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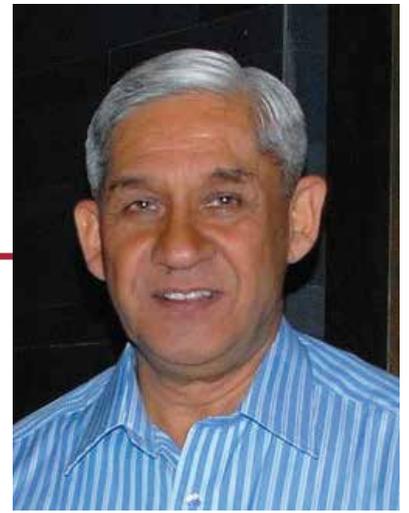
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MESSAGE FROM THE PRESIDENT



Friends,

I would like to congratulate the entire Maitri team for having taken all of our projects to a higher level of achievement. In particular, I would like to compliment the team of Project Jeevan. Besides achieving their targets in health and nutrition for Elderly Widows in Vrindavan, the Ageing Resource Centre "Maitri Ghar" is nearing completion in record time. We will be giving shelter to 100 Widows and empowering over 350 Widows in the ensuing year. Similar progress has also been made in Radha Kund.

Another area I would like to highlight is our project with Migrant Workers, specifically Rickshaw Pullers, called Project Awaaz.. Since this project began, we have facilitated the enrollment of 28,387 Migrant Workers in Government and Public Welfare Programmes. These workers have received Voter ID Cards and Universal Identification Cards thereby allowing them to enjoy the benefits of Government schemes and improve their financial circumstances.. We have also impacted the lives of 6,826 people through our health camps. During these camps, 2,029 workers were tested for HIV. For patients who tested positive during these screenings we provided 29,355 counselling sessions. Project Adhikar: a project for Rickshaw Pullers in Ranchi was also successfully conducted in the past year.

This year we have had an encouraging response from all of our donors. I would like to thank each one of them for their support. The scope of Project Samvedana has multiplied. This year we have done six workshops with the Uniformed Services and have successfully conducted a National Conference on Ending Violence Against Women. The response from all of our partners was overwhelming. I am very hopeful that we will be able to scale up this project and achieve the desired impact in the next three years.

I would like to close by saying that a lot has been achieved, but there is room to accomplish much more. We are committed to expanding our impact and truly changing the lives of Marginalised Populations. Again, your support has been vital to our work and I can not thank you enough.

Sincerely,

A handwritten signature in black ink, appearing to be 'B. Singh', written over a horizontal line.

Lt. Gen. (Retd.) Bhopinder Singh
20th May 2014

ABOUT MAITRI



Sanskrit for loving-kindness, compassion, and friendship, Maitri is a developmental and humanitarian NGO operating out of New Delhi, India. Maitri is strongly committed to improving the lives of India's most Vulnerable Populations through multi-lateral campaigns aimed at the promotion of social equity and public health. Through academic and vocational education, legal advocacy, community outreach, and the facilitation of access to basic services, Maitri greatly impacts an ever-expanding range of people.

A profound need for factual information and awareness of prevalent health-impacting conditions such as sexually transmitted infections, tuberculosis, and HIV/AIDS led Lt. General (Retd.) Bhopinder Singh and Mrs. Winnie Singh to found Maitri in 2005. Initially, the main beneficiaries of the organization were members of India's Uniformed Services and their families. From there the organization has grown to provide vital services to Abandoned Widows, Migrant Workers, Underprivileged Women and Children, and the Homeless. With the support and collaboration of its partners, Maitri's projects have produced tangible, significant effects on the quality of life for India's Marginalised Populations.

VISION:

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

MISSION:

Maitri's mission is to act as a catalyst in enabling access to basic rights to some of the most Marginalised and Vulnerable populations in India including:

- 1) Women who are at the risk of facing gender-based violence including Destitute and Elderly Widows
- 2) Migrant Workers and their families in urban environments
- 3) Underprivileged Communities including women and children
- 4) HIV/STD Vulnerable Populations

HISTORY IN THE MAKING

2014
2013
2012
2011
2010
2009
2008
2007
2006
2005

Gen. (Retd.) Bhopinder Singh and Mrs. Winnie Singh create Maitri to address the challenges facing India's most Vulnerable Communities

Maitri conducts advocacy events to promote its areas of focus to a broader audience

Beginning as a Vocational Training Program for Underserved Women and Girls, Project Maitrigrām offers scholarships to meritorious students as incentive for continuing education

The Children's Tutorial Centre is constructed to provide supplementary educational services to Underprivileged Children in academics, personal hygiene, and other life skills at nominal to no cost

Maitri launches Project Awaaz to address the issues confronting Rickshaw Pullers in Delhi

To combat the physical, psychological, and social effects of Domestic Violence, Maitri creates Project Samvedana

The ravaging effects of HIV leads Maitri to launch the Integrated Counselling and Testing Centre for antenatal patients, wives of Uniformed Personnel, and other members of the broader community

Project Jeevan is launched to improve the physical, emotional, and financial well-being of Widows in the holy city of Vrindavan

Improving the Welfare of the Homeless, the Homeless Resource Centre begins to facilitate citizenship rights, health care, shelter, and education for Delhi's urban poor

Project Adhikar is initiated due to the immense success of Project Awaaz and focuses on Rickshaw Pullers in the Ranchi Municipal Corporation

Construction of Maitri's Old Age Home and Ageing Resource Centre for Elderly Widows begins

The Ageing Resource Centre "Maitri Ghar" is completed in March 2014 and begins service as a permanent shelter for 100 Widows

