1991 and the introduction of the New Economic Policy that YUVA felt the need to start focusing on *rights* as well as assets. YUVA realised that it had to *protect* existing rights, *expand* existing rights and *create* new rights. Similarly, it had to *protect* existing assets, *enhance* existing assets, and *add value* to existing assets so that they become more valuable. Therefore, YUVA has been undertaking its work and interventions based on the People's Organisations – People's Institutions (PO-PI) model in order to secure the rights as well as build assets for the people.

It was in this period (post 1991) that YUVA started expanding its operations to look at various constituency groups including the marginalised and oppressed men, women, youth and children in the Urban as well as the Rural areas; and the seeds of the various units of YUVA were sown. In 2001, the Founder of YUVA decided to separate himself from the organisation so that YUVA could develop an identity independent from his and grow many folds. Thus, four formal entities came into being – YUVA Urban, YUVA Rural, YUVA Centre and YUVA Consulting. Although the YUVA Consulting Unit has been put on hold due to lack of human resources, the other three units are striving hard to bring about a positive change in the lives of their target constituencies.

YUVA started and till date is working with the human rights paradigm forming the underlying philosophy of the organisation; focusing on three different areas – Poverty, Environment and Governance.

- Poverty is seen as being a violation of human rights and is multidimensional caused by a number of interlinked factors and hence must be addressed in a holistic and integrated manner.
- The concept of environment includes both the natural environment and human/social environment. This theme focuses on issues of quality, equity and sustainability in relation to the development and management of natural resources and the quality of human life.
- Work on governance centres around facilitation of the democratisation of power and decentralised access to and management of public resources.

Eleven levels of Intervention

1. *To build organisations for direct action*
2. *To conduct popular education for building awareness*
3. *To undertake conscientisation through training processes*
4. *To ensure access to basic human rights such as education, health, nutrition, water and energy*
5. *To engage in experiments towards sustainable and people-centred alternatives*
6. *To conduct research aimed at formulating and influencing policy*
7. *To engage in advocacy and lobbying activity aimed at participatory governance*
8. *To undertake documentation and strategic information dissemination in the promotion of the right to information*
9. *To participate in initiating and building networks and alliances for social transformation*
10. *To undertake support and consultancy work aimed at capacity building of people's organisations and grass-root groups*
11. *To engage in solidarity action, nationally and internationally to highlight people's causes*

Status of the organisation

- Registered under the Societies Registration Act, 1860 (836 GBSD 1984/26 December 1984)
- Registered under the Bombay Public Trust Act, 1950 (F10304/20 April 1985)
- Registered under section 12A of the Income Tax Act (INS/24339/7 May 1985)
- Registered under the Foreign Contribution (Regulation) Act (FCRA) (No. 83850025)
- YUVA is recognised under section 80G of the Income Tax Act
- YUVA is accredited as an NGO with general consultative status with the United Nations Economic and Social Council (UNECOSOC)

YUVA's UNITS

YUVA's work has been organised mainly under three units based on the intervention areas – both thematic and geographical, and constituency groups. All of these units have different functions, programmes and interventions, staff, management and governance bodies.

YUVA Urban

YUVA Urban works in the cities and various population groups in the urban areas to promote the rights of the urban poor to housing, basic services, education, livelihood, social security, and public participation. The three main thematic areas of YUVA Urban are:

1. Human Settlements
2. Social Security and Livelihood
3. Governance, Gender and Social Inclusion (cross-cutting theme)

As of now, YUVA Urban has direct operations in Mumbai and Nagpur in Maharashtra.

YUVA Rural

YUVA Rural emerged to address the issues of the poor and marginalised in the rural areas, which has a direct link to the poverty issues in urban areas. YUVA Rural's focus is on the development of self-sustainable rural societies and therefore it undertakes interventions that work towards holistic development of the rural areas. At present, YUVA Rural is intervening in the thematic area of Natural Resource Management and Livelihoods.

As of now, the work of YUVA Rural is concentrated in the rural areas of Akola and Wardha districts in the Vidarbha region of Maharashtra.

YUVA Central

YUVA Central was envisaged as a human rights centre that would facilitate collective learning both within and outside the organisation and enable capacity building and empowerment of the various stakeholders. YUVA Central has its office and training centre at Kharghar, Navi Mumbai. The mandate of this unit is:

1. Ideology and value building within YUVA
2. Vision building
3. Strategising for YUVA as a whole
4. Synergy building across YUVA units by setting up of common financial, human resources, organisational development and programme systems across all units

INTERVENTIONS & ACHIEVEMENTS IN THE YEAR 2013-14

The programmes and interventions are broadly undertaken by YUVA under its three units. These interventions cater to the unit-specific and programme-specific aims and objectives. The ultimate aim of all the activities undertaken is to improve the way of life of the target constituencies.

→ YUVA URBAN

YUVA started its modest work from Jogeshwari, Mumbai in 1984 and over the years moved on to various interventions at the city, state and national levels in the areas of housing, livelihoods, research, advocacy, capacity building and rights of children, women and youth. This work of YUVA, focussed in the urban areas, is being undertaken under the gamut of the YUVA Urban unit. YUVA Urban's focus right from the beginning has been to ensure the rights of the vulnerable and address human rights violations in the urban areas to ensure equitable and sustainable growth and development for all. The main objectives of this unit are:

- Advocating for the right to shelter, tenure rights and basic services for the urban poor
- Facilitating the provision of entitlements by the state, and facilitate and monitor the provision of basic services (right to water, sanitation, food, health, education, etc.)
- Promoting women and youth-led development and a child friendly environment
- Promoting people's participation in the development planning process to secure their entitlements
- Sharing knowledge with other organisations

*The **Human Settlements** theme of YUVA Urban focuses on physical aspects as well as the social aspects of habitation of the urban poor and slum dwellers in order to ensure just and equitable human settlements. This theme concentrates on facilitating the provision of basic services by the State, promoting participatory governance, and ensuring dignity for people especially children, youth and women.*

*The **Social Security and Livelihood** theme of YUVA Urban focuses on the rights, promotion and protection of informal sector workers including men, women, and children. The work done by this sector is equally, if not more, important for the growth and development of the economy as a whole and hence it is imperative that this sector be entitled to the same rights bestowed upon the formal economy.*

*The **Governance, Gender and Social Inclusion** theme is a cross-cutting theme and an integral part of all programmes and interventions*

YUVA Urban has been undertaking a number of projects and interventions under these thematic areas to support and empower its target population.

S. No.	Name of Project	Project Partner	Project Period
1	Re-Defining 'Inclusiveness in Governance' from Urban Poor Context – Part IV	Oxfam India	April 2013 – March 2014
2	Youth Force	SAATH Charitable Trust	December 2013 – November 2014

S. No.	Name of Project	Project Partner	Project Period
3	Re-Visioning Urban Spaces – An Intervention for a Better Habitat for Urban Poor	Ford Foundation	April 2011 – March 2014
4	Umeed – Year 4	Plan India	July 2013 – June 2014
5	Empowerment of Migrant Workers through Facilitation of Support Services and Advocacy for Legal Entitlements	Jamshetji Tata Trust (JTT)	August 2011 – July 2014

Over the last year, the organisation has worked with different constituency groups including urban poor, migrants, pavement dwellers, homeless population, youth, women and children.

Objectives: *Advocating for the right to shelter, tenure rights and basic services for the urban poor; Facilitating the provision of entitlements by the state, and facilitate and monitor the provision of basic services (right to water, sanitation, food, health, education, etc.)*

In order to achieve the above objectives, YUVA urban undertook a number of interventions through its various projects and programmes.

Case Story

People from Jerbhai Wadia Road, Sewri were rehabilitated to Maharashtra Nagar – Mankhurd during the year 2012-13.

These rehabilitated people had to face the aftermath of rehabilitation. They did not have electricity, and water supply. The people had to resort to taking illegal electricity connections since they did not have any other choice. Later on, these people were sent huge bills that were dated from the time of the building construction work. On this pretext, Reliance cut down the power connection.

YUVA Urban took up this case with the Chairperson of the BMC Standing Committee and explained the current situation to him. We made him understand the history of this project. This building was the project of Shiv-Shai Punarvasan Prakalap (SPPL) and they had handed over the project to BMC eight years ago, and the same was again handed over to these Project Affected People (PAP). Consequently, the bill for eight years was sent to these people.

As per his instructions, the members met the F South Ward Officer and presented the case to him. After analysing the situation, the Officer agreed to pay the dues for the last eight years and the people were given legal electricity connections.

Empowerment and Support for the Urban Poor

YUVA Urban has always been supportive of the urban poor and been with them in times of crisis. During the year, YUVA Urban continued its support and empowerment of the pavement dwellers and their organisations and facilitated their interactions and advocacy with different Government officials and service providers.

In July 2013, five groups of homeless people were facilitated comprising of a total of 202 people (58 women, 61 men, 41 girls and 42 boys). By December 2013, these groups were stabilised and more people were added to these groups taking the total to 277 people. By March 2014, the number of groups facilitated went up to seven with a total of 310 homeless people. Around 185 meetings have been organised with the homeless groups and pavement dwellers. These meetings have seen the participation of 1474 people (850 female and 624 male). Through these meetings, efforts have been taken to organise these people and encourage them for collective participation. Their problems and issues have been identified and efforts have been made to address their issues. A total of four capacity building workshops have been undertaken for the leaders of these groups. These workshops have been attended by 68 leaders (47 female and 21 male). The subject of these workshops included understanding of community problems, importance of group building and unity, building confidence,

advocating for solving community issues, etc.



