

ANNUAL REPORT

2021-2022



"Our partnership with Apnalaya, be it as our crowdfunding NGO partner or as one of our most reliable and go-to partners for larger corporate funds, is extremely valuable. They were one of our on-ground implementation partners for two of our largest disaster relief campaigns, the ICRF and ICRF 2.0 during which the team at Apnalaya showed immense dedication to deliver to the needy and to maintain transparency for us and our donors. We cherish this trust that the team has built over the past many years and hope to continue building on this partnership even more in the coming years."

*Trisharani Talukdar, Associate, Non-Profits Partnerships,
GiveIndia*

"We have supported Apnalaya for many years because we are convinced that their work and commitment helps those who need it most. Their work is sustainable as they help and empower disadvantaged people, especially youth, to improve their situation themselves and to work for a better future."

*Bernhard Looser, Foundation Councillor
Swissair Aid for Children*

"Apnalaya helped us with our COVID-19 vaccination project, and they were fully committed to it. They overcame various on-ground challenges. We look forward to working with Apnalaya and contributing to their noble causes in the future."

*Shilpa Karia, VP and Head, Corporate Services
DSP*

"I have known the Apnalaya team for a long time and have seen their commitment to the work on ground. I wish them the best for their future."

V Vaidyanathan, HNI

We are impressed by Apnalaya's commitment to listen to and be led by local communities as well as its ability to respond and adapt quickly, particularly during the COVID-19 pandemic. The team at Apnalaya has shown great resilience and has demonstrated strong dedication to meet the essential needs of community members. At Epic, we are excited to follow Apnalaya's future developments and celebrate all the achievements the organisation has had over nearly 50 years.

*Louise Byrne, Programmes Director,
Epic Foundation*

Our Association with Apnalaya for 'Community-Based Management of Disability - Childhood to Livelihood' project has been truly meaningful and beneficial to Persons with Disabilities (PWD). They have successfully covered across 20 slum clusters of Shivaji Nagar in Mumbai, catering to approximately 5 lakh people. Our interaction with beneficiaries threw light on how they have been able to leverage social welfare schemes for improving their quality of life. I wish to congratulate team Apnalaya for their continuous efforts in this direction.

*Aman Kaur, Senior Leader, CSR
Bajaj Finserv*

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PRESIDENT'S MESSAGE

This past year was a mixed bag of challenges and opportunities; with your support we weathered the storms and embarked on new journeys with hope and excitement.

While COVID-19 put a pause to our regular fieldwork, it also brought in new ways of working. The universal acceptance of working remotely enabled Apnalaya to train multiple organisations, in and out of Mumbai, in the nuances of using a citizenship approach for meeting community needs.

"There is no power for change greater than a community discovering what it cares about." I really resonate with this quote by Margaret J. Wheatley, and I have seen this time and again in action at Apnalaya. Most recently, the youth from our civic action group

"Through partnerships with like-minded organisations, we hope to continue sharing our expertise of strengthening communities by harnessing the skills, wisdom, and resources already present in the people."

Geetanjali Jha Chakraborty
President, Apnalaya

petitioned the local MP asking for disabled-friendly infrastructure at Govandi railway station. Through partnerships with like-minded organisations, we hope to continue sharing our expertise of strengthening communities by harnessing the skills, wisdom, and resources already present in the people.

This year, the focus has been on learning from the past and preparing for the future. With the aim of deepening our work in the areas of education, health, and livelihood, the team, in consultation with the community members, made some key changes in these programmes, line with the emerging needs of a post-pandemic world. This report will give you a glimpse of the new initiatives.

We continue working on building evidence to highlight structural inequalities in the city. We have launched a study in 10 wards of Mumbai, which will map how urban poor fare in terms of key human development indicators. We hope the findings will be used by all civil society leaders to advocate for the rights of the underserved.

We are sincerely thankful and have deep gratitude for your ongoing support and generosity. Let's keep working together to create sustainable communities by empowering people.



"This year was an extension of our COVID-19 related relief work activities, the intervention for which began in 2020. Apnalaya ran COVID-19 vaccine campaigns and worked on breaking the vaccine hesitancy among communities. It also tied up with multispecialty hospitals in Mumbai and worked intensively with children, and other associated newer challenges of health, nutrition and mental health."

Praveen Singh
CEO, Apnalaya

CEO'S MESSAGE

As we enter the 50th year of Apnalaya, I feel proud and fulfilled to tell you how the year has been for us.

On the onset, I want to reiterate that Apnalaya has tremendous trust and respect among the community we work with, and it was a pleasure to witness our work at the community-level, backed by the committed and agile team at Apnalaya.

This year was an extension of our COVID-19 related relief work activities, the intervention for which began in 2020. Apnalaya ran COVID-19 vaccine campaigns and worked on breaking the vaccine hesitancy among communities. It also tied up with multispecialty hospitals in Mumbai and worked intensively with children, and other associated newer challenges of health, nutrition and mental health.

In the area of advocacy for change, the Ministry of Housing and Urban Affairs invited Apnalaya for brainstorming on the Living Conditions of people in Slums and the way forward. Internally, Apnalaya also charted out approaches through which the organisation would deepen its advocacy efforts in certain thematic areas. This year,

while we successfully ran the existing programmes in the verticals of Health & Disability, and Livelihoods, our Education & Citizenship programme witnessed some pivoting. We transitioned from the scholarship-based model to focusing on participatory learning and curiosity-building ways, wherein the focus is now to build agency among learners (students). Under advocacy efforts with Civic Action Groups, Apnalaya handheld focused work in Water, Sanitation and Hygiene (WASH).

This year was also the time where teams thought deeply on the expansion plan and took informed decisions regarding the same, through requirement mapping and understanding nuances of partnership.

Apnalaya conceptualised two important projects this year, which would culminate in the 50th year. Firstly, a research study on the living conditions of urban poor which 10 wards study in Mumbai highlighting the issues of urban poor across key human development indicators. Secondly, a project capturing oral history of the organization celebrating the journey and documenting the learning of the organization in the last 50 years. I want to recognise the efforts taken by the board members of Apnalaya in facilitating and guiding the leadership transition in the organisation.

I would also like to wholeheartedly thank all our stakeholders for their generous and unwavering support to Apnalaya. It is your trust in us that allows us to bring meaningful change in the lives of the underprivileged; which gives us more strength in going one step beyond and face the challenges.

ABOUT APNALAYA



A glimpse of Shivaji Nagar, M East Ward, where Apnalaya's work is currently concentrated.