SNAPSHOT OF OUR PROJECTS

Violence Against Women

- Providing meals and supplements to Abandoned and Elderly Widows
- Enrolling Widow Mothers in Government benefit programmes
- Giving Widows opportunities for income generation
- Reducing Domestic Violence through workshops, education and awareness
- Providing counselling and mediation to Survivors of Domestic Violence

Migrant Workers

- Facilitating access to citizenship rights for Rickshaw Pullers in Delhi
- Liaising with the Delhi State AIDS Control Society to Advocate for HIV/AIDS awareness
- Empowering workers to gain greater control over their financial circumstances
- Services provided to Migrant Workers in the Ranchi Municipal Corporation

Underprivileged Communities

- Providing training courses for women to become seamstresses
- Granting scholarships to deserving students
- Instructing children in subjects vital for successful futures

HIV/STD Awareness

- Testing high-risk populations
- Referring positive cases to appropriate medical facilities
- Providing pre and post testing and counselling
- Offering free condom distribution and demonstration

Homeless Resource Centre

- Managing one permanent night shelter for the Homeless
- Conducting night rescue missions during winters
- Monitoring the quality of eateries established under the Government's Right To Eat scheme
- Facilitating citizenship rights
- Providing educational opportunities and literacy classes
- Project closed on the 31st of March 2014



PROJECT JEEVAN

A Programme for Abandoned, Destitute, and Elderly Widows in Vrindavan

CARE

A NEED FOR CHANGE

"A living sati" is how many women have described life as a Widow in India. Seen as cursed burdens, these women are often severely abused by their families or even outcast and are forced to resort to begging in order to survive. These are women who have spent years raising their children and looking after their families only to be discarded away when no longer an 'asset' to their families. Girls as young as seven years of age are subjected to the most demeaning, cruel behaviours simply because they are Widows.

MAITRI'S WORK

To restore Dignity and Respect to these women, Maitri provides a variety of services including health care, the facilitation of access to identity rights, nutrition supplementation, and clothing provision. Each day Maitri serves more than 300 Widows a nutritious mid-day meal with fruit twice a week. Supplements are also provided to help combat the effects of malnutrition, osteoporosis, and other ailments. The Widow Mothers are provided with basic and specialized health care during regular multi-specialty health camps conducted through Maitri's network of partners.

CONTINUING THE MISSION

Maitri plans to open its new Home and Ageing Resource Centre for Widows, "Maitri Ghar" in August of 2014. Maitri Ghar will be used as permanent shelter for up to 100 Abandoned Widows while the Centre will offer facilities for empowering them through vocational training and employment opportunities.



Widow Mothers being served their daily mid-day meal

THE YEAR IN NUMBERS

- 548 Number of Widows enrolled with Maitri since inception
- 200 Number of Widows who received daily mid day meals
- 306 Number of saris distributed
- 210 Number of woollen blankets distributed
- 150 Number of shawls distributed
- 103 Number of ration cards distributed
- 123 Number of Universal Identification Cards distributed
- 230 Number of zero-balance bank accounts opened
- 1660 Number of detergents and soaps distributed
- 1,166 Yards of land acquired for the construction of "Maitri Ghar and Ageing Resource Centre" a Home for 100 Widows



Widow Mothers receiving blankets for the winter season

SAVITRI DASSI-Enduring Heights

Savitri Dassi has weathered the pressures of life especially after the death of her husband. Though she has three daughters and one son, she has been living in Radha Kund for the last 30 years due to the humiliation and abuse she faced at the hands of her son. She could not even live with her daughters because of the Indian patriarchal and cultural belief that a married woman may not support her parents financially. Despite this reality, Savitri does try to visit her daughters occasionally.

Hungry and destitute, Savitri's faith in a Hindu god, Lord Krishna brought her to Radha Kund where she believes that if she prays devotedly to him here she will not be born with the same unfortunate fate in her next birth.

Now Savitri lives under the shelter of Maitri where she is regularly provided with a mid-day meal, nutritional supplements and other basic necessities. Since coming to her aid, Savitri's physical and mental health has drastically improved.

Left alone to fend for herself by her family, Savitri gingerly navigates life in Radhakund with continued support from Maitri.



Savitri Dassi



Project Jeevan is listed on both GiveIndia and GlobalGiving's crowdfunding platform after successfully meeting their stringent due diligence requirements respectively. Maitri is a Tier 1 listed NGO which has met the Credibility Alliance norms for credibility and transparency with GiveIndia. This adds to Maitri's accountability and transparency caliber. In 2014, Maitri India has raised more than 100% of what it raised in 2013 on GlobalGiving.



PROJECT SAMVEDANA

ADVOCACY

Prevention and Reduction of Violence against Women

A NEED FOR CHANGE

While the physical effects of Domestic Violence are undeniably horrifying, the impact it has on a woman's emotional, sexual, and reproductive health are equally disturbing. Even if a woman is able to escape the clutches of an abusive partner or family, existing social stigmas and orthodox mind-sets create unending challenges for her survival. Such a woman is often humiliated, ostracized, and deprived of her dignity and identity. A recent G20 survey ranked India as the worst place to be a woman in the world. Maitri is working to shift the plight of women in India into stories of success through gender sensitisation workshops, campaigns to engage with men and boys, educational initiatives, counseling and mediation services.

The goal is to create long-term congenial relationship between couples and foster happy, healthy families.

