



"...what shall be our endeavour? To bring freedom and opportunity to the common man, to the peasants and workers of India; to fight and end poverty and ignorance and disease; to build up a prosperous, democratic and progressive nation, and to create social, economic and political institutions which will ensure justice and fullness of life to every man and woman....."

**Jawaharlal Nehru**, India's first Prime Minister, August 14, 1947

# Towards an Inclusive Society

A joint initiative of  
**Jan Vikas Samiti - Liliane Foundation & SANCHAR**



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# Towards an Inclusive Society...

A compendium of CBR programmes in India  
as a strategy of Community Based Inclusive Development



"Be the change  
you wish to see in the world"

- Mahatma Gandhi



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## FOREWORD

Over a billion people in the world live without most of the basics that the other six million take for granted. And although many millions have been lifted out of poverty in the last one and a half decade, more people live in chronic poverty than ever before. Up to the present day the richest ten percent of the world own 85 percent of all assets, while the poorest 50 percent own only one percent. Many children, youngsters and adults are excluded from development because of their disability - the Liliane Foundation's specific domain - but also because of gender, ethnicity, age, sexual orientation or simply poverty. Worldwide there is a growing understanding that significant and sustained progress will require more effective efforts. The keyword in these efforts is inclusive development.

Development can only be inclusive - and reduce poverty - if all groups of people contribute to creating opportunities, share the benefits of development and participate in decision-making. Inclusive development goes beyond the sole



disability issue. Though it is important to understand the specific characteristics enabling effective disability mainstreaming in development, this should be part of a more comprehensive strategy to reduce inequalities and include diversity. Inclusive development consists of ensuring that all marginalized and excluded groups are stakeholders in development processes.

I am very proud to see that Jan Vikas Samiti (JVS), our Strategic Partner Organisation in Northern India, in a joint project with SANCHAR, acts as a pioneer in 'translating' the idea of 'development for all' into practical applications by mapping and documenting Community Based Inclusive Development initiatives among its Partner Organisations.

May this important book inspire many others.

Kees van den Broek,

Director, Liliane Foundation

## INTRODUCTION

From its inception, Jan Vikas Samiti as strategic partner of Liliane Foundation promoted participation and equality of children with disabilities through community based approach. The founders had a strong belief in inherent value of every person. Still continuing with their legacy, JVS has taken a leap in faith and has moved towards inclusive development approach. The rationale is that no one should be excluded from development for any reason, be it gender, disability, or any other issue. Inclusive development means that partnerships and alliances are necessary between different stakeholders, especially between CBR, DPOs, families of PWDs and governments.

Inspiration towards this move also evolved from various international frameworks such as the MDGs (2000), the UNCRPD (2006) and beyond. These have been adopted by governments, international and local NGOs, DPOs and various relevant stakeholders. The aim and end result envisioned by these initiatives is "Community-Based Inclusive Development" (CBID) - meaning the communities and society at large are transformed into being inclusive of all marginalized groups, including PWDs.

The purpose of this compilation is to discover and document CBID initiatives among the partner organizations of Jan Vikas Samiti - Liliane Foundation, which reflect the success



/ achievements to ensure a better and dignified life for PWDs. To make this study success, a very special acknowledge and gratitude to Ms. Tulika Das (Director SANCHAR) and Mr. Manmeet Singh (National Coordinator for the Liliane Foundation Programme and Chief Manager - Programme Development). They are the ones who conceptualize and conducted this study. I extend my sincere gratitude also to Mr. Rohit (Programme Manager - JVS), Mr. Rahul (Programme Manager - SANCHAR) who extended their expertise to document the study. I also would like to thank all our partner organizations involved in this study.

I owe my gratefulness towards APCD and members of the congress committee who provided us to introduce this booklet in the conference. Last but not the least I would like to thank Mr. Jorrit Frankhuizen (Programme Officer - Team Asia, Liliane Foundation) who supported us to fullest for the success of this compilation.

Alexander Philip IMS  
Director, Jan Vikas Samiti



The global development agenda's continue to target the poor and initiate programs to achieve overall development. The concerns have been raised of not achieving certain goals for minority groups due to disproportional high levels of exclusion, resulting into weak participation in development agenda setting.

Development -by definition- should be for all. It is therefore sad to see that marginalized groups are sometimes easily overseen and new, "exclusive", development initiatives are being developed to target these marginalized groups. Besides resulting in a low efficient and effective use of global resources for development, it potentially also leads to a high (long-term) cost of social exclusion in often relative weak economies.

For many, especially marginalised groups such as people with a disability, realizing sustainable livelihoods is a major challenge due to lack of income and lack of available and/or accessible services. Sufficient income is required to feed one's family and prevent hunger and malnutrition,

## MESSAGE FROM JORRIT FRANKHUIZEN,

Programme Officer - Asia Team

to provide adequate and safe housing, to access education and health care, and to allow families to establish a safe buffer to maintain a sustainable livelihood. With the availability and accessibility of services, a stronger protection system should be in place, stimulating equal participation in society.

Together with our partners we try our level best to include people with a disability in all aspects of development and to contribute to sustainable livelihoods for the people we work with.

Driven by Mahatma Gandhi's famous words: "Be the change you wish to see in the world", our partners have decided to publish a booklet about best practices in working according to Community Based Inclusive Development principles. The Liliane Foundation has supported their initiative and we hope that in the overall development agenda others support us in including marginalized groups and contribute towards sustainable livelihoods for ALL and a society for ALL.

Coming together is a beginning; keeping together is progress; working together is success - Henry Ford.

## CHIEF CONTRIBUTORS

**Tulika Das**  
Director, SANCHAR



Tulika Das is working in SANCHAR, a disability-development organisation, as Director.

She is a qualified Rehabilitation Professional and having around 25 years of experience in Community Based Rehabilitation approach to ensure Disability Inclusive Development. As an activist, her work contributes in organising socio-economically marginalised persons with disabilities in rural India to raise their voice for their rights at all spheres of life. She is experienced in Inclusive Education, Economic Empowerment, Program Management, Monitoring, Evaluation, Participatory Research and Study and Capacity Development of community stakeholders. She is actively involved in disability movement in India. She is an active member of women rights movement and child rights movement of

India and is working to ensure inclusion of the issues of disabilities in all right based and development agenda of the country.

Presently she is the President of CBR Network of India, a democratic, country led Network formed to support the development and dissemination of CBR as a strategy for inclusive development fostering equality, well-being and dignity of people with disabilities and their families. She is the Acting Chairperson of Asia Pacific CBR Network. She is also the Treasurer of CBR Global Network.

She is an Ashoka Fellow, and has received the International Fellowship of Ford Motor Company and is actively involved in theatre and performing arts.



**Manmeet Singh**  
National Coordinator, Liliane Foundation Programme  
Chief Manager, Programme Development

Manmeet is working as National Coordinator and Chief Manager – Programme Development with JVS for the Liliane Foundation programme in North and Northeast India.

He is a qualified Inclusive Development Professional with MA in Disability Studies (Special Education) from University of Leeds, UK and Post Graduate Diploma from University of Delhi and Certificate in General Management Programme from IIM Calcutta; credentials of having more than 10 years of experience in Community Based Inclusive Development, Inclusive Education, Program Management, Grant writing, Participatory Research Projects, Monitoring and Evaluation and Capacity Development.

He has represented at various International development

forums, learned and got expertise to develop community based inclusive development programme, built the capacity of various stakeholders, undertook research and evaluations of projects related to inclusive development of children and youngsters with disabilities.

Manmeet is an international Ford fellow and has research and evaluation experience in other developing countries such as Sierra Leone (Africa) and Nepal. Manmeet is currently instrumental in the development of regional strategy for the inclusive education in the Northeast India in collaboration with other international NGOs active in the region.

## ORGANISATIONS INVOLVED IN THIS INITIATIVE

### Jan Vikas Samiti (JVS)

Jan Vikas Samiti, a non-profit organisation, started in 1997 with its headquarters in Varanasi. The major thrust of JVS is to bring structural change in the society in favour of the poor and the marginalized. JVS strongly believes that each individual has a right to access basic education and health care irrespective of disability, gender, class or caste.

#### VISION

To build inclusive humane society based on the values of equality, justice and brotherhood.

#### MISSION

Empowerment of the marginalized people of the society, especially the Dalits, Women and Children through a process of awareness, organisation collective actions and advocacy for raising their Socio-Political, Educational, Economic, Health Status and Promotion of Environment.

**JVS AS A NATIONAL NGO FUNCTION** in three different modes,

- Implementing agency**, where its major thrust is to work with the poor and the marginalized, specially women, children, Dalits and disabled. JVS works for community building to empower the poor to take steps to develop collective power which is used to bring positive change.
- Support agency**, where JVS supports different social work centres of Indian Missionary Society across the country to improve the quality in social activities.
- Coordinating agency**, where it functions as a Strategic Partner Organisation of Liliane Foundation (LF), The Netherlands and coordinates the projects supported by LF in North and Northeast India.

Major activities of JVS as SPO of Liliane Foundation

- Monitoring and mentoring of the partners to ensure the quality in intervention provided to the children and youngsters with disability
- Financial monitoring so to ensure the proper use of the funds provided to the partners
- Periodic evaluation of the projects
- Processing of the justification reports
- Screening of new contacts
- Capacity building of the partner NGOs
- Networking with resource centres, government officials
- Research and innovative projects

As a strategic partner of LF, JVS promotes Inclusive development in its entire partner network as a pro-poor approach that equally values and incorporates the contributions of all stakeholders - including marginalized groups - in addressing development issues. It promotes transparency and accountability, and enhances development cooperation outcomes through collaboration between civil society, governments and private sector actors.

