



2019-20

ANNUAL REPORT

JOINT OPERATION OF SOCIAL HELP

ABOUT JOSH

Joint Operation for Social Help (JOSH) has been working with urban poor community and youth on the issue of education in the resettlement colonies and slums of Trilokpuri and Kalyanpuri in East Delhi for over a decade. In the past years JOSH has gained immense knowledge and relevant experience in highlighting issues and challenges faced by the most vulnerable and marginalized section of the society.

JOSH has the following thematic areas of intervention:

1. Supporting Improvement of School Education and Implementation of Right to Education Act, 2009
2. Improving delivery of education and other benefits in Early Childhood Care Centres under the ICDS program
3. Bolstering Capacity and Skill Building of Youth, especially young and adolescent girls
4. Facilitating Redressal of all forms of complaints of violence and abuse against women

The year 2019-2020 was a significant year for JOSH, in terms of enabling the organisation to move to newer areas of work and ways of functioning. As an organisation rooted in the community and field, JOSH responded to the needs of the community of challenges faced by them in accessing education and other social assistance programs, worked with young girls to help them access employment opportunities and engaged the larger community to make homes and public spaces safer to women.

SUPPORTING IMPROVEMENT OF SCHOOL EDUCATION AND IMPLEMENTATION OF RIGHT TO EDUCATION ACT, 2009

A. Campaigns : This year two overarching campaigns were done to push for improved education in the schools. These campaigns brought together, SMC members, school volunteers and community leaders.

- **Shortage of Teachers :** The problem of shortage of teachers has been persisting but it became even more critical when JOSH team started monitoring student attendance and learning outcome assessment of students. School responded to dipping attendance by saying that they don't have adequate teachers, and one teacher would be teaching two classes consecutively. Such practices de-motivated students, which led them to drop out or become irregular to school.

Given this a sustained campaigning was done, in which the SMC members played a critical role. A total of 57 complaints were filed in the month of August. The SMC members filed the complaints across several schools. After which 29 teachers were sanctioned.

- **'Ache Desk Achi Likhai' :** Campaign (Good Desk and Improved Education)- The state of desks in MCD schools were really poor. After having repeated conversations with school authorities, it was decided that a campaign across 20 schools would be initiated demanding new desks in the schools. Under this campaign, a total of 200 complaints were filed by parents, SMC members and volunteers. In addition to this, the SMC members of School number 6, 7, 28, 27, 16, and 3, filed complaints demanding for new desks in the school. Follow up applications on the complaints was filed. We are still awaiting any response from the government.

B. School Management Committee : This year the School Management Committee members were trained through three workshop sessions on RTE, which included roles responsibilities of SMC, School Development Plan and RTI Act, Grievance Redressal and budget tracking.

Workshop on Right to Education, Roles and Responsibility of School Management Committee and School Development Plan: A one-day workshop on RTE Act was held on 22nd of December, 2019. In this session the SMC members were oriented on the different provisions under the Right to Education Act, the roles and responsibilities of the School Management Committee and the how a School Development Plan is formulated. The main objective of this workshop was to help the SMC members understand what a SDP is and how it is to be made.



Workshop on Understanding Budget and Budget Tracking:

A day long session was organized to understand budget and how budgets are made by the government at different levels and how money flows and influences the school budget and its functioning. This workshop was held on 16th of February, 2020



Workshop on RTI and Grievance Redressal

A day long workshop was organized on 9th February, 2020 on Grievance Redressal Mechanism for education. The main objective of the workshop was to help the SMC members understand the use of the RTI Act to acquire information and the ways they can facilitate work done in school and within the bureaucratic system. They have been undertaking school inspection every month.

