



**A Comprehensive Overview:**

## **The Annual Report 2022-23**

**of the Institute of Social Research & Development (ISRD)**



[www.isrdindia.com](http://www.isrdindia.com)



[isardbhopal@gmail.com](mailto:isardbhopal@gmail.com)



+91-8109009884



DK-1/57-B, Danish Kunj, Kolar Road,



Bhopal-462041

**Background of Organization**

## About ISARD

The underpinnings of a welfare society are strongly founded on the equitable distribution of development opportunities. The process of development should bring in its reach every individual regardless of his/her personal attributes. ISARD strongly believes that a positive approach coupled with an effective concern can treat the cause of underdevelopment. ISARD's activities stem from the conviction and optimism that an earnest effort in the right direction can propel our society along the path of prosperity – social and economic.

ISARD has been ceaselessly assisting the needy with its interventions, which are designed to yield economic and social empowerment. ISARD has adopted an integrated development approach that helps beneficiaries to realize multifaceted growth that will, in turn, secure their tomorrows. This is why ISARD actively works on a large array of activities such as awareness creation, capacity building, credit mobilization, local self-governance strengthening, community organization, education, health, agriculture support, conservation of environment etc.

We believe that development of the nation is possible only when the fruits of latest technologies and inventions seep into everyday life of rural people. Socio-economic empowerment of underdeveloped communities is possible only when they are protected from various forms of exploitations.

ISARD is the brainchild of like-minded professional social workers and scholars from life sciences, engineering, social sciences, and management streams. One of the major motivating factors behind the formation of ISARD is to take to the masses the usage of revolutionary innovations in science and technology, health, environment, and education.

ISARD was registered under the Madhya Pradesh Society Registration Act, 1973 as non-profit organization vide 4836/97 on 6<sup>th</sup> June 1997. It obtained income tax exemption under Act 12 A and 80G exemptions. The organization is entitled to receive foreign funding for development projects under FCRA registration No. **063160144 renewal since 01/04/2023 to 31/3/2028**

### VISION

*"Promotions of communities by facilitate to utilize indigenous knowledge for every individual's livelihood towards self sustaining and empowered community which augments equitable development."*

### MISSION

*To foster a process of change in favor of the rural poor by helping them build and manage appropriate local institutions rooted in values of justice and equity.*

*To promote strategies through which livelihoods of households are secured and helping communities to build their own institutions that would augment equitable development.*

## STRATEGIES

*To Bridge the gap between the fruits of revolutionary technologies from research. Institutions/voluntary organization and individuals to common masses by strengthening the extension services with R&D transfer of technology program, its availability, awareness and promoting with public-private partnership without damaging the vital components of the environment and finally validation at field sites.*

### Intervention Sectors

- ❖ Youth empowerment and skill development training
- ❖ Education and literacy
- ❖ Child care and protection
- ❖ Woman empowerment and gender
- ❖ Empowerment and livelihood support to unorganized and migrant labors
- ❖ Health and nutritional programs for underprivileged women and children

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### Projects implemented during the year of 2021-22

1. Youth Empowerment and Skill Training and Education to school dropout youth. Project supported by ActionAid, New Delhi.
2. Child care and Child Protection project (CHILDLINE 1098) **Raisen** – supported by Child Line Foundation and Ministry of Women & Child Development, New Delhi.
3. Empowerment and livelihood support to unorganized and migrants labours. Supported by Azim Premji Foundaton, Bangalore.

1. **Child care and Child Protection project (CHILDLINE 1098) Raisen** – supported by Child Line Foundation and Ministry of Women & Child Development, New Delhi.

CHILDLINE India Foundation (CIF) is the nodal agency of the Union Ministry of Women and Child Development acting as the parent organization for setting up, managing and monitoring the CHILDLINE 1098 service all over the country. CIF is the sole agency/body responsible for establishing the CHILDLINE service in the cities/districts of the country, monitoring of service delivery and finance, training, research and documentation, creating awareness, advocacy as well as resource generation for the service. ISRD is working as a partner organization of CIF for CHILDLINE Project Raisen, Madhya Pradesh

CHILDLINE 1098 service is a 24-hour free emergency phone outreach service for children in need of care and protection in the entire Raisen District with support from sub-center in block-level Strategic Initiatives both at the national and international level.

CHILDLINE is a national, 24x7, free, emergency, phone outreach service for children in need of care and protection, linking them to long-term rehabilitation. Any child/concerned adult can call 1098 to access the CHILDLINE service at any time of the day or night.