### Liliane Foundation

Liliane Foundation an international NGO based in the Netherlands was started in 1980 through a private initiative by Mrs. Liliane Brekermans - Gronert (1929-2009), who wanted to help one girl with a disability towards independence. She had met her in Sumatra, Indonesia. Agnes and Liliane had much in common: their place of birth, difficulty in walking, a walking stick, but differences between them had determined the courses of their lives. Liliane's spontaneous action was the start of an organisation that now works with tens of thousands of children with disabilities in developing countries every year.

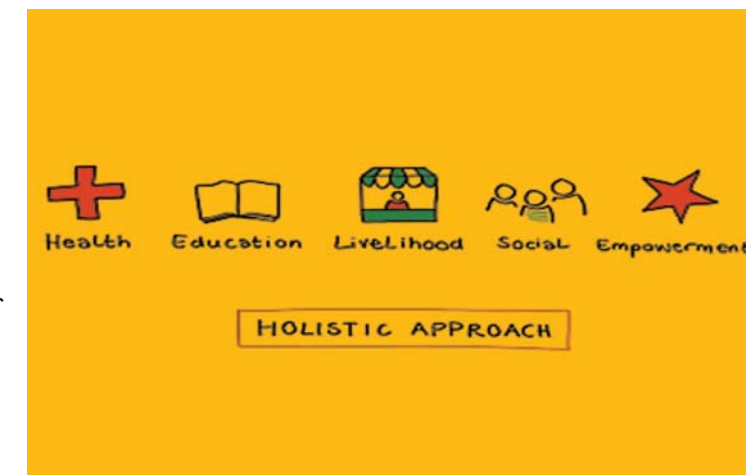
In more than three decades of development efforts, the Liliane Foundation has always used the holistic approach in addressing the needs of children and youngsters with disabilities.

Liliane Foundation believes that a holistic (inclusive) approach to child development means an approach that simultaneously addresses the physical, emotional, relational intellectual, and spiritual aspects of a child's life.

#### CORE STRATEGY: CHILD EMPOWERMENT

Child Empowerment means increasing the child's personal, social, educational and economic strengths. This is reached through:

- **Child Development:** We address the child's impairment, improve their functioning and make children resilient and self-aware. We make it easier for them to participate and to stand up for themselves. The parents or guardians



play a key role.

- **Enabling Environment:** We reduce the barriers that hinder the participation of children with a disability in society. The (social) infrastructure, communications, attitude and behaviour of other people and the policies of the (local) government are all taken into consideration.
- **Partners' Capacity Development:** We strengthen local partner organisations so that they are sufficiently knowledgeable and equipped to implement the core strategy.
- **Lobbying and Advocacy:** We contribute to the lobby for safeguarding the interests of people with disabilities in the Dutch policy for international cooperation.



WE ARE A PART,  
NOT APART

## SANCHAR

SANCHAR is one of the pioneering organisations of India practicing and promoting CBR since 1988.

### VISION

An Inclusive society with equal rights, opportunities and respect for all, irrespective of their abilities.

### MISSION

Sanchar works with poor people with disabilities and their families to improve their social and economic condition and to raise their voice for their rights to be included in the mainstream society.

Over the period of time, SANCHAR has developed the CBR model for rural India in partnership with socio-economically marginalized persons with disabilities, their families and community stakeholders to ensure community

based inclusive development in the areas of Health, Education, Livelihood, Social and Empowerment. This model helps persons with disabilities to transform themselves from passive receivers to active contributors of their community and country as well.

SANCHAR's community based disability inclusive programme builds the capacity of PWDs, their families and other community stakeholders along with local Government to work together for the development of their own community. Given support, they together are competent of understanding and scrutinizing their condition, and execute the best possible means to change their lives. This process ensures in reducing infrastructural and attitudinal barriers to increase full participation and inclusion of PWDs.

To ensure sustainability of this process, SANCHAR helps the parents and people with disabilities to be organised to develop DPOs and raise their voice collectively to gain their rights.

Since last 15 years, SANCHAR's CBR Model and experience has been shared with many NGOs and support organisations of India and neighbouring countries. SANCHAR is continuously building capacity and providing technical support to many disability and development organisations across the country to help them to start and continue CBR programme in their respective area.

SANCHAR is an active member of Disability Movement in India. The organisation is also actively associated with different women and child rights networks and movements to include the issues of women and children with disabilities in the policies and programmes of government and NGOs.

## ABOUT THIS PUBLICATION

CBR is a strategy within general community development for rehabilitation, equalisation of opportunities and social inclusion of all people with disabilities. This approach was pioneered by WHO and gradually it has been implemented in many countries in the world including India.

India is practicing and promoting CBR as an approach for more than 30 years to reach the unreached socio-economically marginalised PWDs, to help them to be in the mainstream society. Initially Govt. of India had initiated some of the programmes to implement CBR in a sporadic manner which was not implemented appropriately and thus could not benefit PWDs who are in need.

However, in 2007, Govt. of India signed and ratified UNCRPD. Though there is the PWD Act, 1995 for Equal Rights, Opportunities and Full Participation of Persons with Disabilities but recently the government has taken a great initiative to enact a new law (The Rights of Persons with Disabilities Bill, 2014) in the light of CRPD.

In India, the major initiatives and promotions of CBR have been undertaken by disability-development organisations and DPOs. There are many good examples of CBR programmes in India, where CBR has been used as a fully comprehensive approach covering all aspects of life of PWDs and involving many different actors and agencies, Government and Non-Government sectors which brought gradual changes in the grass root level institutions and structures.

Some of these models/programmes have developed highly effective, holistic, community based strategies involving all stakeholders in a sustainable manner towards an inclusive development. These programmes also actively involved PWDs and their families to develop Disabled People's Organisations (DPOs) to raise their voice for their rights as well as to contribute towards the sustainability of a disability inclusive community development.

All major support agencies like CBM, Sightsavers, CBR Foundation, JVS-LF, Cordaid, World Vision and many more are supporting and promoting implementation of CBR programmes in India.

The practitioners and promoters together developed a Country led CBR Network of India (CBRIN), which has spread in 7 zones and around 500 organisations are connected. The Network is part of and in the EC of Asia Pacific CBR Network and CBR Global Network. The CBRIN hosted 1st CBR World Congress in Agra in 2012.

The disability rights movement has influenced country-wide flagship programmes and policies of the Government

to become more inclusive and also started advocacy with the Government to develop a Mission Mode policy for promotion and wide practice of CBR to ensure a disability inclusive development at grass root level that will make a difference in the life of the poorest of the poor PWDs in urban slums and rural India.

We strongly feel that this is the time to start documenting and sharing good practices and initiatives of the NGOs, DPOs, parents organisations, which are contributing towards building a community based inclusive development for all. We are thankful to the Govt. of India and all national and international organisations who are supporting promotion and practice of CBR and making all development programmes and practices more inclusive.

JVS-LF supports 92 organisations in India and in Nepal. Among them, in this booklet we have documented programmes of only 9 organisations in India.

We thank all the team members of these 9 organisations for their cooperation. It was an exciting journey for SANCHAR team in documenting these CBID practices. We are proud to see that among the 9 organisations, 5 have received training support from SANCHAR on CBR, disability and development and used CBR as a strategy to ensure inclusive development for mainstreaming of PWDs as a contributing member of the society. This is just the beginning and we are looking forward to know about the inclusive practices of more organisations to be documented in near future which will certainly contribute in building an Inclusive Society not only in India but in other countries as well.

This publication has been made through a sharing-learning process. The process of documenting this publication started by sharing community based inclusive practices by the organisations and activities. After that 9 organisations have been visited by the documenting team where the team members met PWDs, their family members, community people, Government officials and other stakeholders to know more about the organisations as well as involvement of the community for ensuring Community Based Inclusive Development. We are happy to notice that the process of developing an inclusive society has been started at the grassroots level. We sincerely hope that if we join hands with the belief of equals rights for all, then certainly the future will be inclusive.

#### **Organisations who have shared their good practices**

Jan Vikas Samiti

Chetanalaya

Development Initiatives by Social Animation

Diocese of Varanasi Social Welfare Society

Manav Aikya Saathi Samiti

Naman Seva Samiti

Prerak

Purvanchal Gramin Seva Samiti

SPARC India



Since Jan Vikas Samiti (JVS) works in three different modes, as support agency, coordinating agency and also as implementing agency, the good practices of the organisation have also been documented in this study. Since its inception, people's organisation became the major thrust of JVS with a major focus on building 'social capital' and thereby the participation of all people in development actions.

### **MUSKAN brings smile on children's face**

Muskan is a community based centre for CWDs run by JVS. The centre has been initiated two years back to ensure easy, affordable and appropriate physical, educational and social development of the most marginalised children with severe disabilities, as no such facilities are available in the area.

The children come from surrounding communities three days in a week. They are provided formal and functional education in a joyful environment. Based on their need, the centre prepares them to cope with the environment in

the general school system and after a certain period helps them to get admitted in general school or in anganwadi centre. Prior to their admission, the staff also conducts meetings with the teachers and anganwadi workers for ensuring their support towards an easy inclusion of children. As the rapport between teachers and JVS staff is gradually building, the teachers started to refer other children to Muskan. Even they ask for help from JVS staff for helping them to learn disability management at classroom situation. Along with the educational support, the centre carries on therapeutic services that include physiotherapy, speech therapy, occupational therapy etc. The centre also runs its outreach programme and provides home based intervention to the children who are not able to come to the centre.

The parents also get trained to manage their child's disability, as parents' involvement is one of the thrust areas of Muskan. Along with parents' training, parents meetings are also organised. In the meetings parents share their experiences, involve in group activities and motivate each other.





Basanti

When **Basanti** was a student she received educational support like school fees, uniform or educational materials from JVS. Basanti has locomotor disability and she is from a very poor family. Today Basanti herself works with children with disabilities in Muskan centre. JVS provided her an on-job training. Basanti said, "I love to work with children and try my best to support them so that one day they are able to be part of mainstream society like me."

