

Final
PROJECT REPORT

2016

**Initiative for Ensuring Safety, Dignity and Appropriate Wages for Domestic
Workers**



Submission of Report by:
Sangini Gender Resource Center, Bhopal.

Supported by:
Paul Hamlyn Foundation, UK



“SANGINI” Gender Resource Centre is a women organization that supports domestic workers. The organization has been working on issues such as the rescue and rehabilitation of household helpers and the labor rights of domestic workers in terms of fair wages and employment benefits and empowering them through the support of Paul Hamlyn foundation UK.

During this period Sangini has expanded to provide life skills education for domestic workers. The organization has tried to strengthen the group of domestic workers to take initiative for ensuring safety, dignity and appropriate wages for themselves.

Goal

Strengthen the trade union of domestic workers so that it can advocate for formulation and implementation of government laws and policies that are able to improve their working and living conditions.

Objective of the project

- + Advocacy with media, NGOs and government department and trade union for rights of domestic workers so that they are able to bring safety and security of their work and so that their work is brought within the purview of labor laws.
- + Prevention and elimination of child labor and trafficking.
- + Skill up gradation and capacity building with specific skills of domestic workers so that they can improve their economic conditions and get alternate livelihood opportunity.
- + Establish a dialogue between the domestic workers, media, government department trade union and NGOs to make proper attention on issues of domestic worker in public domain.
- + Mapping and monitoring of placemen agencies to prevent child and human trafficking.
- + Established an expert group who can play a supportive role and take ownership within the domestic workers group.
- + Work for social security of domestic workers and their family through regular intervention.

Activities done by the Organization:

Community Meetings /Awareness camps

The organization is working in 35 slums, doing community meetings on regular basis where we interact with domestic worker on the issues related to their rights.

During these meetings we also discussed issues of women safety, child labor, child marriages, domestic violence and their entitlement. We have also conducted awareness camps with support of Women and Child development department, Police department and media to stop child marriages.

During our community meeting we have involved male and other family members so that they can also be sensitized on women issues.

➤ Community mobilization

During this year we have done various tasks to identify and address the capacity-building, information and networking needs of women, particularly those belonging to oppressed and marginalized groups residing in Bhopal and nearby places. We have mobilized 35 slums through meetings, trainings and exposures etc. and involving day today activities with 3000 to 3500 women's with Sangini.

Meetings with Employers of Domestic Workers

Sangini organized a meeting with the employers of domestic workers to like minded group's NGO's, trade unions, media, and other civil society members. As we always advocate the role and responsibility of domestic workers. But it's time to talk with employers to uphold their voice. In this regard we the team organized a meeting with employers and the domestic workers. The axiom of the meeting is to understand the mind set of the employers about the domestic workers and raise the issues to dignify the labor. In this meeting 15 employers and 15 domestic workers across the Bhopal were present. The meeting start with the brief introduction of Sangini ,and the work with domestic workers following with raising the issue related to fixation of minimum wages, issues of social security last but not least the matter of child labor. Few decisions were taken after discussion in meetings that are as follows:-



- ❖ Employers agreed to allow proper rest during long working hours
- ❖ They agreed for giving other facilities like to use toilets and lifts at working places.
- ❖ Everyone decided not to hire a child labour, before appointing a domestic worker verify his/her age to stop child labour. They also decided to take care and have a strong watch so that no one can hire a child labour.
- ❖ 4 weekly off in a month will be given to domestic workers

➤ **Work with Shourya Groups (A government initiative)**

To stop and uproot social evils like child marriages violence against women, child labour etc, Sangini as a partner along with Women and Child Development Department Madhya Pradesh formed 22 Shourya Dal which is a combination of both women and men in equal ratio. WCD department trained them to eradicate social evils. Two women from our group are selected as Master Trainer one women awarded by legal aid department and one group get award and certificate from C.M. And other than that some women's are selected for parade that get one month training and participated at flag march from our group. And three persons from our Shourya Dals have taken part in the parade of Republic Day.