The Basic Service Facilitation Centre (BSFC) 'Nai Subah' was inaugurated in Dadar, West on June 21, 2013 by the Deputy Collector of Rationing (DCR) and the Rationing Officer. Within a fortnight of opening, more than 50 homeless people and children had visited this centre seeking information regarding their rights. Four medical camps were organised under this centre and information and awareness on entitlement rights were spread through this centre. The medical camps saw the participation of 570 people (186 female, 139 male and 245 children). The BSFC has been helping the people in getting ration cards, PAN cards, Aadhar cards, etc. 101 people have applied for PAN cards, 134 people have applied for ration cards, 60 have applied for Aadhar cards, 55 have applied for zero balance bank accounts and 10 have applied for senior citizen cards.

The BSFC at Wajood centre conducted sessions on various entitlements such as the Public Distribution System, Voter ID, Janashri Vima Policy, Right to Vote, Women's Schemes, Youth Schemes, Informal Workers' Rights and Rajiv Gandhi Jivandayi Yojana at the community level and each session saw the participation of 15-20 members.

Case Story

The United Nations has given basic principles and guidelines (2007 – paragraph 45-51) stating that evictions should not be held in unfavourable conditions and environment, i.e. during rainy seasons, night time, festival seasons and before and during examination times.

During rainy season, demolitions were experienced at the pavement-dweller communities at Sai Leela, Baradevi and at Lalbag before the Ganesh Chaturthi festival. Before the festival, staff of YUVA Urban along with pavement leaders met the Housing Minister in order to inform him about the evictions during the rainy season and requested him not to undertake demolitions during the festival season.

Unfortunately two days after this meeting, demolitions were witnessed at Lalbag. The copy of the letter, which was assured and signed by the Housing Minister, with reference to the Secretary for Housing, was submitted in Lalbag Police Station and at the Ward Office.

After this letter was received, they returned the belongings to the pavement dwellers. This entire episode was captured by the local newspapers Hamara Mahanagar and Lokmat.

The outcome of this was that the demolition during the monsoon season was stopped.



Inauguration of BFSC at Dadar



Ration cards provided to members through BFSC

National and State level Interventions for the Urban Poor

At the National level, YUVA Urban focussed on the study and critical understanding of the housing scheme – Rajiv Awas Yojana (RAY). RAY Projects across different cities were studied in collaboration with local partners. Round table meetings were undertaken in the states of Gujarat, Jharkhand, Madhya Pradesh, and Uttar Pradesh. Visits were conducted to cities in Rajasthan and Odisha. Based on the situation analysis and fact finding conducted in different RAY cities and sites, an issue note was prepared on the pros and cons of the scheme from the perspective of the urban poor. It emerged that in practice the scheme was being used as a method to gain control over prime land within cities. The sharing from different cities gave detailed information about the various practices in its implementation which again strongly highlighted the non-compliance of community participation guideline mentioned in the scheme.

YUVA Urban, along with other likeminded organisations at the National level, is engaged in policy critique. The policy documents, reports, articles, news reports, etc. on RAY, affordable housing etc. have been compiled and analysed. This has been further discussed with the organisations working on the same issues to form common consensus and develop strategies to contribute to the National Campaign on Housing and Land Rights. Critique has been prepared on Jharkhand Property Rights to Slum Dwellers Act. A National Consultation on issues of slums settled on Railway land was organised to look into the resettlement and rehabilitation aspect and arrive at consensual strategies to address this issue.

Community level capacity building and awareness sessions have been undertaken. An attempt was made to compile news reports and write commentary and analysis of issues ranging from slum evictions to policies related to street vendors, transport, etc. The newsletter helped to connect with people and initiate a dialogue with different organisations and individuals working on the issues of urban poor.

At the State level, the Shahar Vikas Manch (SVM) in Nagpur carried out campaign with slums demanding 'Patta Act' implementation. The campaign demanded withdrawal of vertical development schemes like Slum Rehabilitation Authority (SRA) and Basic Services to the Urban Poor (BSUP). Various slum communities came together and filed a People's petition in the State Assembly. The Urban Local Body (ULB) passed a resolution withdrawing SRA and stated that the communities will be provided with rights and services schemes.

Mumbai Development Plan Campaign

The Mumbai Development Plan (DP) Campaign, and the efforts undertaken by YUVA Urban under this campaign, deserves a special mention. This campaign began in July 2011 in the form of awareness building and network building which are interventions that are ongoing till date. The steps that have been undertaken so far are:

- Large scale awareness drive in the communities and formulation and submission of the Charter of Demands by the people
- 'Ground Truthing' study in the P-North ward from the perspective of the urban poor that received widespread media coverage and strengthened community's interest in the DP implementation
- The Existing Land Use (ELU) survey maps have been verified and mistakes pointed out to the local authorities; eight out of 24 wards in Mumbai covered through the support of network members; new partners and stakeholders such as hawkers and koliwadas identified; authorities accepted their mistakes and opened the process for participation

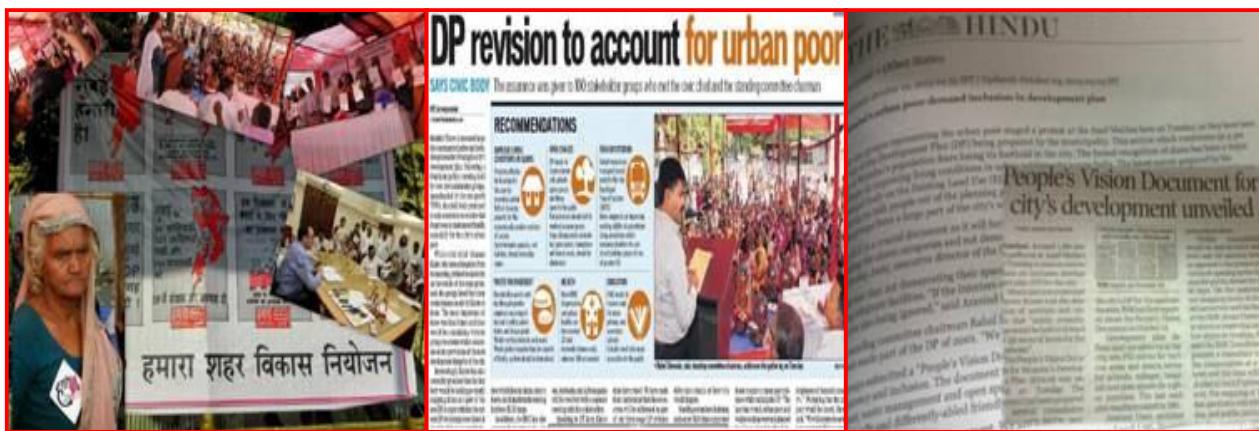
This campaign continued with renewed vigour in this year. As a result of all the constant pressure, the BMC had to acknowledge the errors pointed out by YUVA Urban and various other organisations. The various errors were posted on the website and corrections were made to the ELU survey. Constant follow-up was undertaken even after the ELU corrections.

During the months of May, June and July, 2013, more than 50 small meetings were held with various sectoral partners to deliberate and raise demands in the respective chapters of people's vision for Mumbai. The first draft of the People's Vision document was prepared and released in August, 2013. This document was finalised as an alternate vision for the city by the people as 'liveable', as opposed to the corporation's vision of the city as 'world class'. This document had demands by the people made under the major heads of 'Proposals for – Housing, Education, Health, Transport, Waste Management, Environment and Open Spaces', 'Towards a – Child friendly, Youth friendly, Women friendly and Disabled friendly city', 'Inclusion of – Hawkers, Koliwadas and Homeless as City makers' and 'Participation of People in the Development Plan'.

Over a hundred stakeholders and interest groups representing diverse communities in the city along with experts and activists, who participated in the earlier collaborative process, came together in a campaign called Hamara Shehar, Hamara Vikas, Hamara Niyojan (HSVN) and this campaign was formally launched in September, 2013.

The final version of the People's Vision Document was released on October 22, 2013 at Azad Maidan, Mumbai. More than 1500 people converged to discuss and envision an inclusive development for the city.





Photographs and Media Coverage of the Azad Maidan event – Release of People's Vision document

In November, 2013, a window of participation was presented with the Municipal Corporation of Greater Mumbai (MCGM) calling a consultative meeting to reach out to various civil society organisations, NGOs, officials with regards to the 'Preparatory Studies' conceptualised by the corporation as the BMC's vision document for the Development Plan (DP) of Mumbai. During the consultations, it was realised that many special demands by the majority of the people were left out and many important details with respect to the future of the city were omitted in the Preparatory Studies.

Post this consultation; various thematic and sector-wise consultations were undertaken wherein YUVA Urban led three such consultations on slum housing, water and informal sector. YUVA Urban's consultations stood out for their ability to rope in people from varied perspectives, the representation of people from the community in large numbers, the challenge of the idea of a 'public consultation' being restricted to just giving DP 'relevant' suggestions, acknowledging the people's concerns and registering their views as their suggestions for planning of their city. Recommendations from these thematic consultations were submitted to the BMC. Throughout this process, the HSVN played a major role. Pre-consultation strategy meetings, training workshops and focused group discussions were undertaken for the HSVN members and their inputs played a major role in shaping the recommendations and suggestions.