### Education: Key to success in life

JVS promotes inclusive education and provides educational support to Dalits, tribal and PWDs with a preference to the literacy of girl children. Besides providing school fees, uniform or educational materials, the organisation also provides counselling to parents, motivational support to children, organises meetings with teachers, teaches Braille to children with visual impairment, provides assistive devices etc.

JVS believes that quality education is the key in overcoming poverty in a single generation and at the same time is fundamental in creating a future for human security, community development and progress of the nation. JVS envisages a world for tomorrow where education is provided at the door step of underprivileged children to ensure all children are educated, enlightened and become good citizens of the country.

**Savitri**, now a student of B.A. second year, has received educational support from JVS for 7 years. The 24 year old girl is the first person studying graduation in the family. Her father is a daily labourer. Savitri has locomotor disability. JVS provided her a tri-cycle that has enhanced her mobility outside her house and helped her to continue her study. When she was in high school, her classes used to be held on the first floor. Savitri met the teachers, requested them to shift all her classes on the ground floor and finally the teachers agreed.

JVS is a source of motivation for Savitri and helps her to be hopeful in life. Savitri has faced lots of discrimination and negligence at home and outside. She said, "Except my mother and sister, none of the family members cared for me. They were upset about my disability and considered me as a burden on the family. But I have never lost hope. I used to keep in my mind that my disability should not limit myself from any achievement."



Savitri in Anganwadi Centre

With a strong determination to achieve something in life, Savitri started teaching in Anganwadi centre. She also gives tuition to 20 children at home. She is now able to support her own education. The people who used to tease her, have started respecting her as a teacher.

Savitri stresses on the important role of the parents of CWDs. She said, "... Parents have a vital role to play to build the capacity of the children. If my mother didn't take me to the primary school, today I wouldn't be able to reach to graduation level." Today Savitri is part of mainstream society and she wants to study Social Work in near future to work for marginalised people in her own community.

### Inclusion of PWDs: A practice within the organisation

The staff of JVS promote inclusion of PWDs in the society and practice it themselves within the organisation. JVS has



Manish in JVS

a disability policy and three staff members are persons with disabilities. The premises of the organisation are accessible to all. All the staff undergo an orientation on disability and they are encouraged to respect to all people irrespective of their abilities.

**Manish Kumar Singh**, 21 year old boy from Murdaha village of Varanasi is a wheelchair user. When he was in the primary school, his mother got in touch with JVS. With the support of the organisation, he completed his school education and learnt computer courses. While doing graduation, Manish was offered a job by JVS. Now Manish is studying M.Com.

Manish said, "..... One day it was a dream for me to work with JVS and today the dream has come true." In his words, "Accessibility is the most common problem that we face. I recently convinced the manager of a movie hall in Varanasi to have a wheelchair with them permanently." Manish is an inspiration for many other beneficiaries of JVS.



**Vindu Kumari** (a 19 year old girl with locomotor disability, who leads a disability inclusive women Self Help Group) with the staff of Jan Vikas Samiti.

### Empowerment of Persons with Disabilities through Group Development

JVS facilitates the formation of SHGs and DPOs as a platform of collective action and a pressure group for PWDs. These groups are being empowered, sensitised and capacitated both on general issues like health, education, livelihood etc. and on disability issues like disability certificates, disability pension, transport concession, entitlement in any Government schemes etc.

SHGs are mainly being promoted for their socio-economic

development, whereas DPOs are being promoted for advocacy and their entitlement. However like SHGs, in some of the DPOs, members are also depositing money and are being part of inter-lending process. Some of the SHGs are being promoted as inclusive SHGs where persons without disabilities are being invited to join the group. However in these inclusive groups, persons with disabilities take the lead to showcase their ability.

The group members work as a support system of each other. They discuss both the community issues as well as their individual problems and try to solve them together.



*Vinit Kumar Soni*

**Vinit Kumar Soni**, a young boy with Cerebral Palsy received loan from his DPO and runs a stationery shop in his village.



Chetanalaya, the social action wing of the Archdiocese of Delhi, is practicing and promoting a community based inclusive approach for over all development of the society.

The Catholic Archdiocese of Delhi set up Catholic Charities in 1960s, as a humanitarian response to the large scale migration to the National Capital. In 1970, the Diocesan Social Action was formed with the objective of rehabilitation of the migrants through skill training and employment assistance.

In 1989 a rethinking of the strategies and intervention led to a paradigm shift and the name 'Chetanalaya' (means, the house of knowledge) was adopted to reflect the consequent changes. The shift from charity through relief and rehabilitation was replaced with the formation of community based organisations - Chetanasanghs and Mahila Mandals. Conscientisation and organisation of the people for social action was adopted as the strategy of development initiatives.



In 1994, Chetanalaya was registered as a society with the Registrar of Societies under the Societies Registration Act of 1886. It is also registered with the Home Ministry under Foreign Contribution Regulation Act.

Though born out of the catholic archdiocese, Chetanalaya is secular in nature. 99% of the stakeholders of the development initiatives of Chetanalaya are non- Christians. Only about 5% of the staff is Christians. Chetanalaya makes no discrimination on the basis of colour, caste or creed.

Major interventions of the organisation are Promotion of Health, Education, Skill Development and Livelihood, Environment and Human Rights.

The organisation has been supporting persons with disability from its inception. The journey started from service delivery with charity approach and reached to an inclusive approach through the disability-development projects implemented systematically in partnership with

CBR Forum and Liliane Foundation.

Chetanalaya is involved in the advocacy and networking activities for ensuring the rights of PWDs through different network like CBR India Network.

Chetanalaya took up some major steps to make itself an inclusive organisation. The organisation has changed its theme from "serving the poor and the marginalised" to "building an inclusive society". All the community development programmes in 15 areas in Delhi and 2 areas in Haryana have included PWDs, have ensured representation of PWDs in the governing board, have made the main office and project offices accessible for 'all'.

The Human Resource (HR) policy of the organisation is revised so as to state that no person will be discriminated on account of disability. Chetanalaya is also developing a disability policy.

In Delhi (National Capital) region Chetanalaya works in urban slums and resettlement (slum) colonies as well as in the rural areas of the neighbouring state of Haryana.

Chetanalaya has twenty community based centers for inclusive development interventions. All development projects of the organisation are disability inclusive. All the services and benefits of the organisation are reaching to the PWDs.

The organisation is working with reputed national and international agencies and various Ministries of Govt. of India.



#### **A journey to make Dream a Reality.....**

Rizwan's mobility difficulty does not frighten him from aiming high. As horizons are not limited, he strived hard to move in positive direction and do something useful and encouraging in his life.

Rizwan is the eldest son of Late Mohd. Sakil and Hafiza Khatoon. He is also the brightest one among the 4 sisters and 5 brothers. After his father's death the family faced huge challenges to earn a living. Gradually they got involved in bangle decoration work, which is a very low paid job but through this work they managed to have two square meals for all members of the family. The family lives in one room of Rizwan's grandparent's house in Sundernagri, which is located in the eastern part of Delhi, the capital city of India. It is basically a heterogeneous community with multi-cultural, multi-religious and multi-lingual characteristic features. Most of the people are daily wage earners, street vendors,

rag-pickers, rickshaw pullers and semi-skilled labourers.

When in the area, most of the children between the age of 5 to 14 are not attending schools and are engaged in rag-picking and other menial jobs in spite of having five primary schools in the area, Rizwan dared to dream of education and to be included in the mainstream society with dignity.

After the school, Rizwan was enrolled in Ambedkar College of Delhi University. When Rizwan passed first year with 62%, he was selected amongst all the students of his class, to visit London for Exchange Education Programme.

That visit gave him a lot of confidence and understanding on the rights of PWDs to start an 'Equal Opportunity Cell' (EOC) in his college with the help of the College authority. As the President, Rizwan developed the Cell and started helping the students with disabilities to continue their education and also to overcome the difficulties they face in day to day life inside and outside the college. EOC helps other students without disabilities according to their needs.

He said, "In the beginning of my College life, I have faced a lot of discrimination. But I don't want any other students including students with disabilities would face the same.

Along with his study, he enjoys sports and takes part in Special Olympics at district and state level and won several medals and prizes. He is also giving tuition to the children in his area and earning to support his family.

This year Rizwan completed Graduation from Delhi University and was selected for B.Ed Course in IP University Delhi and he wants to become a teacher.

In this challenging journey of Rizwan, along with his supportive mother and family members, JVS -Lilliane Foundation supported him through its partner organisation 'Chetanalaya' to continue his education.

Chetanalaya has its field office in Sundernagri and has been associated with the people through various activities and programmes in the areas of health, education and livelihood. The organisation is running many non-formal education centres and a couple of skill development courses. Chetanalaya helped women of that area to develop their own platform which has eventually turned to a movement of SHGs. Chetanalaya has a resource centre at Sundernagri for implementation of CBR Programmes. About six hundred people with various types of disabilities are covered under the CBR programme.

**Suresh** is a resident of the village of Bahu Akberpur in the district of Rothak in Haryana . He was born in a very poor family. His father died when he was very young. Suresh has one elder brother and two sisters. The elder brother is married and has a child. His brother is working as a daily wage earner in a nearby factory. His brother spends most of his earning on alcohol. As a result he is not able to contribute much to the family. Being born in such a family Suresh did not get the opportunity to study in a school. He was born in such a socio-economic condition where it became very difficult for him to become self-reliant and to assert his rights as a mentally challenged person.



Suresh got a job in a car agency and became a contributing member. He also brought his friend to his work place.

Instead of becoming a victim to the circumstances, he tried his best to change the situation. When he came to the Chetanalaya centre he was jobless. He received help from Lilliane Foundation in 2007. He attended vocational training and learnt candle making, envelope making and bus cleaning. After receiving these trainings, he became confident enough to work outside. His family members and neighbours have also noticed a positive attitudinal change in him. Gradually he started helping his mother in daily chores. His behaviour and hard work enabled him to prove his abilities.

