



Seva Mandir

ANNUAL REPORT 2012-13



Transforming lives
through
democratic and
participatory
development

Our Mission

Seva Mandir's mission is to make real the idea of a society consisting of free and equal citizens who are able to come together and solve the problems that affect them in their particular contexts. The commitment is to work for a paradigm of development and governance that is democratic and polyarchic. Seva Mandir seeks to institutionalize the idea that development and governance should not just be left to the state and its formal bodies, such as the legislature and the bureaucracy, but that citizens and their associations should engage separately and jointly with the state.

The mission, briefly, is to construct the conditions in which citizens of plural backgrounds and perspectives can work together to benefit and empower the least advantaged in society.



Dr Mohan Sinha Mehta
Founder, Seva Mandir
(1895-1985)

' Where there is sorrow,
where there is poverty and oppression,
where man is inhuman to man,
where there is darkness of ignorance,
it is here Seva Mandir must reach out.'





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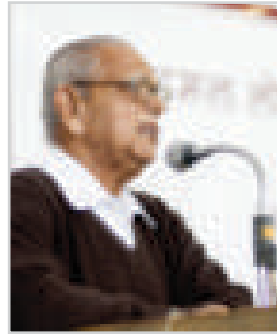
Prof. E Somnathan,
Chief Guest &
Speaker for the Ceremony



Prof. Satish Lodha



Shri Ajay S. Mehta



Shri S.N.Bhise



Smt Priyanka Singh

The Umed Mal Lodha Awards & Memorial Lecture 2013

Umed Mal Lodha Trust (UML) was constituted in memory of the late Shri Umed Mal Lodha who gave a new direction to Seva Mandir's Wasteland Development program from 1986 to his death in 1999.

The UML Trust holds an award ceremony and memorial lecture every year on 12th February - Shri Lodha's birth date. The awards are given to ordinary village leaders and communities who have shown exemplary dedication and commitment to the restoration of their common property resources.



President's Foreword

The year 2012-13 was productive from the standpoint of the struggles of local people and Seva Mandir staff to improve the living conditions of deprived people and help them make their communities more just. While more and more people in villages and small townships are working together to serve the common good, there are many who choose to uphold social arrangements that are unfair and dysfunctional. Progress towards Seva Mandir's goal of institutionalizing self-governance so as to build a more humane society is therefore never easy.

It was an encouraging year in terms of breaking new ground on the fundraising front. The Friends of Seva Mandir UK showed exceptional dynamism under the leadership of Chris Wiscarson. To him and his team we are most grateful. Within India we also have made headway in fundraising. Some of India's most reputed companies have made grants to Seva Mandir. This success has been largely due to the exceptional efforts of Seva Mandir's Chief Executive to follow up and persuade the top management of companies to think out of the box.

On the government front, there have been heartwarming as well as heartbreaking experiences. The hard work undertaken in previous years by the Minister for the Department of Rural Development and Panchayati Raj, Government of Rajasthan, Bharat Singh, and his senior colleagues to overcome bureaucratic inertia created new room for land improvement works and funding under the Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA)¹ in this past financial year. Their example of leadership contrasts sharply with the actions of the Tribal and Forest Departments who, as custodians of the welfare of forest dwellers and forests, have not responded positively to the efforts of local people to prevent the privatization of forestlands and to co-manage them with the help of the Forest Department.

The year was also encouraging from the standpoint of steady progress in the quality and scope of its constructive work programs. Recent areas of intervention, such as providing access to clean water, building Ecosan (bio-compost) latrines, providing better sanitation and waste disposal facilities and supplying clean energy cooking stoves, have reached the threshold of being scaled up. What is noteworthy is that, even as the number of activities conducted by Seva Mandir is increasing to meet people's needs and the preferences of donors with discrete mandates, the management team is acutely aware that they should prevent mission drift. The activities of Seva Mandir must not become ends in themselves at the cost of neglect of its core concerns of creating ethical citizens and communities. This awareness on the part of Seva Mandir's team finds expression in ensuring that its programs and management practices nurture values of cooperation and considerateness while at the same time striving for optimum quality, effectiveness and efficiency in the functioning of its programs. Finding the balance between these distinct objectives is not easy, but, in our experience, nor are they incompatible.

On behalf of the trustees of Seva Mandir, I would like to express deep gratitude to its donors, to the volunteers who have come from all over the country and the world to serve, and to the government for their support.

Priyanka and her colleagues should be complimented for completing yet another year of hard and steady work. It takes great effort and courage of conviction to transform society through the efforts of ordinary people in the face of market forces and the agency of the state.

Ajay S. Mehta
President

1. Mahatma Gandhi National Rural Employment Guarantee Act: a government initiative to provide assured employment via development activities prescribed by the *Panchayats*

क. कन आ यकार पर परसो व पार
है गौव विकास का सार

काट-काट ने उज
बना रुख धरती





आडर्या, अणी चन री दंड,
नटे, वयां कर बरसं मेह ।

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कु

On 12th February 2013, along with the UML Awards Function a peaceful rally was organized to create awareness upon Community Forest Rights.



Overview

Seva Mandir's mission is to contribute to alleviating poverty in such a way that ordinary people are able to come together and play a role in building a better society. To achieve its mission, Seva Mandir works in a variety of fields such as health, education, early childhood care, women's empowerment, clean drinking water, sanitation, regenerating the environment, livelihood enhancement, peri-urban governance, and building self-governing community institutions.

Each of these programs has its own ethos, impacts and internal dynamics. They may appear to be self-contained and discrete in terms of their inputs and outcomes, but that is not the case. What appear to be discrete programs and activities are actually means to enable communities, staff, volunteers, *panchayats*, donors and government to engage with each other and jointly create a more ethical and just society.

The following pages contain accounts of how Seva Mandir's different programs have individually and collectively resulted in fostering cooperation amongst people for the common good.

The last year was satisfying, reaffirming and challenging. Even as older programs matured, some of the newer pilots also showed promise and are now ready to be mainstreamed as core programs. Of the older programs, Seva Mandir's work on commons has achieved huge recognition. Its efforts on environmental protection, especially of common property resources, have found great resonance with communities. There are many individuals and communities in Seva Mandir's area who undertake a considerable struggle to preserve and protect their common resources, often at the cost of private interests.

The cornerstone of this transformation has been years of painstaking work on our part to persuade communities to stop private squatting on the commons and, with financial and technical support, help them develop these commons as pasturelands and forests. In this context, the Institute of Advanced Sustainability Studies (IASS), Potsdam,

Germany, this year invited Seva Mandir to collaborate in a six-country study on 'Pro Poor Resource Governance under Changing Climates'.

Amongst the newer pilots, one of the most significant was our work on clean drinking water and sanitation. Ensuring clean drinking water to scattered settlements has been challenging. Over the years, Seva Mandir has tried several mechanisms, including chlorination and filtering, but none has been very effective. In 2008 we started a pilot on building tanks connected with open wells. Water could be pumped from the wells into the much smaller tanks and then chlorinated more effectively. Moreover, the taps fitted to the tanks eased the drudgery of the water carriers, who in most cases were women and children. This initiative has been highly successful and greatly appreciated by the communities.

Our work on promoting Ecosan toilets has also been very successful and is a source of great pride to us. Sanitation was not a new area for Seva Mandir, but we found that most toilets ceased to be used after a while because of lack of water (most of the toilets were flush/wet toilets) and the difficulty of changing habits.