Case work:-

Sangini work with women and girls especially who are victims of any kind of violence. Sangini appointed a lawyer & counsellor, psychologist to provide legal and emotional support to the victims of violence. In this regard 76 cases were registered at Sangini.

During our work, we supported our community and other women in cases like domestic violence, false case of theft on domestic workers, rape, sexual harassment or any other form of violence. We have collaborated with Center for Social Justice a legal advocacy group to provide better legal training and advice to our victims and other women's

Membership Drive –

This year we have associated 5355 women domestic workers as our member's till June 2016. The motive behind this collective power was to unite them, make them aware and sensitize on their rights and entitlements, to emerge them as a movement.

Meetings of task force members –

We have developed 385 domestic workers that is each slum have committee of 11 members as task force members and developed their leadership to advocate on issues of domestic violence, child labour, child marriage, dowry, sexual harassment and other form of violence. These task force members has taken various steps to stop crime against women and girls, issues related to sanitation, health, and education and motivated other slum dwellers to stop the involvement of their children in domestic work and child labour. They are also playing their role as watchdogs to stop trafficking, child marriage, child labour and various community level issues. These task force members had taken significant steps to stop eve teasing and domestic violence in their communities. Our few task force members got success to stop three child marriages in their communities.

These task force members also doing advocacy with government department to rectified convention 189 through meetings, signature campaigns and submission of memorandum.

Skill Up-gradation of Alternative Livelihood Strategy –

For the skill up gradation of domestic workers and give them new avenue of work we have given three days of training on house management and hygiene to twenty five domestic worker. Ms. Rehana Rasool faculty of Housekeeping, Institute of Hotel Management, and Bhopal was the resource person. This training has helped them to full fill the requirements of employers regarding maintaining hygiene and adequate house management. This training has increased their employment opportunities and wages. Numbers of our domestic workers have started working in different households with quality work.



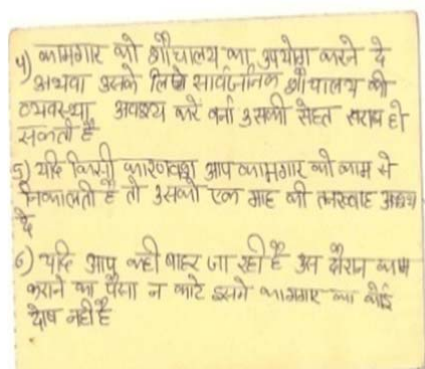
Advocacy Work to Ensure Social Security, Safety and Dignity of Domestic Workers-

To ensure social security of domestic workers we regularly do advocacy work with government departments so that their work is brought within the purview of labour laws.

For providing economic security to domestic worker we had facilitated them in opening bank accounts in any centralized bank and also discussed about the importance of saving money. A significant number of domestic workers opened their savings bank account.

During this period, we met with Labour Minister of Madhya Pradesh, Women and child Development Minister of Madhya Pradesh, Mayor Municipal Corporation Bhopal, Chairman of Bhopal Municipal Corporation, labour commissioner, addl. labour commissioner, Human Rights department and other concerned departments to ensure social security, dignity and concession in public transport for domestic workers. Because of our continuous efforts Chairman of Bhopal Municipal Corporation declared 50% concession on public transport for domestic workers.

We have posted 2153 post card in favour of Chief Minister of Madhya Pradesh **Shri Shivraj singh**



Chouhan with the demands of domestic worker to ensure their social security and labour right.

Elimination of Child Labour from Domestic work

To eliminate child labour from the society we had done survey in 35 slums of Bhopal to know the status of domestic child labours. This data was collected by our domestic workers. Apart from this data collection we have conducted meetings with children, their parents and other community members where they have discussed the situation, problems, and reasons behind the work. Due to fear of strict laws on child labour, lots of householders have not shared their information. During this study we found many children apart from domestic workers who are engaged in other child labours.