Highlights of the Work led by SMC members in schools

- **Infrastructure Improvement:** In school number 28 1st shift, the playground was small and there was wall obstructing the playground. The SMC intervened and got the wall broken to extend the playground.
- **Attendance and Regularity of Students:** In school number 28, 1st and 2nd shift, the students would often be late in coming to school. To regularized school coming timing of students the SMC members and Principal stand at the gate to receive the children. This helped in instilling discipline in parents coming to drop their children off to school. The parents have started to take the school timing seriously.
- **SMC monitoring development work in school:** In school number 27 (RSKV), the ramp under the water tap was inappropriately constructed. The SMC intervened, demanded that the ramp re-built appropriately. The contractor de-built the ramp as stairs, helping students of different height to access the water tank without trouble. In this school, the SMC oversaw repair of the toilets.
- **SMC overseeing improved facility in school:** In School number 27 (GGSS), the children complained of poor drinking water facility. The SMC intervened and installed water filter and cooler in the school. The SMC also fixed the playground by approaching the local Councilor. He engaged labors to dig up parts of the unusable playground and got fresh soil put in. In this school, the SMC members Malti and Kaushaljanha took list of 10 long absent students. They then made home visits and managed to get back 8 students.
- **SMC tracking budget and spending:** In Janki Devi and Premchand school, Mayur Vihar Phase 1, tiles for the classroom and Principal room were changed and bills raised. When the bills were presented to the SMC, the SMC members found the price quoted to be higher than market price. Sattar Ali and Savita raised the matter at the meeting and challenged the Principal to revise the cost or else they would not pass the bills.

- **Funds for SMC:** SSA has provision of a fund of Rs. 100 per SMC member for holding meetings. The SMC members were not aware of this fund. JOSH members informed all members and ensured that they are able to claim this amount.
- **Intervention in New Schools:** In school number 22 (new school) the school had a lot of garbage been dumped near the entry gate of the school. SMC meeting was held and the local Councilor approached to take action. He intervened and two sweepers have been instructed to keep the drains around the school clean on a regular basis. In this school the ramp was unusable; it was broken and reconstructed by the intervention of the SMC members. The handicap students' bathroom didn't have handrails; the SMC intervened and installed the handrails. Further, in this school, the MDM helper didn't distribute food properly, but after been told and cautioned, there is improvement in her behavior.
- **Guard Appointments:** There has been shortage of Guards in schools. 8 complaints were filed demanding appointment of Guards. There have however been no response from the government on appointments.
- **Demanding Safai karamchari (sweepers):** Most schools have either one or no sweepers. Six complaints were filed demanding for sweepers across different schools. The schools include schools in block number 3, 6, 7, 27, 32 and 27.
- **Demanding Attendant:** Five complaints were also filed by the SMC members demanding for attendant staff in the schools. This is critical otherwise teachers need support staff to manage students, especially in classes with younger children.

C. Creation of an Informed and Trained Volunteer Base

JOSH trained 25 volunteers this year who were then deployed to the 16 schools in teams of 3 and 4. The volunteers were mainly selected from active community members.

The selected volunteers underwent three capacity building training sessions:

- **Right to Education Act (RTE, 2010):** The volunteering program was designed to build an informed cadre of volunteers on different aspects of school functioning to enable them to effectively monitor delivery of education and implementation of RTE Act. A day long training of volunteers were held on 29th of December, 2019
- **Role of School Management Committee and School Development Plan:** The next training was kept on understanding of the role of School -Management Committee and their responsibility of making the School Development Plan. This session was held on 18th of January, 2020
- **Budget Tracking:** A day long workshop was held on understanding budget and how budgets of schools can be tracked by parent members and School Management Committee. This session was held on the 25th of January, 2020.

During the course of the program, the volunteers worked with the school and made significant changes in the school. The program ended with the JOSH awarding the volunteers with certificate of appreciation and token gift.