Photographs and Media Coverage of the thematic and sector-wise consultations

Empowerment of Informal Sector Workers

For the last two and half years, YUVA Urban has been working for the seasonal and semi-permanent migrants in the Navi Mumbai area. Through the Migration Resource Centre (MRC), YUVA Urban have been providing basic

services like health camps for migrant workers, different awareness programmes at construction sites such as street plays and poster exhibitions, naka and brick kilns, provision of identity cards from the centre, registration of labourers in schemes beneficial for them such as the Construction Workers Welfare Board or Government Insurance schemes, facilitating labour collectives and conducting meetings with them, helping them open bank accounts, make PAN cards, providing counselling, legal aid and so on. A helpline was also initiated by MRC in January, 2013 for helping labourers in trouble. Mapping of resources like list of hospitals, schools, lawyers, counsellors, ration shops, police stations, etc. has been done to support the labour helpline. Till date, 178 cases are registered at the centre, and the organisation was able to facilitate a compensation amounting to over Rs 12 lakhs. Various capacity building activities and exposure visits are undertaken for the staff of MRC to improve their knowledge on various labour laws such as the Minimum Wages Act, Bonded Labour Act, and Bonus Act, etc. and to gather good practices undertaken by other organisations in the area of support and development of migrant population.

During the last year, YUVA Urban helped 55 workers get PAN cards and 82 workers open bank accounts. Street plays, documentary film screenings, truck campaigns were undertaken to spread awareness on issues faced by the migrants, health and hygiene and on the services provided by the MRC. A special theatre group from Bengal was invited to perform a play for the migrants stressing on the importance of unity, social mobilisation and collective action. More than 1000 migrants have been reached through these initiatives. 14 health check-up camps have been organised at migrant sites that have seen the involvement of 800 migrants. Based on the learnings from an exposure visit, five child learning centres were started at brick kilns and in migrant communities.

At the State and National level, YUVA Urban constantly focuses on the participation in various meetings, seminars and sessions that are related to the Acts and schemes for migrant workers. The organisation has actively participated in events pertaining to the Food Security Act, Right to Food, Democracy and Social Justice, Right to Live, Pension Parishads, Trade Unions and Informal Workers Alliances, Working People's Charter, etc. in Mumbai, Gujarat, Hyderabad, Jaipur and other places and has been successful in representing the voice of the people in these events.

YUVA Urban has linked domestic workers to the welfare board through Kashtakari Gharkamgar Sangathan. Around 1000 domestic workers were registered with the board and they subsequently received benefits like pension, laptop and tablets.

Objective: Promoting women and youth-led development and a child friendly environment;Promoting people's participation in the development planning process to secure their entitlements

The interventions undertaken to achieve this objective focussed on youth, children and most importantly community participation in the various processes.

Child Rights and Children's Empowerment

YUVA Urban has been facilitating the Bal Adhikar Sangarsh Sansthan (BASS), a children's organisation for many years. BASS is a space for children to come together, share solidarity, and together claim their rights. This year 30 meetings were held in different areas with the participation of 281 children. As an outcome of these meetings, children have formed five BASS groups of approximately 120 children (70 boys and 50 girls). These groups have

met 24 times and YUVA Urban has capacitated them through orientations on child rights, importance of group formation and trust building, gender discrimination, etc.

The general body membership of BASS has reached to 300 members through the activities of Boond Bank and personal safety education. Boond Bank has 255 members and formal account opening procedures are being followed. After constant follow up with banks, children could open formal bank accounts and a total amount of Rs. 20,000/- has been deposited in these accounts. During the year, 10 personal safety education sessions have been conducted that saw the participation of 145 children.

Many other events were undertaken by BASS. Awareness on Child Labour was created on the Anti-Child Labour Day (August 30, 2013). The Child Rights Week (November 14 to 20, 2013) was held on the issue of Child Sexual Abuse. More than 750 people were reached through this event. The school enrolment campaign, 'Back to School', was initiated on June 12, 2014 to ensure every child is in school rather than at work.



Visit to Nehru Planetarium



Activities with children living on the streets

YUVA Urban has also been working with street children and facilitating their groups. During the year, the organisation has facilitated the formation of 15 groups of street children in the areas of Kurla, Mahim, Ray Road station, Dadar station, Mulund, Goregaon, Borivali, Kandivali and Wadala. A total of 171 children have participated in 15 meetings organised through these groups. The children have been given information on CHILDLINE and Nai Subah and also about their basic rights and entitlements. Games were organised with them to inculcate values. Cricket kits have been distributed to some of the children's groups. Various activities such as sports, drawing and story telling sessions, paper activities, movie screening, etc. are undertaken for the children and through these, different values like honesty, loyalty, relationship, togetherness and unity are inculcated amongst the children.

The Sneh Bandh programme was organised for the children to bring unity amongst them and to make them feel secure and responsible for each other. This programme saw the participation of 43 children. Kits comprising of towels, soaps, toothbrushes, toothpaste, etc. were distributed to them.

The Child Learning Centres (CLC) facilitated by YUVA Urban are undertaking a number of activities for the children. The libraries have more than 1200 books put together. More than 225 members of the communities and children are members of these libraries. Around 80 children regularly use the facilities of the CLCs and undertake study activities and activities of the Hole in the Wall. About 35 adolescents regularly attend the life skill education

sessions undertaken, including sessions on rights and responsibilities, gender and sex, effective communication, goal setting, etc. The Sunday sessions are regularly attended by 20 children. During these sessions, facilitation on topics such as leadership, gender equality, sexual and reproductive health and skills of football have been done. A workshop on Theatre for Development saw the participation of 26 children wherein the children came up with plays based on child substance abuse, child sexual abuse and issues related to water and sanitation.

The Child Security Net process aims to generate awareness and to address the child protection issues in communities. YUVA Urban and Committed Communities Development Trust (CCDT) work collaboratively under the Bal Vikas Manch. Sessions on Child Rights and Child Sexual Abuse were conducted with the members of Bal Vikas Manch and also with 150 teachers, police officials and officials from health departments.

Women Empowerment

YUVA Urban has utilised the increased participation of women in meetings and activities to make them aware of issues and problems that are considered as social taboos. These included matters of personal hygiene especially during their menstrual cycle, pregnancy, pre-natal and ante-natal care, etc. Women are slowly but eagerly coming forward to demand and work on their rights. 22 women from homeless communities participated in the public meeting held at Azad Maidan demanding the right to food for all the marginalised and vulnerable sections of the society.

Workshops on governance, legal entitlements, etc. and meetings have been organised for women in order to enable them to address their issues regarding basic services and to organise community level events. Women are actively contacting government officials and participating in the Mahila Dakshata Committee meetings and discussions. Women's Day celebration programmes were held that included games, songs, dances, street plays, etc. on women's issues and empowerment. More than 400 women and girls participated in these events.

Youth Empowerment and Participation

The youth are a major force of any intervention. The strength and potential of this group is enormous. Therefore, they are a major constituency group for the organisation. The organisation has facilitated the formation of youth groups in Dadar and Mankhurd areas and as a result, 97 youth have become members of community youth groups. More than 20 meetings have been undertaken.

Through the Youth Development Centre, various events and activities have been undertaken to encourage bonding and unity amongst the youth. Film screening was held to make the youth understand the importance of relationships in life and to enhance youth understanding on the problems of the youth in adolescent stage. Cricket matches were held for the youth groups to mobilise them and develop understanding on youth rights, to facilitate new youth groups

Case Story

Mohit is a 25 year old youth who ran away from home when he was about 7-8 years old. He made the Kurla platform his home for many years before he got an opportunity to work as an office boy with the support organisation.

During that time, he came in the contact with the Youth Forces team. He shared his desire to learn to read and write. He began to attend classes in the Dadar Yuva Rojgar Prashikshan and Kuashalya Vikas Kendra and is now slowly learning to read and write.

Through the BFSC's support, he has received a PAN Card and has a new job in housekeeping. The Centre is planning to help him in further education through the National Open School.

Mohit has now taken a room on rent in the slum area of Bandra. He is also helping the other youth by referring them to the Yuva Rojgar Prashikshan and Kuashalya Vikas Kendra for their training, development and employment.

and strengthen the youth groups at community level. A newsletter has been developed as a platform for young people to express their views and opinions on various matters such as women security issues, youth role in social issues, etc.

A lot of work has been done to make employment opportunities and placements available for the youth. Exposure visit for the youth was undertaken to a mall to show them how businesses are undertaken and the tremendous employment opportunities that are available in such business centres. A job fair was organised for unemployed youth from slums and pavements. 861 youth attended this fair and 621 were short listed. A follow-up was undertaken with 18 companies and all the short listed youth. Four of the youth had started working whereas few others did not join the companies due to the working criteria and far away destination of the work. Due to this job fair, many youth are approaching the Yuva Rojgar Prashikshan and Kaushalya Vikas Kendra for employment opportunities. Job counselling and referrals have been provided to 103 youth in various organisations for jobs such as logistics, courier services, housekeeping, data entry and marketing. Nine of the youth are working in these roles. Linkages have been undertaken with various organisations for undertaking trainings for the youth. These include I Colour Foundation, Pahaydan, Nirman, I Lead Centre, Info Computer Institutes, Kanya Beauty Parlour, etc. Trainings are being planned for the youth to increase their employability skills. More than 48 youth are currently availing trainings from these organisations.