Maitri works closely with the Uniformed Services in India, including the Army, Navy, Air Force, Paramilitary, and Civil Police. Maitri also strives to make men and boys active partners in bringing social change and ending Domestic and Sexual Violence. Additionally, Maitri conducts outreach workshops on developing an understanding of the health implications of violence in the family. Project Samvedna also provides services such as mediation, free counseling and legal consultations to Survivors of Violence and their families.

MAITRI'S WORK

Project Samvedana adopts a multi-lateral campaign to address the issues of Violence Against Women in the Uniformed Services. Maitri's aim is to reduce violence at home through gender sensitisation campaigns for boys and men, education and awareness creation. A primary focus of this project also lies in the removal of social stigma from Survivors of Domestic Violence. Maitri helps women identify coping mechanisms and opens channels of communication between women and their partners.

Maitri held its 5th Annual National Conference addressing Violence Against Women in March 2014. This Conference featured expert speakers that educated attendees on the various facets of Domestic and Sexual Violence, including its impact on health, family, and community. Attendees and speakers included foreign Ambassadors and High Commissioners, dignitaries from the United Nations, Indian Government officials, and subject matter experts from around the world.

CONTINUING THE MISSION

Maitri will be focusing on improving safety and security for women in the workplace through sensitisation and educational workshops.

THE YEAR IN NUMBERS

10 legal consultations conducted for Violence Survivors

6 Domestic Violence Workshops held throughout India

5th Annual National Conference on Ending Domestic Violence held in March 2014, titled "Many Voices, One Movement: Ending Sexual Violence in India"

180 phone calls and 90 emails responded to every month

4 Sexual Committee memberships including CAPART, Ministry of Rural Development, Delhi Police and MPS Noida



Maitri's Annual National Conference 2014

Rekha-Fighting The Odds

Rekha (Name changed) met Sanjeev in May 2011 through a common friend. Later that year, Sanjeev asked for her hand in marriage.

Rekha got married to Sanjeev in April 2012. One year later, she gave birth to a baby boy. To this day she still remembers when she discovered that her husband had suddenly taken their child away from her. Petrified by this sudden turn of events she made several desperate attempts to find her baby and even reached out to her husband's family in hope of some reconciliation. Unfortunately, her husband had no intention of making amends and neither did his family make any effort to contact her.

Rekha was engulfed with fear that her husband, who was a heavy drinker along with his sister may have caused harm to the new born baby. On having such apprehensions Rekha reached out to police officials to investigate the matter and other authorities to seek immediate help. To her dismay, she received relief from no one.

After failed attempts with the police, with assistance from Maitri, Rekha filed a petition under Section 12 of the Protection of Women From Domestic Violence Act 2005 in the district court for custody of her child (60 Days Old) who has been forcefully separated. Since her husband and his family did not appear in court she was able to then file a writ petition (formal written order petition) before the Hon'ble Delhi High Court.

The Court passed the order in favour of Rekha through which she gained custody of her child. An order was also passed to file a case against all the accused persons; however the police did not take any action.

The victory of Rekha represents a triumph for all mothers in such dire situations. Despite stark opposition from her husband and his family, she stood her ground with the help of her family and fought all odds to be reunited with her newborn child.





PROJECT AWAAZ

A Targeted Intervention Programme for Migrant Workers in Delhi

HEALTH

A NEED FOR CHANGE

Project Awaaz stemmed from a need to address the poor health and working conditions of Migrant Workers, specifically Rickshaw Pullers in Delhi. Many Rickshaw Pullers in the target area are homeless, with little to no access to shelter, clean drinking water, food, or health care. These deplorable conditions are compounded by the issues arising from high-risk behaviours inherent in their lifestyle including risky sexual practices. With these factors in mind, Maitri has set out to improve the lives of Rickshaw Pullers through the facilitation of access to Government benefit programmes, proper identification documents, HIV testing and counselling, and reduction of STIs and HIV through the promotion of education and awareness.

MAITRI'S WORK

Assisted by a Targeted Intervention Project run by the Delhi State AIDS Control Society (DSACS), Maitri's multi-pronged approach includes a broad range of services and strategies. Services include diagnosing and treating STIs, administering HIV tests, and linking people with service providers like Anti Retroviral Centres (ART) Community Care Centres, Government Intergrated and Testing Counselling Centres, and Addiction and Rehabilitation Centres.

Special drop-in-centre cum information booths, health camps, and group education sessions are some of the critical methods Maitri uses to achieve its mission.

Through the use of these strategies, Maitri is increasing awareness about sexuality, responsible sexual behaviour, STIs, and HIV/AIDS. Maitri is also working to prevent HIV transmission among Migrants in Delhi, reducing STIs, establishing non-traditional condom outlets and strengthening linkages between Migrant Workers and health care providers.

In addition, Project Awaaz independently provides Migrant Workers with access to citizenship rights such as Voter Identification Cards, Homeless Cards, Universal Identification Cards and bank accounts. These documents allow the beneficiaries access to several Government welfare programmes including subsidized medical insurance, medical treatment, food, and rations.

CONTINUING THE MISSION

For the upcoming year, Project Awaaz's specific monthly targets include: registering 1,250 new workers for services; reaching 750 people through health camps; and organizing 3 stakeholder meetings.