Seva Mandir's introduction of a toilet design that required less water and was easy to use and maintain coincided with an increased need for sanitation as open spaces, especially those protected by some foliage, decreased. 241 Ecosan toilets were built in the three-year pilot phase, and 75 % of these toilets are still being regularly used.

Seva Mandir's work on toilet construction has been recognized as part of Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA). The Nirmal Bharat Abhiyan (NBA), earlier known as the Total Sanitation Campaign, has also extended its support to Seva Mandir. As a result, the cost of Ecosan toilets now being constructed is partially supported by MGNREGA & NBA.

Both the clean drinking water and sanitation activities have the potential to emerge as solutions



applicable to other areas with scarce water and scattered populations.

While the government sees the benefit of our work on Ecosan toilets and is offering support for this project, its support has not been consistent in all areas.

The 174 claims for Community Forest Rights (CFRs) under the Forest Rights Act (FRA), first submitted in 2010, continue to languish at different levels of government. It is a matter of concern that, despite the fact that villagers are displaying a sense of trusteeship towards natural resources by advocating collective rights instead of private rights, they are not receiving any encouragement from the state.

Handpumps on open wells provide access to clean drinking water

Similarly, we have been trying to obtain sanctions for seven sites under the Joint Forest Management (JFM) program. These seven proposals have been with the Forest Department (FD) since 2010. After much follow-up, they were sanctioned in December 2012, but the cancellation orders followed within a week.

Even though JFM is an established government program with clear guidelines on the involvement of NGOs and communities, the FD canceled the sanctioned JFMs, saying that the partnership arrangements between Seva Mandir, FD and communities were not clear. Seva Mandir, having implemented 30 JFMs, challenged this and was

finally told that the FD had not sanctioned these JFMs as it would work directly on these proposed sites.

So the state's willingness to partner with Seva Mandir in MGNREGA and sanitation is not matched by its work on protecting the environment, and this is discouraging. We continue our efforts to persuade the government to encourage and support communities to become custodians of their environment, and hope that we will succeed.

Fundraising, critical to the continuation of all Seva Mandir's work, continues to be a challenge. Our attempts to find new donors and renew associations with existing ones have continued and have yielded some positive results. The continued support of long-standing institutional donors like EED, Germany, and Plan International give us the confidence to press on with our work despite budgetary deficits.

While Seva Mandir has received support from foreign corporates in the past, it has not had many domestic corporate supporters. Colgate Palmolive India initiated a relationship with Seva Mandir last year. This year, Mahindra & Mahindra and Max India came on board as new corporate donors. We hope that Seva Mandir will be able to convert these one-off grants into long-term partnerships so that we can work together to create a vision for encouraging citizens to make governance more just and inclusive.

Vikram Mehta, a friend and advisor of Seva Mandir, has offered guidance on building meaningful bridges with the corporate sector. We are grateful to him for giving us the confidence to explore common ground with corporate philanthropists as their expectations resulting from business practices do not always match the rhythms of development work on the ground.

Monsoon Accessorize Trust, The Personal Development Trust, UK, and Ananda Trust, all existing but relatively new donors, not only renewed their association but increased their support to help tide Seva Mandir over its funding crisis. We are deeply grateful to them as in the immediate period their

support has allayed our anxieties about the resource crunch to a large degree. Their support of Seva Mandir's programs and approach has also reinforced our own confidence in them.

The President of Seva Mandir, Ajay Mehta, and the Chief Executive, Priyanka Singh, visited the US and the UK at the request of the Friends groups there. Immense warmth and goodwill for Seva Mandir was evident as the Friends in both countries continue to do exemplary work in raising funds and friends for Seva Mandir.

Friends of Seva Mandir (FSM) UK deserves special mention and acknowledgement. Early in the year, Chris Wiscarson took over the leadership from Praveen Moman and Giulia Marsan. Praveen and Giulia had served FSM ably for 15 years and raised valuable support, most notably for Seva Mandir's corpus.

During the year, under Chris, FSM UK developed a new strategy and found new energy and has exceeded all expectations in raising support for Seva Mandir in this hour of crisis.

Closer to home, our relationship with the newly formed Indian Institute of Management, Udaipur, deepened, largely thanks to its Director, Janat Shah.

There are many more individuals and institutions who have supported Seva Mandir and we are deeply grateful to all: only space prevents us from thanking them individually here. Had it not been for these supporters and friends, Seva Mandir would not have been able to keep up its institutional motivation and momentum and respond meaningfully to the demand on the ground.

While the challenges continue, we are hopeful that, with support from the communities, friends, donors and well-wishers, Seva Mandir will be able to make real the idea of self-governance in its partner communities.



A GVC meeting in process

Strengthening Village Institutions

Seva Mandir's aim is to create and nurture platforms which communities can use to work for their collective development.

The need for this program arose as a result of the limited capacity of the traditional, caste-based institutions as well as of *Panchayats*¹ to respond effectively to community needs, the fragmentation of communities over a wide variety of issues, and the lack of a developmental outlook at village level.

The program starts with the formation of a *samuh* or group of which every citizen of the village is a member. This group then elects an executive body called the *Gram Vikas Committee* (GVC). The *samuh* and GVC are trained and given opportunities to discuss the problems facing them, find possible solutions and undertake these solutions themselves or through external institutions. By giving the communities the

opportunity to work collectively and democratically, the program and the process engender the positive forces of cooperation, transparency, fairness, justice and responsible autonomy.

The other strong focus of the program is creating financial autonomy through the formation of a *Gram Vikas Kosh* (GVK) or village fund. The GVK serves two critical objectives: i) it gives the communities the wherewithal to fund some of their needs, and ii) by being a common resource it provides a reason for the communities to meet regularly.

The program also works on strengthening links across community institutions through the formation of federations of GVCs (called zonal federations) and increasing the inclusion of women, young people and children in the community institutions. The success of these community

1. *Panchayat*: village-level elected government bodies



institutions as democratic, non-partisan citizen spaces and links between the community institutions and the *Panchayats* is periodically assessed.

While all of the above activities were carried out during the reporting period, some special focus areas included:

- Better use of GVK funds and record keeping
- Giving momentum to re-elections in GVCs
- Strengthening the capacity of the GVCs
- Enhancing women's participation



GVK – Village Development Fund

GVKs use their village funds for common benefit programs e.g. running of the day-care center, payment of the forest guard, Cluster-level² accountant's honorarium and dealing with crises such as drought, fire, etc.

- Total village funds (GVKs): 626
- Total reserve: Rs 42,000,000 (an increase of 3,000,000)
- Total funds used: Rs 812,000, the balance remaining in fixed deposit or savings accounts
- A significant increase in the amount of money deposited from people's MGNREGA³ wages: Rs 155,250 contributed to GVKs compared with Rs 41,000 last year
- 144 GVKs used their funds for a variety of purposes
- 18 GVKs, compared with our target of 12, used their funds to protect and sustain village resources and undertake new activities for community development
- We had hoped to encourage the use of these funds for income-generating activities, but further preparation is required
- A few villages have used their GVK very creatively to make loans to their Self-Help Groups (SHGs), which in turn make loans to their respective members for different needs. During the reporting period, 3 new GVKs lent a total of Rs 150,000 to SHGs, compared with just 1 GVK in the previous year
- The proportion of funds in fixed deposits (FDs) rather than savings deposits has steadily increased over the last few years, from 46% in the 2010-11 reporting period to 58% in 2011-12, and now stands at 68%, generating an interest of Rs 1,500,000, thus proving to the communities that depositing funds in FDs is beneficial
- 35 accountants (compared with our target of 40) were placed at Cluster level and trained to complete and update the records of the GVKs; 20 of these accountants have responded well to training, while the remaining 15 require further support
- 350 GVK records have been completed (compared with the target of 539); the rest will be completed in due course

2. See Glossary for definition of Blocks, Zones and Clusters

3. Mahatma Gandhi National Rural Employment Guarantee Act, a government initiative to provide assured employment via development activities prescribed by the *Panchayats*

GVC - Village Development Committee

The GVCs have been taking responsibility for village-level development.