Photographs taken at the Job Fair organised for youth

The TAPORI group of youth is honing its theatre skills. Workshops and trainings have been provided to this group. TAPORI has done more than 200 performances on varying issues such as gender discrimination, basic services, corruption and child sexual abuse, substance abuse in youth with the collaboration of NGOs, Pundalik Arts Traffic Jam and during various events.

Objective: Sharing knowledge with other organisations

YUVA Urban believes in the strength of collective action. Therefore, many activities are undertaken in collaboration with other organisations and groups to widen the expertise as also the scope and outreach of activities.

Under the National Campaign on Housing and Land Rights, awareness programmes have been undertaken on RAY, Property Rights Bill and other Housing and Land Rights policies for the local organisations in states like Gujarat, Madhya Pradesh, Uttar Pradesh, etc. The awareness among the local organisations supports in building State

Campaigns on Housing and Land Rights. This has also given the scope to form State Housing Forums which is proposed in the coming year.

Under the campaign on developing the Mumbai Development Plan, through collaboration with 15 NGOs and CBOs, eight out of the 24 wards in Mumbai could be covered. YUVA Urban undertook knowledge sharing with organisations like Tata Institute of Social Studies (TISS), Apnalaya, Stree Mukti Sanghatna, etc. YUVA Urban has also worked with CCDT in activities related to children as also in the DP campaign.

YUVA Urban has undertaken a number of programmes and activities through the sharing of information with other likeminded organisations and this has added to the overall strength of the organisation.

Achievements

- **Democratisation of planning processes:** Citizens, particularly the urban poor, are not included in planning processes undertaken at the city, state and national levels. This leads to non-inclusion of their concerns and rights in the plans and policies made. YUVA Urban has worked to change this situation in the case of the DP process underway in Mumbai. Through a detailed and intensive campaign, people's ideas and concerns are being included and considered in every stage of this process by the Municipal Corporation.

Over the last one year, the Mumbai Development Plan campaign has been extremely successful in forging together a united front of all the disparate and marginalised sections in Mumbai city in the form of Hamara Shehar Vikas Niyojan (HSVN) campaign. It is the first time in the history of urban planning in India that a municipality invited citizen's suggestions and organised consultations on such a wide scale. It is definitely a victory for the campaign and the organisation.

- **Strengthening of people's institutions:** Strengthening of people's institutions: One of YUVA Urban's core strategic interventions has been establishing and working through people's institutions. In the last year, the BSFC and CLC have functioned successfully as supportive people's institutions that enable urban poor to claim their rights and access various services. Both are emerging as strong and replicable models for deepening the organisation's work with different groups.

Through the BSFC at Dadar, seven pavement dwellers have been provided with ration cards. 61 PAN cards have been provided to the homeless which has become their sole identity cards. 25 people have opened zero balance bank accounts. The BSFC at Wajood centre facilitated the issuance of 100 ration cards, 150 voter ids, 25 birth certificates, 25 Janashri Vima Policy, 50 Aadhar cards and 200 PAN cards. The MRC has gained considerably visibility and recognition amongst the migrant population and has been successful in solving a large number of cases related to wage disputes.

- **Advocacy with the government and awareness amongst the communities:** YUVA Urban, this year as well, has undertaken successful advocacy interventions at the government level to influence policy level decisions. Also, the organisation has created awareness amongst the communities regarding their rights and services due to them.

A new Government Resolution (GR) for the Integrated Child Development Scheme (ICDS) dated May 24, 2013 was announced by the District Women and Child Development Department (DWCD), especially for

children on streets, under the bridge, places with new construction work, pavements, etc. This followed from YUVA Urban's survey, constant follow-ups and proposal submission.

During one of the discussions with women leaders from homeless and pavement communities, it was realised that each family had to pay Rs. 30/- every day in order to use Sulabha Sauchalay. Brihan Mumbai Mahanagar Palika has passed a GR stating that women should not be charged any fees for using these community rest-rooms for women. The women leaders actively took the decision that they would not pay any amount for using these facilities that were meant for them.

- **Strategic linkages:** The focus this year, on linking with CBOs and activists in other states working on issues of urban poverty and the informal sector, has resulted in a strong network being built across different states. Building this network is an important foundation for the work that is to be done in the coming years.

Challenges

- **Delay in collective building processes:** A large portion of the populations that YUVA Urban works with live in informal and un-notified housing. Therefore, the threats of eviction are common for homeless, pavement dwellers and sometimes even those in unrecognised slums. As an outcome of this, collective building processes get delayed and weakened.
- **Uncertainty:** Related to the above, informal sector workers have shifting workplace and hence often shift their places of stay as well, which makes it difficult to carry out continuous interventions with them. For instance, in case of groups of street children living on the railway station, police raid and children being sent to shelter homes, results in children going into hiding or moving to other locations once they come out of the homes. It then takes time to regroup them and reinitiate the process.
- **Poor implementation of policies and programmes:** On paper, there are many provisions for different groups that YUVA Urban works with, like shelter homes for the homeless, but these are not followed through in practice, which further marginalises these groups. Lack of political will and bureaucratic apathy add to the poor implementation. YUVA Urban, along with the collectives it supports, work through legal advocacy and policy advocacy to overcome these challenges.
- **Community mindset and background:** The youth are from poor economic backgrounds and hence have not received adequate exposure to the formal sector. Therefore, they lack presentation and communication skills which is a basic requirement for jobs and placements. Also, in spite of gradual change in the mentality of the society, girls' participation is limited in activities such as sports and theatre. Sometimes, leadership dynamics at the community levels are a challenge for the staff members in smooth and effective programme implementation.

→ YUVA RURAL

The experience of working with the urban poor made YUVA realise that most of this population had shifted to the urban areas from the rural areas of the country. It was clearly indicative of the lack of growth and growing unemployment in the rural areas that made these people leave their homes and come and reside in the cities.

Thus, it was crucial that the root causes of the problems were identified. With this in mind, YUVA's Rural unit was established in the year 1994.

YUVA Rural chose the Vidarbha region, Betul district of Madhya Pradesh and the Kutch district of Gujarat as its area of direct interventions, whereas indirect interventions were undertaken in the rest of the State through partner organisations. The current interventions of YUVA Rural are ongoing in the Akola and Wardha districts of the Vidarbha region of Maharashtra. YUVA Rural is working for the landless, small and marginal farmers, BPL families, and women under the thematic area of Natural Resource Management and Livelihoods. YUVA Rural has its head office in Nagpur.

The Natural Resource Management and Livelihoods theme of YUVA Rural focuses on the equitable and sustainable use and conservation of natural resources to ensure income generation for the rural poor and to ensure livelihood opportunities for them. The current interventions focus on development of agriculture and agro-allied activities.

During this year, YUVA Rural has undertaken two major projects for farmers and has worked in the fulfilment of its major objectives of income generation and resource conservation through these projects.

S. No.	Name of Project	Project Partner	Geographical Area	Project Period
1	Convergence of Agricultural Interventions in Maharashtra (CAIM), Akola	Government of Maharashtra	25 villages of Barshitakli block in Akola district	2013-2016
2	Convergence of Agricultural Interventions in Maharashtra (CAIM), Wardha	Government of Maharashtra	32 villages of Deoli block in Wardha district	2011-2015

YUVA Rural has been instrumental in the formation of 57 Village Development Committees (25 in Barshitakli and 32 in Deoli). These VDCs have almost 50% women members. A series of trainings have been conducted for the VDCs by the organisation. The various schemes of the government are read and discussed in the meetings of the VDCs. In addition to this, the decisions regarding the beneficiaries are taken in these meetings. Financial resources related to activities, such as soil and water conservation, are managed by the VDCs. The VDCs have been trained in book keeping. In Barshitakli block, village planning was undertaken in all 25 villages of intervention, Village Development Plans (VDPs) were prepared and accordingly implementation of the VDPs is ongoing through the participation of the villagers.

YUVA Rural has been providing training and capacity building to the members of the Self-Help Groups (SHGs) and Joint Liability Groups (JLGs) through Farmer's Field Schools (FFS), exposure visits, and other workshops and sessions. Trainings have been undertaken on goatery, dairy, running of daal mills, irrigation, soil and water conservation measures, Low External Input Sustainable Agriculture (LEISA) techniques, etc. Skill trainings on

Case Story

Dattatray Dibhre is a farmer residing in Barshitakli block of Akola district. He has 3.15 acres of land, out of which he cultivated Soybean on two acres.

The seeds used by him were provided by Mark Agri Genetics Pvt. Ltd. at rates lower than the market rates, which helped him save Rs. 250 per bag. Dattatray went a step ahead and informed the other farmers in his village regarding the seeds and many farmers used these seeds for sowing.

It was realised that the yield obtained by the farmers was pretty high at more than 11 quintals per acre. Mark Agri Genetics Pvt. Ltd. bought the yield from the farmers at Rs. 300 per quintal more than the market rates. Moreover, the produce was picked up from their doorsteps, thus saving the transportation costs.