Apnalaya (registered in 1973) works with the urban poor – Enabling access to basic services, healthcare, education and livelihoods; Empowering them to help themselves; and Ensuring provision of civic entitlements through advocacy with the government.

Our work is currently concentrated in Shivaji Nagar, M East Ward, which is ranked the lowest out of 24 wards in Mumbai with respect to the human development index. CSOs believe that more 12 lakh people live in M East Ward, as compared to the government figures of 8.07 lakh. 77% percent of this population lives in slums, with a large population living in Shivaji Nagar, the largest slum cluster in the ward. Shivaji Nagar is directly adjacent to Deonar, Asia's oldest and second largest open landfill.

The population consists of relocated pavement dwellers, migrants from the rural areas struggling with poverty and unemployment, and those displaced from ad-hoc demolitions elsewhere in the city.

As welfare facilities are linked to official statistics, the people living here are rendered invisible, living hand-to-mouth without basic amenities or social

entitlements, ignored and disenfranchised by the government supposed to represent them. Our programmes include: Health and Disability; Education and Livelihoods; and Citizenship and Advocacy.

We work with individuals on issues critical to their survival (such as water, sanitation, nutrition and healthcare), and support their security and development via improved access to education, skills and livelihood opportunities.

We empower the community to help themselves, by imparting Civic Education, building a group of volunteers from the community, organising people into Civic Action Groups to engage with municipal authorities, and driving solutions to issues of common concern.

Apnalaya advocates key issues of the urban poor to government authorities both at the municipal and state level.

We provide consultation and enhance the capacity of government functionaries, and collaborate with like-minded organisations and the media to create awareness on issues affecting the urban poor.



COMMUNITY INITIATIVES



36

Civic Action Groups (CAGs)

1,106 Community
volunteers trained



473

Civic actions
taken up

10,186 Registrations for basic
documents facilitated



364 Civic actions
completed

9,135 Number of people who
received documents

Issues taken up include



Water



Electricity



Toilets



Street
Lights



Street
Cleaning



Lane
cleaning

Apnalaya reached
2,23,306

individuals in 2021-22,
11% more as compared to 2020-2021



We expanded to
M West

Ward in
Mumbai



Under the E3
programme,

716



students supported
through cluster
scholarship

315



women are
part of 30
self-help
groups

In Shivaji Nagar,

61



Community
Childcare
Centres
operational

COVID-19 AND THE COMMUNITY

*Prevalence of
wasting
increased by

1% ↑



from 14% in
2020-2021 to
15% in 2021-2022

*Prevalence of
stunting
decreased by

5% ↓



from 47% in
2020-2021 to
42% in 2021-2022

*Prevalence of
underweight
children (0-6
years) decreased

1% ↓



from 34% in
2020-2021 to
33% in 2021-2022

*The COVID-19 pandemic deteriorated key determinants of health including poor diet and nutrition. The lockdown had a wide-ranging impact on the health of the city's M East ward residents.

*Wasting refers to a child who is too thin for his or her height and is the result of recent rapid weight loss or the failure to gain weight.

*Stunting is defined as low height-for-age. It is the result of chronic or recurrent undernutrition.

*Underweight is defined as low weight-for-age. A child who is underweight may be stunted, wasted or both.

HEALTH & DISABILITY



Apnalaya's field officer during a door-to-door visit.

The Health & Disability programme seeks to break the cycle of inter-generational poor health among mothers, children, and adolescents. The programme is designed to improve health-seeking behaviour, early identification of developmental delay and disabilities, build the capacities of community members and strengthen public health systems.

We have been working on maternal and child health, nutrition and disability for a long time, covering a population of 52,840 people across 12 slum clusters through a multi-dimensional approach. This includes action on components like nutrition-specific, nutrition-sensitive, and building an enabling environment, as per the Lancet framework. Through our intervention, we have effectively mobilised the community to take part in these matters and established community-level groups to generate demand for and improve access to government services. We have also established linkages with key departments of the Integrated Child Development Scheme, Public Health and Social Welfare for improving service delivery in the area.

As part of our disability intervention, we have been sensitising communities to be responsive and caring to the needs of Persons with Disabilities (PwDs) by conducting quarterly training sessions with families of PwDs and awareness campaigns.

Community events such as street plays help people understand how to be responsive to and care for the needs of PwDs and to reduce the stigma around disability. Apnalaya believes in the importance of community leadership and trains local community volunteers to specifically support the disability programme by working in identification and referral and building further community awareness.

This year, we increased community volunteer participation and set up virtual clinics for pregnant women and audio-visual aid for caregivers of children with disability during the lockdown. We also expanded our intervention for PwDs in 12 new clusters of M East Ward.

HIGHLIGHTS

Increasing Community participation

Since there was restriction on movement in the beginning of the year, we involved our adolescent leaders from the community for growth monitoring, childcare and mother care. Mother Support Groups were given the responsibility for door-to-door visits of pregnant women and Aarogya Sakhis from health posts were involved in early identification of pregnant women. This increased community volunteer participation from 94 in 2020-21 to 168 in 2021-22. Our adolescents volunteers also helped aanganwadi teachers in door-to-door distribution of Take Home Ration.

Virtual clinics for pregnant women

With the healthcare system being burdened amid the COVID-19 pandemic and all other health issues taking a backseat, Apnalaya started organising virtual clinics for pregnant women and provided audio-visual aid for caregivers of children with disability during the lockdown.

Expanding our disability intervention

The project for Persons with Disability (PWD) is being implemented across 12 slum clusters of M East Ward of Mumbai with 48,702 households. We are now reaching out to a total of 32 clusters. The aim of the intervention is to identify children and adults with disabilities and support them to access services and civic entitlements they need and develop the community eco-systems required to enable them to become active members of their community.

The Identification for healthcare support is an ongoing process and a total of 84 people with disability from 12 clusters received financial assistance. In addition, nine children were referred for therapy to specific referral centres, and 29 people received aids and appliances through our referral support.

We also conducted awareness sessions on various schemes such as the 'Niramaya Health Insurance Scheme', which provides affordable health insurance to a person with disability and encourages health services seeking behavior.



Our adolescents and community workers during awareness campaigns for COVID-19.

Community awareness during COVID-19

As the government made vaccination for all groups compulsory, there was a huge gap in information and support people were looking for. To address some of these issues, Apnalaya initiated several community-based engagement activities for Covid Appropriate Behaviour (CAB) and COVID-19 vaccine promotion in our intervention areas.