THE YEAR IN NUMBERS

10,979 Migrant Workers were newly registered

3,947 Group sessions were conducted

53 Health clinics were held

5,145 Individuals were given access to clinics

650 People were treated for STIs

904 Individuals were tested for HIV with 21 testing positive and 15 receiving treatment from ART Centres

1,960 Migrants attended and accessed special services provided by drop-In-centre Cum information booths



Health Camp hosted for Rickshaw Pullers in Delhi

Manish-Stand By Me

Manish is a 22 year old Rickshaw Puller. He came to Delhi from Katihar District in Bihar to earn a living after he got married at the age of 19. In September 2013 Manish attended an Awareness Camp organized by Maitri in Farash Khana. During the counselling session on HIV/AIDS and STIs, he shared his concern about his risky sexual behaviours with multiple partners. Furthermore, he showed interest in undergoing an HIV test as he was never able to get one done before due to lack of awareness. Upon his request, a Maitri outreach worker took Manish to the nearby Integrated Counselling and Testing Centre (ICTC) to get him tested.

Unfortunately, test results revealed that Manish had contracted HIV. On hearing this, Manish was overwhelmed with depression and lost all hope.

He knew his situation was dire and required immediate intervention. Maitri conducted follow-up care for Manish and referred him for post-test counselling at Maitri's ICTC after which Manish's mental health greatly improved. Manish was also able to get registered at an Anti-Retroviral Treatment (ART) Centre for further care. Upon registration, Manish underwent the vital processes of CD4 counting, X-Rays, and ultra-sounds.

It took only 15 days since Manish' diagnosis for him to begin treatment at the ART Centre. With proper medication and health care, Manish is now leading a healthy life.

With gratitude in his heart for access to care and treatment, Manish is confident and determined to lead a 'normal' life.



Project Awaaz has been recognized as the best Targeted Intervention programme for Migrant Workers in Delhi by the Government of India for the past two years.





PROJECT ADHIKAR

A Programme for Rickshaw Pullers in Ranchi

RIGHTS

A NEED FOR CHANGE

Learning from Project Awaaz in Delhi, Maitri India began a similar project for Rickshaw Pullers in Ranchi, a city of Jharkhand, India. Poverty, illiteracy, exclusion, poor living conditions, lack of social protection, lack of identity proof, and other hardships make their life difficult. They are devoid of their citizenship rights and are not able to access the benefits of various Government programmes and schemes launched for them. To address these and other problems, Project Adhikar was launched.

MAITRI'S WORK

Maitri India launched Project Adhikar in September 2012 to address the various issues and problems related to Rickshaw Pullers lives and their profession. Maitri India assists the Rickshaw Pullers to access their rights and benefits of Government programmes and schemes by providing information about these schemes, awareness generation, demand generation, advocacy with key stakeholders and facilitating identity proofs such as Unique Identification Cards, Voter Identification Cards, and Rashtriya Swathaya Bima cards, etc.

Maitri India also organises health camps in rickshaw garages and other intervention areas to hel ensure that Rickshaw Pullers are receiving health care.

CONTINUING THE MISSION

Project Adhikar intends to continue its work of promoting citizenship rights among Rickshaw Pullers in Ranchi. The projects aims to empower Rickshaw Pullers using multi-pronged strategies such as making them aware about their rights, facilitating identity proofs, awareness generation, demand generation, access to Government's social security programmes and linkages with financial and other key institutions. The project will also continue its work of promotion of improved living conditions, health and hygiene status through awareness programmes related to various diseases through health camps for consultation, treatment, referral and other help. The overall goal of the project is to facilitate and ensure the reach of various Government schemes and programmes to Rickshaw Pullers to bring positive change in their lives.



Sonal Singh Wadhwa, Maitri's CEO speaking at a workshop held in Ranchi

THE YEAR IN NUMBERS

545 Rickshaw Pullers were issued Rashtriya Swasthaya Bima Yojana Smart cards, facilitated by Maitri India

1,200 + Rickshaw Pullers were enrolled for Introducers based UID Cards through Maitri India

17 Health camps were organised during April 2013 - March 2014.
1,298 Rickshaw Pullers were provided health care through these camps

A feasibility study was conducted on 1000 Rickshaw Pullers



Distribution of Universal Identification Cards

Santosh - A Severe Accident

Mr. Santosh Kumar Soni, a 50 year old Rickshaw Puller met with an accident near Zakir Hussain Park in Ranchi, India on 26th September 2013. He was riding the rickshaw with a passenger when a van crashed into the rickshaw from behind. The passenger was thrown out onto the road side and Mr. Santosh rolled down the street with the rickshaw on top of him. Santosh was severely injured. He was then taken by the Police to Rajendra Institute of Medical Sciences (RIMS) for treatment where the hospital authority charged him Rs. 400 for an X-ray and other medication.

The garage owner informed Maitri about this incident two days after the accident saying that Mr. Santosh needed immediate treatment and requested Maitri to intervene. On visiting the garage, the Maitri team found Mr. Santosh in severe pain. He had deep cuts on his leg and a swelling in his chest. Seeing his need for treatment, the Maitri team took him to K. C. Roy Memorial Hospital where he was given medical aid. The doctor informed us that he had no internal injuries besides cuts, swellings and body pain. Maitri provided him with necessary medication he needed which is helping him on his road to recovery.

Rickshaw pullers have a dangerous profession in which they are at risk each day. Despite this, their earning is minimal, and most cannot pay for the medical expenses that come with the job. For Santosh, his accident was debilitating, but he could not afford treatment. Luckily Maitri was contacted in time to help Santosh with his medical treatment and bills.

To avoid such situations for Rickshaw Pullers in the future, Maitri has facilitated health care benefits and insurance through the RSBY (Rashtriya Swasthaya Bima Yojana) Scheme. Coverage extends to five members which includes the Rickshaw Puller, his spouse and three dependants.



Mr. Santosh Kumar Soni



Project Adhikar completed a Rickshaw Puller Feasibility Study in Ranchi, Jharkand followed by a dissemination workshop on the study's findings.