MEDIA ADVOCACY

Talk in and phone in programmes

To raise awareness in society we have arranged 3 talks in phone programme in “Akashwani” run by All India Radio where we discussed various issues and problems related to Domestic Workers. Also we have arranged a talk in program with employers of domestic workers where the issues of domestic workers were discussed and the program is broadcasted on 13th of March 2016 at national channel of All India Radio. Through this medium we addressed employers & domestic workers around the country and convey our message that the domestic workers also has right to live with dignity, safety and social security.

Website Development We have developed website www.dwrf.org.in and we maintain it annually.

आपातकालीन फोन सेवाएं
किसी भी स्थान पर महिलाओं के साथ होने वाले
अपराध पर चुप्पी तोड़ें एवं
निम्न नम्बरों पर सहायता हेतु संपर्क करें।

क्र.सं.	नाम	फोन नं.
1.	पुलिस थाना	100
2.	महिला हेल्प लाईन	1090/1091/0755-2570017
3.	दुर्घटिका पुलिस	0755-2443850
4.	चान्दर डिपेंड	101
5.	एम्बुलेंस	102/108/1096
6.	आइल लैब	1098
7.	आयुर्वेद क्लिनिक	0755-2779510
8.	गैरलाभकारी फंडिंग क्लिनिक	1800233224
9.	महिलाओं के राज्य महिला आयोग	0755-2661813
10.	संविनी जेन्डर रिसोर्स सेंटर	0755-240361
11.	महिला बाल विकास	0755-253010
12.	जलजी सुरक्षा योजना	0755-4092523
13.	क्लास अंग्रेजी यूरोप फोन (महिला अपराध शाखा)	0755-2443658
14.	डी.पी.एल.एल. (रेड बस)	9752399966
15.	कार्यस्थल पर पीन उल्लंघन समिति	7898201457

संविनी जेन्डर रिसोर्स सेंटर
ए-4 जयमवानी फेस-2, रोहित नगर, भोपाल

IEC kit for domestic worker To build the environment towards issues of domestic workers we sensitized the employers, NGO's, community members, media through distribution of newsletters, help line diaries, stickers, name plates, brochures, batch, uniform and. These publications comprise all rules and regulations to protect child rights, domestic workers right, help line numbers, Act and laws related

information.

Exposure Visit –

This time we organised exposure visits in two different places and we divided our domestic workers into two groups of fifteen each. Our one group is going to **SAATH Organization** at Ahmadabad, Gujarat on 27/5/2016 to 30/5/2016. The objective behind this exposure visit is to know their initiative taken behind their livelihood. Our second group went to Pune, Maharashtra for visit **Streevani, Sharmik Pune Gharelu Kamgar Santhan,** and **Molkarni Panchayat** to know their mechanisms of working with domestic workers.

After this visit we have developed our strategy to make our group stronger and we make two livelihood groups as per learning and interest.

Monitoring of Placement Agencies

There are placement agencies dwelling in Bhopal who place and provide domestic workers and there is no monitoring on working of such agencies. To verify the working culture, whether the placement agency is placing the workers after fulfilling legal norms or not. We have searched and verified 33 placement agencies across Bhopal, so that the security, safety, wellbeing and of domestic workers and incidence of child labour can be identified and reduced.

Our task force group started monitoring of these agencies which is working in their areas.

Process documentation

Sangini have done process documentation which describes the whole year journey and activities of Sangini. Including their opportunity learning and challenges. During this process we conducted meeting with staff and community members to know the impact of our project.

Development of Expert Resource Groups

We have tried to develop domestic workers as expert resource groups. During our work with domestic workers we found that they have different qualities as leaders, activists, case worker and trainers. This year we had improved their qualities and formed different expert resource groups so they can become more skilled and get alternate livelihood.

In this process we have developed fifty domestic workers as activists and advocates.

Mrs Upasana Behar a famous social activist has taken sessions and highlighted the quality of advocates and activists. She focussed how an activist negotiates with media, NGOs, government departments and any other concerned stakeholders. She further highlighted what are don'ts which should be avoided while doing advocacy. Now this group is supporting as activists and



advocates to dialogue with concerned government departments.