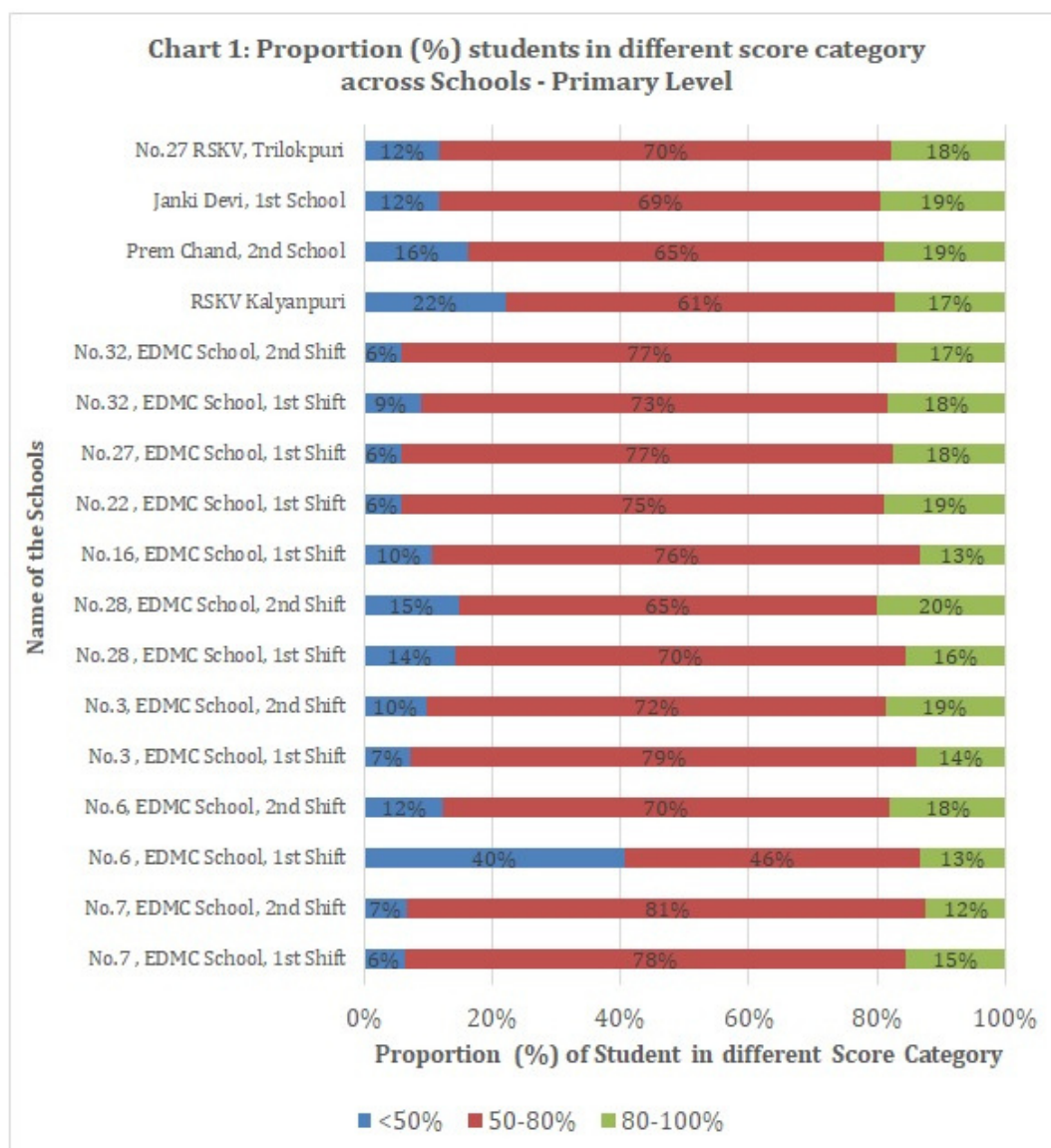
Volunteer Training Session in Progress

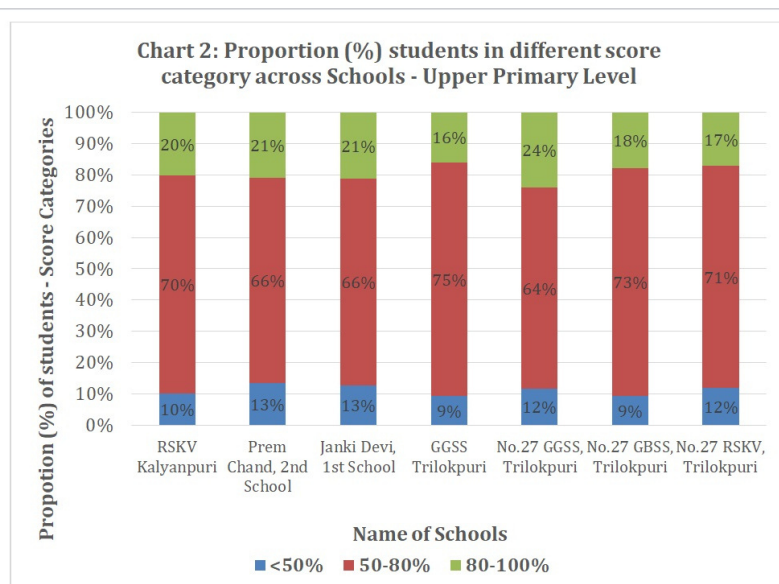
D. Community Management of Schools:

This year apart from the regular visits and interventions made by the SMC members and the school volunteers, JOSH team with the help of the volunteers and SMC members' tracked attendance and learning outcomes of students.

Monitoring Students Learning Outcomes: This year two steps were taken to track and ensure improved learning outcomes of students.

(a) Tracking students' assessment records: JOSH team along with student volunteers tracked the assessment record of students annually. We collected data from the teachers and the school on assessments records of student of each class. The average score of students is represented in the Chart 1 of the respective 20 schools. Chart 2 indicates the score of students in the Upper Primary Classes. We collated the score data along three categories- (i) Score above 50% (ii) score between 50% to 80%; (iii) score above 80%.





As can be seen that across the schools, a large percentage of students scored between 50-80 % and about only 20% of the students scoring above 80%. However, while trying to push for students to score better, effort is also been made to ensure that no students are left behind. Regular meetings with teachers and principals were done more attention to weak students of the class.

(b) Tracking of students with learning difficulties: JOSH team, school volunteers and SMC members worked with teachers of each class on identifying students with learning difficulties and working with them on a regular basis. This list was followed up on a quarterly basis. We also made house visits and spoke with parents of children with learning difficulties. This helped the teachers to pay closer attention to the children and spending extra time with them. These interventions helped in bringing significant improvement in the learning outcomes of these children.