We conducted sessions with community members to bust myths and misinformation, and also set up help desks in the community. People were also informed about the registration process and ways to coordinate with local vaccination centres. Through our awareness activities, we reached out to 13,686 people.

Disability certificate, UDID help Purva join a special school



Apnalaya staff conduct activities with children with disabilities.

Thirteen-year-old Purva* lives with her family of five in Mandala, Mankhurd and has hearing and speech impairment. Her father is a truck driver and earns Rs 10,000 a month.

Her parents had enrolled her into the nearest private school in the area, along with her younger sister so she could take care of Purva. But Purva did not understand what she was being taught. She merely copied what was written on the board. Her parents had only heard that there were separate schools for children with disabilities, but did not know where these schools were, and they were worried about how she would travel to these schools.

Our Community Organiser (CO) met with the family during one of their home visits. After speaking to the family, the CO visited the school and found that it was not equipped to cater to children such as Purva, and advised the family to admit her in a special school.

Initially, they were hesitant. So, the community organiser took the parents for a visit to Rochiram T Thadani School to help them understand how schools for children with disabilities function. Purva and her parents were happy to see children like Purva in school and the services provided there, such as children being taught to communicating in sign language. After the visit, her mother was convinced that she wanted to admit Purva in a special school.

The first step was to help procure a disability certificate and Unique Disability ID (UDID). The Apnalaya team supported her with the admission procedure, and she has been admitted to Helen Keller School for hearing and speech impairment children at Ghansoli. We continue supporting her with the expenses for travel.

"It's good to know that there are organisations like Apnalaya that work for persons with disabilities," Purva's mother said. "I now hope that my daughter has a bright future."

**Name of the child has been changed to ensure anonymity & follow child protection guidelines.*

EDUCATION & LIVELIHOODS



Women from the community participate in Apnalaya's event held in Shivaji Nagar.

Apnalaya's education programme works with adolescent and youth (14 to 18-years-old) to develop core life competencies such as deep self-awareness, relationship building, learnability, empathy and decision making.

The intervention focuses on building capacities in young people so they become aware of their aspirations and start practicing active informed decision-making. The programme aims to enable them to complete higher secondary education and avoid early marriage, while also increasing their awareness of their social entitlements.

Through our core programme components, Apnalaya creates a support system and a safe space for children to grow healthy. The E3 model aims at supporting and empowering adolescent from vulnerable backgrounds to overcome adversity and flourish in today's times using life skills and a social education approach. The project works on a strong collaborative approach with students, parents, local volunteers and leaders, schools and community members. This year, we supported 716 students through the education scholarship.

Lifeskill sessions were held with 202 adolescents and youth. The sessions included topics on aspiration building, career planning, civic education, and sexual and reproductive health. Over 114 youth were promoted to Class 12, and 29 girls from the School Saheli programme joined youth CAGs.

Meanwhile, the focus of the livelihood programme was to support the revival of existing Child Care Centres (CCCs) along with setting up new ones, helping women to get back in the workforce and linking them to government schemes. This year, we helped 450 women access livelihood options through a network of 50 CCCs.

In Apnalaya's experience of working with women in Self Help Groups (SHGs), the lack of affordable and safe childcare services is one of main barriers in the community for women participation in workforce. The Community Childcare Centre (CCC) model was launched by Apnalaya in Shivaji Nagar to address the demand for affordable childcare services, allowing women to access livelihood opportunities outside the community and generating income.

HIGHLIGHTS

Workshop on financial literacy

A training on financial literacy was conducted with 100 parents, where they were given information about informal and formal saving options. They were also cautioned about investing in unauthorised saving schemes. The participants learned about the benefits of investing in fixed and recurring deposits. During the training, different government schemes such as the Sukanya Samriddhi Yojana, E-Shram, Mahatma Phule Jan Arogya Yojana and Pradhan Mantri Shram Yogi Mandhan Yojana among others were also explained.

Civic Education Session

The School Saheli cohort of 79 girls underwent civic education training, which aims to prepare them to become agents of positive social change in the areas of social inclusion and constitutional literacy. In 2022-23, these 79 girls will join civic action groups in their communities and undertake civic action projects.

29 youth join civic action groups

Apnalaya believe that voices, ideas and actions of youth have been critical in social change and transformation. By aggregating youth voices, supporting youth-led events and on-the-ground action, this year we have been able to make a positive impact on youth lives. 29 girls who graduated from the School Saheli project in 2020-21 have joined the adult volunteer group. Our Citizenship and Advocacy team organised a three-day orientation programme before introducing them to adult volunteers. These girls are currently undergoing citizenship training, and will undertake civic action projects in their *mohallas*, in the future.

Individual Career Counseling Sessions

Individual career counseling sessions were conducted with 202 adolescents. All sessions were designed to raise students' awareness on the importance of knowing the roles of different

careers, the importance of understanding oneself to determine suitability for a particular career, a career path that will help them achieve their goals, and the importance of collecting information regarding the courses that could assist one in moving a step closer to their goals.

Women linked to employment opportunities

A total of 157 women started income generation activities and 125 women continued their income generation activities in the year 2021-22. CCC mothers are working in hospitals as general duty assistants, nursing staff, community mobilisers with NGOs and childcare services in individual houses. Majority of CCC mothers are also dependent on locally available livelihood opportunities such as embroidery work, packaging industry of garments and food preparation.

Guiding CCC partners on a healthy meal plan for children

As a part of nutrition training, a healthy meal plan for children with millets, pulses, nuts and jaggery were discussed with CCC partners. Based on these discussions, a nutrition kit was finalised. We also conducted sessions with parents to Nutrition were conducted with 150 parents and the feedback on nutrition kit was taken during the meetings. Parents also shared that they realize the importance of eating nutritious meal especially for growing children

Rozgar Sakhis assist in COVID-19 vaccination

Rozgar Sakhis and CCC partners were trained on creating awareness on the importance of COVID-19 vaccination. This helped in spreading positive messages about vaccination and addressed the myths around it in the community. They also helped mothers who are going out of Shivaji Nagar for work to get free antigen tests, which was a requirement at workplace earlier. In April, 79 mothers were referred for antigen tests through *rozgar sakhis* and CCC partners.

Sessions on lifeskills; counselling help students stay in school



A Community Childcare Centre partner helps students with their studies.

Rehan* currently is in Class 10. He had three siblings. Even though his parents did not pursue higher education, his father understood the importance of a good education. He was determined to send all his children to school, but Rehan* was rebellious. Each morning, his parents would send him off to school, but he would often go play instead.