Chetanalaya's activities sensitised the community and community members played a major role in this process of his acceptance and inclusion. A member of Suresh's community was working in Hyundai Car Agency. The staff of Chetanalaya requested him to take Suresh to his agency. The staff of Chetanalaya also met the Manager

of the agency and sensitised him on the abilities of Suresh and importance of inclusion of persons with disabilities in the workforce. Suresh got a job in the agency. Since he had already received training in bus cleaning, his supervisor was very happy with him. He started getting Rs.6,500/- as a monthly salary.

At present he is the only earning member of his family. After working for six months with the agency, Suresh brought his friend Sombir to his work place. Sombir is also a mentally challenged person, received skill development training from Chetanalaya. Sombir also got a job in that agency. The agency is very happy with both of them and ready to include more persons with disabilities.

Chetanalaya's inclusive CBR approach helped Suresh to be confident and empowered. Now Suresh is helping other members of his community to be empowered.

## DEVELOPMENT INITIATIVES BY SOCIAL ANIMATION

Basil Bhavan, Behind Civil Court, Katara, Basti, Pin: 272001, Uttar Pradesh, India  
www.cstdisa.org

Development Initiatives by Social Animation (DISA) is a community based social service organisation. At present, DISA is actively working in 155 villages in 3 districts of Uttar Pradesh: Basti, Siddharthnagar, and Shravasti. DISA aims to empower socially and economically disadvantaged sections through capacity building exercises for bringing a change in the social system so that the new order is integrated, participatory and sustainable based on the universal values of justice, equity and complete humanism. The organisation believes in a process of social animation and rights based approach and works through enabling awareness, capacities and collective actions.

Since 2001, DISA has been working for integrated development of marginalised sections for Community Based Inclusive Development. The organisation focuses on creating a just, responsive and inclusive society with rights and dignity for all including PWDs. The approach is to sensitise and organise the community and PWDs to come together and get an enabling environment for inclusive development.



### Community Based Rehabilitation Programme

Through its Community Based Rehabilitation programme, the organisation mobilises, organises and mainstreams the children and youngsters with disabilities and empowers them to be persons with dignity, rights and confidence. The children and youth with disabilities are provided educational support and vocational training, so that they are able to stand up for their rights and due share in the Society.

**Kismatunnisha** belongs to a poor family at Tenua village of Harraiya block in Basti district. She is the youngest in the family among eight children of her parents. Her father is a farmer and owns a small flour mill alongside their hut. Kismatunnisha was first identified by DISA in 2006 when she was not very sure if she would be able to continue her study anymore due to her disability and poverty in the family. Since then regular home visits and counseling were done and guidance were given to her and her parents. The organisation started assisting her



*Kismatunnisha*

with school fees, study materials, uniform etc. Today 23 year old Kismatunnisha is studying in B.Sc. Second year.

"... During an event in DISA, when I met other girls with disabilities doing well in their studies or earning their own living, my self-confidence was boosted-up. The level of disability some of them had was even more than me. Their confidence encouraged me to be independent in life."

In 2014, Kismatunnisha also completed a training course on tailoring and embroidery from the organisation. The organisation also provided her a hand machine and today she makes dresses at home. Kismatunnisha is now planning to do B.Ed. after graduation as she wants to be a teacher. "... Even few years back, I had no aim in life and I have never thought of continuing my study beyond school level. DISA has extended its support towards my education and I am trying hard to be a teacher."



*Budhsagar*

**Budhsagar**, a boy with hearing impairment belongs to a poor lower caste family at Mustakam village in Basti district. His father is working in Gujarat in a farm house and mother is working at home to sustain the children. 17 year old Budhsagar is the eldest in the family and has got one younger brother and two sisters. He had his education till standard eight in the village school with the organisation's educational support with copy and books, stationery, school uniform, school fees etc.

A year back when Budhsagar showed his interest in tailoring, DISA contacted a local tailoring shop in Kalwari to train him. Budhsagar did well and now he has started getting order from the same shop and is earning money. The organisation has provided him a tailoring machine.

People's organisation and their capacity building is the major thrust of DISA, where the organisation focuses on building 'social capital' and thereby the participation of the



*DPO Meeting (Jeevan Parivartan) at Labhdaiya village*

people in development actions. The organisation has started facilitating formation of DPOs and SHGs and is striving to enable them to avail Government facilities like disability certificates, pension, scholarships and all other schemes. At present 221 PWDs are associated with 13 DPOs and 21 SHGs.

The organisation is also facilitating the inclusion of PWDs in all other social groups under their existing programmes, like Self Help Groups, Women Associations, Farmers Clubs etc., where all the members of these groups join together to address the issues of the PWDs.

In this effort it is ensured that the whole community gets involved and extends their support to the PWDs. Exposure visits, puppet shows, awareness programmes etc. are conducted on a regular basis in the villages to sensitize and mobilise the community.



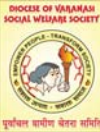
*Awareness to the villagers through Puppetry*

DISA also extends its help to CWDs by way of corrective surgery, medical care and providing assistive devices. Presently 70 CWDs are receiving assistance from the organisation.



*Chandni*

**Chandni** was born with club feet. Last year the first corrective surgery was done on her left foot. After three months of operation a special shoe was made for further improvement. This year in April another surgery has been done on the other foot. The post surgery treatment is still going on.



**DIOCESE OF VARANASI  
SOCIAL WELFARE  
SOCIETY**

Bishop's House, 45 Varanasi Cantt. Pin: 221002,  
Uttar Pradesh, India  
www.dovsws.com



**Diocese of Varanasi Social Welfare Society (DOVSW)** has been working for the integral development of the marginalised sections of the society since 1980 based on the principles of Justice, Equality and Brotherhood. The organisation is committed for the socio-economically and politically deprived people in eight districts of eastern part of Uttar Pradesh. It aims to achieve structural change and integral development by empowering dalits, women, youth, children and persons with disabilities through developing people's organisation and micro-enterprises and thus emphasises on people's need based development through their participation by providing a platform on the concept of 'Community Based Organisation and Development' with greater thrust in rural communities.

All development initiatives of the organisation are oriented towards 'Advocacy for Inclusive Growth, Safety and Dignity' of the marginalised population. Empowering adolescents for social transformation is a major focus area where various interventions are carried out for the inclusive development

of the rural adolescent girls including girls with disabilities, who have very few opportunities for their development. The programme on family life education and skill development provide them a safe environment to express their views, learn new things and become productive through income generation activities. Empowerment of women including women with disabilities is the major thrust area of the organisation. The women federation has become sensitive enough to identify community issues and address them in a higher level. The organisation also runs Community Based Rehabilitation programme to ensure their rights, opportunities and participation of PWDs.

#### **Women's Self Help Groups and Federation**

Since the year 2000, the organisation has promoted more than 2400 SHGs of women in the community. These SHGs have become the source of socio-economic development of the rural women. The SHG members on the one hand save money in the group and avail the facility of taking



*SHG members in Bhimpura village*

individual loan, and on the other hand they do advocacy on various community issues. All these SHGs are inclusive in nature and comprises of women with disabilities and women from socially and economically backward families.

**Sangeeta Devi** is the President of one of the SHGs 'Durga Shanti Samuha'. She lives in Bhimpura village with her husband, child and in-laws. She studied MA in Sociology. She also works as a Prerak in DOVSW. She was born without upper limbs. But she manages to do all the household chores and other activities with the support of her lower limbs.

The representatives from several SHGs have formed three tier inclusive Federation at the Panchayat, Block and District level in the name of 'Mahila Chetna Mandal'. This federation works to safeguard the dignity of women, and has become the voice of dalit women and women with disabilities in the area, which adds to their collective strengths in the area.



*Sangeeta Devi*

In Athilapura village, the majority of the men are engaged as daily labourers. They rarely contribute to their household income preferring to spend their meager wages on alcohol. This was also a source of discontent at home. To tackle this problem, the federation members staged a demonstration in which more than 170 women took part. This prompted the police to shut down the illegal sale of alcohol. The people in the villages appreciated the courage and strength of the women groups.

#### **Disability Inclusive Group of Adolescent Girls**

196 disability inclusive groups of adolescent girls have been formed and their empowerment is being implemented as part of the 'Gender and Development programme', which aims to minimise the gender gap, develop their leadership qualities and advocate for equal rights and opportunities. The awareness on gender sensitisation, life skills, reproductive health and skill development activities bring a positive change in the life of rural adolescents.



*Sima Kumari with her students at her training centre*

**Sima Kumari**, a wheel chair user, is a member of one of the adolescent groups in Jethwar village. After completing her graduation, Sima underwent one year tailoring course organised by DOVSWS. Today Sima trains other girls in the community and earns a living. She will soon undergo embroidery and craft trainings too with the support of the organisation.

### Groups of Persons with Disabilities

261 PWDs have formed 49 SHGs under NABARD SHG Bank Linkage Programme. These groups are associated with various income generating activities. The formation of group and bank linkages have shown the way for socio-economic improvement in many families. 15 DPOs at Panchayat level and 5 at Block level have also been formed to ensure the rights and entitlements of PWDs.

Besides group activities, 355 children are being benefitted through individual rehabilitation programme. The



*Yogesh Kumar (on the left) with the teachers of the school*

programme includes educational and medical support. The organisation provides appropriate assistive devices to PWDs in convergence with government and other organisations.

**Yogesh Kumar** from Mariabad village is a young man with locomotor disability. He received educational support from the organisation and has been able to continue his study. Today he has established his own school 'S.N.R. Memorial Public School' in his village.