Success Stories: From Schools of Delhi

School Number 28 (EDMC) 1st shift: In this school, in Class 3, section A and B, the teacher identified Dev, Elias, Sunny, Shubham, and Dev Kumar. These students could just identify Hindi alphabets, but couldn't read words very well and could not form simple sentences. They also had difficulty in counting, doing simple multiplication and division. After regular follow up, these students show significant improvement. They are able to read words, form small sentences and also do simple multiplication.

School Number 32 (EDMC) 2nd shift: There were 15 students identified from Class 2nd who could not read and write and also could not count. Given that this school, across both the shifts had shortage of teachers and had several student with learning difficulties, JOSH student volunteers started taking extra classes for the students in the school. This was done in collaboration with the Principals of both the shifts. Our student volunteers took classes thrice every week from 10 am-12:30 pm. They took classes for 3rd, 4th and 5th grade students. These weak students have been able to read and write, and can now do simple addition, subtraction and division.

School number 7: 2nd shift: This is our exemplar school. Here we found 4 students- Mohsin, Prem, Dilip, and Manish of 5th class, who couldn't read difficult words and couldn't do mathematical calculation of addition and subtraction. After regular follow up there has been significant improvement in their learning ability. They are now able to read difficult words and also read sentences. Their mathematical skills have also improved.