Sometimes he would return home early, complaining about the teacher or the class work. Even on the days he did go to school, once attendance was taken, he would sneak out. So, in spite of his parents urging him to go to school and stay there all day, Rehan* did not comply. As a result of regular interactions with Rehan*'s parents, Rehan's mentor learned that he frequently skips classes. When Apnalaya was apprised about the situation, a mentor and Apnalaya staff regularly visited Rehan's* home to talk to his parents and discuss how to resolve this issue. Apnalaya staff also invited Rehan to take part in the Sunday lifeskill sessions and encouraged him to spend time at our office and speak to the team about his day-to-day issues in school. They also counselled the child on the matter. In the process, nine other adolescent boys

in his group also met Rehan and his parents, as their scholarships depended on Rehan continuing his education. The team discovered that Rehan* has difficulty adjusting to his current educational environment and is unable to concentrate and learn in the classroom.

In no time, Apnalaya staff helped him change his institute and enrolled him in a private tutor classes where the tutor provides him special attention. He will now appear for his Class 10 exams as a private candidate.

**Name of the child has been changed to ensure anonymity & follow child protection guidelines.*

How CCCs help women stay in workforce

Sadia is a single mother of three and works as a general duty assistant in a hospital. She has long working hours and sometimes, has to do a night shift. When she was informed about CCCs being run in the community, she started to leave her children there so she could go do her work, without having to worry. "The CCC partner has agreed to take care of my children during my night shifts, too," Sadia said. "This has not only helped me concentrate more on my work, but also helped me pay my children's school fees with my earnings."

CITIZENSHIP & ADVOCACY



Apnalaya's programme manager during one of the exposure visits with community volunteers.

COVID-19 revealed that there is an urgent need to address systemic gaps that prevent individuals and communities from accessing their basic rights to a life with dignity. To achieve this outcome, one of the major challenges is the lack of information among vulnerable communities about their entitlements.

Through our Citizenship and Advocacy programme, the focus is to bridge gaps between the communities and their entitlements, by increasing active participation of community members in claiming their constitutional rights. This includes building a sense of agency within the community so that they voice their concerns at the right forums and encourage accountability amongst the duty bearers within the governance system.

The citizenship model engages with aspiring grassroots volunteers, both adults and adolescents by creating awareness amongst them about their constitutional rights, social entitlements and responsibilities. Additionally,

skills required to engage with the local government are taught and opportunities to practice these skills are identified.

This year, 378 new grassroots leaders from 15 clusters have graduated from the Citizenship programme. Apnalaya also took the Citizenship programme one step further and launched its first batch for Citizenship for Children. The project is envisaged to be implemented in the urban poor communities and schools to train students about their rights and duties, while the children are empowered with knowledge, they are supported to practice their agency collectively and participate in a Civic Action Project.

Additionally, to facilitate access to law and justice a Nyay Kendra was set up in the community. As part of advocacy, a variety of initiatives and partnerships were undertaken. Partnership with like-minded NGOs helped Apnalaya to replicate the Citizenship model in other urban poor communities which are facing similar issues.

HIGHLIGHTS

Empowering the Grassroots Leaders

Of 378 new grassroots leaders from 15 clusters, 72 graduated in our Citizenship programme and went through various exposure visits to different local government offices such as the M East Ward, MCGM, ration and post office, among others. During meetings with government stakeholders, the volunteers raised issues of concern in the community related to electricity, water connections, sanitation, education, housing and health.

In addition, 39 grassroot leaders from 12 clusters were chosen to work with the School Management Committees (SMC) of four MCGM Schools in Shivaji Nagar. Of these, 34 were trained by Apnalaya on the Right to Education (RTE) Act and functioning of SMCs. These leaders meet every month to discuss the developments required in the schools.

The pandemic has meant greater unemployment, food insecurity, indebtedness and marginalisation for the urban poor. This assumes critical significance in the communities of the M East Ward. Volunteers as community workers, have played a significant role in the pandemic. This entire journey strengthens an effective network of leaders, who realise their capacity, demand and participate in their own development.

Apnalaya to empower 1,500 students by 2023

The first batch for the Community Civic Education (CCE) project was piloted in September 2021, where 19 mentors from the community led a group of 380 students to help them understand their rights and duties. As part of their project work, students chose to work on issues of cleanliness, lane construction, and streetlights in the community. The groups learned the usage of the Brihanmumbai Municipal Corporation (BMC)

helpline, writing letters to the ward office, mobilising community members, and the structure and functioning of the M East Ward. By 2023, Apnalaya aims to educate more than 1,500 students in the community and use this collective action as a tool for empowerment in the community.

Expanding our footprint

This year, Apnalaya extended its Citizenship programme to three new states: Gujarat, Jharkhand and Jaipur. Staff and volunteers of three NGOs: Urja Ghar in Ahmedabad, Alig Society in Jamshedpur and Indian Women Blog in Jaipur were trained to incorporate citizenship into their existing work.

Apna Adda: Urban Poor in Hindi Cinema

Apna Adda was conducted this year, online. This volume was called 'Representation of Urban Poor in Hindi Cinema'. The Apna Adda series is an attempt to initiate discussions around the impact of the pandemic on the urban poor. Various stakeholders including journalists, academicians, NGOs, corporates, artistes from slums and the middle-class gated residences, corporates and workers were involved in this collective discussion, using different art and cultural forms to take a step towards building an inclusive city.

Apnalaya inaugurates first Nyay Kendra

In February 2022, Apnalaya inaugurated its first Nyay Kendra supported by Justice Ventures International in M East Ward, Mumbai. The Nyay Kendra provides legal aid and acts as a support system to strengthen vulnerable communities. It is designed to secure justice for individuals and improve justice systems.

Youth mentors lead groups, guide students on civic actions



Over 320 students graduated in the Citizenship for Children course in March 2022.

As part of the Citizenship for Children project, 18 youth mentors led a group of 18 adolescents to participate in project work centered around civic issues in the community.

The project aims to empower children with knowledge and participate in Civic Action Projects. During this time, three groups were successful within two months of starting their projects, and the others are currently following up with formal complaints to the Brihanmumbai Municipal Corporation (BMC).

A Shanti Nagar group participated in two project works, where they called 1916, the BMC helpline, and wrote a letter to get a street in the area cleaned, and install streetlights respectively. While they received an immediate response for the former, the civic body said that the latter action would take time. The group requested them to cover the open sewers, which would prevent people from throwing garbage and keep the street clean. Meanwhile, they are following up with local government officials on the progress of streetlights.