Project Adhikar's paper, titled 'Health and Social Security Needs of Rickshaw Pullers in Ranchi', has been accepted for publication in Social Work in Public Health.



PROJECT SAHYOG

An HIV/STI Testing and Counselling Programme

HEALTH

A NEED FOR CHANGE

Unfortunately, HIV is a modern day epidemic in India, greatly affected by the environment and individuals that engage in risky sexual practices. Moreover, economic, social and policy factors also contribute to this issue.. Challenges in these areas are especially evident in the Migrant Worker population and their families. To combat these extenuating circumstances Maitri works through an Integrated Counselling and Testing Centre (ICTC), helping to prevent HIV transmission through increased awareness, STI counselling, and condom distribution.

MAITRI'S WORK

To address the multitude of issues surrounding HIV/AIDS and STIs, Maitri has developed a multilateral system of prevention, counselling, and treatment. More specifically, Maitri has implemented various outreach and communication strategies. Some of these include health camps for HIV testing and awareness promotion in various intervention areas, distribution of free condoms, follow ups for HIV positive clients to obtain the proper medications and check-ups for them. Maitri also organizes magic shows and other interactive media that serve as education and sensitisation training on HIV/AIDS and STIs. Lastly, Maitri links all persons testing positive for HIV to ART (Anti-Retroviral) Centres for proper guidance, support, and routine care.

CONTINUING THE MISSION

The ICTC's goals for the coming year include conducting at least 12 outreach activities each month, administering 700 HIV tests and conducting 700 counselling sessions each month (with 100% of positive cases being referred to ART Centres). Other monthly targets include performing 2 magic shows and distributing 2,800 condoms.



HIV/ Aids Awareness Health Camp



Aids Healthcare Foundation funded Project Sahyog for three months in the year 2013. On meeting 100% funding requirements, AHF has committed to fund Project Sahyog for the year 2014-15

THE YEAR IN NUMBERS

2,877 People were tested for HIV

18 of the 2,877 People tested positive and were provided with counselling and treatment

7,266 Condoms were distributed

800 Counselling sessions conducted for HIV and STI positive patients



HIV Testing at the Delhi Cantonment Hospital, Delhi

Rajesh-Difficult Decisions

Rajesh (name changed) is 25 years old and works in the Indian Army. He got married two years ago to Hema (name changed). Due to an unfavorable health condition that his wife had they both underwent an HIV test. The test results showed that Hema was HIV positive while Rajesh's status was found to be negative. During counseling sessions, Hema revealed that she was raped by her uncle before she got married and was sure that she must have been infected with the HIV virus through him. Mr. Rajesh did not want to leave her or get divorced; however, due to family pressure he prepared himself for a second marriage in order to be able to have a child. Nevertheless this was not possible because as per the Indian Army guidelines, he was not allowed a second marriage unless he divorces his first wife. Mr Rajesh was now looking for psycho-social support and counseling to help fix the situation.

Maitri understood his challenge and provided him the support and counseling he needed. Ultimately, Maitri was able to facilitate their access to an expert team of doctors with whom they would receive proper guidance, treatment, and observation while Rajesh and Hema attempted to have children. This way the risk of transferring HIV to the baby during delivery would be minimized.

Becoming HIV positive is not only a life-changing event, but can severely limit one's activities and choices. Without the proper resources and access, choices become even more limited. Rajesh and Hema were fortunate to receive proper information and counseling to help them make some very difficult decisions, rather than having to make an uninformed and possibly dangerous decision.





SHELTER

A NEED FOR CHANGE

Over 70 million people are homeless in India alone. UN HABITAT estimates that India contains 63% of all of South Asia's slum dwellers. Unfortunately, a lack of affordable housing, drug and alcohol abuse, and inadequate infrastructure has made homelessness a pervasive condition in India. Many other problems also arise in conjunction with lack of permanent shelter, chronic health conditions, malnutrition, and unhealthy relationships.

MAITRI'S WORK

Maitri's Homeless Resource Centre serves as a holistic resource for Delhi's Urban Poor. To combat the devastating effects of homelessness, Maitri operates one permanent centre that not only provides shelter but also facilitates citizenship rights like Voter Identification and Unique Identification Cards. The HRC also helps enroll and distribute Homeless Cards. Proper documentation helps the homeless access Government schemes. Another facet of the HRC is the provision of medical services.

Health camps are frequently held to conduct routine check-ups, administer HIV/STI tests, and distribute medication.

Services are provided through adult literacy classes while children receive supplemental help through non-formal education. Additionally, the HRC conducts winter night rescues throughout the colder season. The HRC endeavours to improve the lives of Delhi's urban poor through financial and physical empowerment.

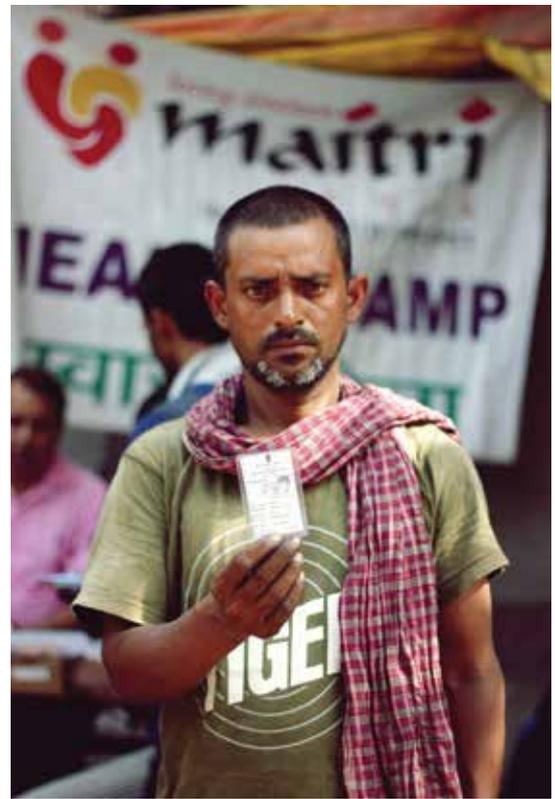
The Homeless Resource Centre Project was closed in March 2014.