**Anita Kumari** is now studying in B.Sc. 2nd year. As a child, she was considered as burden to the family. At seven years of age Anita underwent a surgical treatment and received calipers with help of DOVSWS. This enabled her to walk. The organisation also provided her educational support including school fees, uniform and a tri-cycle by which she started going to school regularly. After completing intermediate level of education, Anita participated in a training programme on income generating activities organised by the organisation. This

inspired Anita to be self reliant and she took a loan to start a grocery shop in her village. Today she earns around INR 3,000 per month. Anita is the secretary of one of the SHGs and DPOs as well. She plays an important role in helping PWDs in the community in the process of getting disability certificates. After her graduation, Anita aims to undergo a nursing training and wants to be a nurse.

The organisation also conducts skill development training programme, which is designed to provide vocational training and micro-entrepreneurship skills mostly to young boys and girls including PWDs. The programme helps the youth, specially the girls to develop a healthy attitude to dignity of labour and hard work and to encourage them to acquire the skills to begin their own micro-enterprises in rural areas.

**Arti Prajapati** lives with her parents and sister in Bhimpura village. At the age of 18 months, her lower limbs were affected by poliomyelitis. Arti belongs to an economically disadvantaged family. Initially, her parents were scared to send her to school. But she was determined to continue her education since her childhood and hardly missed classes. When she successfully completed secondary level of education, her parents were not in a position to bear the cost of her education to any further extent. She eventually got in touch with the staff of DOVSWS, and with their support became a graduate in 2011.

Afterward the organisation provided her a training on tailoring. She showed a natural talent in tailoring within a few days and started getting orders from the neighbourhood. She saved some money and completed multiple courses on embroidery, craft, zari work and



*Anita Kumari*

painting for more than three years. Today she successfully earns a living as a trainer and till date she has provided trainings on craft, tailoring and embroidery to more than 100 girls and women in the community.

Arti could only walk a few steps, hence she used to move using a tri-cycle since her childhood. With the help of the

organisation, she underwent surgery on her lower limbs and today she can walk on her own. She has often been discriminated by her relatives and classmates. But that has never daunted her, rather discrimination made her stronger. Today Arti dreams of becoming a successful businesswoman and having her own production-cum-selling unit.



*Arti Prajapati*



## MANAV AIKYA SAATHI SAMITI

C/O, St. Mary's Health Centre, Nai Basti,  
Mau Ranipur, District: Jhansi, Pin - 284204  
Uttar Pradesh, India

Manav Aikya Saathi Samiti (MASS) promotes and supports sustainable community development through capacity building of community people. Since the year 2000, MASS has been working with marginalised communities with a special focus on girls/women and PWDs in Mau Ranipur block of Jhansi district covering 30 villages under community development programme. The organisation is engaged in empowering community people through awareness activities, training and workshops on three major areas, i.e. health, education and livelihood.

Health services including pre and post natal care for the community people specially for women and children are provided through St. Mary's Hospital, which is a part of the organisation. The organisation helps Children with Disabilities to continue their education by providing text books, uniform, fees for private tuition etc. MASS also organises skill development training on various trades for the youth and helps them in finding jobs or to initiate income generating activities.



Yasmin

**Yasmin**, a young girl with locomotor disability lives in Mau Ranipur with her parents and brother. With educational support from MASS, she has completed her MA and is now studying for her B.Ed while preparing for applying to government job. After receiving skill development training on tailoring and a sewing machine from MASS, she is now running tailoring classes in her village as well as undertaking tailoring orders from the community which helps her to contribute to her family's income.

In collaboration with Don Bosco Tech, MASS runs different kinds of training at free of cost for the youth including PWDs. At present four different training courses are going on: Electrical, Repairing of Air Condition Machine, Nursing and Hospitality. Before the training, the students undergo a counselling session and based on their interest and capability, they are selected for the respective courses. All students of these courses are also taught English and Computer. At the end of the training, students are offered placement across India.



Ghanshyam

**Mr. Ghanshyam** from Bhamohri village has locomotor disability. He enrolled in a one year course in accounting and computers alongside his graduation. This course helped him in getting a desk job within a year in a computer centre in Mau Ranipur where he has been working since past three years.

Every year MASS organises training on tailoring for the young girls in the rural community including girls with disabilities. This year 21 girls including 6 girls with disabilities are undergoing the tailoring courses in three batches within their community. At the end of the training the organisation helps the girls to start their own tailoring business depending on their need.

**Ms. Jainab Kurecha** with locomotor disability lives in Kurecha village. She and her sister are victims of domestic violence in their in-laws house and had to leave them after a couple of years of her marriage. They were not financially independent and struggled to earn a living.



Tailoring Centre in Bhadarwara village

In 2007, Ms. Jainab was identified by MASS through a survey. In the following year, the organisation enrolled her for a 6 months training on tailoring and provided her with a sewing machine. Soon she initiated her own business in the community and started making profits. Within a few years she has been able to save some money and extended her business. Along with tailoring, she started selling cosmetics and ornaments. Today she is economically independent and also provides financial support to her sister and her children.



Jainab Kurecha





## NAMAN SEVA SAMITI

Empowering Communities...

Vikas Nagar, Athner, District Betul, Pin 460110  
Madhya Pradesh, India  
www.ngonaman.org

Naman Seva Samiti started its journey in the year 1999. Working with communities for over 15 years the organisation has reached out to more than 50 thousand individuals from tribal and backward communities including PWDs and their families. The organisation works in more than 400 villages covering 5 districts - Betul, Chhindwara, Hoshangabad, Tikarmgarh and Chattarpur in Madhya Pradesh, India with an objective of ensuring right to equality and justice of socially and economically disadvantaged people, securing their health, education and livelihood and developing self-respect and self-dependence.

Naman Seva Samiti is dedicated to develop and implement effective and efficient programmes aimed at poverty alleviation and inclusive and sustainable community development in most deprived and vulnerable communities. With significant experience in community development, the organisation came up with a comprehensive community development model to provide access to health, education, livelihood and empowerment.



Among 19 staff of the organisation, 7 are persons with disabilities. Besides, the organisation has 18 temporary staff and 104 volunteers who have disability. Even the members of Governing Board represent persons with disability and different sections of the society including schedule caste, schedule tribe, other backward class and minority community.

Almost all the programmes of Naman Seva Samiti are having a special focus on gender and disability. Moreover the premises of the organisation are accessible for PWDs.



Adarsh Jitpure, a boy with Cerebral Palsy, who gets home-based support by Naman Seva Samiti

## Community Based Rehabilitation of persons with disabilities

Community based interventions of the organisation address all impairments and have reached out to more than 1500 PWDs. One of the main activities of the programme is home based support to the CWDs and their families. This support is made on the basis of abilities of the children as well as the nature and severity of impairment. This support includes occupational therapy, procurement and modification of aids and appliances, development of skills to carry out daily living and household activities, and most importantly the training of the parents for disability management, so that their dependence on rehabilitation professionals is gradually reduced. Moreover, the programme covers certification and clinical assessments including audiometry tests, IQ tests, medical support etc.

Most of the children under community based interventions study in general schools and all PWDs are linked with Government health services.

**Gajanand Chadokar** of Dhanori village in Betul district has been associated with Naman Seva Samiti since more than 10 years. At the age of 2 years, both of his twin sons were identified as children with disabilities - one with hearing impairment and one with intellectual disability along with cerebral palsy. Thereafter the staff of Naman Seva Samiti started home-based training and their daily living skills have been developed.

In 2009, the organisation became part of a four year national level project 'Rights for Deaf Children and their Families in India' and incidentally Gajanand played an



Gajanand Chadokar

important role of a stakeholder in the project. He along with his wife underwent training on management of hearing impairment and on Indian Sign Language.

During the project period Gajanand provided training to other parents of children with hearing impairment in the community and a state level parents and advisory group was also formed. Gajanand was selected as the Secretary of the group. The group identified issues surrounding childhood deafness for advocacy and lobbying with the Government departments. This helped Gajanand to build a good rapport with the government officials and now he volunteers for the community in organising health camps and helps people in availing government facilities.

Today Gajanand and his wife don't feel any more challenges to communicate with Atul, their hearing impaired child. Atul is now studying in class V and has already proved his excellence in sports and received a number of medals.

नमन कोऑपरेटिव के ऋण उत्पाद (प्रोडक्ट)

क्र.	ऋण के प्रकार	ऋण की सीमा	ऋण की अवधि	ऋण की दर	ऋण की शर्तें	ऋण की शर्तें	ऋण की शर्तें	ऋण की शर्तें	ऋण की शर्तें
1	घर के ऋण	2000	15000	24%	6 मा	30 मा	80 रि	2%	ऋण
2	वृत्ति उत्पाद	2000	20000	24%	6 मा	12 मा	100 रि	2%	ऋण
3	दुग्ध उत्पाद	5000	20000	24%	6 मा	24 मा	80 रि	2%	ऋण
4	सामान्य परिधि (GPL)	2000	10000	24%	6 मा	24 मा	80 रि	2%	ऋण
5	विशेष परिधि विकसकों के लिए	10000		24%	6 मा	24 मा	80 रि	2%	ऋण

Loan details of Saving Credit Cooperative Society

### Inclusive Self-Help Group and Saving Credit Co-operative Society

Naman Seva Samiti facilitated the formation of inclusive SHGs and ensures the participation of women, PWDs, scheduled castes, scheduled tribes, other backward classes and minority populations. So far 300 SHGs have been formed in three blocks of Betul district - Athner, Bhainsdehi, and Pattan. During formation of SHGs, PWDs are always encouraged for joining the group. These groups have been formed to make the people economically empowered and to help them to raise their voice for ensuring their rights.

Gradually the group members realised that while in some of the groups savings is not enough for taking individual loans, in other groups there is enough savings, but no one is willing to take that money as loan. Moreover the process of taking loans from the bank is lengthy. Hence, in 2011 the SHG members came together and 2000 families covered under SHGs formed Saving Credit Co-operative Society

registered under Co-operative Act. Till date the total turn-over in the co-operative society is approximately INR 3 million. Along with the members of SHGs, every year a significant number of individuals including PWDs are joining the cooperative society.