- 532 Village Committees, 13 added last year
- 57,834 households represented in 7 Blocks, an increase of 2,181 households
- 350 GVCs actively involved in Support to People Initiative (SPI)⁴ which means they are handling overall program planning, implementation and monitoring
- 63 GVCs partially or wholly paying the expenses for some activities such as *Balwadis*⁵ in the village
- Village Cohesion Index (VCI)⁶: this year, 178 out of 352 GVCs registered for SPI were graded, of which 49 (28%) have moved up in grade

There remain two major issues which were being addressed in the past year.

Three-yearly re-elections, which are essential for the proper functioning of GVCs, have been a concern.

- 13 elections and 76 re-elections to the committees were held during the year, compared with our target of 23 and 47 respectively
- Re-elections for 48% of the GVCs are still pending despite the committee functioning for more than 3 years

Most of the efforts have been focused on re-elections, so fewer elections have been carried out.

The participation of women in GVCs was another major focus.

- 25% of GVCs have women officers, up from 16%
- 45% of GVC members are now women, compared with our target of 50%

We continue to focus on increasing meaningful participation of women in GVCs, but this will take time.

4. Support to People Initiative (SPI): an SM program to improve the accountability and responsibility of GVCs in running, monitoring and evaluating village projects
5. *Balwadi*: a Seva Mandir-run preschool
6. Village Cohesion Index (VCI): a scale developed by SM that measures the status of institutions based on 4 indicators - participation, leadership, management (of resources, funds etc) and decision-making

Capacity Building

- In addition to the continuing engagement with village communities and the GVCs, Seva Mandir has organized periodic programs to train men and women in planning and managing community development, including mobilizing resources and managing them, monitoring the effectiveness of public services, as well as how to access the benefits of welfare schemes run by different government departments. During the reporting period, the program team sought to make the training sessions more focused, need-based and qualitative. It was decided that Blocks should have their own training strategy, and should also classify villages with regard to current issues, challenges and identification of training needs. An action plan should then be made if any special effort, convergence or support is needed.
- Training sessions held: 142
- Participation: Women 35%, Men 60% and Children 5%

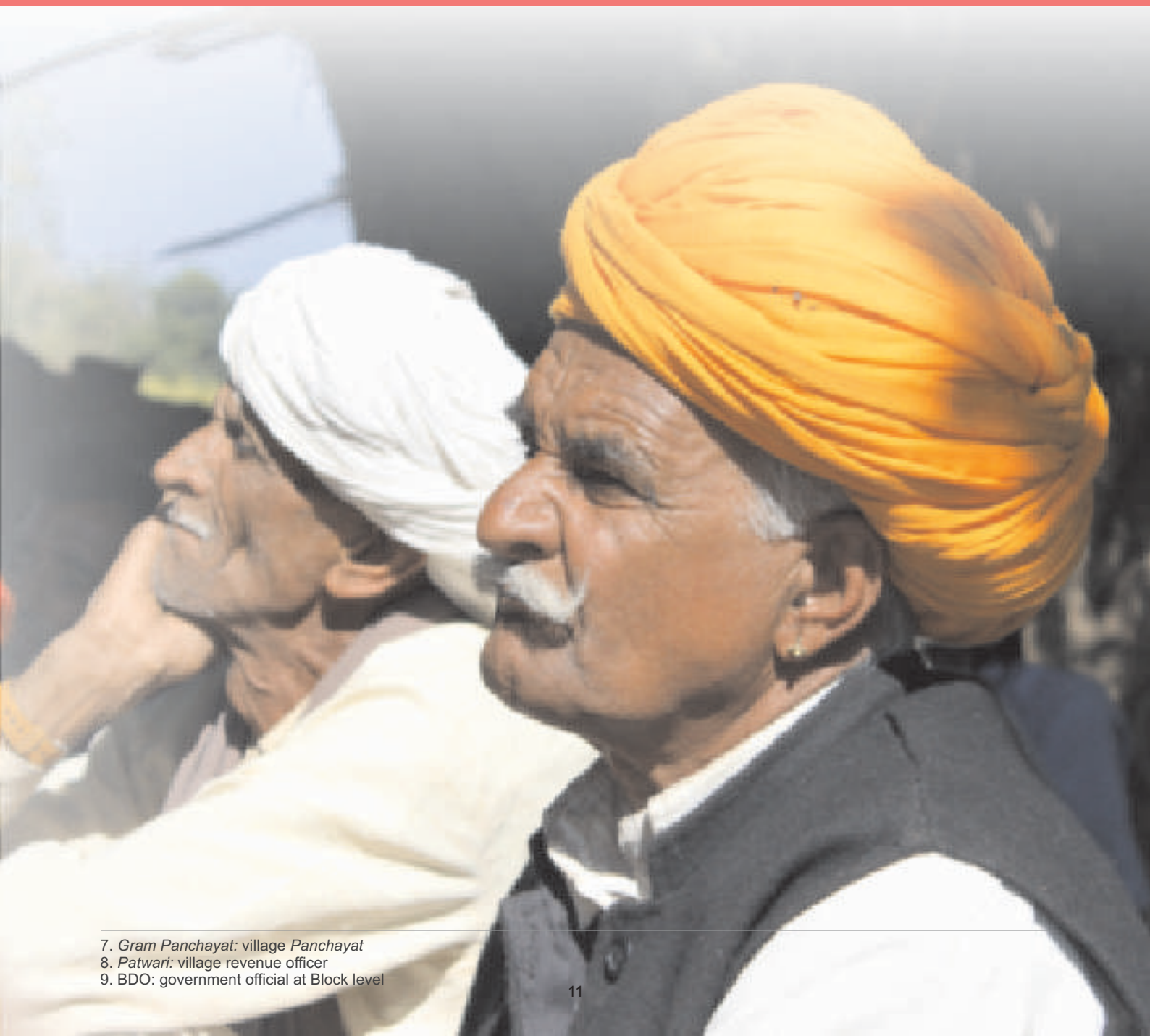
GVC Initiative Against Corruption

Pastureland development was being done in Kaucha village of Kotra Block under MGNREGA. In the first fortnight of May 2012, the names of 22 laborers (12 women and 10 men) were listed in the muster rolls for a pit-digging activity at the pastureland. After completion of the fortnight, each laborer's payment came to Rs.750. The local postmaster who was authorized to pay wages gave each laborer only Rs. 700 and kept Rs. 50 as commission.

When the GVC heard of the matter they approached Seva Mandir's field worker and together they tackled the postmaster and threatened to report the matter to higher authorities. The postmaster returned Rs. 50 to each of the laborers, who, as a token of gratitude and to show their faith in the institution, decided to contribute the amount to the Gram Vikas Kosh.