E. Camps for Admission under Economically Weaker Section Category:

JOSH has been facilitating admissions under EWS category in public schools under RTE Act since several years. This year also, information camps, door-to-door mobilization and community meetings were held to help parents to apply under this category. This year JOSH collaborated with Indraprastha Institute of Information Technology, Delhi (IIIT, Delhi) to develop a short film explaining the process of EWS admission. This short video was circulated widely and helped in creating awareness on the process and wider reach out.

The online application started from the December 15th and continued till February 14th, 2020. 190 application forms were submitted this year, out of which 10 students named appeared in the draw of lots done by the government of Delhi. Camps were held at different spots in the community to help parents with documents for the online process.



Picture : EWS Information Camps

IMPROVING PROVISIONS UNDER INTEGRATED CHILD DEVELOPMENT SERVICES (ICDS)

This year work with 10 ICDS centers was continued in target community. The main objective was stimulate citizen monitoring of services of ICDS. The selection of the ICDS was done keeping in mind that children from these centers subsequently reach the primary schools that JOSH has been working with. This would help in developing a more comprehensive approach to target educational and developmental needs of children, starting from 0-6.

Similar to the work with schools, 20 volunteers were trained on provisions of ICDS and other laws, to initiate community based monitoring of the ICDS facilities. Three trainings were held. Of which 1 training was of the volunteers and two trainings were of the mothers of the children coming to the ICDS centers. The idea was to stimulate the Mahila Mandal/ Mother's Committee of the ICDS centres.



Picture : ICDS Training in progress

HIGHLIGHTS

Trainings, regular follow up and continuous work of the volunteers and the Mothers' Committee helped in bringing about the following changes:

- **Timing and Regularity of ICDS Centers ensured:** Previously the ICDS centres would open only around 10- 10:30 and anganwadi workers would shut the center by 12:30-1:00pm. Once the parents started to get aware of the different entitlements and started questioning the Anganwadi workers, the ICDS centers now open regularly and on time, i.e. from 9 am to 2 pm.
- **Shortage of teachers in ICDS:** ICDS centres in block numbers 3, 19 and 32 didn't have anganwadi worker for the last 7 years, they were been run only by the helpers. Since Anganwadi workers are also responsible for teaching inputs, children in these Anganwadi's didn't get any teaching learning inputs. The record keeping in these centers were done by teacher of the neighboring ICDS centers. RTI application was filed following up on when recruitment will be done. After the RTI application, a total of 15 teachers were recruited in the ICDS centres in the area.
- **Regular health check up of children ensured:** As per the ICDS norms, the Anganwadi worker is suppose to monitor growth of children under its jurisdiction on a monthly basis. However, this was not done. But after intervention of the Mothers Committee and the volunteers, all the ICDS centers now check weight of children every month and entries are made in the register.
- **Mothers' Committee Meeting held regularly:** Mahila Mandal (Mothers' Committee) which was previously only on paper, after intervention has become active and now their meetings are also been held every month. Previously, the meetings would not happen, only signatures were taken. Now since there is awareness amongst parents, meetings are been held regularly.
- In these meetings, parents are told about the general health of children, check weight and in case of malnutrition diet counseling is done. Children and pregnant mothers having problems are checked and referrals done.
- **Infrastructure Facilities of ICDS centers improved:** ICDS number 69, of Block 32, there was no lights and fan in the centre. JOSH volunteers wrote an application with signatures from parents members of the Mahila Mandal (Mothers' Committee) to the Supervisor of the area, after which fans and lights have been installed.
- The ICDS volunteers have been constantly monitoring timings of ICDS centre, food been distributed and how regular the teachers and helper are doing their work. This is hugely helped in improving the overall state of functioning



Picture : Meeting with Mothers' Committee

BOLSTERING CAPACITY AND SKILL BUILDING OF YOUTH, ESPECIALLY YOUNG AND ADOLESCENT GIRLS

Under this, JOSH runs two skill development centres- one centre for adolescent and young girls and the other for both boys and girls.