## **VISION**

- Child-friendly nation that guarantees the rights and protection of all children.

## **MISSION**

- CHILDLINE will reach out to every child in need and ensure their rights and protection through the four Cs.
- **Catalyze** systems through active advocacy.
- **Collaborate** through integrated efforts between children, the state, civil society, corporate and community to build a child-friendly social order.
- **Connect** through technology to reach the 'last mile'.
- **Communicate** to make child protection everybody's business.

Institute of Social Research & Development is working as a partner organization of Child Line India Foundation for its project in the district of Raisen, Madhya Pradesh. CHILDLINE India Foundation (CIF) is the nodal agency of the Union Ministry of Women and Child Development acting as the parent organization for setting up, managing and monitoring the CHILDLINE 1098 service all over the country. CIF is the sole agency/body responsible for establishing the CHILDLINE service in the cities/districts of the country, monitoring of service delivery and finance, training, research and documentation, creating awareness, advocacy as well as resource generation for the service. CHILDLINE 1098 service is a 24 hour free emergency phone outreach service for children in need of care and protection in entire Raisen District with support from sub-center in block level.

## **Activating Stakeholders in Child Protection**

CHILDLINE Raisen aims to strengthen and sensitize Child Protection in the entire district through its collaborative efforts with the support of different allied systems existing in the city and civil society organizations in order to make children's issues a priority on the prime agenda. CHILDLINE also believes in catalyzing learning 'on the ground' through its far-reaching partners. It is through learning and discussion with the partners to spread awareness about child protection practices.

## **Childline Events**

### **Child line se Dosti Programme.**

This event is celebrated in the month of November every year. The event is for a week which is known as child line se Dosti week. During this event we arrange a gathering of more than 1200 children who are facing problems with related to protection and care. We do conduct different cultural activities like drawing competitions, dance competitions etc for entertainment. We invite police officials and make children to tie the *dosti belt* on the wrist of officials as a symbolic of friendship.

### **Awareness programmes on issues of girl child**

We conducted awareness programs at 7 blocks and 18 wards of Raisen district on different issues like trafficking, sexual abuse, and issues related to girl children. These program activities were organized with the

support of the Women and child department and other stakeholders working for child care and protection in the district.

### **Awareness Programmes in the Schools**

We conducted awareness programs every month in the schools of Raisen District covering all child issues like bad touch and good touch, child marriage, child labor, bonded labor, education, health and nutritional food, etc. The purpose of this event is to reach out to all the children in the District with the message of Childline which emphasizes on the care and protection of every child.

### **Awareness program in the city**

Aiming to create more awareness of child protection and care we do conduct different types of awareness programs in the marketplaces and bus stands through skits and street plays. These initiatives help people to know about the child line and its activities.

### **Working with the law enforcement**

The police in the Raisen District is a great help during our advocacy work. It is with the help of the system that we are able to perform better in the district. Our team has physically visited most of the police stations in the district and has informed them about the existence of the child line so that they can report us whenever they find a child who is in need of care and protection

### **Awareness Program During Raisen Mela**

We conduct colorful events of Drama and skits During the Raisen Mela that occurs every year at Raisen Kila. These programs draw the attention of many people who come to attend the Mela. We make volunteers for this program from different schools and through skits and dramas we reach out to one and all. The awareness is created at a Large scale during this event.

### **Reaching out to one to one in the city**

Our primary aim is to reach out to one-to-one with the message of care and protection of all the children who are in need. Through individual outreach and group outreach in the city and village, we try to create an impact of our existence.

- 2. Empowering the lives of People Dependent on the Unorganized sector (PDU) through capacity building and linkages with social entitlement, welfare, justice, and protection schemes. Supported by Azim Premji Foundation, Bangalore.**

The project on social security of unorganized workers aimed to address the challenges faced by vulnerable workers in accessing social security benefits. Over the past 12 months during the year of 2022-23. the project has made significant strides in improving the lives of unorganized workers through various planned activities. This report outlines the activities undertaken, achievements made, and learnings gained during the implementation of the program.

### **Objective 1: Collectivize and unionize informal sector workers in 22 slums of Bhopal**

- 1. Outreach and collectivization:** Over the past year, our project has made remarkable achievements in the collectivization and unionization of informal sector workers across 22 slums in Bhopal. We successfully reached out to 6,587 individuals through extensive outreach, awareness campaigns, door-to-door visits, and legal awareness programs. These efforts significantly increased awareness of labor rights, social security, and government regulations among workers while fostering a sense of community and trust. However, we learned that overcoming initial worker reluctance requires tailored approaches, highlighting the importance of continuous engagement and education to empower these marginalized groups effectively.