The market linkage proved profitable for Dattatray and other farmers like him.

usage of solar energy, motor rewinding and tailoring have been provided to 60 individuals. With the help of these trainings, five people have started their own business and are earning additional profits of Rs. 4000 per month. Out of the 118 SHGs in the villages of Barshitakli, 37 SHGs have participated in different entrepreneurship activities.



Various agro-allied interventions and Small and Medium Enterprises (SMEs) are now being undertaken by the farmers. The SHGs and JLGs have received loans from Bank of India, RYK, Government line departments and NABARD for undertaking these allied livelihoods.

S. No.	Type of Unit	No. of Units	Individuals/Groups Involved	Additional Income per Individual (Rs. per month)
Deoli block of Wardha district				
1	Backyard Poultry	12	12 JLGs (35 female and 25 male members)	4500
2	Goatery	18	2 SHGs/JLGs	3000
3	Dairy (two cows/buffaloes per unit)	35	1 SHG and 1 JLG (through sale of milk and compost)	3000
4	Daal Mills	2	1 SHG and 1 JLG (12 female and 5 male members)	4000
5	Vermin Compost	7	7 JLGs (35 members)	2500
6	Compost	150	150 individuals	2500
7	Biodynamic compost	64	64 individuals	2500
Barshitakli block of Akola district				
1	Biodynamic compost	541 beds	176 farmers (produced 5000 fertilizer bags)	Savings of Rs. 300 to 400 per bag
2	Fishery (in farm ponds)	28 acres	7 farmers	5000
3	Honey bee keeping	23	13 farmers (this led to effective pollination that increased yield of onion seeds)	8000
4	Floriculture	27	27 farmers	7000-8000
5	Grain Processing Centre/Spiral Separator	20	20 SHGs (200 women)	5000-6000 (per SHG)
6	Household Dairy (total of 28 buffaloes)	15	15 households (HH)	3000 (per HH)
7	Goatery (total of 267 goats)	18	18 HHs	4000 (per HH)

Apart from these, soil testing and water testing have been undertaken in the areas of interventions. This determines the requirement of fertilizers and saves the cost on application of fertilizers; thus increasing soil fertility and crop production. Broad Bed Furrows (BBF) method has been used on 21 ha of land for sowing of Cotton and Soybean in three villages of Deoli block. Farmers have been able to reduce their input costs by up to Rs. 3000 per ha through crop cultivation as per the demonstrations provided in 310 ha of land. Seed production of Soybean was undertaken by 178 farmers on 571 acres of land in Barshitakli block, giving the farmers additional income of Rs. 300 per quintal.

Water conservation and irrigation measures have been facilitated for the farmers in the form of drip irrigation, sprinkle irrigation, farm ponds, MGNREGA wells, pump sets, etc. This has resulted in water conservation by up to 30%. In-situ water conservation has been done with the construction of farm bunding on 1150 farms in Deoli, 52 farm ponds (10 in Barshitakli and 42 in Deoli), 18 Cement Nala Bunds (CNB) (14 in Barshitakli and four in Deoli), and five Nala Bunding (one in Barshitakli and four in Deoli). This has been done under the schemes of the Government and with the support of the International Fund for Agricultural Development (IFAD).



Cement Nala Bund (CNB) in Deoli block



Farm Pond in Barshitakli block

During the year, 17 farmer Producer Groups (PGs) were formed in Barshitakli block through which 217 farmers came together and were made aware of collective marketing strategies and practices. Market linkages have been successfully established with Anant Seeds, Jindal Pvt. Ltd. and Mark Agri Genetics Pvt. Ltd. In Deoli, 120 bags of Soybean seeds were provided to 26 farmers through linkages with Mark Agri Genetics Pvt. Ltd. for development of seed plots. Expert advice was given to the farmers about pests and diseases along with the Package of Practices (PoPs). Farmers were able to increase their yield from seven quintals per acre to 11 quintals per acre. Through market linkages, farmers were also given Rs. 100 as bonus per quintal along with transportation costs of Rs. 75 per quintal. This helped in increasing their overall income and profits.

Achievements

- The interventions undertaken have been really beneficial for the farmers (both men and women) in increasing their overall income and profits. From the various activities, monthly income of all the individual farmers has increased by Rs. 2000 to Rs. 3000.
- Farmers are becoming increasingly aware of the agriculture and agro-allied practices such as LEISA techniques, PoPs, soil and water conservation, etc. and are ardently practicing the same, thus increasing the fertility of their lands and also their crop yields.

- As a result of the various water conservation and irrigation measures, the ground water levels have increased and more water is available for cultivation, thus benefiting the farmers.

Challenges

- The CAIM projects comprise of end-to-end interventions, right from pre-sowing to marketing for the farmers. In this, a major challenge is to ensure assured and sustained market linkages to ensure good returns for the farmers.
- In the projects, approximately 70% of the budget is to be raised through convergence with government schemes. Coordinating with the officials of the Government line departments and convincing them to converge the schemes for the target villages and beneficiaries is a challenge faced by the organization.

→ YUVA CENTRAL

YUVA Central was visualised as an institution that would play an important role in fulfilling YUVA's strategy as a human rights centre. It was developed as an 'outward' looking entity that would service the outsider world, while providing the required support to the YUVA family as a whole. YUVA Central has three programmatic aspects – YUVA Training Centre, Information Resource Centre and Project Facilitation.

YUVA Centre: A place for collective learning and to address the needs of NGOs, CBOs and other members of the community and stakeholders

The YUVA Training Centre is a professional, capacity development, research and resource centre committed to social development and transformation. Set up in 2001, the Centre was developed to facilitate learning, information sharing and knowledge dissemination amongst the various stakeholders. The overall aim of the Centre is to promote social change.

The YUVA Centre is well equipped with the state of the art infrastructure and resources to undertake meetings, workshops and training programmes. The Centre is utilised by the units of YUVA, partners, NGOs, Government and Corporate entities to facilitate and organise their programmes and events, both residential and non-residential. The facilities available at the Centre include:

- One Seminar hall, three multi-purpose halls and outdoor plaza for group activities
- 13 double and two triple rooms with all facilities including air-condition, intercom telephone services, etc. and one 25-bed dormitory
- Lounge area, library and cafeteria
- All training equipment and materials such as sound systems, projectors, computers, stationery, training kits, etc. are available on demand

In the last year, 322 training programmes, meetings and workshops were conducted in the Centre by 59 NGOs, three CBOs, nine Corporates, eight institutions, four funding organisations and 23 Government agencies. Moreover, there were 147 individual bookings for accommodation facilities.

Information Resource Centre (IRC): A Centre committed towards exploration, collation and dissemination of knowledge in its various forms

The IRC works towards development of various resources that contribute to the building of perspective, knowledge and skills. These resources, namely books, training materials, publications and audio-visual materials are made accessible to children, students, social activists, local people, development professionals and staff of YUVA.

YUVA Library and Media Unit

The YUVA library currently contains about 8220 books in English and 2082 books in Hindi and Marathi. YUVA Child Learning Centre (CLC) has 2423 books for children. During this year, 60 books were used by the children of Murbi Gaon Zilla Parishad (ZP) School and Ove Camp ZP School. From the Media library, 11 films and magazines were used. The Media Unit has about 425 films on various social issues such as housing rights, environment, gender, child abuse and child education, etc. The Media Unit has mainly four activities – Archival, Training, Production and Consulting.

Under **Archival** activities, the unit completed digitisation of 350 hours of old footage of YUVA which is in the VHS format. Old photographs of YUVA were also scanned and archived. The logging and transcribing of footage was completed to some extent. In addition to this, all the e-garbage in YUVA Centre was sorted and sold.

Under **Training**, the unit supported various training programmes of YUVA carried out under the Anubhav Shiksha Kendra (ASK) and Youth Force programmes, etc. Induction was given to people who visited the YUVA Centre, including students from Nirmala Niketan, Bharati Vidyapeeth, guests from Udaipur, and other visitors.

The **Production** activities included the following:

- Preparation of a small documentary on the history of YUVA, featuring Mr. Minar Pimple
- Preparation of a small film on YUVA's Anniversary
- Preparation of a small film on YUVA Mela and YUVA Festival
- Preparation of a small film to celebrate the 25 years of service of Mr. Anil Ingale and Mr. Mohan Chavan

Under the **Consultancy** activity, documentary film production on Non-Residential Indians (NRIs) was undertaken.

Project Facilitation: Facilitating and coordinating various projects at the State and National levels

During the year, YUVA Central has facilitated and coordinated three projects.

S. No.	Name of Project	Project Partner	Geographical Area	Project Period
1	Anubhav Shiksha Kendra (ASK)	Katholische Zentralstelle Fur Entwicklungshilfe E.V	27 districts of Maharashtra and Madhya Pradesh	2011-2014
2	South Asia Network on Dams, Rivers and	SSNC: Swedish Society for	Across India	2013-

S. No.	Name of Project	Project Partner	Geographical Area	Project Period
	People (SANDRP)	Nature Conservation		2015
3	Civil Society Advocacy Campaign to Influence Post-2015 Development Agenda (Phase II)	IPE Global Pvt. Ltd.	Across India	2013-2014

Youth Development and Youth for Development

Issues of youth have been given prime importance by YUVA from the very beginning. YUVA has been working for the empowerment of the youth so that they are provided with a platform for development and for becoming agents of social change. In this programme, YUVA Central has acted as the facilitating and coordinating agency. This programme has been undertaken in 27 districts of Maharashtra and Madhya Pradesh with the help of partner organisations and centres.