Today, people in the area can easily take loan upto INR 30,000 from the co-operative with a facility of repaying the loan within a maximum period of 2 years with 2% interest rate, where as money lenders in the area used to take 5% - 7% interest on the amount borrowed. In case of a member of an SHG, the group becomes the guarantor in repaying the loan. However, an appraisal of his/ her financial condition takes place before approval of an application and the entire process of approval doesn't take more than a week's time.

### Arya Pragati Mahila Mondal

'Arya Pragati Mahila Mondal' is one of the women SHGs which was formed in the year 2003. Naman Seva Samiti engages local people as 'Naman Seva Samiti Prerak' in the respective communities. For Naman Seva Samiti Prerak, it's easier to mobilise the local people as everyone knows them and trusts them as well. Initially some people hesitated to be part of the SHGs and to save money in the group. But when Naman Seva Samiti Prerak came forward, they happily joined the group. The group is inclusive in nature irrespective of religion, caste and abilities. Few years later the group members thought of investing the money saved in their account into business. Since then they have been carrying out seasonal business like business of flowers, mahua, spices etc.

Most of these group members belong to a very conservative family system. They were expected to be at home most of the time and were not encouraged to speak publicly. Hence at the beginning, the group members faced challenges from their family members and community people. However few of them didn't loose hope and showed their courage to represent the group. When they started making profit out of the business, they became more confident and in fact motivated all other group members. Seeing their success, the district collector helped them to get a loan of INR 5 lakhs for tailoring business. When their success story was published in the newspaper, a new chapter began. They were appreciated by all the people around. People from other communities got motivated by their success and started seeking their help in forming new groups. And at last the family members got convinced and happily accepted their involvement with the group.

In the mean time, Naman Seva Samiti introduced a new initiative 'Tara Akshar' and all the members in the group gradually became literate. Along with business, savings and other financial activities, the group members started advocating for community development. The members have resolved a number of community issues. They went to Panchayat office to solve the problem of water supply, they went to electricity office to stop frequent power cut. There are even instances where this women group stopped domestic violence against women within the community.

The group members started helping PWDs in the process of getting disability certificate or disability pension. They also started going to schools and anganwadi centres with the parents of CWDs for their admission or for the meeting with teachers. Till now people in the area go in a group to



avail any government facilities /entitlement. This makes them more confident and empowered.

Like Arya Pragati Mahila Mondal, there are more than 300 SHGs facilitated by Naman Seva Samiti in Betul district. Beside their savings in the group and in the co-operative, the groups are also linked by Naman Seva Samiti with Central Bank of India (Lead Bank of Betul District), that has agreed to support all the SHGs. Till date more than 100 SHGs have received loan from Central Bank. Naman Seva Samiti has also helped the group members to build a relationship with Government departments and officials at the district level. Today the SHG members who never used to come out from their houses without their family members, visit all the schools and anganwadi centres to check the quality of education or quality of food, attendance of the teachers and anganwadi workers, visit the pregnant women or children to monitor their diet, immunisation or vaccination etc. These responsibilities have also increased their status and respect in the society.



### Disabled People's Organisations and Federation

23 village level Disabled People's Organisations (DPOs) have been constituted at Athner Block in Betul district. With the leaders of each of the DPOs, a block level federation has been formed. This federation has been linked with Viklang Manch which has presence in 15 districts under the mentorship of Naman Seva Samiti.

A strong representation of 5000 PWDs strengthens this DPO movement and presents a successful model of Bottom-Up Advocacy including facilitating clinical assessment, medical certification, aids and appliances, scholarships and pensions, inclusive education and prevention and promotion of primary health services. There was no arrangement in Betul district for issuing disability certificate for people with intellectual disability. With the initiative of the federation members, now they are receiving disability certificate.

### Spice Production Unit

Spice production unit of Naman Seva Samiti in Athner village has provided employment to around 400 people, mostly PWDs and rural women leading to a turn-over of INR 1.2 million per annum. The unit is managed by Women Federation under a registered Trademark of SKC (Sab Ki Chahat). Activities undertaken in this unit covers collection of agri-products, grading, packaging and marketing of spices, like - chilly, turmeric, coriander, garam-masala, lentils and many other non-timber forest produce. The spices are sold to the villagers, to the local shops and dhabas, and in the social activities or family functions.

### Organic Farming

Like every other programme, PWDs in a large number are involved in organic farming activities of the organisation. So far, out of 327 farmers 161 are persons with different



types of disabilities. Many of them were not financially independent, but today they are the earning members in the family. The organisation has helped to make the process and tools for farming inclusive, but along with that they have built the confidence of PWDs.

The organisation provides training on organic farming to the farmers and has a special focus on modification of farming tools according to someone's disability. A seed bank has been formed by the organisation and this year the high quality seeds produced with modern technology have been distributed among 89 farmers. The farmers are very happy with the productivity of the seeds. Since then organisation has been receiving requests for the seeds from farmers from every corner of the district.

### Watershed Management

Naman Seva Samiti has initiated a Watershed Management



programme in Pattan Block of Betul District. The programme has been planned to control damaging runoff and degradation and thereby conservation of soil and water. The area comes under low-rainfall zone. The technical support is given by NABARD, whereas the entire construction is being made by the community. The people from every household including PWDs are giving free labour of 4 hours to make the construction.

### Biogas Plant and Vermicompost Unit

In Jhallar village of Bhainsdehi Block in Betul district, Biogas Plant and Vermicompost Unit along with a two-tire farming pattern have been introduced. The first two constructions have been made in the houses of PWDs as a pilot initiative. Such constructions will be made also in other houses soon.



## PRERAK

- Participatory Rural Development Centre

Saksam Centre, Gariyaband Road, Rajim,  
District: Gariyaband, Pin: 493885,  
Chhattisgarh, India  
www.prerak.org.in

Prerak is a non-profit organisation working in Gariaband district of Chhattisgarh since 1988. It was founded by a group of community development professionals and volunteers. It promotes social, economical, political, educational and cultural development of underprivileged section of the society with a special focus on women.

Prerak's Community Based Inclusive Development (CBID) Programme is run in Chhura Block of Gariabandh district. The area is surrounded by hills and forest and highly populated by economically disadvantaged tribal people. There is no proper health and educational infrastructure available for providing need based care, protection and services to the people, particularly for the PWDs. Lack of awareness on disability prevails here which is considered as the curse. The PWDs are highly in need of intensive and supportive services for their mainstreaming in the society and the community needs an awareness to remove the discrimination, negative views towards PWDs and dispel myths and superstitions about disability. These areas are



also come in Naxal affected zone.

### Inclusive Disability Programme

Prerak provides support in education, rehabilitation and medical treatment, employment and livelihood to the PWDs through capacity building at the individual level and at the community level. The programme identifies the socio-economic problems of the community and finds the way out by providing opportunities of community involvement in decision making and facilitates collective initiatives.

### Inclusive Education

Prerak provides educational support to CWDs through appropriate teaching-learning materials and process. Prerak also helps the parents in the enrollment of CWDs in the general schools and pre-schools/anganwadi centres and in availing educational facilities.

Prerak also organises regular training programmes for the teachers of the general schools and for anganwadi workers for an effective inclusion of CWDs in their schools or anganwadi centres. Besides the basic idea of disability and its types and causes, the teachers are also trained on identification and basic management of disability at the classroom situation. This helps them in managing an inclusive class.

**Chetan Kumar** has Cerebral Palsy. He lives in Madeli village. His parents are busy in agriculture which made it difficult for them to take him to school daily. Earlier he used to miss classes. But now with Prerak's motivation his friends have come forward to help him and bring him to the school everyday.

### Together We Can Make a Difference.....

Inclusion is not difficult when everyone extends their hands of support. Yaswant's success proves that once again in a small village of Chhattisgarh.

**Yaswant Kumar**, a student with visual impairment lives in Raksi village. With the help of his parents, friends, teachers, several Government officials and staff of Prerak, today he is studying in class IX in a general school.

But this path was not so easy for Yashwant and for his friend Guman. Initially, the local school in Kansinghi denied them admission because of their visual disability, as it would be difficult for the teachers to take care of them. Later Prerak staff helped them to get admitted. But, within few days they realised that it wouldn't be possible for them to be in the school every day because



Chetan Kumar

of the distance. Yashwant's house is 3 km away, where as Guman's house is 7 km away from the school and they had to pass through a forest to reach the school. So, Prerak's representatives with their parents approached the Assistant Commissioner, Tribal Welfare Department in Gariyaband District and finally they got admitted in the hostel. Now they are continuing their education from hostel and are getting cooperation from the teachers. They always get the chance to sit in the first row in the class and teachers try to help them with verbal prompts while writing on the board. They also get extra time during examination.

Yasmant and Guman got Braille study books free of cost till Class VIII from their school. But thereafter, even with the help of



Yaswant Kumar



*Mitanins in Saraypali village*

launched by the Government of Chhattisgarh in partnership with civil society. The mitanins are the first level health care providers in the community. They are from the community itself. So, it's important to build their knowledge and capacity for addressing disability issues in the community. Prerak organises such trainings which help them in early identification of CWDs and addressing their basic health care needs.

Through the training, the level of knowledge as well as self-confidence of mitanins are built in such a way that they are in a position to impart knowledge on disability to the community. They also strive to remove misconception and negative views towards PWDs. Mitanins also spread awareness on the process of availing disability certificates and other government facilities and help the community members to get rid of the exploitation of the agents who take money in the name of issuing disability certificates.

#### **Empowering Parents, Empowering Community....**

A committee of the parents of CWDs formed in Chhura Block in September, 2014, is helping all the parents of that block to learn about the government schemes and entitlements and the process of availing those facilities. The committee is also helping parents in continuing medical treatment of their children, in getting disability certificates, disability pension and other entitlements. It is playing a very important role in creating awareness on disability among the family members and in the society. Members of the committee help the parents in developing knowledge and skills on needs assessment and management of CWDs.