In this context we had given training to fifty domestic workers and developed them as trainers. **Mrs Prarthana Mishra**, who has experience of giving enormous trainings to government departments, took the session. Qualities and responsibilities of a good trainer were discussed by the resource person. Minute things were highlighted which



would help to become a good trainer. Now the trained group has become capable of giving training to others. After this training our two domestic workers are appointed for Master Trainer by women and child development department of Bhopal, Madhya Pradesh to train other women on various women & child related issues.

We have also conducted three days of training on crisis management and crisis intervention to develop another expert group of fifty domestic workers. In this training lawyer's group from centre for social justice Gujarat and women Police officer from Bhopal and **Mrs Prarthana Mishra** from Sangini took the session.

During these sessions they focussed on laws related to fundamental rights, property rights domestic violence and sexual harassment at the workplace, Marriage Act, rape and PCPNDT Act, Early steps or measures that must be taken during emergency or in case of crisis like keeping our important documents at safe place make emergency contact numbers in speed dial, keeping pepper spray in hand bags, noting down of vehicle number while travelling.

During the session of Police Officer ,she focused on the crime related to women ,IPC and CRPC., role of dial 100,role of women help line, bail able and non bail able crimes, difference between FIR and application. During this training women raises and discussed the issues of their day to day life.

➤ **Victim Support Group**

Sangini formed women victims group where Sangini boost their leadership qualities and legal knowledge so they can work on own cases and even capable of helping other women suffering from the same. As a result they are collectively fighting for their rights, space & identity. They understand legal process of justice, discriminatory social structure & above all politics of male dominant society.

This victim support group arrange meeting every month to discuss their experience, learning, challenges and share their cases and experts are also available who gives their suggestion.

We also improve the leadership of our domestic workers who are dealing with victims and their family directly. They are also giving support in complaining the registration at police stations, courts and in Sangini. They are also working in human rights violation of domestic workers where they are finding facts through jail visits, commissions, hospital, and employer house.

Hand holding support on Case work

During our work, we established a system where we supported our domestic workers and their families, in cases like domestic violence, rape, sexual harassment or any other form of violence. During this period, 49 cases registered and women took legal support, counseling and mediation in their cases. We also improved the leadership of our domestic workers so; they can inform women and support other women on case basis where some women are playing this role very effectively.

We have also developed a victim support group where we meet with all victims of violence every month and discuss collectively on status of particular case. These meetings work as motivational session to victims where they learn and share each other's experience and gain confidence from struggle of other women.

We have collaborated with Center for Social Justice a legal advocacy group to provide better legal support to our victims of violence and we have a full time lawyer to support the victim.

Public Hearing with Panel

We are doing advocacy continuously on issues of domestic workers with various NGOs, government departments, employers, media and police and try to make other more sensible and accountable to protect rights and ensure dignity of women. In this process of our work we highlighted these issues in public domain and organise two Jan samvad with involving all these stakeholders.



On 26/11/2015 we have organize a Jan Samvad on issues of crime against women and girls where we had panel of various Police officers. In this hearing, Addl. Director General of Crime against women cell, Inspector General of Police, Addl. Superintendent of traffic police, Addl. Superintendent of Police from Dial 100 and Deputy Superintendent of police from Cyber Crime department were headed the chair of this public hearing. In this public hearing 180 women and girls participated and interacted with penal directly.

On 10/12/215 we organised another Jan Samvad on human rights day at Neelam Park on issues of domestic worker rights, dignity and social security. Honourable Labour Minister of Madhya Pradesh and Chairman of Bhopal Municipal Corporation, authority of domestic worker union Bhopal & vice president of Sangini chaired the panel. In this Jansamvad approximately 2000 women raised their



voices related to security and share their plight of getting harassed by the employers. During this public hearing, domestic workers handed over a charter of demand and a signed memorandum of domestic workers minister & chairman of Bhopal Municipal Corporation.