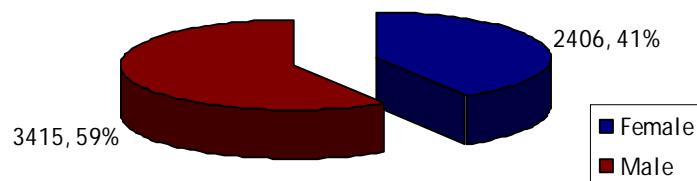
Regional Anubhav Centres	Geographical Area
Abhivyakti Anubhav: Abhivyakti Media for Development	Maharashtra: Nashik, Ahmadnagar, Nandurbar, Jalgaon and Dhule
Anubhav Bharti: Dr. Ambedkar Sheti Vikas Va Sanshodhan Sanstha	Maharashtra: Pune, Solapur, Satara, Sangli and Kolhapur
Anubhav Mumbai: Nirmala Niketan Institute, College of Social Work	Maharashtra: Mumbai Suburban
Apna Anubhav: YUVA (Urban)	Maharashtra: Mumbai
Samarthan Anubhav: Samarthan, Bhopal	Madhya Pradesh: Sihor and Guna
Vikas Anubhav: Vikas Sahyog Pratishthan	Maharashtra: Thane, Raigad, Ratnagiri and Sindhudurg
Yuva Anubhav Akola: YUVA (Rural) Association	Maharashtra: Akola, Amravati, Washim, Yavatmal, Buldhana
Yuva Anubhav Nagpur: YUVA (Rural) Association	Maharashtra: Nagpur, Wardha, Gondhia, Gadchiroli, Chandrapur

In all, the total youth outreach was 5821. In order to orient and motivate the youth, around 90 orientation programmes were held. More than 60 social awareness programmes on agriculture, natural farming, gender sensitisation, violence against women, HIV/AIDS, etc. Youth festivals, fairs and film screenings were held on various subjects to motivate and encourage the youth to be a part of the development process and become responsible for their growth and development.

In order to engage the youth and keep them constantly motivated and

well-informed, various trainings, workshops and meetings are undertaken. Around 13 trainings and workshops were undertaken on various subjects of group bonding, gender and sexuality, development issues in rural areas and leadership in villages, documentary film production, video editing, etc. Special events such as *kandil* (lantern) and poster making events, sports events, and recruitment camps to link youth to livelihoods, etc. were also undertaken. Around nine exposure visits were undertaken to give the youth first hand and practical experience and insight into issues of livelihoods, gender and inequality, social processes and change, etc. and also to develop unity and bonding amongst the youth. The youth were encouraged to participate in about nine issues based campaigns to raise awareness amongst other people and youth and to curb issues such as campaign against copying, campaign against genetically modified organisms, women safety and security, livelihoods, etc. Some youth leaders and

Youth Outreach by Gender



members were sent for State and National level events. The youth participated in six such events in Gujarat, New Delhi, Orissa, Mumbai, and Nagpur.



Ankur Film Festival on Community Media

Recruitment Camp to link youth to livelihoods

YLBC module at YUVA Centre on promoting youth leadership

In addition to the earlier modules under the Youth Leadership Building Course (YLBC), four more modules were developed and conducted for the youth – ‘Indian Society’, ‘Indian Governance System’, ‘Understanding role of campaigns and movements for advocacy and lobbying with the State’ and ‘Promoting Youth Leadership’. These modules have proven to be instrumental in the youth leadership building process. Youth are able to voice their opinions and views through the bi-monthly newsletters ‘Maitree’ that is developed and distributed to the youth members.



To enable youth forum building, the Maharashtra Yuva Parishad (MYP) organised the first state level youth convention which saw the participation of around 700 youth leaders to discuss social and economic issues and realities of the society with reference to the youth. The major contribution of this convention has been the development and widespread distribution of the **Youth Manifesto – 2014**. The Youth Manifesto (first developed in Marathi and then translated to English) consists of the unified voice of youth from all over the state in the form of a declaration. The declaration focused on prime issues of education, employment, shelter, health, media, crime, governance and separate allocation for youth in the State budget. During the convention, the complete youth manifesto was discussed and published with the hope of providing a roadmap for elected representatives and government officials to address the issues of youth. On Valentine’s Day, the Youth Manifesto was handed over to the District Collectors of 17 districts by the youth leaders. The copies of the Manifesto have also been handed over to various political parties including Congress, BJP, Shiv Sena, Rashtravadi Congress and their leaders in their party offices.

and to the Chief Minister, Youth Minister, Social Welfare Minister and other Government officials in Maharashtra.

The ASK – Central Facilitating Unit (CFU) i.e. YUVA Central has played a vital role in the entire facilitation and coordination of this programme. The unit has organised a number of reviews, learning and planning meetings, forum meetings to ensure that the programme is undertaken smoothly and efficiently and to ensure proper monitoring and coordination.

Governance with respect to Water and Environment

YUVA Central, through the SANDRP project, has been working since 1998 on issues related to transparent and participatory governance surrounding water and environment, monitoring India's water sector and trying to act like a bridge between civil society, research organisations, communities and the administration. This consistent work has yielded a number of positive results.

Large scale advocacy was undertaken with the government agencies and the media on the issues of Mumbai dams and this received good coverage in the print and electronic media. Following the persistent efforts of the team along with other likeminded groups, the Expert Appraisal Committee (EAC) and Forest Advisory Committee (FAC) of the Ministry of Environment and Forests (MoEF) have responded to the issues raised and acknowledged the submissions in the minutes of several meetings. The SANDRP blog was started in the year 2013 to communicate the work and issues related to water and environment to the world. During the year, this blog received close to 100000 hits and it was listed at No. 41 amongst the world's best water blogs in 2013. Various publications were developed by the SANDRP team during the year. These included six issues of 'Dams, Rivers & People' magazine, a report on 'Dams in tribal belt of Western Ghats for the Mumbai Metropolitan Region: Unjustified projects when better options exist' (With support from Keystone Foundation) and regular updates on blog, website, facebook page, etc.

The Uttarakhand disaster of June 2013 was a tragic one and the SANDRP team highlighted the role of existing and under construction hydropower projects in increasing the disaster proportions. A letter regarding the same, which was endorsed by over twenty groups and individuals, was sent to the MoEF in July 2013 requesting the ministry to investigate this role. The Supreme Court of India, in their order of August 13, 2013, had asked the MoEF to set up a committee to assess the role of hydro-electricity projects in the disaster. The committee report has been published and it vindicates the findings of the SANDRP team. The Supreme Court and the Government have to now take further steps in this regard.

Civil Society Advocacy Campaign to Influence Post-2015 Development Agenda

A successful journey was undertaken, in collaboration with a vast, diverse and strongly-motivated group of CSO networks and actors, to engage in the process of shaping/influencing the development frame from a distinct global South perspective. The campaign set out to influence the global development framework that would succeed the Millennium Development Goals (MDGs) after 2015. The post-2015 agenda process was developed with the clear understanding that the debate on a global development framework is an opportunity to engage governments on lessons learnt from the present MDG framework and to reflect on new challenges faced by vulnerable communities. The campaign aimed at providing concrete recommendations in the context of multi-layered realities confronting the global south as also developing processes to amplify community voices through proactive policy engagement.

During the campaign, around 600000 people were reached out to through the social media, 150000 people through the My World survey, 10000 people through larger community meetings and consultations, and 33 national CSOs and organisations. In addition to this, five international meetings and 10 national meetings were held. Various activities and interventions have been undertaken as a part of this campaign:

- Position statements have been presented in the United Nations 6th, 7th, 10th and 11th Open Working Group (OWG) sessions on the focus areas of Sustainable Development, Women's major group, Children and Youth group and Poverty eradication, building shared prosperity and promoting equality. Apart from these, side events were organised during the UN OWG sessions.
- Recommendations were provided as inputs to the OWG documents (in the form of draft targets/ indicators) towards promoting peaceful non-violent societies, rule of law and capable institutions, inclusive growth, specific focus on the most marginalised and gender equality.
- The UN-facilitated country consultations with CSOs was anchored creating awareness as well as seeking inputs from among the community on key recommendations to the new development agenda. Out of the initially planned 150 consultations, 41 community consultations have been held. State-level consultations and awareness building among Parliamentarians have been undertaken as a key approach for engagement.
- The children's campaign 'Nine is Mine' successfully compiled over one lakh My World Survey responses from the children and youth in the country, second only to responses compiled from Sri Lanka. Youth have been engaged through online media campaigns, online polls, contests (with prize money), discussion boards and chat rooms and awareness has been raised amongst them.
- Popular education material in the form of flyers, posters have been prepared by partners to inform communities/CSOs on post-2015 in 12 languages. A publication titled 'What after MDGs' has been prepared and launched – first in Bali as draft advance release (March 2013) and later in New York (September 2013) as part of the side event on Perspectives from the Global South on the Post-2015 Agenda.
- The Wada Na Todo Abhiyan (WNTA) (YUVA) was invited by the President of the 68th session of the General Assembly of the United Nations to speak at the High-level event on the Contributions of the Human Rights and the Rule of Law in the Post-2015 Development Agenda in New York. The selection of the speakers was a competitive process.
- A national consultation was organised bringing together CSOs and other stakeholders (55 delegates from other states and 45 from Delhi) in New Delhi in August 2013 to respond to the UN Secretary General's Report on the Post-2015 Agenda and to plan next steps for CSO advocacy around the post-2015 agenda.
- WNTA organised a side event on the sidelines of the Special Event on MDGs (in September 2013) that saw an attendance of over 100 delegates. The event saw a distinguished panel of speakers ranging from Kumi Naidoo (Greenpeace), Danny Sriskandarajah (CIVICUS), Corrine Woods (UN Millennium Campaign), and Paul Okumu (Africa CSO Platform on Principled Partnership) among others.