The Secretary of the Parents' Committee of Panduka village

the District Collector, they could get only a few books, not all. Despite this, Yashwant and Guman are fortunate that they have the support of their friends and community. Their classmates read out the books which are not available in Braille, to them and help them to memorise and make notes.

Yaswant loves to sing and play various musical instruments and wants to be a music teacher in future. Nine years back when Yashwant started learning Braille, he was not sure about his future. But today with Prerak's inclusive approach he has started dreaming about his future success.

#### **An Inclusive Health Service Initiative:**

#### **Women Community Volunteers include disability in health services...**

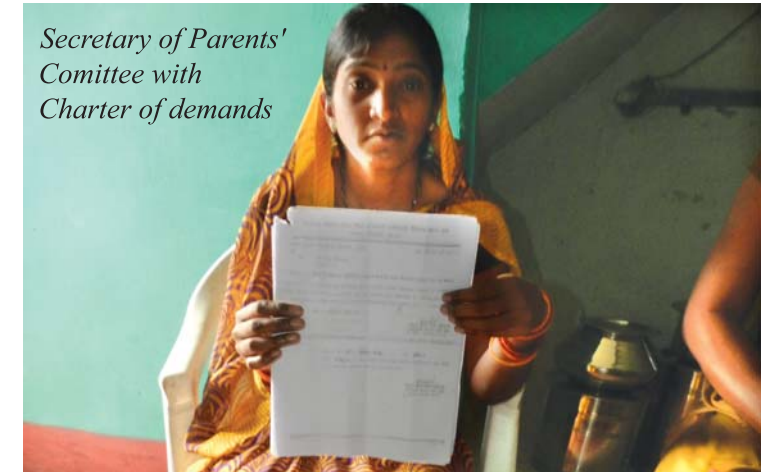
The Mitanin programme is an innovative programme

Ms. Sanjana Tarak said, "..... My child is having intellectual disability. After being associated with the Parents' Committee, my child has not only received the disability certificate and disability pension, but my association with the committee has also benefitted me personally. I got self-confidence to raise my voice initially for my child and today I am confident enough to speak for justice for all the people around and not only on disability issues".

She continued, "For a couple of years we have made several visits to the district hospital for getting disability certificate for my child, but we have not been able to get the certificate. But once we made the committee, we all joined hands and 40 parents visited district collector's office. We submitted our applications there and then met the Social Welfare Officer. At the end of our meeting the officer promised us that all the PWDs would get the certificate without any further delay. Since that day, the PWDs in entire Gariyabandh district don't even have to go to the Government departments to collect their certificates, instead the certificates are sent to them directly."

The formation of the parents committee with the help of Prerak staff has created a mass awareness in the community. This has definitely helped in the positive development of the children and persons with disabilities, has built confidence of the parents and family members and most importantly has changed the mindset of the community as a whole. The community members witness the positive changes in the overall development of CWDs and have started believing in their abilities.

Besides disability, the parents committee also advocates for other issues in the community. The committee is part



*Secretary of Parents' Committee with Charter of demands*

of a 'Right to Education Campaign' facilitated by Prerak and has submitted their charter of demands at block and district level. This charter includes the demand for quality education, provision of toilets and separate toilet for girls, safe drinking water, boundary wall, play ground, playing materials and most importantly proper implementation of inclusive education and accessibility for all.

In this campaign the parents of the general students have also joined the members of the Parents Committee. On the other hand the parents of CWDs have joined the School Management Committee in the local schools. The inclusion is taking place in both ways.

The secretary of the committee said, "..... Right now we are running this campaign for 14 general schools in Panduka cluster. But gradually we want to spread out this initiative to many more schools in many more clusters where we have not reached yet".



## PURVANCHAL GRAMIN SEVA SAMITI

Fatima Nagar, Padri Bazaar, Gorakhpur, Pin 273014  
Uttar Pradesh, India  
www.pgssgkp.org



Purvanchal Gramin Seva Samiti (PGSS), the Social Service Unit of the Catholic Diocese of Gorakhpur, was established in the year 1986 with the vision of having a society based on justice, gender equity and fullness of life for all. Since its inception, PGSS has been working towards empowerment of the marginalised especially the dalits, women, children and persons with disabilities through a process of awareness, organisation, advocacy and collective actions for raising their socio-political, educational, economic & health status and promotion of safe environment.

Since 1995, people's organisation has been the major thrust of PGSS with a focus on building 'social capital' and thereby the participation of people in development actions. All the principles of animation were followed in the formation of inclusive, participatory and sustainable groups and capacity building exercises. Gradually these groups are linked up with government and non-governmental institutions at Panchayat, Block, District and Divisional level. The role of PGSS now is that of only a resource organisation, whereas

in all the development actions, like planning, implementation, monitoring and evaluation, the policy of 'people first' is followed.

PGSS has concentrated its involvement in the selected villages of 22 blocks in seven civil districts, namely Gorakhpur, Maharajganj, Deoria, Kushinagar, Basti, Sant Kabir Nagar and Siddharthnagar.

### Community Based Rehabilitation of PWDs

Mainstreaming PWDs is an important concern of PGSS. The Organisation promotes CBR through providing medical aid, counselling, educational aid, vocational training for initiating livelihood through empowering PWDs and their family members and their access to government facilities etc. PGSS has set up several community centres to promote its CBR activities with a special focus on CWDs. At present 180 CWDs are getting the benefits of the CBR programme as a step towards integration in the mainstream society.

**Amruddin**, a boy with Cerebral Palsy from Panewa Panei village comes to 'Hope', which is one of the community centres run by PGSS in Maharajganj. When PGSS identified Amruddin 3 years back, he was unable to get up from the bed. The therapist in the centre started occupational therapy, speech therapy and providing him with training on daily living activities. But in the beginning, his parents were a bit hesitant to send him to the centre. However after three months when they started seeing the development, they themselves took the responsibility to send their child to the centre twice in every week. They are also being trained on how to manage their son's disability and how to support him in his development.



*Amruddin at Hope Centre*

Today Amruddin is able to perform all daily living activities like brushing teeth, bathing or eating with spoon, and he can also walk by himself. His speech is gradually getting clearer. Now-a-days Amruddin is also being provided functional education in the centre. Amruddin loves to come to the centre as he has a lot of friends there to play with. 'Hope' has really brought a light of hope in the life of Amruddin and of his family members.



*Pramod*

### Self Help Groups and Economic Empowerment

Based on the idea of 'Self help is the best help', PGSS undertook economic empowerment of the excluded communities through SHGs consisting upto 20 members who meet regularly and take up small savings. These savings are channelised among the members for productive and consumption purposes. PGSS conducts skills building programmes for the members including who have disabilities to take up small income generating activities for their economic empowerment through a sustainable income. PGSS also focuses on capacity building of group members who are socially and economically marginalised through trainings, exposure visits, linking them with banks for seed money and with government schemes etc. So far, 1043 SHGs have been formed with 13590 members. The group members are using the loan amount for different activities like agriculture, animal husbandry, shop keeping, marriages, medical treatment, house construction, education, etc. This approach is contributing towards the development of whole community.



*Members of one of the women groups*

**Pramod**, a young adult with locomotor disability lives in Mujahana village of Maharajganj district. His mother is a member of SHG and took a loan of INR 10,000 and bought a wheat grinding machine. Pramod now looks after the business, sells atta and earns a living for his family. This proves that not only the groups of persons with disabilities, but any SHG may contribute to the economic empowerment of PWDs.

### **Inclusive Women's Groups**

PGSS has been working towards women empowerment right since its formation. PGSS began its work of empowerment and mainstreaming of women in the communities through formation of 'Mahila Mandals', the disability inclusive women's groups in 2004. The hands on experience with the Mahila Mandals proved to be a miracle with many groups joining in. Promoted as the platform of collective action and pressure groups, the Mahila Mandals meet, discuss and decide for the benefit of the rural

community. The members strive to fight for the rights of not only women, but all marginalised groups of the community including PWDs. The collectivism does not end at village level. The groups have representation also at the block, district and divisional levels to raise a stronger voice in favour of the excluded. Today under the banner of 'Nav Jyoti Mahila Sangharsh Mandal', nearly fifteen thousand rural women have been organised for advocating for their rights and for taking up the social issues at the higher level.

PGSS works in such communities, where women don't participate in decision making process neither in the family nor outside. They have no right to speak for themselves and have no economic independence. Hence in the beginning, the family members mostly the men were not in favour of formation of these right based groups. PGSS started with street plays and puppetry followed by meetings and discussion in the community to spread awareness on women empowerment and it took almost two years to get a positive response from the community people. At the initial stage the men used to attend the meetings of women's groups and gradually they started realising that there is no harm in letting the women to be part of such groups.

The group members have undergone a range of capacity building trainings since the formation of their groups. These trainings include group development and management, report writing, documentation, health education, advocacy, human rights and women rights, government schemes and facilities etc. The women who used to be scared to move out from their house alone, started going to the bank, Gram Panchayat, office of Block Development Officer and even to the Police station while dealing with several community issues. They started raising their voice against domestic

violence, they walked out on the road raising the issue of poor condition of the road, they pushed the authority and made them build a proper school building, they stopped the health workers from taking extra money as charge for vaccination, they even collectively protested against torture of Border Security Force on poor farmers.

One of the members of the women's group said, "... We had no recognition even at our home, but today everyone in the community knows about us as members of Mahila Mandal. Our efforts are appreciated both at home and outside. Today we have the courage to speak about our rights even in front of the higher officials and to fight against corruption only because we do it collectively. Unlike most of the women's groups we don't only deal with women's issues, but we also work on many community development issues and on the rights of all deprived sections in the community. Because we realised that unless we ensure the rights of all people or development of the community where we live, we cannot ensure our own rights." The members accepted the fact that the association in the group has given them a new identity, recognition and respect in the community. Their importance and views in family matters are now recognised.