Help desk

To address community issues especially violence and discrimination against women and girls and make a communication between community people and police authorities we organise help desk time to time in communities to address community level conflicts, sexual harassment, eve teasing and eve teasing . Counsellors, lawyers and police officers present in these help desks to discuss and resolve the matters at community level only. Woman and girls discussed their problem and our resource persons resolve their matter their only. They also told the about prompt action that must be taken by women and girls in the problematic situation

Social security and family benefits of domestic workers

We have conducted meeting with senior authority of labour, education, Municipal Corporation department with status and demand of domestic worker and their children's. We have contacted with chairperson of Municipal Corporation to provide low fare passes in public transport after our intervention they have announced 50% discount in public transport. Also labour minister announced to include domestic workers complaints in construction labour board which is under process. Our community leaders and member's continuously went for concession in public transport including renewal of their identity cards.

Labour and education department also agree to work in collaboration on child labour and drop out children of domestic workers.

Advocacy for Pension for Single Domestic Workers

This time Sangini have done 500 surveys in 20 slum area of Bhopal district for single pension for domestic workers. Survey is done to know the status of pension in the community, what is the process of getting pension, what is the time duration, where the problem is and what is the behaviour of the bank, So that we can find out the exact position of pension in the community.

Campaign on violence against women

Sangini have organised various campaigns to end violence against women and girls such as 16 days of activism, women's days, Bhopal gas tragedy day, human right day, Labour Day, domestic worker day 16 December nirbhaya day. Through the street play, meetings, road show, public dialogue, film shows.



Outcomes of our intervention

- We have mobilized more than 6000 domestic workers.
- 245 domestic workers trained in new commercial skills and are able to find new avenues of employment.
- More than 385 leaders taken initiative as a leader to shatter the culture of silence (worked to stop child marriages, eve teasing, domestic violence, rape).
- 5355 domestic workers are associated with our group. .
- Domestic workers became united and protect other domestic workers from the human rights violation.
- 175 domestic workers are developed as Expert Resource Group.
- 3 Domestic worker are appointed as Master Trainer by Women & Child Development Department of Bhopal Madhya Pradesh.
- Domestic workers are working and negotiating the policies and programmes of government related to labour laws.
- Chairman of Bhopal Municipal Corporation declared 50% concession in fare to domestic workers in public transport.
- Labour minister committed to take action on human rights violation of domestic workers under construction labour welfare board.

- Established strong identity within NGO's, media and government department and at other platforms.
- Provided better livelihood to domestic workers.
- We have formed women caters group which is also the first cater group in Bhopal who are providing their services in different platforms and getting lots of appreciation.
- Employers of domestic workers became more sensitized and assured to adopt good code of conduct with their domestic workers.
- They have establish their own identity working state and nationally.
- Women's are coming forward with new learning's such as driving, small enterprises etc...
- Domestic workers awarded by the state.
- We have stabilised catering group, care & Giver group of domestic workers for their better livelihood.
- 136 women domestic worker develop as a advocacy group

Media converge



की महिला अपराध शाखा ने स्वयं सेवी संगठन संगिनी के साथ मिलकर जन संवाद का आयोजन किया। इस कार्यक्रम में महिलाओं के बीच जागरूकता बढ़ाने के लिए प्रशिक्षण दिया गया। इस दौरान महिलाओं को अपराधों की रोकथाम पर चर्चा की गई। फोटो: भास्कर













Thank You

Case studies

Case 1: Case of Attarvati

My name is Attar vati residing at Meera Nagar, Bhopal. On 27th September, 2015 a girl named kajal(name changed), 18 years old from Lehu Kheda village came to my home. She came to Bhopal to meet her Chacha (uncle). When she drops down at Bhopal railway station she met few men and boys. When they saw her being alone, they went to her and ask “where are you going to? We can drop you wherever you want to go” She replied that “I want to go to my uncle’s place and my mobile got switched off due to low battery so I unable to call him.” Then one man came by his vehicle and said that I am policeman and I will drop you to the place you want to go. They all convinced her to go along with them because they will help her. When she went with them they took her to the isolated place and surrounded her.