Literacy Programme for Homeless Children

THE YEAR IN NUMBERS

2,877 People were tested for HIV
619 People registered for Voter ID Cards with 371 distributed
159 People enrolled for Homeless Cards with 159 distributed
1,672 Individuals enrolled in UID Cards with 530 distributed
68 Bank accounts opened
413 Issue-based meetings conducted
365 Sensitisation meetings held
1,441 Street theatre productions performed
6,182 Individuals reached through 88 health camps
3,021 Homeless people impacted through winter night Rescues
52 Adults attended literacy classes
24 People participated in self-help group sessions



Voter Card Distribution for the Homeless

Heera- Her Own Identity

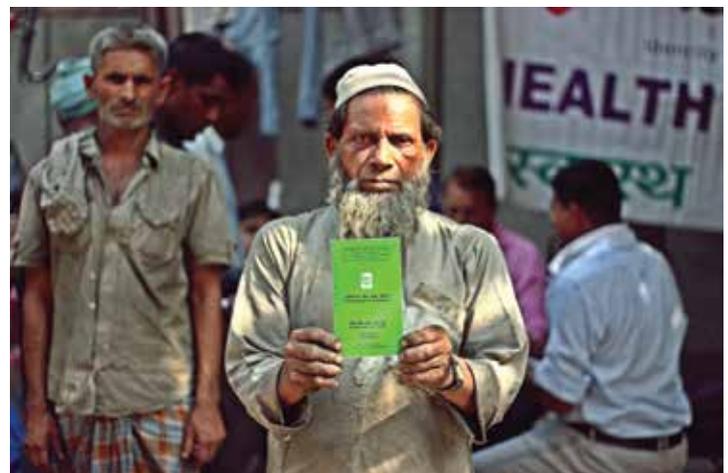
Heera Bai is a 23 years old woman who used to live in Santosh NGO's night shelter in Ram Kumar Marg, Motia Khan, Pahar Ganj, Delhi. She migrated from Solarpur, Maharashtra during her childhood and got married in 2007 to Harish Chandra. Her husband is a daily labourer and they have one child.

Heera and her husband both struggled with obtaining their citizenship rights like Voter ID Cards, UID Cards, and Ration Cards. Despite their attempts to avail these identity proofs, they were not able to find success.

After being unable to get the documentation and rights they needed, Heera and her husband came to Maitri for help. The staff at Maitri's Homeless Resource Centre worked with the Government of India and procured Voter ID Cards, UID Cards, and Ration Cards for them. They feel much happier now knowing they can now enjoy programmes and other benefits provided by the Government.



Health Camp for the Homeless in Delhi



Opening of bank accounts for the homeless in Delhi



PROJECT MAITRIGRAM

A Capacity Building Programme for Underprivileged Women and Children

EDUCATION

A NEED FOR CHANGE

A lack of trained teachers and inadequate infrastructure in Government-run schools has led to a failing education system in India. This was the impetus behind Maitri's creation of Project Maitrigram. Through our Tutorial Centre for children and Vocational Training Programmes for Underserved Communities in R.K. Puram, Delhi, we are empowering women and children for a brighter future.

MAITRI'S WORK

Maitri provides services to Underprivileged Women and Children through two types of programmes, Vocational Training and the Children's Tutorial Centre. Women and girls from local areas are provided with skills such as seamstresses through the vocational training programme. Upon satisfactory completion of the course, participants are awarded diplomas which enable them to secure employment or obtain soft loans to set up their own tailoring or embroidering units. Young men and women are also given training in the hospitality industry through Maitri's partnership with the Taj Group of Hotels. These students are provided a stipend and a certificate on completion which greatly increases their likelihood of securing employment.

The Children's Tutorial Centre provides mentorship and supplemental education for local Underserved Children, ranging in age 4 to 17. Education is provided in the areas deemed essential for successful employment, including English, Hindi, and Math. Older students are also given support in Science, Economics, and Career Counselling. Annual scholarships are provided to meritorious students to encourage continued education. The children are also given a nutritious snack and drink each day to promote better diet and health, while also encouraging high academic performance and focus.

CONTINUING THE MISSION

To continue and improve Project Maitrigram's work, Maitri is planning on expanding its work with Taj Hotel, to empower Underprivileged Women and Men by training them in cooking, baking, and housekeeping. Maitri is also planning on creating small collectives and gaining assistance with obtaining micro-financing for women to start their own businesses.

THE YEAR IN NUMBERS

192 Women and girls enrolled in the Vocational Training Programme

20 Young women and men enrolled in hospitality training at Taj Hotel

62 Children enrolled in the Children's Tutorial Centre

16 Scholarships awarded to deserving students



Mr. Jolly, Director of Maitri, teaching a student at the Tutorial Centre

Deepti-Working Towards A Brighter Future

Deepti is 13 years old, in class six at the Government S.V. R.K. Puram Public School in New Delhi, India. Her father is a private service man and her mother, a housewife.