There still remains a lot of work to be done. Global and National advocacy needs to be continued and persistently undertaken to seek the desired results. There is a need to strengthen linkages with regional networks and campaigns through strategic partnership with the networks by way of planning events, publications, and mass outreach. High-impact validation of specific recommendations to the new development agenda through engagement of academic community and research organisations need to be undertaken. Continued dissemination of the campaign and the rationale to engage the community in this discussion would remain a critical part of the campaign strategy in the future as well.

Achievements

- The development and distribution of the Youth Manifesto – 2014 has been a major achievement and has shown the zeal and enthusiasm amongst the youth in taking steps for their development. Through the ASK process, youth are engaging themselves in good governance and sustainable livelihood issues.
- The SANDRP blog was listed amongst the best 50 water blogs in the world in the year 2013.
- The Civil Society Advocacy Campaign to Influence Post-2015 Development Agenda has received recognition at the Global and National level with the team members being invited to present statements on various focus areas at the UN OWG sessions.
- Substantive inputs to several position statements developed by other CSO leads – including on food security, inequality, peaceful societies and rule of law and means of implementation have been developed and shared at the global level.
- The Civil Society Advocacy Campaign has been successful to a large extent in making the voice of the local people and communities heard at larger policy level platforms.

Challenges

- Due to increase rate of violence against girls/women, their participation in the programmes is minimal and it is critical to increase women's participation in such matters.
- Caste, Religious, political and ideological, conflicts and various myths among youth groups and the community people are affecting the work with youth groups in the community.
- Engagement with the government at the national level has proven to be a daunting task with the government showing hardly any interest in involving non-state actors in the agenda-setting process of the post-2015 development frame.
- Ensuring linkages between the agenda of the post-2015 development discourse with that of other priority civil society concerns of national interest remains an ongoing challenge.
- Reaching out to the private sector (regarding the post-2015 agenda) was initiated but it did not sustain itself; there is a clear need to re-assess the strategy to engage with the private sector more proactively.

FUNDING AND SUPPORT PARTNERS FOR THE YEAR 2013-14

(In alphabetical order)

- Childline India Foundation
- Community for Reconciliation
- Dignity International
- Ford Foundation
- IPE Global Pvt. Ltd.
- Jamshetji Tata Trust (JTT)
- Janvikas
- Katholische Zentralstelle Fur Entwicklungshilfe E.V
- Mastek Foundation
- Oxfam India
- Plan International (India Chapter)
- PMU, CAIM, Govt. of Maharashtra
- Saath Charitable Trust
- Swedish Society for Nature Conservation
- Terre des Hommes Germany – India programme

GOVERNANCE

YUVA has a two-tier governance system comprising of a General Body and a Governing Board.

The General Body of YUVA comprises eminent academicians, social work professionals, and development practitioners with a range of thematic expertise and skills which adds value to the organisation in terms of conceptual thinking.

They deliberate on the overall positioning of YUVA in the development context and give suggestions for future directions.

The General Body is the key policy-making body of YUVA that follows certain clearly-defined guiding principles. The General Body of YUVA has 62% representation of women.

The YUVA Governing Board consists of distinguished academicians and social work professionals who bring their diverse skills and experiences to the governance of YUVA.

This body has a key role in upholding the organisation's values and ensuring that the objectives of the organisation are being achieved. The Governing Board plays a proactive role by conducting regular meetings, raising pertinent questions related to the strategies adopted, developing succession plans, and reviewing the budgets.

The YUVA Governing Board for 2012-2014 has 10 members and was elected on 23 August 2012.

YUVA Governing Board

→ Mr. Amitabh Behar – President

Mr. Behar is a political scientist and has done extensive research on governance and civil society, especially decentralised rural self-governance and social movements in Central India. He is the Executive Director of the National Foundation for India and the Global Co-Chair of the Global Call to Action against Poverty (GCAP). He is also the National Convener of the Wada Na Todo Abhiyan and the Co-Convener of the National Social Watch Coalition and has earlier worked with the Ford Foundation and the Swiss Agency for Development and Cooperation.

→ Ms. Berna Lysa John – Hon. Secretary

Ms. John holds a Masters degree from the Tata Institute of Social Sciences, Mumbai and is currently pursuing a Ph.D. on digital activism and its relevance to socially excluded communities. She is the Head of Outreach for the HLP Secretariat. She began her career in 1998 with YUVA, Mumbai, working on issues of urban poverty, governance, housing and women's rights. In 2006, she joined 'Wada Na Todo Abhiyan' (Don't Break Your Promises Campaign), helping create what is now one of India's strongest advocacy networks, which brings over 3000 organisations and 500000 supporters together to monitor and support government efforts on the Millennium Development Goals and National Development Goals. Following this, Ms. John served as International Campaign Director with the Global Call to Action against Poverty (GCAP), working with civil society organisations across 83 countries to address poverty and inequality through nationally organised and globally linked initiatives such as 'The World We Want' and 'Africa at the Table'.

→ **Ms. Archana Shrivastava – Treasurer**

Ms. Shrivastava is an independent Trainer, Researcher and Consultant. Her competency areas are advocacy and policy related work, networking and partnership building, training and capacity building, program development and management, research and evaluation and organisation development process facilitation. She has worked extensively to promote and ensure rights of various population groups such as children, women, slums and pavement dwellers, disaster victims, unorganised labourers and persons with disabilities. She also specialises in qualitative research through PRA (Participatory Rural Appraisal) ensuring community participation in information collection, situation analysis and people's planning processes. She has been accredited by Indian Society for Applied Behavioural Science (ISABS) as process facilitator for human interactions.

→ **Dr. Lata Narayan – Member**

Dr. Narayan is Professor and Chairperson, Centre for Lifelong Learning, Tata Institute of Social Sciences, Mumbai. She is also a member of the University Grants Commission's (UGC) National Consultative Committee for Capacity Building of Women Managers in Higher Education. She is a member of the Governing Board of Meljol and LAYA. She is on the board of YUVA Urban Initiatives and YUVA Consulting. Currently, she is also the Asia representative on the International board of Aflatoun Child Savings International.

→ **Mr. Gagan Sethi – Member**

Mr. Sethi holds a Masters Degree in Social Work from Maharaja Sayaji Rao University, Baroda, and is a recognised OD consultant and Leadership and Governance trainer. He was the Founder Managing Trustee of Janvikas, an Ahmedabad based training and support and incubating organisation and currently is its Chair. He is also the current chair of Dalit Foundation, Navsarjan and the Human and Institutional Forum (HIDF) and also the Vice President of Centre for Social Justice and Sahjeevan (an Environment Organisation in Kutch, Gujarat). He is the Director of YUVA Consulting and on several diverse boards of non profits like KMVS, DRISHTI, South Asia Women's Fund, Nirantar, Wassan to name a few.

→ **Ms. Seemantinee Khot – Member**

Ms. Khot currently works as a consultant to FAO/UN on agriculture projects in South East Asia; besides guiding a number of Corporates in formulating CSR policies, implementation and reporting. She was previously the Head of CSR in the Suzlon Group of Companies, Pune. She is Chair of YUVA (Rural) Association. She has worked for more than 25 years for the welfare of women farmers in the country and in the development sector. This includes managing and advancing the implementation of comprehensive development programs, coordinating multi-stakeholder analysis and facilitating need-based and learning-oriented development programs, both in India and overseas. Her experience in planning, executing and monitoring grassroots level development programs, strengthening community-based organisations, and empowering them to promote sustainable natural resource management comprises a significant part of her current profile.

→ **Mr. Rajendra Joshi – Member**

Mr. Joshi is the founder and Managing Trustee of SAATH. He has initiated and developed the Integrated Slum Development Program, written and published papers on recycling of construction material, pro-poor

accountability in WATSAN and on Integrated Slum Development. He has received the Schwab Social Entrepreneur of the Year Award in 2009, Nagrikta Puraskar in 2004 by the Ahmedabad Management Association, has been a finalist for Social Entrepreneur of the Year Award 2007 by the UNDP, CII, Schwab and Khemka Foundation; Listed amongst 50 'Pioneers of Change' by India Today in July 2008; is an Ashoka Fellow, September 2008; and was awarded the Karmaveer Puraskar, by iCONGO, as a Real Wealth Creator for the communities on November 26, 2008. He is a Director of Incube Social Venture Fund. He is also Chair of YUVA Urban Initiatives.