Struggle of a Village Community for Legal Rights

The GVC of *Peepad* in *Kherwara* Block had made a successful proposal under MGNREGA for pastureland development with *Seva Mandir* as implementing agency. The owner of a mine had encroachments on the site and had started mining, despite protests from the people. After a meeting attended by most members of the village, it was decided that action would be taken against the mine owner. Villagers blocked the road and did not allow laborers and vehicles for the mine to enter the village. Simultaneously, villagers had various discussions with the *Gram Panchayat*⁷, *Patwari*⁸ Rajasthan State Mining and Minerals Ltd., Block Development Officer (BDO)⁹ and the Forest Department, and received confirmation at all levels that mining was illegal in the area. A meeting was then held at *Peepad* to which the mine owner was invited. Although initially reluctant, he came after the villagers pressurized him. In the ensuing discussions, he was persuaded to give up his encroachment. In order to prevent further encroachment and develop the pastureland for fodder, the village, with the help of *Seva Mandir*, has carried out wall repairs and plantation work, and the plantation is secure thanks to the villagers' efforts.



7. *Gram Panchayat*: village *Panchayat*

8. *Patwari*: village revenue officer

9. BDO: government official at Block level



Field irrigated by the Nakola lift in Kotra Block

Developing Natural Resources

Seva Mandir has been working with local communities to restore and enhance the productivity of the natural resource base around Udaipur since the 1970s. Rehabilitation of land, water and forests plays a major role in strengthening sustainable livelihoods, fostering social solidarity and conserving the ecology of a much degraded region. The Natural Resource Development (NRD) program works to improve families' access to water for drinking and agricultural usage and their access to forests and other kinds of common lands, all of which improves their lives.

During the year there have been a number of positive developments:

- Several of NRD's programs have been accepted by the government and communities, and pastureland, for example, is becoming a regular activity under MGNREGA
- The conferring of the National Biodiversity Award on Van Utthan Sangh (VUS)¹ provided international recognition for Seva Mandir's work in giving local communities stewardship of their forests
- Significant progress has been made in motivating communities to apply for Community Forest Rights (CFR)
- New programs such as sanitation have been refined

1. *Van Utthan Sangh* is a network of village-level Forest Protection Committees, initially formed under the Joint Forest Management program and promoted by Seva Mandir. It has made remarkable efforts to persuade local tribal communities to opt for CFR, which will protect the communal nature of forests and also build solidarity among rural communities. Through its work lobbying for the protection and management of forests as a communal resource, it is leading the way in the promotion of local ecology and long-term livelihood potential in the region.

- The agriculture and horticulture programs, which had earlier produced mixed results, have become more solidly grounded through pooled plantation and other projects

Commons and Encroachment

70 % of Seva Mandir's total working area consists of common lands which are for the use of the whole community. There are three kinds of commons: Pasturelands, Forests and Revenue Wastelands. The commons play a significant role in the lives and livelihood of the poor as people gather fodder, food, fuelwood and other produce from these communal resources.

But the majority of the common lands in villages are encroached, in other words illegally privatized, thereby not only denying the villagers access to and use of the land, but also weakening community solidarity and social cohesion. Persuading people to give up private occupancy of the commons and develop community resources for the collective good is a long and difficult struggle, but this must be done before the land can be physically rehabilitated.

Seva Mandir has helped village groups debate with encroachers and convince them to give up their claims to common lands. We have also helped resolve boundary disputes and arguments about sharing the produce gleaned on the commons.

Once the encroachments are removed, the commons are protected by boundary walls or live fences. Seva Mandir then helps the village communities carry out soil and water conservation activities in addition to planting trees, grasses and other vegetation to make the barren landscape productive, and the communities are trained to manage and equitably share the produce.

- Against a target of 252 ha, Seva Mandir helped village communities to develop a total of 381 ha under the afforestation program: 177 ha of individual land, and 204 ha of common land
- The target was for 130 ha of forest land to be brought under plantation, but under JFM this year only one village community was able to



Protecting the commons by building a boundary wall, Jhadol Block

develop 50 hectares of forestland, because the Forest Department granted JFM sanctions only at the end of the financial year

- 7 out of 9 JFM proposals which had been pending with the Forest Department for more than two years were finally sanctioned in January 2013
- 48 claims for CFR filed with the sub-divisional level committee (SDLC) of Jhadol, more than double the target
- 20 CFR claims being processed in Jhadol, 12 in Kherwara and 9 in Kotra Blocks
- 1,800 households benefited from afforestation and JFM program

Mahatma Gandhi National Rural Employment Guarantee Act

Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA) is India's largest public employment program. Changes in the Rajasthan State guidelines, brought about thanks to Seva Mandir's efforts, have led to our becoming an implementing agency for MGNREGA, with support from the *Gram Sabhas*², the local *Panchayats* and Block and District level officials of MGNREGA. This is a significant development and reflects positive political progress at village level. It should be noted that Seva Mandir does not receive any payment for undertaking the implementation of such large government schemes because there is no provision for this.

Seva Mandir has been able to carry out pastureland development work under MGNREGA. In fact, Seva Mandir's core activity of developing common lands has now become a major and regular MGNREGA activity. The purview of MGNREGA has now been extended to include water resource development and sanitation and that has created new opportunities for citizens and Seva Mandir.

- Pastureland development work on 29 sites carried out under MGNREGA, against the target of 30
- 58,000 person-employment days created

The Struggle to Obtain Forest Rights

The Scheduled Tribes and Traditional Forest Dwellers (Recognition of Forest Rights Act 2006) (FRA) was passed by Parliament in 2006. It seeks to undo the historical injustice done by the state towards the Scheduled Tribes and Traditional Forest Dwellers whose rights were denied by colonial rulers and thereafter by the independent Indian state. The FRA provides for the recognition of both Individual Forest Rights (IFR) and Community Forest Rights (CFR).

The normal trend is for communities to apply for IFR. In SM work area, people have gone against this trend and have applied for CFRs which takes a great deal of hard work and sacrifice: Seva Mandir and Van Uttan Sangh have been helping them in this process. However, despite the enshrinement in law of these rights, the state makes securing these rights, especially CFR, extremely difficult. Applications are left pending for years, files are lost, land records are absent, and the Forest Department regularly returns applications on minor technicalities. In some cases applications have been refused on the grounds that CFR could not be granted within a sanctuary, despite the fact that individual claims had been granted in the same area.

These difficulties are not only demoralizing for the communities, but increase the risk that encroachments on forest land will resume. Individuals who were persuaded to give up Individual Forest Right claims are now pressurizing village groups either to secure their CFR or give them up and allow the individuals to apply for IFR. Van Utthan Sangh and Seva Mandir are trying to convince the individuals concerned not to give up, but continued delay increases the danger that privatization will take place at the expense of community ownership of the forests.

2. *Gram Sabha*: Smallest unit of a *Panchayat* where all voters are its members

- Rs 6,975,768 paid for labor under MGNREGA

Watershed and Agriculture Development

Two key focuses of the NRD program in the past year have been implementing watersheds to conserve soil and water resources and the promotion of a variety of improved agricultural practices. We work to increase the local communities' knowledge and capacity through discussions and practical work (which also supports livelihoods), such as constructing water harvesting structures and well deepening.