Then my nephew named Nilesch Chauhan saw them and immediately called me. I went to the railway station and threatened those people that I have called to police and they are coming soon. They all suddenly ran away and I took that girl to my home. The girl was very nervous and worried. Next day I called to her uncle and told him to come and take her. He came and took her with him. I have kept the mobile no. of his uncle. After she went I called her to as whether she is fine and safe. She replied she replied that she is good and safe with his uncle. All she did because she was the member of union where they got trained about the rights, responsibility and learnt about the laws as well the importance of unity.

Case 2: P.C Nagar

On 29th November, 2015, a 15 (or approx.) year old girl named Reena (name changed) was being raped by a man residing at P.C Nagar. She is orphan and begging in trains and station for food and money.

She came from Gonda (U.P) and got down at Bhopal railway station as her sleeper was broken and so to fix it she went out where she met this man named ramesh who took her along with him by saying that he will give her food and will repair the sleeper. So she came along with him to his place at P.C. Nagar where he raped and beaten the girl. She screamed and ran away from that place and when was crying and going one of the community member saw her then she thought something happened to that girl then she got know and told to other members about the incident. They called Sangini and told about this girl and then the community member took her to the police station and members of Sangini also arrived there. Police caught that man and put him behind the bar and beaten him. We lodged an FIR against that man and our leaders took the girl for the medical check-up along with the police. At late night after the check up, police along with our community women dropped that girl to the girl’s home as she was minor and so they will provide shelter and take care of her.

Our leaders took the active role and responsibilities in completing all the procedures and formalities required in the case without any fear. They brought that girl at the police station, took care of her and went back home very late night after doing everything required in the case. After

few months when the case started accuse family members and local leaders started creating a pressure to take the case back so that the men could be free from the jail. But the community women's refuses to do that and fight against the case. And gone to the court to supported as being the witness of the incident.

Case: 3 case of Sunita :

Vinita is a domestic worker and a resident of Chuna Bhatti slum, Bhopal. She was working at a place there along with other colleagues named Versha, sharmila and Malti. On 15th January, when Vinita was coming back from her work of another place in the evening she met sharmila on the way who told her to come the Muskan's (employer) resident where they all were working. She said that 'Muskan madam is calling us because she has lost her some hair clips and she needs our help in finding it'. So Vinita went along with sharmila to Muskan's place. When they reached there, Muskan and her family began shouting at sharmila and Vinita for stealing golden ear rings and bangles. Both said we have not stolen anything but they did not listen to them and Muskan's husband said we should file complaint in the police station against them. They remained stay there till late hours. Approx. 8 p.m. the police reached at Muskan's home and said to both of them that if you have stolen anything then return them back otherwise you will be in prison for 10 years. They both said that when we did not know and saw anything then how we can give back. Then police also began scolding them.

Then from the next day again and again police called both the ladies to police station along with their husbands, they tortured sharmila and sunita and beaten by the stick by both male and female police. And they leave them at late in night around 2.p.m., next day Vinita called to other community member who was representing their union and told about the incident happened with them then the member of the union and leaders went to Muskans house and asked her whether they both have stolen something from her house and she said that I was not getting my gold bangles and ear rings I thought they might have taken the things. Then all the members of union went to the police station and said how they have beaten to both the ladies and at the time of arrest female police were also not present with them but police denied. During the process they supported Vinita and sharmila to fight for their rights and convey the clear message to police and employer doesn't make unnecessary pressure without any charge. And then both stopped the harassment on domestic workers. After this incident Vinita and member of union went to SC/ST and human right Commission to file a complaint against police harassment.

Now Vinita and sharmila feeling safe and secure they told it was not possible without the support of union. I will insist other domestic worker to become the member of the union.