A. English Speaking and Computer Operations Skill for Adolescent and Young Girls Only Program:

The main objective of this program is to train young women on 21st century skills, which includes English speaking and computer operations, so that they are able to access formal employment opportunities.

Building on the experience of previous years, this year the curriculum was improved to include better methods of learning both spoken English and computer operations. For instance, from this year, the curriculum had a lot of focus on speech and pronunciation, learning by doing (role play) etc. To improve pronunciation audio aids were used, where the girls were played audio to help them hear the exact pronunciation of particular words and improve their own. The English curriculum focuses on reading, writing, comprehension and simple communication in English. The computer operations course also follows a 90 days curriculum and includes, MS office with special focus on Microsoft Excel. The course has a component of teaching typing to all students.



Picture : Evaluation Test in Progress

A. Thematic Workshops

At the core of this skill development program is the idea of helping the young women develop an understanding of gender and gender justice. The objective is to influence their understanding about themselves, the way the society interacts with them and ways in which they can negotiate these realities to become independent thinking young women. The program through different training sessions also build basic life skills of these young women so that they are able to independently function in the society, access formal employment opportunities and also dream for a better future.

Between the months of January to June, three workshops were held for the first batch. The sessions were held on life skills, on understanding gender and on job readiness.

Workshop on Understanding Gender: For the first batch, a session on 'Understanding Gender' was held in Indian Social Institute at Lodi Road on 30th of April, 2019. The main objective of the session was to help the girls understand different aspects of gender and how that shapes our lives as gendered beings. The training session for the second batch was held on 9th November, 2019 at the JOSH office.



Picture : Workshop on Gender

Skill and Personality Development Workshop: A day- long workshop on 'Skill and Personality Development' was conducted at Indian Social Institute, Lodi Road on 4th of May, 2019. The training session for the second batch was held on the 30th of November, 2019 and was also facilitated by Mr. Avneet Kumar. The main objective of the workshop was to help girls learn basic principles of professional life and skills required to respond the demands of the professional work.



Picture : Workshop on Skill & Personality Development

Job Readiness Training: A day-long sessions were held on 'Job Readiness' on 6th of July 2019 at Josh Office. For the second batch, the training session was held on 17th of December, 2019. The main objective of this training was to prepare the girls for professional life. The training is usually done at the end of the session so that the girls are prepared to face job interviews on completion of the course.



Activities:

Apart from the various thematic workshops, the girls are engaged in different volunteering and other activities to help give them the exposure they need to grow as confident young women.

- **Participation in Delhi launch of the Global Week of Action against Inequality in Trilokpuri, Asamanta Bhagao (Smash Inequality):** JOSH launched the Asamanta Bhagao campaign in Delhi in collaboration with Oxfam India at Trilokpuri as part of the Global Week of Action against Inequality. The action week was launched in 16 states, including Delhi, Bihar, Jharkhand, Odisha and West Bengal. Girls from the centre of JOSH were the backbone of this event. They helped in organizing and getting the event off the ground. More than 2500 people were part of this event, which had music, performances by different groups, and presence of activists from various fields.

- **Participation in Padyatra for Women Safety by Delhi Women Commission:** A 13th day long padyatra by Swati Maliwal, Chairperson, Delhi Commission for Women, from Trilokpuri to highlight the problems of women safety in Delhi on 24th of February, 2019. The girls of the center welcomed the Chairperson and also took part in the padhyatra that sought to raise awareness about safety of women in the city. The padhayatra covered major blocks of Trilokpuri, before entering into Kalyanpuri and other resettlement blocks of the East Delhi.



- **School Visits by Volunteers:** The girls of the centre participated in school inspection undertaken on the last working day of every month. The girls visited different schools, checked records, interacted with parents to understand the problems of the school.