The primary objective of our agricultural programs is to increase the profitability of rejuvenated land and water resources. Activities include improving the cultivation of field crops, vegetables and fruit, and improving animal husbandry. Programs such as the *Wadi*³ initiative provide farmers with fruit saplings and help improve the quality of soil and water resources. Crop development activities improve the productivity of local field crops by revitalizing the seed stock available to farmers. We are also emphasizing the conservation of indigenous plant, animal and fish species. Village Development Committees manage the collection, storage and distribution of seeds in seed banks.

- 180 ha on 2 sites covered under watershed, against a target of 500 ha as there was a delay in the sanction of funding from ICRISAT and NABARD
- 14,400 fruit saplings planted in 360 homestead orchards in 12 villages
- Inter-cropping of saplings with crops such as black gram and vegetables promoted to increase consumption of vegetables and allow commercial sale of surplus
- In 4 villages, 68 farmers earned Rs. 952,700 by growing and selling vegetables, mainly guar (cluster bean) and coriander
- 60 seed banks functional across all the Blocks
- Green gram seeds distributed among 115

farmers, producing a yield of 9,472 kgs from which the farmers earned Rs 568,320

Clean Development Mechanisms (CDM) and Climate Change

Seva Mandir's Improved Cookstoves (ICS) CDM project aims to decrease fuelwood consumption by replacing inefficient traditional stoves with fuel-efficient wood stoves in about 18,500 households, in a drought-prone, biomass-deficient region of India. The improved cook stoves save on average 72% of households' fuelwood and also generate Carbon Emission Reductions (CERs)/carbon credits, which will be sold to cover the costs of the initiative.

This year the focus was on registering the project with UNFCCC and Gold Standard (GS), and setting up a monitoring system. Two models of ICS, *Chulika Aadi Sri Shakti* and *Greenway*, are included in the project. To support monitoring, online software was procured and customized. Baseline data has been collated for 25,826 families to facilitate analysis of the status and impact of the project. The ICS was demonstrated in 62 of the 96 selected villages, providing feedback on designs, which was shared with manufacturers in order to improve upon the stoves.

Research Activities

- A study titled *Safeguarding Commons for Next Generation*, being undertaken in several states of India simultaneously, is seeking to identify and disseminate issues related to commons and to promote research, collaboration, advocacy and networking on common lands and resources
- A project on Community Based Land Governance is being carried out in collaboration with IASS, Germany, with the aim of collating findings from field experience of community-based common resource management practices that reduce the livelihood vulnerability of poor rural people and contribute to sustainable resource use



Packaging of Dal at Nala Dal Mill, Medi, Kotra

The Income Generation Cell

Seva Mandir works to provide sustainable livelihood opportunities to poor and marginalized people in rural areas and increase the per capita income of households. The Income Generation Program was set up in 2012 to manage these various livelihood-related activities. The major activities pursued are:

The Dal Mill or Pulse Processing Unit was set up in 2008 to help marginalized farmers get better prices for their produce. Seva Mandir buys dal (pulses) from local farmers at a fair price, processes it and sells it in the Udaipur market. The Dal Mill has increased competition in the local area, stopped farmers having to travel long distances into the next state to sell their produce, eliminated their reliance

on middlemen, and raised the general buying price, leading to fairer prices even for farmers who do not sell to the Mill.

The Fisheries Project was developed to help women find an alternative source of income. Fish seed is cultivated in ponds managed by women's Self-Help Groups (SHGs). Once the fish grow, they are extracted from the ponds and sold in the market.

The Soy Processing Enterprise was established in 2010 in order to provide employment to local youths and address malnutrition among children attending non-government schools. The lack of a market in Udaipur is proving a major challenge for this program.



A closed water tank providing clean drinking water, Jhadol Block

Clean Drinking Water and Sanitation

Seva Mandir works in a region which has semi-arid climatic conditions and undulating terrain. These factors often lead to drought and limited water availability which force communities to work hard to fulfill drinking water needs for domestic consumption and agriculture. Sanitation is also a major issue in this region. Only 30-40% families have access to toilets, with cost being a prohibitive factor. As a result of water scarcity and inappropriate designs, toilets often fall into disuse.

A key focus of Seva Mandir's work has therefore been on securing and increasing the availability of drinking water and access to sanitary facilities.

Clean Drinking Water

This program aims to provide clean drinking water (CDW) to rural communities.

- Access to CDW ensured for 989 families (approx 5,700 people) in 13 villages, against a target of 600 families
- Total coverage now 2,312 families, 88% of the total households in 13 villages
- 10 wells restored; 14 water tanks constructed; 1 community roof water harvesting system installed
- 435 candle filters¹ given to families with no access to water tanks, helping provide CDW to households, particularly in rocky areas, where no tanks can be built and wells are far away

The primary activity in this program continued to be construction of tanks near open wells, as well as repair of these wells. These tanks are then chlorinated (much easier and more effective because of the smaller capacity of tanks versus

1. Filters using ceramic 'candles' as the filtering mechanism

wells), which provides CDW to the beneficiaries. Other than this, restoration and up-scaling of the existing government water tank schemes was initiated as an alternative way of providing CDW. In all of these interventions, the focus remains on community-managed drinking water systems. The families dependent on the tank take responsibility for its cleaning, maintenance, conflict resolution and upkeep. Women have taken the lead in this regard and are now taking responsibility for the tanks.

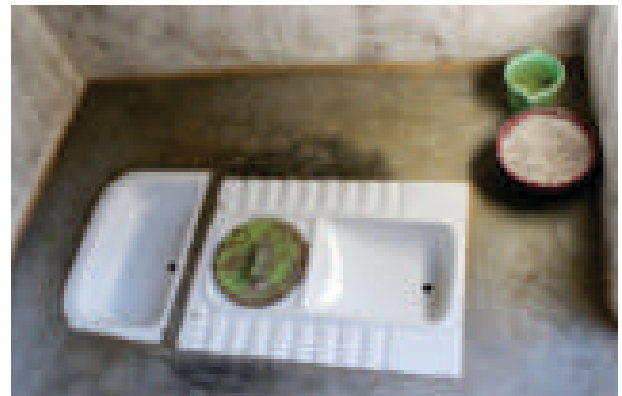
Pre-monsoon data for water levels and quality was collected in this period which helped in completing the mapping of groundwater resources in 12 villages. Seven maps were prepared which will help us to understand the characteristics of local groundwater - how much water is stored and how it moves within and outside the village. These maps will also help the communities to know the location of the aquifers and guide them in the conservation, management and proper use of these resources.

Sanitation

This program aims to create access to good sanitary facilities and increase awareness about these among the communities Seva Mandir works with. Our focus has continued to be on the use of Ecosan toilets², which use less water and turn waste matter into odorless manure for agriculture, and the results have been extremely encouraging.

- 214 Ecosan toilets constructed, taking the total number to 241
- Approx 1,250 people now with access to toilets
- 75% of the toilets are being used regularly

Steps are being taken to increase usage of toilets, including meetings with the communities and discussions with the households. After numerous discussions with the communities, some modifications have also been made to the design. They are now being made easier for women and the elderly to use and bathrooms will be fitted



An Eco-champion

Ecosan toilets are designed to retrieve and reuse the nutrients from human waste, and to use the minimum amount of water. In the Kotra region of Udaipur district, the majority of the population are tribal and have their own customs. The habit of open defecation in the fields was hard to change and the concept of the Ecosan hard to grasp, especially for the women.