2. **Formation of worker collectives:** In this Year we successfully formed 150 (CW-54, DW-68, SV-28) active and mobilized collectives in 22 slums. These collectives were categorized based on specific groups and held monthly meetings to discuss relevant issues. The continuous efforts and follow-ups by the team ensured the formation and functionality of these groups. Target achieved through regular meetings, effective planning, continuous teamwork, category-wise leader identification, and group strengthening across 22 slums. Key learning from this process include the importance of sustained engagement, the significance of local leadership, and the need for adaptable strategies to accommodate diverse worker categories and community contexts. These lessons will inform future efforts to strengthen worker collectives and promote labor rights.
3. **Leadership training:** Over the past year, four training sessions were conducted for collective leaders from each group, emphasizing leadership skills, labor rights, and social security schemes. The training encompassed critical topics, including the challenges confronted by unorganized laborers, wage determination, social security, and pertinent laws and schemes at both central and state levels. A total of 151 leaders were successfully trained during this period. These training sessions not only enhanced the leadership abilities of selected group leaders but also equipped them with the necessary skills to effectively guide the groups they represented and advocate for their rights. The outcomes of this training included empowered leaders who are better prepared to support and protect the rights of their fellow workers, contributing to the overall strength and resilience of the collectives. Key learnings from this initiative underscored the transformative impact of leadership development on worker empowerment and underscored the importance of ongoing skill-building efforts.
4. **Formation of unions:** In the past year, the project successfully facilitated the establishment of unions dedicated to domestic workers, construction workers, and street vendors. Notably, the Domestic Workers Union saw significant growth, with 1,100 new members joining and a collection of Rs 11,000 through membership fees and donations. Moreover, leadership figures were identified for each of these three categories. A noteworthy endeavor is the ongoing initiative to consolidate the construction workers and street vendors groups into a federation. Additionally, the project is actively engaged in the process of registering a union/federation for workers' collectives. This comprehensive approach includes the identification of category-wise leaders, delineation of objectives, establishment of membership criteria, structural governance rules, and active recruitment efforts. Emphasizing the union's significance, strength, and roles through meetings and initiating membership through contributions have been instrumental in ensuring a robust and inclusive representation. Key learnings from this initiative underscore the importance of unionization in fostering collective strength and representation among informal sector workers, ultimately contributing to their empowerment and improved working conditions.

## **Objective 2: Link workers with social security schemes**

1. **Labor Facilitation Centers (LFC):** The project established four functional Labor Facilitation Centers (LFCs) as vital access points for laborers seeking government social security scheme information. Promotion efforts, like wall paintings and pamphlets, raised awareness. These LFCs effectively empowered laborers by providing crucial information and assistance, demonstrating the value of accessible resources for informal workers. The key learning from this endeavor lies in the effectiveness of employing multiple awareness-building techniques to ensure that laborers are well-informed and capable of asserting their rights within the labor market.
2. **Social security awareness campaigns:** Social security awareness campaigns in the 22 slums were a major endeavor, with 558 campaigns conducted. These campaigns involved weekly group outreach and awareness programs. They aimed to disseminate information about social security effectively. The effort used a combination of promotional materials, public relations activities, and awareness campaigns. These initiatives not only achieved their objectives but also revealed the importance of

partnerships and community engagement in enhancing awareness and knowledge about social security among informal sector workers.

3. **Facilitation of applications:** The project effectively facilitated the enrollment of 3,145 workers in social security schemes through our extensive outreach, awareness campaigns, and project activities. Workers from diverse categories in 22 slums actively applied for various social security programs, with the team providing valuable support in completing and submitting their applications to the relevant welfare boards. Notably, partnerships were forged with the Zonal office and Municipal Corporation to streamline the documentation process. This experience underscores the importance of collaboration with local authorities in simplifying bureaucratic procedures, which significantly benefited the informal sector workers we aimed to assist.