"The programme helped me understand my rights and duties as a citizen. It taught me how to identify civic issues in the community, and approach local government offices for complaints. The practical projects made the programme fun and also taught us teamwork."

- Nida Ansari

A student who graduated

In Rafi Nagar, there was water overflowing owing to open sewage in the lane, and the roads were broken, making it difficult for people to walk. The group organised a signature campaign in the area, submitted a letter to the civic body, and after constant follow ups, work is currently ongoing to repair the roads and clean the sewage.

The Citizenship programme and this project encourages adolescents in citizen participation, which is an important element of good governance.

Research, M&E, Technology

AIMS Stabilisation

In 2021-22, furthering our work on Apnalaya Information Management System (AIMS), we focused on stabilising the system by addressing its issues and providing support to the users. With stabilisation in the AIMS system, we started with development of reports, which are customised reports accessible to the users for looking at and retrieving data, for use in planning, monitoring and reporting. Two new formats - Household Level Civic Action and Staff Check-in, have been added. Next year, the goal is to add more functionalities such as addition of notification form, data deletion and web filters.

Making the data policy operational

This year, we put our energies into operationalising the data policy within the organisation. Apnalaya staff were trained in the Responsible Data Policy. Development of collaterals, in the form of a comic book, based on the policy has started, and it aims to ensure easy connect with the policy for the audience. Next year, we will be focusing on its implementation by putting mechanisms and processes in place.

We also intend to engage and network with like-minded organisations and advocate for the policy. In November 2020, Apnalaya adopted the Responsible Data Policy, which takes a privacy-first approach, and seeks to put in place systems and safeguarding mechanisms that protect Personally Identifiable Information of communities that Apnalaya works with, and prevent misuse.

Research: House listing and baseline in 12 new clusters of M East Ward

Apnalaya expanded its disability intervention in 12 new clusters of M East Ward in 2020-21. House listing exercises were carried out to understand the universe and identify households with Persons with Disabilities. A total of 48,702 houses were surveyed and 1,775 PwDs identified this year.

It was followed by a baseline with an objective of understanding socio-demographic-economic profile of Persons with Disabilities (PwDs), situation around identity documents, awareness about schemes and challenges in accessing available provisions. The baseline highlighted low awareness about schemes and lack of knowledge

about disability documentation and its role in availing benefits among PwDs in these areas.

Community Childcare Centres Evaluation

In 2020-21, we started an assessment of our Community Childcare Centres (CCC) model, focusing on identifying needs of the CCC owners in its re-opening during the pandemic; along with opportunities for women in Shivaji Nagar to access livelihoods. We completed the endline in October 2021 and the assessment highlighted the ability of the CCC intervention in addressing the most pressing needs of their stakeholders during COVID-19 and resuming its operations.

Impact Assessment in Kamala Raman Nagar 1

In 2020-21, Apnalaya implemented a unique intervention in Kamala Raman Nagar, M East Ward. A three-pronged approach with relief work (short-term), COVID-19 Vaccination (mid-term) and Entitlements (long-term) was implemented in this cluster with an intention of minimising the effects of COVID-19. An assessment was taken up to understand the impact of this model, including a baseline and endline. It highlighted an increase in individuals registered for vaccination (42.95%) and individuals applying for new ID cards (50.42% for Aadhaar Card and 18.84% for Voter ID cards).

Integrated Community Development Assessment

In 2017, Apnalaya initiated a longitudinal study to understand the impact of its integrated community development approach on households in Shivaji Nagar, which involved tracking 203 households over three years. This year, we analysed the data, and the report is being written.

Baseline in M West Ward of Mumbai

Apnalaya extended its MNCH intervention in communities of M West ward. We conducted a landscape analysis and a baseline to understand the situation around MNCH services and access, along with community resource mapping to aid in intervention planning and implementation.

Hunger Watch Survey

Apnalaya collaborated with the Right to Food Campaign and participated in the Hunger Watch Survey. As part of it, FGDs and a survey was conducted in M East Ward of Mumbai.

COVID-19 RESPONSE



Apnalaya's community workers carrying out relief work.

Half of Mumbai lives in slums. The six lakh people of Shivaji Nagar slums share a similar predicament. The ward has been home to migrants from different parts of India, as well as to those resettled from the erstwhile slums situated in the inner recesses of Mumbai.

As COVID-19 continued to disrupt lives among the vulnerable population, we at Apnalaya, once again stepped up our efforts. This time, we implemented a unique model of COVID-19 relief and recovery in which activities were designed to provide both immediate and long-term support. This included distribution of ration kits, awareness activities in the community to help them understand the importance of COVID Appropriate Behavior (CAB), and vaccination; and facilitating registration for vaccination. Under enumeration, we supported communities in applying for documents, enabling them to access social welfare schemes and benefits.

We distributed 44,905 ration kits to 42,626 households in M East Ward, and covered 60 slum clusters. This in turn benefitted 2,10,463 individuals. Through volunteers, we initiated mass awareness activities on CAB. This was done through rickshaw rallies, megaphone announcements, posters and

distribution of pamphlets. Through 43 events, we were able to reach 1,31,212 individuals.

Multiple sessions were conducted in the community to help tackle misinformation, myths and fear related to COVID-19 and vaccination. They were also told of ways to connect with the local vaccination centres.

We conducted door-to-door visits to spread awareness and provide support with registration for vaccination. Help desks were also set up in the community. Individuals registered for the vaccination were referred to the government vaccination centres and there was regular coordination with officials from the Public Health Department of Brihanmumbai Municipal Corporation to understand the vaccination coverage, processes to be followed for referrals, and to collaborate on community awareness activities. A total of 20,294 registrations were facilitated through these activities.

Apnalaya also facilitated the process for applications of basic documents such as ration card, PAN Card, Aadhaar card and Voter ID. A total of 10,186 registrations were facilitated for these documents.

COVID-19 RESPONSE

44,905



ration kits distributed

Apnalaya covered

60



areas in M East Ward and other slum clusters

20,294



registrations for Covid-19 vaccinations facilitated

2,10,463



individuals benefitted

42,626



Number of households to which ration kits distributed

1,31,212



individuals reached through 43 events for community awareness

₹6.5 crore

Total money spent



COMMUNICATIONS

In 2021-2022, we intensified our efforts to reach a larger audience to bring forward key issues and challenges of the urban poor. This was done through print, digital and broadcast mediums, where our focus was to improve our overall media, communications and branding effort.