Punamchand Parmar, a young tribal from Patharpadi village in Kotra, who is very unusual in that he completed 10th grade at school, emerged as a champion of social change when the Clean Drinking Water and Sanitation program was introduced. He set about creating awareness of the eco-sanitation campaign, learning a lot about the toilets in the process.

He was the first beneficiary of an Ecosan toilet in the area, but it wasn't easy for him to convince his family members, especially his wife Sumi, to agree to build the toilet and comply with the conditions, including making a financial contribution. He started using the Ecosan toilet and demonstrated the method to members of his family. Sumi and others were initially apprehensive, but, with the onset of monsoon, they started encountering snakes and other reptiles in the fields. They also began to realize that the new toilet would give them increased privacy and security, and they began to change their minds.

Today Punamchand and Sumi are proud users of Ecosan toilets. Their family has inspired other villagers to work to ensure that Patharpadi becomes a model eco-sanitation village, and there is now a demand for 70 Ecosans.

2. Ecosan toilets store solid waste in a chamber where it turns into odorless dry manure which is ready for use in the fields after a few months



The collection of urine in an Ecosan Toilet

along with the toilets. Further work is being done to help beneficiary families learn and become accustomed to using the toilets.

As the manure chambers of the first 18 Ecosan demonstration toilets were ready, they were opened in the presence of a large number of families whose responses were satisfactory. In some places the women hesitated to handle the manure, but in most cases this initial reluctance was overcome when families saw the quality of the end product of decomposed excreta.

The government has now recognized Ecosan as a suitable model for use in the region, and has appointed Seva Mandir as Project Implementing Agency (PIA) in Udaipur district to construct Ecosan toilets under the government schemes of *Nirmal Bharat Abhiyan*³ and MGNREGA, which will support nearly 45% of the construction costs.



An Ecosan Design workshop underway



3. *Nirmal Bharat Abhiyan*: formerly known as the Total Sanitation Campaign



An SHG discussion in process

Empowering Women

Women in southern Rajasthan, the majority of whom are tribal, enjoy certain freedoms not shared by women in other regions (in relation to physical mobility and the right to choose their partners) but they face significant disadvantages in other respects. They are traditionally excluded from the social institutions that determine social behavior in their villages, and frequently face domestic violence and abuse. Their access to education and health services and their ability to share in their family's decisions regarding finance are very limited.

For more than two decades, Seva Mandir has been working towards making gender relations more just and equitable, by creating platforms on which women can come together and gain strength from

each other to bolster them in their individual and collective struggles. At the same time, Seva Mandir has been encouraging economic empowerment by enabling women's collectives to undertake savings and credit activities.

Over the last year, several efforts were directed towards strengthening Women's Groups, Cluster-level Associations and Women's Resource Centers. Cluster Associations (at the *Panchayat* level) were restructured in many locations to increase women's participation; discussions were held with the leaders of Women's Resource Centers to increase their outreach; and intensive work was done with the youth of Kherwara Block to sensitize them on gender issues, enhance life skills and give them a voice in the community.

Social Empowerment

Women's Groups and Cluster Associations

provide a forum in which women can discuss the problems they face, from domestic violence to health issues and childcare, and raise small loans. In Cluster meetings, women leaders raised and resolved issues related to gender-based discrimination and violence, water scarcity and sanitation, access to and functioning of government services, including teacher absenteeism in schools, Public Distribution System, Integrated Child Development Services, *Anganwadi*¹ centers, the issuing of job cards and payments under MGNREGA, land-grabbing and issues related to savings and credit activity.

Women's Resource Centers (WRCs) provide an essential forum for marginalized women to address gender-related grievances including domestic violence, abandonment and economic discrimination when husbands elect to separate from their wives. They were set up by Seva Mandir and are run by women who receive targeted training to enable them to address these grievances with all interested parties, negotiate solutions which are accepted and respected by the communities including, the menfolk, and provide follow-up to ensure that the solutions last.

Two training programs were conducted for leaders running WRCs to discuss ways to improve functioning and outreach. Leaders have started visiting villages in their Clusters to make women aware of the services provided by WRCs and as a result of this there has been an increase in the number of women approaching these centers. In order to learn about different ways of supporting women in distress, a group of 18 women leaders associated with WRCs and Clusters from Badgaon and Girwa Blocks also visited the *Nari Adalat*² run by a group of four local women and two men at Pai village near Udaipur.

- 9 WRCs functioning, against a target of 13 (1 closed due to ineffective functioning, and the focus was on strengthening existing WRCs)
- 110 women registered new cases with the WRCs
- 121 cases currently being addressed by WRCs, most relating to gender-based violence
- 85 cases resolved by the WRCs
- 2 cases referred to the judiciary

Gender-sensitization of staff. Two training sessions were organized to sensitize the staff of Seva Mandir on gender issues.

A three-day course for 25 staff (10 Female, 15 Male) and a five-day course on gender for 25 staff and youth volunteers was organized.

Short-Stay Home. Many women who leave an abusive household lack support from their family or community. A Short-Stay Home for women and girls provides a safe haven for these women and their children, and offers counseling and legal advice. The women receive training on block printing, beauty care, embroidery, repairing mobiles, earthen lamp decoration and making sanitary pads. They are then employed as domestic help, caretakers, support staff in colleges, fieldworkers with NGOs etc. They have also been involved in packing iron and calcium pills and making sanitary pads for Seva Mandir's Health program, and stitching work for Sadhna, a women's handicraft initiative.

- 85 women, with 49 children, stayed at the short-stay home
- Total number of cases 107, of which 90 resolved through reconciliation with families, provision of employment and referral to other organizations
- 10 non-resident women given counseling support
- 19 women and 11 children currently in residence

1. *Anganwadi*: government-sponsored child- and mother-care center
2. *Nari Adalat*: women's court



Women's Day celebrations in Shisvi village, Girwa Block



Shri Govind Nihlani (Chair Person, Plan India & renowned film-maker)



Smt Neelima Pandey (Plan India, New Delhi)



Smt Leela Vijayvergiya (Chief Executive, Sadhna)



Smt Priyanka Singh (Chief Executive, Seva Mandir)

Women's Day celebrations. International Women's Day in March 2013 was celebrated as *Mahila Mahotsav*³. The event brought together 300 women staff, community-level women, youth leaders and volunteers to celebrate achievements and to discuss how Seva Mandir and society at large can be a safer and happier place for women.

In Shisvi village, Girwa block, a two-day Women's Day event launched a new proposal on Girls' and Women's Empowerment through Civic Action, backed by Denmark National Office (DNO) and Plan. 360 women and young girls met to discuss various issues affecting them and find ways of dealing with them.

Interventions with youth and caste panchayat leaders. Four training programs for young people were organized, one for young girls in Jhadol and three for mixed groups in Kherwara Block. These focused on gender and life skills and included sessions on perceptions, socialization, gender, violence against women, use of technology, leadership skills, nurturing healthy relationships and managing emotions. A total of 139 youth (92 girls and 47 boys) participated in these training sessions.

These sessions helped young people understand how perceptions of gender affect both girls and boys, what roles young people can play in changing gender attitudes and practices, and taught them life skills to help them deal with issues affecting them. The aim is to encourage young people to question gender-discriminatory practices in society.