Due to the low wages that Deepti's father earns she is unable to receive the supportive education she needs and is a first generation learner with no coaching available at home.

Deepti has been attending Maitri's Tutorial Centre for the past six months and aspires to be a doctor someday. Her hobbies include singing, drawing, and studying.

She looks forward to coming to Maitri each day for help with her school work and especially likes the Nutrifit snack she regularly receives. Since coming to the Tutorial Centre, Deepti has improved in her English, Math, and Hindi skills.

Deepti's life is one that is all too common among many Underprivileged Young Girls in India. Despite it or perhaps because of it she anticipates striving hard to fulfill her dreams.



Deepti (centre on the right) with her peers celebrating Diwali at Maitri's Tutorial Centre

THE TEAM

EXECUTIVE ADVISORY BOARD

Dr. Ulf Kristofersson - Chair
Gen. Bhopinder Singh - President and Founder
Winnie Singh - Executive Director
Dr. Joe Thomas - Board Member

TEAM MEMBERS

Ashok Jolly - Director
Sonal Singh Wadhwa - CEO
Kul Bhushan Malik - Manager of Accounts
Anna Marie - Programme Officer - Communications
Raj Rani - Counselor
Aprajita Mishra - Project Coordinator
Piyali De - Project Coordinator
Resham Pathak - Field Officer
Rizwan Ali - Livelihood Coordinator
Arunendra Narayan - Project Coordinator
Smita Dasgupta - Programme Officer
Vijay Kumar - Outreach worker cum support staff
Deepika Singh - Educator
Chander Prabha - Educator
Jagir Singh - Office Assistant
Dilawer Singh - Office Assistant

INTERNS

Sirav Talwar - NMIMS, India
Ketan Jain - NMIMS, India
Pulkit Garg - NMIMS, India
Bryn McWhorter - The University of Utah
Hilary Roberg - The University of Utah
Alya Hussain - The University of Utah
Lisa Hawkins - The University of Utah
Kaitie Jowers - The University of Utah
Katrina Robertson - The University of Utah

GOVERNING COUNCIL

Gen. Bhopinder Singh - President
Winnie Singh - General Secretary
Ashok Jolly - Treasurer
Vijay Kumar - Board Member
Mushahid Husain - Board Member
Rajiv Sud - Board Member
Col. (Retd.) S.K. Mehta - Board Member

VOLUNTEERS

Yashika Yadav - Maitrigram Tutor
Angad Singh - Maitrigram Tutor
Shweta Singh - Maitrigram Tutor
Inderkala - Maitrigram Tutor
Laira Aggarwal - Maitrigram Tutor
Atima Singh - Maitrigram Tutor
Tanvi Trivedi - Maitrigram Tutor
Udaiha Singh - Maitrigram Tutor
Surbhi Sacheva - Maitrigram Tutor
Aparjita Singh - Maitrigram Tutor
Jasleena Kaur - Maitrigram Tutor
Adarsh Kumar - Maitrigram Tutor
Ishudhi Rawat - Maitrigram Tutor
Anuksha Singh - Maitrigram Tutor
Astha Sakloni - Maitrigram Tutor
Rachel Gokavi - Maitrigram Tutor
Yini Evelyan - Maitrigram Tutor
Sukrity Gyani - Maitrigram Tutor
Prachi Bansal - Maitrigram Tutor
Kavita Sharma - Maitrigram Tutor
Akanksha Jain - Maitrigram Tutor
Garima Gairola - Maitrigram Tutor
Hardi Narang - Maitrigram Tutor

IN RECOGNITION



Sep 14th 2013 | DELHI | From the print edition

In the article "Death and the Maiden," The Economist reports on the problem of Violence Against Women in India. In this piece, Maitri's co-founder, Winnie Singh explains the poor manner in which Domestic and Sexual Violence cases are handled in the Indian legal system. Maitri provides legal consultations and other supportive services to Survivors of Abuse.



Oct 7th 2013 | Radhakund

Nilanjana Bhowmich reports on the situation of the Widows in the holy city of Vrindavan and Radha Kund in a Time World article in October 2013. Executive Director and co-founder, Winnie Singh is quoted in the article, speaking of what becomes of women whose husbands have died and what Maitri is doing to change that.



13 October 2013 | Vrindavan

In an October 2013 feature, BBC journalist Shilpa Kannan shed light on the plight of the Abandoned and Destitute Widows of Vrindavan, detailing the ways in which Maitri is helping to alleviate their suffering.

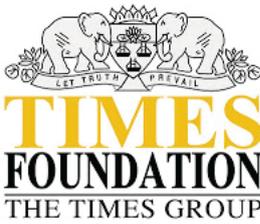


Winter 2013

The University of Utah reports on Maitri's work with India's Uniformed Personnel, Migrant Workers, and Abandoned Widows in its magazine, Continuum. The article features Maitri's CEO, Sonal Singh Wadhwa who explains Maitri's work with India's Marginalised Populations.

PARTNERSHIPS

PARTNERS



KEY SPONSORS



HOW YOU CAN HELP

Maitri maintains a number of different methods through which you can get involved. We welcome anyone interested in spreading Maitri's message of compassion and kindness for India's Marginalized Populations.

Humanitarian NGOs

The success of Maitri and other Humanitarian NGOs lie greatly in partnering with similar, like-minded organisations in order to increase and expand its scope and resources. By forming these partnerships, we are able to impact larger target populations in a more effective manner.

Corporations

Maitri is always on the look for corporations committed to improving the lives of Vulnerable Groups in India. Such partnerships have tremendous advantages for both Maitri and its corporate partners as they allow Maitri to reach an even greater audience while creating positive public relations, sales, and brand loyalty for the corporation. Partnerships with corporations are primarily utilized for donation-matching programmes, specific cause-related marketing programmes, and programme sponsorship.