Apnalaya was mentioned in 17 media articles, which included six print and 10 web articles. We were also interviewed by the leading broadcast channel, ABC.

Apnalaya staff, too, authored articles during the year for news publications such as Scroll, Indian Development Review (IDR) and CSR Mandate, among others. The news articles covered multiple topics focusing on Apnalaya's impact, how India's COVID-19 vaccine drive was excluding millions, and the importance of building a robust public sphere. The highlight of the year was the broadcast coverage of the issues in the community amid the pandemic. ABC Australia spoke about the spread of COVID-19 in Mumbai, and how the urban poor were affected by it.

Scroll mentioned how Indians feared lockdowns more than COVID-19, and raised pertinent questions about governments being ready to avert the crisis in the second wave. The articles also highlighted food distress among migrant workers.

A Times of India report spoke about the wave of unemployment and hunger among the poor, as restrictions were reintroduced to control the pandemic in 2021. As the Centre made it mandatory for citizens to take the COVID-19 vaccine, Apnalaya stepped up its efforts to help slum dwellers with registrations, as they had no

access to smartphones and the internet or some were unaware of how to use the booking app or portal.

This was spoken about in a Hindustan Times piece, where they wrote about the 20 volunteers from Apnalaya who toured Shivaji Nagar in Govandi, spread awareness about Covid-19 vaccines and managed misinformation of vaccines, while helping with registrations.

While Indian Express wrote about how the pandemic highlighted glaring gaps in the primary healthcare space; FirstPost focused on how women employed in the informal sector reported food insecurity, financial and social exclusion during this time. Additionally, our events such as Apna Adda were covered by some of these publications. Midday went on to report about our attempt at raising awareness on the living conditions of people in the city.

Our commitment to the bimonthly publication of our newsletter 'Life on the Margins' continued, as we shared it across a vast database of supporters, partners and friends of Apnalaya.

Apnalaya's presence on social media continues to be significant. We continued to raise issues of the urban poor and used social media as a platform to amplify their voices. This year, we also tried new tools on Instagram, where we hosted an Instagram LIVE on May 10, 2021, to discuss the public healthcare in India and the urban poor's accessibility to it, along with Poornima Nair, Director, Health & Disability. Our Facebook page has a high organic reach with 7,694 likes. On Twitter, we have 1,219 followers, and our Instagram page stands at 1,842 followers.

Stay **connected** with us



[@supportapnalaya](https://www.facebook.com/supportapnalaya)



[@apnalayango](https://www.instagram.com/apnalayango)



[@apnalaya](https://www.linkedin.com/company/apnalaya)



[@ApnalayaTweets](https://twitter.com/ApnalayaTweets)



www.apnalaya.org

Death during child birth: At Mumbai's M-East, maternal health takes a beating

mid-day



COVID-19 impact: Women employed in India's informal sector report food insecurity, financial and social exclusion

'Poor in Hindi cinema are looked upon as a breeding ground for criminals'



CORONAVIRUS CRISIS

Feeding the hungry is virtuous. But what we need is greater social security for the urban poor

Giving voice to the urban poor

No second wave of COVID-19 in Mumbai's Shivaji Nagar?

APNALAYA FIGHTS FOR THE URBAN POOR IN INDIA



Is the waste-to-energy plant in Deonar a good idea?

Mumbai: Youth turn community workers, distribute ration kits



Mumbai City's poor stare at joblessness & hunger

India's COVID-19 vaccine drive is excluding millions of citizens



CORONAVIRUS CRISIS

Indians fear lockdowns more than Covid-19. How prepared are governments to avert a crisis this time?

Enroute to Market: Building a Robust Public Sphere



India's coronavirus crisis: The World special edition | ABC News



Take a stand for Shivaji Nagar

NFHS-5 shows progress for sanitation in Mumbai, but do ground realities bear this out?



APNALAYA WEEK 2021



EVENTS

Sports For All: A step towards inclusivity

The Apnalaya Week was celebrated from December 3 to December 10, 2021. It saw participation from adolescents, youth and community members we work with, in various events. The week included Sports For All, where youth and Persons with Disabilities (PwDs) came together for an evening of fun and learning. Disability remains a stigma in urban poor communities, with PwDs often remaining hidden. For PwDs, the barriers to opportunities for a life with dignity are significant.

Forbes Foundation Fellowship: Apnalaya staff invited on expert panel

Raghuandan Hegde, Director, Impact, was invited as an expert speaker for the Forbes Foundation Fellowship on November 26, 2021. It was a blended cohort and advisory programme supported by the Forbes Marshall Foundation for 10 select small-scale nonprofit organisations. Raghuandan focused on topics pertaining to programme data and the importance of data management, while highlighting designing tools, analysis of data to understand implications, and the importance of structuring data processes for daily operations.



Veteran actor Naseeruddin Shah during the recitation.

Igniting Hope: A collaboration for Covid-19

On June 19, 2021, we collaborated with Mumbai First to raise funds for Covid-19-related activities, along with Book a Smile as the donor partner.

The event brought together eminent storytellers from across fields, including Naseeruddin Shah, Diane Ferlatte, Mehak Mirza Prabhu and Shereen Saif among others. Naseeruddin Shah narrated "The very proper gander" and "The Owl" by James Thurber.



Panelists at the Apna Adda held on November 11, 2021.

Apna Adda: Urban Poor in Hindi Cinema

On November 11, 2021, we hosted an Apna Adda, which focused on the invisibilisation of the urban poor in Hindi Cinema, the role of the most popular art form in influencing the perception of people and reality. The panelists included actor Rajshri Deshpande, and filmmakers Kireet Khurana and Praveen Morychale, among others. They spoke about how the movie industry has been unable to do justice to the poor and vulnerable, while depicting them in films. They also highlighted that the role of cinema was not only to entertain the audience, but also to enlighten and educate them.

Navigating through the pandemic

In October 2021, SNEHA invited Apnalaya to showcase its work done during the COVID-19 pandemic. Through powerful imagery, we spoke about our response mechanism and our approach of providing short-term and long-term relief. The two-day webinar also reflected on the challenges posed by the aftermath of the pandemic and the way forward to support public systems and communities.