In Badgaon Block, regular meetings were organized with caste panchayat leaders across seven *chokhlas*⁴. A two-day meeting was organized for the caste panchayat leaders and WRC leaders of the Block to discuss cases of WRCs requiring support from the caste panchayat, the Domestic Violence Act and other provisions for the protection of women, and the role of *Gram Nyalaya*⁵. The training was facilitated by Seva Mandir staff, while sessions on legal issues were led by two lawyers. 22 women and 58 men participated.

As a result of regular discussions with caste panchayat leaders in Badgaon Block, Chali *chokhla* has decided that at the time of *dhoond*⁶,

3. *Mahila Mahotsav*: Women's Festival

4. *Choklas*: committees of caste panchayat heads from a Cluster of villages

5. *Gram Nyalaya*: village court

6. *Dhoond*: an event to mark the birth of a boy

expenditure on gifts will be reduced, as will expenditure on death ceremonies.

In Kherwara Block, two training programs and one workshop for caste *panchayat* leaders were organized to sensitize them on issues such as domestic violence, girls' education, child marriage, the declining sex ratio and their role in empowering youth. 181 leaders participated.

Six zonal level consultations with community leaders were conducted in Kherwara Block on female foeticide and the education of girls. Leaders from 8-10 villages participated in each of these consultations, in total 436 people: 66 boys, 65 girls, 150 women and 155 men. Data on sex ratio and education status was presented and participants were divided into groups for discussion and to identify ways to improve the current situation.

Economic Empowerment

Women's collectives. Seva Mandir sets up women's collectives, or Self-Help Groups (SHGs), to help women become independent and financially capable, enabling them to undertake savings and credit activities.

Seva Mandir has collaborated with Rajasthan Rural Livelihood Projects (RRLP) to strengthen two SHG Clusters, viz. Jhunthri and Pareda of Kherwara Block, and organized a two-day training program to orient women leaders on RRLP and its benefits.

SHGs have mobilized funds from their GVKs for a number of activities such as renovating houses, purchasing pumps, agriculture, buying goods to run stores, repaying loans, carpentry, land leveling, well deepening, weddings etc. One SHG has also mobilized funds from a bank to start a dairy for its members.

- 573 women's SHGs with 8,259 members covering 182 villages of 104 *Panchayats* in rural areas and 12 colonies of 6 wards in the urban area. (This is short of the target of 650 SHGs: some were closed because of internal conflicts and the focus was on strengthening existing SHGs.)

- SHG net funds: Rs. 36,129,039, an increase of 23%
- Total savings: Rs. 32,466,690
- Cash at bank: Rs. 9,415,257 (26% of total funds)
- Cash in hand Rs. 1,925,383 (5% of net owned fund)
- Loans outstanding: Rs. 25,729,919
- Profit: Rs. 1,830,761
- Savings to credit ratio 1:1, indicating that members are rotating all their savings for credit

Micro-insurance. 25 people took advantage of the Jeevan Madhur and Jeevan Mangal schemes of in the Urban, Badgaon and Kherwara Blocks. Both schemes provide benefits on death (natural or accidental) or maturity. 1,156 people are insured under this scheme through 24 community agents and two claims have been lodged and settled.

Resolving Domestic Conflict

Surya had lived with her parents for two years because of conflict with her husband, who was living in a village in Gujarat. Surya attended a women's Cluster meeting and explained that her husband was always suspicious of her and often harassed her physically and mentally, so she had been living apart from him. After listening to Surya, the group asked her what she wanted. She replied that she wanted to live with her husband. Women from Kharariwara Cluster then called her husband, but he refused to come to the group. Three women leaders associated with WRCs then went and met Surya's husband in Gujarat and counseled him. He said that he would like to talk with his wife in front of the women leaders. The leaders returned with Surya, and the couple had a discussion and finally decided to live together. Surya is now happily settled with her husband.



Sadhna : A Story of Empowerment

In 1988, Seva Mandir started an initiative to provide alternative incomes for women in Udaipur's rural, tribal and urban slum belts. As these communities were not dependent on agriculture, handicraft and embroidery in the form of appliqué and patchwork were chosen as suitable skills to introduce. In 2004, a mutual benefit trust by the name of Sadhna was registered which facilitated the production & sale of handicrafts by the artisans. The women were also involved in the running of the business. Having started with 15 women, Sadhna now boasts 657 women as part of its family. The work done by Sadhna has catalyzed a noticeable change in the lives of its artisans, building confidence, economic empowerment and an increased social-political presence.



Children with the Sanchalika in the Chali Balwadi of Badgaon Block

Early Child Care and Development

Children aged between one and five in the areas where Seva Mandir works lack adequate care, nutrition, security and a stimulating environment at home. Extreme poverty forces parents including mothers to work either on their farms or as laborers at government or other work sites or travel to forests to collect firewood and fodder. Most work sites do not offer child-care facilities, and those that exist are often of poor quality.

The government's Integrated Child Development Services (ICDS) scheme, under which *Anganwadis* (preschool centers) are run, caters to only 16% of children¹, is plagued by chronic staff absenteeism and is unable to provide quality services. In the absence of quality day care where mothers can leave their children while working, children are either taken along, or left alone at home or in the care of older siblings, who are themselves then

unable to attend school. Furthermore, children do not receive sufficient nutrition at home. 44% of children in the age group 0-3 years are underweight in Rajasthan and 75% of children are anemic in Udaipur district.

Seva Mandir works to address these issues by starting community-run preschools called *Balwadis*. These are safe, secure facilities that offer an educationally, nutritionally and developmentally appropriate preschool environment. The *Balwadis* are run by a *Sanchalika*, a local woman whom Seva Mandir has trained to work with young children.

- 4,627 children catered for (2,428 girls and 2,199 boys) across 157 village hamlets, exceeding the target of 4,400 children
- Approximately 3,133 mothers supported through this program

1. According to NFHS-3 and Seva Mandir's internal study

- 187 *Balwadis* in total, compared with 202 last year, just short of this year's target of 200.
- 15 centers closed; 1 centre opened. Of the 15 centers closed, 5 were closed because government mini-*anganwadis* opened in the same hamlet; 10 were closed mainly due to poor functioning

Last year, a new curriculum was developed to enhance the cognitive, language, motor and psychosocial development of three- to five-year-olds. Given the positive effect of this curriculum in 21 *Balwadis*, it has now been extended to 56 more, taking the total number of *Balwadis* with the curriculum to 77.

Seva Mandir has now been trying for more than two years to raise government support for its preschool program, but it has met with no success, despite meetings with top officials and the minister. While they are convinced of the quality and relevance of the preschool program, they have no mechanisms to support a program like this. At best, they could offer partnership within the existing scheme. Accordingly, they offered Seva Mandir an opportunity to run ICDS *Anganwadis*. However, Seva Mandir would have had no control or power to make any changes in the program - not even the flexibility to hire/change the *Sanchalikas*. Seva Mandir felt that within this rigid framework it would not be able to ensure adequate care, nutrition and preschool education to children, so it would be better to decline this opportunity and continue to lobby for support that would enable more meaningful care and development for younger children.

Important Activities

Addressing nutritional needs. To address the nutritional needs of children, a regular supply of nutrition and basic medicines was ensured in all *Balwadis*. Growth monitoring was carried out in September 2012, with 973 children who had been monitored the previous year.