Individuals

There are multiple ways by which individuals can become involved with Maitri and its causes. These include the following:

Interning - Maitri is proud to offer semester-long internship programmes for students to work full-time at our head office. Our interns enjoy a wide range of responsibilities including research projects, policy development, and working directly with Underprivileged Groups.

Volunteering - Enthusiastic volunteers have remained a mainstay of our programmes since Maitri began. Typically, volunteers assist in the Children's Tutorial Centre, providing Supportive Education for Underprivileged Children.

Donating - If you are interested in providing support for Maitri's work, but don't wish to engage in other capacities, Maitri welcomes cash or in-kind donations. This funding can be directed towards anything from sewing and school supplies to providing clothing and other essentials for Abandoned Widows. All donations are tax exempt under section 80 G (5) (VI) of the India Government Income Tax Act, 1961 and the United States Internal Revenue Code, 501(c) (3).



FINANCIALS

Details of Board Members as on 31/03/2014

Name	Position on Board	No. of meetings attended
Lt. General Bhopinder Singh (Retd)	President	6
Winnie Singh	General Secretary	6
Ashok Jolly	Treasurer	6
Col. (Retd) S K Mehta	Board Member	6
Mushahid Husain	Board Member	6
Vijay Kumar	Board Member	6
Rajiv Sud	Board Member	6

Distribution of staff according to salary levels as on 31/03/2014

<5000	0	0	0
5000 - 10,000	12	2	14
10,000 - 25,000	3	4	7
25,000 - 50,000	1	3	4
50,000 - 100,000	0	1	1
Total	16	10	26

Receipts and payments account

All figures are Rs in Lacs

Receipts for the year ended on	31/03/13	31/3/14	Payments for the year ended on	31/03/13	3/3/14
Opening cash and bank balance	60.39	160.58	Capital items/ assets purchased for the organisation (From project funds)	0	0
Earned/self generated income	0	5.62	Purchase of investments	0	0
Donation from Indian Sources	114.93	119.39	Capital items/assests purchased purchased for beneficiaries	68.19	140.91
Grants from Indian Sources	26.97	28.57	Grants/donations to other organizations	0	0
Donations from Int. sources	26.97	28.57	Loans & advances	0.54	26.66
Grants from Int. sources	0	0	Other Payments	128.74	176.48
Sale of assets/ investments	0	0	Total Payments	197.47	344.05
Loans	0	0	Closing cash & bank balance	160.58	70.55
Other receipts	84.09	6.29			
Total receipts	358.05	414.6			

FINANCIALS

Balance Sheet			Income & Expenditure		
All figures are in Rs. in Lacs			All figures are in Rs. in Lacs		
Assets as on	31/3/13	31/3/14	Income for the year ended on	31/3/13	31/3/14
Fixed assets	16.85	18.39	Earned/Self generated income	0	5.62
Investments	68.19	190.71	Donations from Indian sources	114.93	119.39
Loans and advances	0.54	5.29	Grants from Indian sources	26.97	28.57
Cash & bank balances	160.58	70.55	Donations from int. sources	71.67	94.15
Other current assets	0	21.37	Grants from Int. sources	0	0
Excess of expenditure over income	0	0	Other income	3.83	6.29
Total assets	246.16	306.31	Total Income	217.4	254.02
Liabilities as on	31/3/13	31/3/14	Expenditure for the year ended on	31/3/13	31/3/14
Trust/Society/Share holder funds	0	0	Programme	109.57	143.44
General fund	9.05	10.04	Public education & fundraising	0	0
Corpus and endowment funds	109.67	87.68	Management & administration	19.71	22.13
Restricted/Earmarked funds	68.19	190.71	Payment to beneficiaries	0	0
Grant balances	68.65	2.26	Other expenses	68.19	140.91
Loans & borrowings	0	0	Total expenditure	197.47	306.48
Current liabilities and provision	15.59	3.76	Surplus/deficit	19.93	52.46
Excess of income over expenditure	-21.99	11.86			
Total Liabilities	246.16	306.31			

Total Cost of international travel by all personnel (including volunteers) and Board Members

Name	Designation	Destination	Purpose
None			
Total: NIL			

THANK YOU

We, at Maitri India are very grateful for all the help we have received from all our donors, key sponsors and partners through various programmes and initiatives.

Many individuals, corporates and organizations have been coming forward and helping NGOs like us generously. We sincerely thank each and every one of you for helping us regularly to continue with our efforts in providing Vulnerable Populations in our country a dignified life and future they deserve.

Special thanks to the efforts and support of our volunteers, interns, and staff. Because of you, we were able to meet and exceed the goals we had for last year.

We hope you have taken a look back at the many highlights of another ground-breaking year and reflected on the cause-driven mission and vision of our organization. Please feel free to provide feedback so that with your help, we can continue to provide care to the communities we work with.

Thank you for an amazing year! You have made a difference!



Maitri India Head Office

J-92 Anant Ram Dairy Complex,
R.K. Puram Sector 13,
New Delhi, 110066, India
Tel +91-11-24122692
Fax +91-11-24109616
Email: maitri.india@maitri.org.in
Website: www.maitriindia.org

Follow Us

www.facebook.com/maitriindia.org
www.maitri-interns.blogspot.com
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<http://widowsofvrindavan.wordpress.com>
<http://sexualviolenceissues.wordpress.com/>
<http://domesticviolenceinindia.wordpress.com>
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