Apnalaya President talks about disenfranchisement of urban poor

Apnalaya President Geetanjali Jha Chakraborty represented Apnalaya at Omidyar Network India's discussion on 'Innovations for Informal Settlements', on August 13, 2021. She spoke about how the disenfranchisement of the urban poor has kept them out of the social security net, and how lack of enumeration leads to them living in informal settlements. Lack of identification documents is not a problem unique to the M East Ward, or to Mumbai. Or even to India. Globally, one in seven people lack proper identification.

FINANCE

In 2021-22, Apnalaya's work directly benefitted 2,23,306 people in 155 slum clusters. None of this would have been possible without the support of individuals, foundations, corporates and grant organisations invested in the vision and mission of Apnalaya.

Apnalaya's total revenue for the year was Rs 14 crore, an increase of Rs two crore from the previous financial year (2020-2021). The expenditure incurred during the year was Rs 13 crore, an increase of Rs two crore. A significant part of the increase in revenue and expenditure could be attributed to the relief work that Apnalaya did when COVID-19 struck.

54.58% of our donations came from foreign sources under the Foreign Contribution Regulation Act (FCRA) and the rest 45.42% from Indian donors. At the time of compiling this report, we have Rs 4.20 crore as Apnalaya's Corpus.

Human Resources Remuneration

The highest-paid employee for the year ending March 31, 2022, received a salary of Rs 3,00,000 per month, while the lowest-paid staff member earned Rs 12,000 per month, according to the Minimum Wages in the respective State Government Minimum Wages Notification.

Declaration of Remuneration/ Fees of Trustees/Board Members

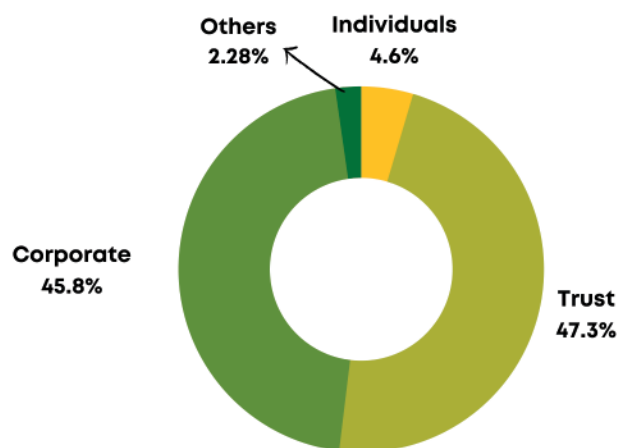
The Executive Committee members for the year were: Geetanjali Jha Chakraborty, President; Suman Srivastava, Secretary; Vrinda Ashok Mahadevia, Treasurer. Other committee members included Annabel Mehta, Vijaya Balaji and Malini Thadani.

The trustees of the organisation declare that they have not received any remuneration from the organisation for the year 2021-22. They have not received any sitting fees from the organisation for the board meetings and Audit Committee meetings attended by them during the year.

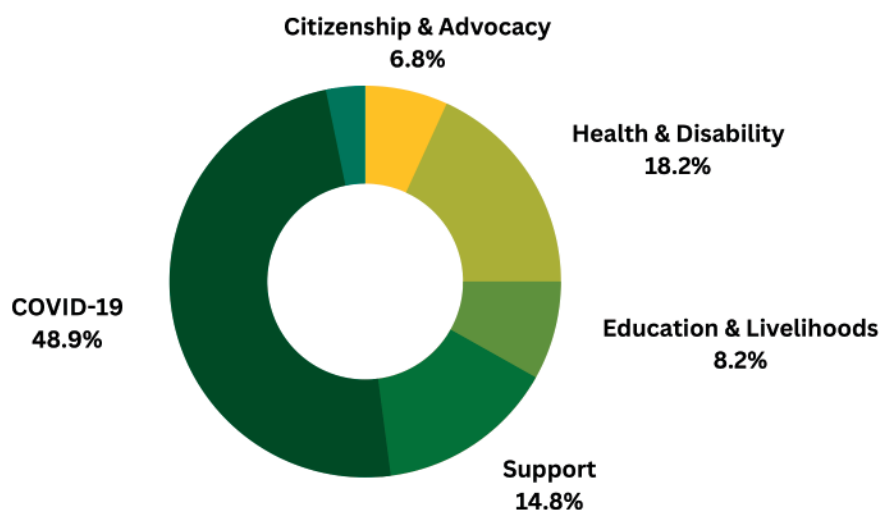
Auditor

Our auditor is Supriya Bhat of Borkar & Muzumdar. We thank her team for their untiring guidance and support throughout the years.

Sources of support



Programme expenditure



Name of the Public Trust :- APNALAYA

Registration No.

F-2830

Balance Sheet As At MARCH 31, 2022

FUNDS & LIABILITIES	Rs.	Rs.	PROPERTY AND ASSETS	Rs.	Rs.
Trusts Funds or Corpus			Immovable Properties :- (At Cost)		
From General Public			As per Annexure 'A'		
Balance as per last Balance Sheet	4,18,80,472		Balance as per last Balance Sheet	1	
Additions during the year	1,50,000	4,20,30,472	Additions/(Deletion) during the year	-	
			Deletion during the year	-	
			Less : Depreciation up to date	-	1
Other Earmarked Funds :-			Investments :- As per Annexure 'B'		20,46,157
(Created under the provision of the trust deed or scheme or out of the Income)					
Depreciation Fund	-		Movable Properties :- As per Annexure 'C'		
Sinking Fund	-		Balance as per last Balance Sheet	19,89,877	
Reserve Fund	-		Less : Deletion during the year	-	
Any other Fund :	-		Additions during the year	3,53,483	
As per Annexure 'F'		1,29,82,838	Less : Depreciation up to date	4,89,013	18,54,347
Loans (Secured or Unsecured) :-			Loans (Secured or Unsecured) :		
From Trustees	-		Good/doubtful		
From Others	-		Loans Scholarships	-	
			Other Loans	-	
Liabilities :-			Advances :-		
Other Long Term Liability - Gratuity	41,70,721		To Trustees	-	
Long Term Provision			To Employees	-	
Provision for Employees Benefits	74,815		To Contractor	-	
Other Current Liabilities			To Lawyers	-	
For Sundry Creditors	5,284		To Others	-	
For Payment to Others	5,31,869		To TDS Receivable F.Y. 2020-2021	2,98,707	
Short Term Provision			To TDS Receivable F.Y. 2021-2022	3,20,687	
Provision for Employees Benefits	7,42,839		To TDS	7,931	
Others			To FD & Bank Interest receivable	2,39,068	
For Provision for Expenses	20,503		To LIC OF INDIA - Gratuity Fund	41,70,721	
For Provision for Audit Fees	1,75,500	57,21,531	To Loans & Advances (As per Annexure 'D')	12,25,920	62,63,034
			Income Outstanding :-		
Income and Expenditure Account :-			Rent	-	
Add : Balance as per last Balance Sheet	2,91,53,797		Interest	-	
Add : Surplus as per Income and Expenditure Account	1,73,65,418		Other Income	-	
Less : Deficit Expenditure Account	-				
Less : Appropriation If Any	-	4,65,19,215	Cash and Bank Balances (As per Annexure 'E')		
			(a) In Hand	-	
			(b) In Savings Account	1,79,80,570	
			(c) In Fixed Deposit Account	7,91,09,946	
			(d) With the Trustee	-	
			(e) With the manager	-	9,70,90,516
Total		10,72,54,056	Total		10,72,54,056