→ **Mr. Dominic D'Souza – Member**

Mr. D'Souza is Associate Director of LAYA. He is Trustee of the National Youth Foundation. He is also a founder member of YUVA. He succeeded Mr. Minar Pimple in the capacity of Change Manager and held on to this responsibility to facilitate and integrate managerial operations in the light of changed leadership scenario. He is on the board of YUVA (Rural) Association.

→ **Ms. Kavitha Krishnamoorthy – Member**

Ms. Krishnamoorthy has a Masters in Social Work. She has vast experience on child rights and was formerly Director of YUVA's urban programmes. She is currently based in Bangalore, where she has initiated an organisation Kilikili which works on Inclusive Play i.e. children of all abilities playing together.

→ **Dr. Nandita Shah – Member**

Dr. Shah is Co-Director of Akshara -a women's resource centre that is working with underprivileged women and youth with a focus on gender justice and social justice. She is active in the women's rights movement for the last 23 years as an activist, researcher, and gender trainer and as a writer. She is also a founder member of YUVA.

The Board of YUVA does not comprise any staff member. YUVA follows the practices of good governance and does not provide any honorarium or remuneration to its Governing Board members.

MANAGEMENT & HUMAN RESOURCES

YUVA has a well-defined management structure to ensure smooth and efficient functioning of the organisation. Each unit within itself has its own management system and there is an overall management system to strengthen and support the core functional areas of YUVA.

Presently, two management teams, the Central Management Team and the Urban Management Team enhance the functioning of the organisation by performing the following roles:

- Program Development
- Organisational Development comprising of strategic planning, monitoring and evaluation, communications
- Human Resource Development comprising of recruitment, training and capacity building, staff appraisal

In order to give utmost importance and focus to programmes, Project Management Teams are formed comprising of Programme and Project Coordinators. These teams meet on a monthly basis to build synergy and create linkages among the various projects and for knowledge sharing.

Many other foras have been developed within the organisation to make the environment conducive to work and enjoyable at the same time.

Committee against Sexual Harassment (CASH) at Work Place: Keeping in view the Supreme Court Judgment and Guidelines issued in 1997, to provide for the effective enforcement of Gender Equality and Guarantee against Sexual Harassment and Abuse, more particularly against sexual harassment at work place, YUVA has constituted a four-member CASH at work place. CASH includes an external legal expert.

YUVA Sahayog: YUVA Sahayog is a system that evolved in YUVA, through which the staff volunteer to part with at least 1% of their respective gross monthly wages. This system is not an official contribution of YUVA but a collective and personal contribution of personnel in YUVA as financial assistance to activists in crisis situation, people's organisations in need of support to establish income generating activities, and support to people centred

Self Help Groups: There are two Self Help Groups comprising of YUVA staff, one in Mumbai and one in Nagpur. The objective of the Self Help Groups is to provide credit to YUVA employees at low rate of interest in case of their need and to encourage savings within YUVA employees. Loans for the purpose of education, health, house purchase and repair, repayment of loans taken at higher rates of interest, and purchase of domestic appliances are given priority. Each Self Help Group has a General Body that elects the Managing Committee for the Self Help Group.

Dinchak Committee: The Dinchak Committee is responsible for organising picnics, farewells, welcome events for new members, cultural programmes, birthdays, etc.

YUVA has a well-defined Staff Policy and Manual of Procedures which have clearly laid rules to be followed by the Staff and the organisation. YUVA follows a bi-annual (interim and annual) Performance Appraisal System which

indicates staff performance, promotions, strengths, limitations, and training needs, if any. YUVA is an organisation that encourages its staff to attend various academic courses and training for their individual and organisational benefits.

YUVA Urban

Director – Programme

Rajendra Bhise (up to February 28, 2014)

Director – Programme (Maharashtra)

Sitaram Shelar (w.e.f March 1, 2014)

Habitat

Arvind Unni

Shilpi Syal

Marina Joseph

Mohan Chavan

Sumati Belade

Suryakant More

Shailendra Wasnik

Nitin Kubal

Tejaswita Dalvi

Raju Vanjare

Aquila Khan

Pramila Sharma

Jaisingh Randive

Tasleem Khan

Husna Khan

Shabana Ansari

Population Group

Arokia Mary

Pooja Yadav

Kavita Chandekar

Jagdish Patankar

Ravindra Pednekar

Sushila Devi Kuril

Balu Pawar

Maya Pawar

Prakash Bhaware

Manisha Pereira

Social Security and Livelihoods

Vinita Balekundri

Maitreya Hyaling

Shachi Sanghavi

Ratna Mane

Shanta Khot

Sushil Vir

Anjali Inamadar

Dipak Kamble

Mangesh Kamble

Urban National Desk

Sadafut Tauhid

Chandana Das

YUVA Rural

Nitin Mate

Robert Khaire

Nirmal Bhele

Sarika Deshmukh

Pramod Kapse

Suresh P. Lule

Vanita Adhav

Vidya Akode

Manisha Khobragade

Sanghpal Wahurwagh

Shailendra Mandaokar

YUVA Central

Director – Systems

Dilip Bhadarge

YUVA Programme

Bharat Kale

Anil Ingale

Himanshu Thakkar

Parineeta Dandekar

Amruta Pradhan

Gajesh Gaur

Sawati Choudhary

Geeta Devi

Naresh Kumar

Gulshan Kumar

Ananya Das

Lee Macqueen

Pooja Parvati

Saswati Swetlena

**Accounts, Finance,
Administration and HR**

Pallavi Sawardekar

Neelima Mahadik

Sanjay Chaturvedi

Prema Marquis

Charushila Pawar

Poonam Dhotre

Neeta Khedekar

Prashant Chavan

FINANCIAL REPORTING

General Comments

The total income during the period 2013-2014 was Rs. 3,73,50,053/- and the expenditure against this was 3,88,76,642/- . The total utilisation during this period was 104%. There has been a 0.5% decrease in income over the previous year. The top five donors are as given below:

Top Five donors in 2012-2013	Amount in Rs. (Lakhs)	Top Five donors in 2013-2014	Amount in Rs. (Lakhs)
Katholische Zentralstelle Fur Entwicklungshilfe E.V	64.52	Katholische Zentralstelle Fur Entwicklungshilfe E.V	79.94
Department for International Development (DFID)	60.06	Plan International (India Chapter)	64.46
Plan International (India Chapter)	49.62	Ford Foundation	38.45
Oxfam India	37.93	Swedish Society for Nature Conservation	28.35
Ford Foundation	35.68	Oxfam India	22.30

YUVA's sources of income are as follows:

- Grants from donor and support organisations, bilateral aid agencies, and state government including its bodies.
- Interest
- Donations from individuals and trusts
- Community Contribution
- Publications
- Income from Training Centre/Programs

Summarised Balance Sheet for the year 2013-14

Liabilities	Amounts in Rs.		Assets	Amounts in Rs.	
	31 st March 2013	31 st March 2014		31 st March 2013	31 st March 2014
Trust Funds or Corpus	3,36,63,463	3,36,63,468	Immovable Properties	1,15,76,196	1,08,62,703
Other Earmarked Funds	55,49,179	37,96,459	Movable Properties	25,79,980	24,16,375
Current Liabilities	20,22,809	29,13,214	Investments	1,14,893	1,24,794
			Advances	11,09,365	11,88,315
			Cash and Bank Balance	44,65,769	40,51,141
			Income and Expenditure Account	2,13,89,248	2,17,29,813
Total	4,12,35,451	4,03,73,141	Total	4,12,35,451	4,03,73,141

Names and Addresses of Main Bankers:

- Axis Bank Ltd., Kharghar Branch, Navi Mumbai
- Corporation Bank Ltd., Kharghar Branch, Navi Mumbai
- State Bank of India, Nagpur

Name and Address of Auditor:

M/s CNK & Associates LLP,
Jash Chambers, 3rd floor, 7-A,
Sir P. Mehta Road, Fort,
Mumbai 400 001

Youth for Unity and Voluntary Action (YUVA)

Registered Office:

YUVA Centre,
Plot No. 23, Sector VII, Kharghar, Navi Mumbai – 410210, Maharashtra
Tel: 91-22-27740970/90
Fax: 91-22-27740970
Website: www.yuvaindia.org
Email: info@yuvaindia.org

Field Offices:

Mumbai

5 & 6, New Naigaon Municipal School, Opp. Saraswati Vidyalaya,
Dr. Ambedkar Road, Naigaon, Dadar (E), Mumbai – 400014
Tel: 91-22-24116393/94
Fax: 91-22-2413 5314

Ghar Ho To Aisa, Gala No. 13, Kavi Keshav Sut Bridge,
Senapati Bapat Marg, Dadar, Mumbai – 400028
Tel: 91-22-24327350/91-22-65155178

Nagpur

Datir Building, Plot No. 23, New Amar Nagar, Chikhali Road,
Manewada Ring Road, Nagpur – 440034
Tel: 91-712-2743972/2743986

Delhi

86-D, AD Block, Shalimar Bagh, Delhi 110 088
Tel: 91-11-27484654/55

C-1/E, Second Floor,
Behind Yusuf Sarai Gurudwara,
Green Park Extension,
New Delhi-110 016,
Tel: 91-11-46082371/72/73/74
Fax: 91-11-46082372