- **Providing Assistance to parents by filing out EWS forms :** The students of the centre assisted parents applying under the EWS (Economically Weaker Section) category in private schools. Since the last three years, the admission process has been transferred into the digital platform, causing immense hurdles for poor and illiterate parents. JOSH every year, sets up camps to help parents to apply and the students of the center worked with the JOSH staff members to assist parents in filling out the forms, uploading necessary documents etc.

- **Independence Day Celebration:** The girls of the centre participated in the Independence Day celebration along with other members of JOSH.



- **Yoga Day celebration, 21st June 2019:** The girls celebrated and participated in the Yoga Day on the 21st of June, 2019.
- **Participation in Painting Competition as part of Learning Community Event on 30th of July, 2019:** The centre girls participated in the painting competition organized by the Learning Community group. JOSH girls won the 1st and the 2nd prize in the competition.



- **Legal Rights Training by Delhi Legal Aid Service (DALSA):** This was done as part of the learning community initiative. The girls of the centre along with the learning community volunteers mobilized the community for a day long legal rights training. The Delhi Legal Aid Services (DALSA) was contacted to undertake the same. The training was held on 21st of August, at the Trilokpuri office.



- **Workshop of Girls on Financial Literacy** : A one day session was held for students on understanding everyday financial transactions and budget. This session was held on the 30th of October, 2019 and facilitated by Mr. Ajay from SEBI.



- **Session on Menstruation and Hygiene with Girls** : A half day session was held by JOSH staff members with girls to help them understand menstrual hygiene and health issues around menstruation on 14th of November, 2019.



- **Exposure Trip**: At the end of the year, 40 students and few of the active community members are selected for an exposure trip. This year the trip was organized on the 12th of December, 2019.



B. IT, English & CRS Classes for Young Boys and Girls

This program is run in collaboration with Tech Mahindra Foundation. Under this program, IT and English curriculum was taught to the students to enhance their skills which will help them while working in the market. In addition to the IT and English curriculum, Customer Relationship & Sales (CRS) helped the candidate to enhance their market skills. The course involves marketing communications, sales support, technical assistance and customer service.



Picture of a CRS Class

The WPR course has been developed for the young people to equip them with a broad understanding of the various aspects of a workplace, the ability to work alone as well as in teams as per the requirements of their work as well as enabling them to readily and confidently face the challenges in their respective professions. The WPR Curriculum is activity based. The activities are both indoor and outdoor.



WPR Activity : MLA Rohit Mehroliya as Guest

Exposure Trips

Exposure trips were organised for each batch. The purpose of these trips was to give the students the idea of the work environment. These trips were organised in Big Bazaar, Pantaloons and Reliance Trends.



Picture of a Exposure Trip

Activities

Yoga Day Celebration



Swachta Diwas was celebrated on Gandhi Jayanti



Performance Summary

| Particulars | FY 2019-2020 |
|-------------------------|--------------|
| Trained:- Actual/Target | 241/240 |
| Trained% | 100% |
| Placed:- Actual/Target | 147/192 |
| Placement % | 76.56% |

IV. FACILITATING REDRESSAL OF ALL FORMS OF COMPLAINTS OF VIOLENCE AND ABUSE AGAINST WOMEN

JOSH has collaborated with the Delhi Commission for Women (DCW) to run center for providing counseling and redressal assistance for victims of gender based violence and discrimination. This is run as part of the Mahila Panchayat program of Government of Delhi. As part of this program, JOSH provides crisis intervention and legal aid at community level and help tackle local level legal disputes and assist in reduction and reconciliation of violence against women. JOSH Mahila Panchayat has conducted many counselling sessions. Every month community meetings and panchayat meetings are done in the community for their awareness on various issues like, violence against women, helplines on women, support provided by DCW, education etc.

**Contact Us:
5/10-11 Trilokpuri
Delhi - 110091**

 **@josh4india**