### **Objective 3: Provide legal aid and mediation services for workers**

1. **Legal awareness campaigns:** During the year, we conducted 374 legal awareness campaigns in 22 slums with the aim of improving workers' knowledge of their occupational and legal rights. While these campaigns provided valuable insights, we encountered challenges in engaging workers fully, as some were hesitant to discuss their issues openly in the weekly legal aid clinics. This experience underscores the significance of overcoming participation barriers and creating a secure and confidential environment for workers seeking legal assistance. Encouraging workers to voice their concerns is essential for effectively addressing their legal needs and safeguarding their rights.
2. **Legal aid clinics:** During this period, we successfully organized 109 weekly legal aid clinics, providing workers with the opportunity to register cases related to labor card rejections, street vendor loan denials, sexual violence, workplace harassment, and inadequate workplace facilities. These clinics saw workers reporting a range of issues, from rejected labor card applications to street vendor loan problems, wage payment disputes, domestic abuse, and various other challenges. The key learning from these legal aid clinics is the importance of creating a safe and accessible platform for workers to seek assistance and report their concerns. It's essential to continue promoting awareness about these clinics and addressing any barriers that prevent workers from accessing them fully. Additionally, the cases reported highlight the ongoing challenges faced by informal sector workers, emphasizing the need for comprehensive support and advocacy to protect their rights and well-being.

### **Objective 4: Support services to street vendors and domestic workers for better working conditions and livelihood security**

1. **Mega rallies and campaigns:** We organized a mega rally and campaign, uniting domestic workers, construction laborers, and street vendors to advocate for labor rights. Over 30 meetings engaged around 300 workers from various categories. Pamphlets and social media campaigns reached approximately 10,000 unorganized laborers. This successful joint gathering, rally, and public meeting saw 300 participants, representing diverse categories like street vendors, domestic workers, and construction laborers. The key takeaway is the importance of collective action and collaboration among worker groups, emphasizing the need for continued awareness-raising and support mobilization for labor rights. Diverse communication channels, including social media, effectively expanded our reach and raised awareness of unorganized laborers' challenges.

### **Summary of Achievements:**

#### **Quantitative Achievements:**

1. Engaged a total of 6,587 individuals from diverse target groups, including construction workers, domestic workers, and street vendors, through various outreach activities.

2. Established 150 groups, including 28 groups of street vendors, 54 groups of construction workers, and 68 groups of domestic workers.
3. Conducted 4 training sessions targeting leaders from different categories, with 151 participants actively engaged.
4. The Domestic Workers Union gained 1,100 new members and collected Rs 11,000 through membership fees and donations after conducting over 30 meetings to communicate the union's purpose and significance.
5. Established 4 Labor Facilitation Centers (LFC) in 22 slums.
6. Organized 458 social security camps and facilitated the submission of 3,145 applications for social security benefits. Out of these, 2507 workers have received their cards, and 638 applications are currently in process.
7. Completed 109 legal aid clinics, resolving 80 out of 110 cases received, with 30 cases still under process.
8. Organized 374 legal awareness camps, educating and raising awareness among workers about their rights and enabling them to make informed decisions.
9. Conducted a successful gathering and protest of unorganized workers in Bhopal, with the participation of approximately 300 workers and engagement of around 10,000 unorganized laborers through small and large meetings across the city.

#### Qualitative Achievements:

1. Strengthened awareness and knowledge of unorganized workers regarding their rights and entitlements.
2. Empowered workers to actively participate in decision-making processes that affect their social security.
3. Enhanced coordination and collaboration between various stakeholders to provide better support for unorganized workers.

#### Learnings:

1. The importance of implementing a robust monitoring and evaluation system to track progress and identify areas for improvement.
2. Continuous capacity building is crucial to empower workers and enhance their understanding of social security schemes.

Overall, the project has made significant progress in achieving its objectives, including collectivization and unionization of workers, linking workers with social security schemes, providing legal aid and mediation services, and supporting street vendors and domestic workers for better working conditions and livelihood security. The outcomes indicate increased awareness, empowerment of workers, and positive changes in their lives.

Francis P Anthony

Secretary

Institute of Social Research and Development

DK-2/44,Danishkunj,Kolar Road, Bhopal-462042

Email:isardbhopal@gmail.com, Tel.No. 0755 4867762, 8109009884

www.isrdindia.com

PHOTO GALLERY





**Childline Project 1098 Raisen**



**Health and Nutritional programme in rural villages in Raisen**



**Street vendors Federation Meeting at Banjari Slum in Kolar Road, Bhopal**



**Leadership training to unorganized labours from Construction workers, Street Vendors and Women Domestic workers from Bhopal**



**Youth Development Empowerment programme**



**Health and Nutritional Programme in Raisen**



Labours community meeting at Ishwar Nagar, Bhopal



Advocacy campaign and legal Aid support to unorganized laborer's in Bhopal



Skill Development training to Construction workers in Bhopal - Electrical course



Skill development training to Women Domestic workers in Bhopal – Cooking course



Adolescent youth development programme



Capacity Development training to community leaders