Besides their own initiatives, the women's groups extend their support to the members of disability inclusive adolescent groups named 'Nav Jyoti Kishori Sangharsh Mandal', which are formed to enhance their knowledge and raise their level of awareness on different physiological and social issues, including biological changes during adolescence, reproductive and sexual health, general health and hygiene, adolescent rights, disability rights, social responsibility of youth, marriage and family system etc.



*Members of one of the inclusive adolescent groups*

The women's groups jointly work with them on general community issues like - immunisation, cleanliness etc.

The women's groups are represented in School Management Committees, celebrate women's day or international day for persons with disabilities along with everyone in the community. On the other hand, Asha workers join women's groups in their monthly meeting and provide information on health; officials at Panchayat and Block level call them to be part of their programmes and community people come to the women's groups to seek solutions of their problems.

### **Disabled People's Organisation**

PGSS facilitates formation of DPOs with people with all kinds of disabilities in the communities. In case of minors or persons with intellectual disability, the parents represent them in the group. PGSS provides information to the group members on different government schemes and builds their capacity to advocate for themselves. With almost all PWDs



Sachin with his mother

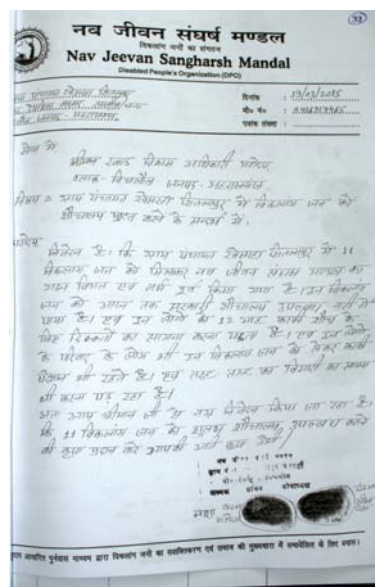
are also associated with other groups like women's groups, farmers' groups etc. So, there is a coordination between DPOs and other groups in the community and they support each other and often work collectively.

### CHILDLINE

CHILDLINE is a twenty-four hours' emergency toll-free helpline and outreach services for the children in need and distress. It is a joint venture of the Ministry of Women and Child Development and Childline India Foundation, Mumbai. Being situated on the Indo-Nepal border, Gorakhpur and Maharajganj districts are very vulnerable in terms of child trafficking. With the establishment of Childline sub-centre at Nichloul block in Maharajganj in 2011, PGSS became part of Childline initiatives. Along with helpline services, the organisation carries on its outreach activities, sensitisation meetings and workshops, networking with Police, media, educational institutions etc. to take care of the children in needs. Till date there are a number of cases reported at Childline that range from emotional guidance to rescue, medical aid, repatriation, sponsorship, denial of basic rights etc.

**Sachin** is a 8 year old child with cerebral palsy from Karmahiya village of Nichloul block. He was denied to get admission in the village school, so his parents reported to Childline. Childline immediately took up the issue and called a meeting with the head of the school. With the intervention of Childline the school had to agree to give him admission. The staff of PGSS do a regular monitoring in his school besides providing a therapeutic support to Sachin.

residing under the working area of PGSS, 400 DPOs have been formed. The DPO members regularly participate in Gram Sabha meetings and raise their issues like receiving disability certificates or disability pension, admission of CWDs in general schools, reservations of PWDs in the government schemes, employment under MGNREGA etc. The members also work on general community issues like building accessible toilets in every house in the villages. There are many members in the DPOs, who



Application of DPOs to BDO for building toilets for PWDs

**SPARC INDIA**  
- Voluntary Organisation dedicated to differently abled  
26, Guru Daya Niwas, Sachivalya Colony, Mausam Bagh,  
Sitapur Road, Lucknow, Pin 226020  
Uttar Pradesh, India  
www.sparcindia.org.in



School for Potential Advancement and Restoration of Confidence, better known as SPARC India is a non-profit organisation dedicated towards the rehabilitation of children and persons with disabilities. Rehabilitation is a holistic term; SPARC has been working on each of the parameters to ensure rehabilitation and initiated several programmes at the community level for empowering PWDs and uplifting the marginalised section of the community.

SPARC India strives to serve the PWDs through a lot of initiatives, which can be broadly categorised into:

**Education** - The organisation is providing inclusive education to CWDs with a focus on knowledge, therapeutic care, counselling and inclusion. Along with many activities in the area of education, SPARC India runs a special school - Jyoti Kiran School for Cerebral Palsy children from 2003 in Lucknow, which is now being transformed into an inclusive school and would provide education and health care facilities to its students who are belonging to the

marginalised sections of the society, irrespective of their abilities.

**Community Based Rehabilitation** - SPARC India started its CBR in 1997 in the urban slums of Lucknow. After its successful execution, SPARC India has expanded its CBR project in the rural areas of Uttar Pradesh. The organisation provides services to PWDs through different activities and works hard for formation of DPOs and Bal Panchayats for ensuring rights for all.

**Skill Development and Livelihood** - The organisation supports PWDs in developing and nurturing skills for connecting them with better livelihood options. One of the major inclusive initiatives of the organisation is Livelihood Resource Centre (LRC), in collaboration with Samarathanam Trust for the Disabled. Samarathanam Trust for the Disabled acts as the lead partner for the initiative and provide curriculum design support through its vast expertise in the domain.





Livelihood Resource Centre



Afroz

The LRC program is focusing on development of life skills and technical skills pertaining to specific domains to support young adults with disabilities to get employment in mainstream society. The programme also provides post-employment support for the participants as well as has developed a very good network and feedback mechanism with the employers. The inclusive approach in LRC programme is helping many young adults with disabilities to be included in mainstream society.

The confidence and ambition of 19 years old **Afroz**, can inspire many more girls like her. Afroz is having locomotor disability. After school education, it was difficult for her to continue study or to be associated with any institution to acquire skills for employment due to economic condition of the family. They are 7 people in the family and her father is working in a saloon with an income of INR 3500 per month.

In March 2014, she came to SPARC India office for the

beneficiaries' selection process and selected as trainee under BPO trade in skill development and Placement Programme for the youths with disabilities. In the month of May she started the training and performed well in assessment process in June and July and scored more than 75% marks in each of the assessments among all other trainees. In the month of August, SPARC India organised interviews for all trainees for selection process with the help of BPO Centres. Afroz got highest marks in the selection process and got a job with salary of INR 8500 per month. When she came out from the interview her smile is so satisfactory and she said, 'within two years I want myself in an International Call Centre with the salary of INR 30000 per month'.

SPARC India's journey for ensuring rights of persons with disabilities has been guided by their belief in inclusive development, which the organisation is practicing through their several activities.

At present, the organisation is working with PWDs through their CBR Programmes with support of JVS-LF in Madion Ward of Lucknow, Uttar Pradesh. In this initiative, SPARC India follows the CBR matrix and deals with various issues like education, health, early intervention, skill development and employment, social participation and social security.

The CBR programme follows an inclusive development model, which ensures involvement of the community, family members and PWDs through regular interaction. In this process, among the many initiatives, the organisation is building capacity of the children to develop their own group, the 'Bal Group'.

The Children Group, **Laxhmi Bal Samuha** has been formed with 30 children who belonged to the age group of 6-14 years in December 2014. In this group there were 9 children having locomotor disability, cerebral palsy and hearing impairment and 21 non-disabled children. The objective of this group was to sensitise the community on Child Rights related to education, health, protection and social security. This initiative is enabling the children to know do's and don'ts and also become confident to protest against injustice. The Samuha has developed its own constitution, rules and regulations. The members have selected their own President, Vice President, Treasurer and Secretary. The group members are having their monthly meeting to discuss about their problems and how to solve them. If needed, the members share their problems with family members and neighbours.

In one of the meetings, few members have shared that a teacher of nearby primary school has forced the students to clean the drainage as a punishment. The students who



are only 8-10 years old, had a very tough time to do that work and they refused to clean the drainage. They felt disgusted and insulted on being forced to engage in such unhealthy activities. After knowing about this, the group members called the students and had detailed discussions. They shared the incident with the parents and other community members and asked their advice for effectively dealing with the issue. They took a decision to have a poster campaign against this injustice. The community members supported the group whole heartedly. They asked the principal and other teachers to refrain from forcing the children to engage in such activities in future.

The group was able to mobilise the entire community. The community members stood up for their children. By this initiative the Bal Group formed such a platform which enabled the children to present their views. The mutual co-operation between the children and other community members have started identifying and solving other community issues with the help of Bal Group.

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## LIST OF ABBREVIATIONS

APCD - Asia Pacific Community Development  
 BDO - Block Development Officer  
 BPO - Business process outsourcing  
 CBID - Community Based Inclusive Development  
 CBR - Community Based Rehabilitation  
 CBRIN - CBR Network, India  
 CWD - Children with Disabilities  
 DISA - Development Initiatives by Social Animation  
 DOVSW - Diocese of Varanasi Social Welfare Society  
 DPO - Disabled People's Association  
 EOC - Equal Opportunity Cell  
 JVS - Jan Vikas Samiti  
 LF - Liliane Foundation  
 LRC - Livelihood Resource Centre  
 MASS - Manav Aikya Saathi Samiti

MGNREGA - Mahatma Gandhi National Rural Employment Guarantee Act  
 NABARD - National Bank for Agriculture and Rural Development  
 NGO - Non-Governmental Organisation  
 PGSS - Purvanchal Gramin Seva Samiti  
 PWD - Persons with Disabilities  
 SBI - State Bank of India  
 SHG - Self-Help Group  
 SPARC - School for Potential Advancement and Restoration of Confidence  
 SPO - Strategic Partner Organisation  
 TB - Tuberculosis  
 UN - United Nations  
 UNCRPD - United Nations Convention on the Rights of Persons with Disabilities  
 WHO - World Health Organisation

## CBR MATRIX