For and on behalf of
Borkar & Muzumdar
Chartered Accountants
FRN:- 101569W

Supriya Bhat
Supriya Bhat
Partner

M.No. 048592

Dated: 12th September, 2022



Geetanjali Chakraborty
Geetanjali Chakraborty
(President)

Suman Srivastava
Suman Srivastava
(Secretary)

Trustees



Name of the Public Trust :- APNALAYA

Registration No. F-2830

Income and Expenditure Account for the year ending March 31, 2022

EXPENDITURE	Rs.	Rs.	INCOME	Rs.	Rs.
To Expenditure in respect of properties :-			By Rent (accrued)		
Rates, Taxes, Cesses	-		(realised)	-	
Repairs and maintenance	-		By Interest (accrued)		
Salaries	-		(realised)		
Insurance	-		On Securities (Investments)	32,06,859	
Depreciation (by way of provision of adjustments)	-		On Loans	-	
Other Expenses	-		On Bank Account	12,17,107	44,23,966
To Establishment Expenses (As per Annexure "I")		1,88,61,970	By Dividend		-
To Remuneration to Trustees		-	By Donations in Cash or Kind : Trust	5,49,47,206	
To Remuneration (in the case of a math)		-	Other	4,98,89,809	10,48,37,015
to the head of the math including his household expenditure, if any		-	By Income from other sources		
To Legal Expenses		-	(in detail as far as possible)		
To Audit Fees		1,95,000	Subscription from members	220	
To Contribution and Fees		-	Interest on TDS Refund	52,228	
To Amount written off :			Other Income	1,94,150	
(a) Bad Debts	-		Earmark Fund Income	3,82,55,415	3,85,02,013
(b) Loan Scholarship	-		By Transfer From Reserve		-
(c) Irrecoverable Rents	-				
(d) Other Items	11,347	11,347			
To Miscellaneous Expenses :		-			
To Bank Charges		49,376			
To Depreciation		4,89,013			
To Amount transferred to Reserve or Specific Funds		-			
To Expenditure on Objects of the Trust					
(a) Religious	-				
(b) Educational (As per Annexure "G")	8,71,85,575				
(c) Medical Relief (As per Annexure "H")	2,36,05,296				
(d) Community Development (As per Annexure I)	-				
(e) Relief of Poverty	-				
(f) Other Charitable Objects	-	11,07,90,871			
To General Corpus		-			
To Surplus carried over to Balance Sheet		1,73,65,418	By Deficit carried over to Balance Sheet	-	
Total Rs.....		14,77,62,994	Total Rs.....		14,77,62,994

For and on behalf of
Borkar & Muzumdar
Chartered Accountants
FRN:- 101569W

Supriya Bhat
Partner
M.No. 048592

Dated: 17th September, 2022



Geetanjali Jha Chakraborty
(President)

Suman Sirvastava
(Secretary)
Trustees



DONORS AND PARTNERS



NIHCHAL ISRANI FOUNDATION



Haresh Shamdasani Foundation | Giving Foundation Management |

Alibhoy Haiderali Chitawala | Epic Foundation UK Limited |

Foundation Anber (Epic) | Rukmini Welfare Social Trust |

**Anjali S Tendulkar | Mike Holland | Amit Khanna | Anand Mehta | Arun Kumar Rai
Basil Bernard Surupa | Biju Pillai | Bina Singh | Deepak M Satwalekar | Gita Shailesh
Eknath Aatmaram Kshirsagar | Fleur Kukreja | Paresh Sukthankar | Sara Calvert
Shubha George | Sudha Datye**

OUR PEOPLE

Apnalaya recognises the significance of its human capital. Through our services in the communities for more than two decades in M East Ward, we have developed strong relationships. This year, we also took our Citizenship programme to three states: Gujarat, Jharkhand and Rajasthan.

Our investment in people and constant empowerment has made Apnalaya a unique, known and trusted name.

More than 70% of our employees come from the communities with whom we work. For them, the success of the programme is synonymous to the transformation in their lives. The rest of us are specialised professionals in various verticals from different parts of the country.

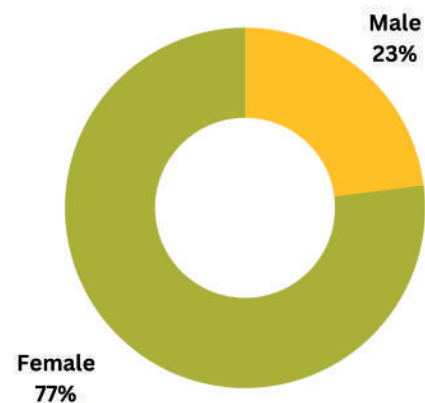
Apnalaya believes in diversity and inclusion, and is committed to the principle of equal employment opportunity for all employees.

As of March 31, 2022, Apnalaya employed 72 staff. We believe in building capacity of the staff members and strive towards retaining their skills and talents. Our team comprises of professionals and experts ranging from wide backgrounds.

Percentage of employees from communities we work with



Percentage of employees by gender



LEADERSHIP TEAM



Praveen Singh
Chief Executive Officer
ceo@apnalaya.org



Poornima Nair
Director, Health & Disability
poornima.nair@apnalaya.org



***Ronald John**
Director, Citizenship & Advocacy



Raghunandan Hegde
Director, Impact
raghu@apnalaya.org



Pratima Aggarwal
Director, Sustainability
pratima@apnalaya.org

*No longer with Apnalaya.



APNALAYA

Empowering the Urban Poor

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Email: admin@apnalaya.org