- The number of children in the normal category increased from 33.3% to 41.2%
- Those in the malnourished category

decreased slightly from 57.3% to 55.6%

- Those in the severely malnourished category dropped from 9.4% to 3.2%
- 18 severely malnourished children from 23 *Balwadis* from Girwa and Badgaon were referred to Malnutrition Treatment Center (MTC) by the *Sanchalikas*

Concerns persist: though *Sanchalikas* are able to persuade parents to take children to the MTC, they face poor services and inadequate counseling from doctors. This needs to be addressed through discussion with the relevant authorities.

Birth registration. In March 2012, Seva Mandir conducted a study of Universal Birth Registration across four Blocks and 51 households. While 61% of children born within the past two years had been registered with the *Panchayat*, only 22% had a birth certificate issued. Through the efforts of Seva Mandir staff and *Sanchalikas*, 1,367 children from 64 *Balwadis* were registered, of whom 520 received birth certificates. *Sanchalikas* from Dholi ghati and Chali Bhilwara *Balwadis* of Badgaon Block also facilitated birth registration of 29 non-*Balwadi* children.

Building Capacities and Strengthening Participation

Strengthening capacities of *Sanchalikas* and staff. Ten training courses were conducted in the reporting period which were attended by 187 *Sanchalikas*. In addition, a training course was held for field-level staff to enhance their understanding of early child care and new aspects introduced to the program.

Three curriculum-based training programs were organized for 56 *Sanchalikas* who implemented the new curriculum for the children, focusing on shapes, colors, concepts, numbers, Hindi language, poems, songs etc.

In the 21 *Balwadis* where the curriculum was first piloted, *Sahayikas* (assistants) have been appointed to support *Sanchalikas* in implementing the curriculum effectively. However, this has led to some

Going to School

906 children from Balwadis graduated to schools, against a target of 800



Sanchalikas being absent or irregular. A review of the centers with *Sahayikas* will be undertaken in the coming year to decide on the further appointment of *Sahayikas*.

Deepening community ownership. GVCs² monitor *Balwadis* on a regular basis and support *Sanchalikas* wherever required.

In many *Balwadis*, mothers provided voluntary support to the *Sanchalika*: fetching water, cleaning the *Balwadi*, feeding and taking care of children and providing supplementary food, seasonal vegetables and wood, and also helping the *Sanchalika* carry material to the center.

- Rs.30,540 contributed by GVCs to help 5 *Balwadis* with payment of *Sanchalikas'* stipends, house rent and fuel expenses
- 452 parent meetings organized by the *Sanchalikas*, creating awareness among parents on child care issues and how to get their children aged between 6 months and 3 years into government *Anganwadis*
- Parents contributed annual fees of Rs. 269,441 (an 11% increase in parents contributing this year)

Going on to school

- 906 children from *Balwadis* graduated to schools, against a target of 800
- Of these, 318 girls and 352 boys joined government primary schools and 85 girls and 151 boys joined *Shiksha Kendras* run by Seva Mandir
- Teachers at the schools observe that children from *Balwadis* are more attentive, happier and have better understanding compared to non-*Balwadi* children

Monitoring of Centers

Balwadis are regularly monitored by the village committee and Seva Mandir staff. In 78 centers, *Sanchalikas'* presence was monitored using cameras, recording an increase in their regularity and punctuality. The average monthly pay of

Sanchalikas has increased to Rs. 2,500 from Rs. 1,800 because the centers are now open longer (20-22 days instead of 17-18 days) and are run full-time. Camera monitoring was extended to 31 *Balwadis* of *Jhadol* Block in January 2013.

Working with External Agencies

FORCES³ (National and Rajasthan) organized a two-day consultation in Jaipur to strengthen understanding of the draft ECCE⁴ policy, which provides a year of early childhood care and education to children of preschool age, proposed restructuring of ICDS, and advocacy issues and plans to strengthen legal entitlements for children. Two representatives from Seva Mandir participated in this consultation. In continuation, a core group meeting was organized to review the network and discuss institutional aspects related to roles and functioning of a secretariat, membership regulations etc.

20 people from URMUL⁵ visited Seva Mandir for two days. The team visited four *Balwadis*, attended village meetings and had a debriefing meeting with Seva Mandir staff. The URMUL team also shared their experiences of running government ICDS centers.

Double Fortified Salt

A study of the benefits of double fortified salt (DFS) was initiated in 8 *Balwadis* (four intervention and four non-intervention) in mid-August 2012, in collaboration with the Health program. The baseline indicated that all the children were anemic. Rigorous monitoring was done in all eight *Balwadis* (intervention and control) to measure children's attendance and their intake of food.

The endline assessment in March 2013, which included measuring children's weight and hemoglobin levels, indicated that in the four non-intervention *Balwadis*, 25% of children were no longer anemic, and in the four intervention *Balwadis*, 33.3% were no longer anemic, thus improved results in all *Balwadis*, both intervention and non-intervention. The data analysis is not yet able to determine the relative importance of improved functioning of *Balwadis* and the DFS. A decision on the future will be taken once the results become clearer.

2. GVC: Village Development Committees

3. FORCES: Forum for Creche and Child Care Services

4. ECCE: Early Childhood Care and Education

5. URMUL: An NGO based in Bikaner



Children at a Shiksha Kendra in Badgaon

Educating the Next Generation

Seva Mandir works in areas where children face hurdles in accessing quality education. The condition of schooling here is often one of severe neglect with high rates of teacher absenteeism, poor pedagogical methods, inadequate learning materials and infrastructure, and, above all, an apathetic atmosphere. In many places, there is also a high incidence of children migrating either daily or seasonally for work. Providing a meaningful education in this context is thus important not only for its intrinsic value, but also because attendance in school can often prevent a child from migrating at an early age.

Seva Mandir's Education program works to ensure quality education for out-of-school children and to empower communities to collaborate effectively with the government to ensure quality education for their children. The key objectives are:

- To ensure access to quality education for rural

and tribal children in the age group 6 -14

- To increase community demand for quality education and deepen understanding of the need for it
- To empower young people with the skills and confidence to be community leaders

Shiksha Kendras

Shiksha Kendras (SKs) or bridge schools provide quality education to out-of-school children between the ages of 6 and 14 in remote rural hamlets.

- 175 SKs served 6,019 children, compared with the target of 225 SKs catering to 6,750 children
- Seva Mandir's financial constraints led to the decision to focus on existing SKs, rather than open new centers
- 44% of SK pupils are girls, but motivating girls

to go to school in certain regions remains a challenge

- 197 instructors were trained, short of the target of 234 (fewer being required as a result of a smaller number of SKs)
- Standardized evaluation tests were conducted twice a year, testing 5,117 children
- 664 (13%) of these reached level 3, indicating basic competence in language and mathematics
- 25% of SK students graduated to government schools, an increase of 5%
- 61% of these enrolled in classes 5 and 6

Residential Learning Camps

The two-month-long learning camps run by Seva Mandir prepare children who have dropped out of, or never been to school to join mainstream school, by giving them basic literacy and numeracy skills and the motivation to learn. The learning camps serve the most vulnerable groups, such as children with a single parent, orphans and those working to supplement their meager family incomes.

- 3 camps were held at our training center at Kaya (just outside Udaipur)
- 279 children (198 girls and 215 boys) from 31 villages took part, short of the target of 350 over 3 camps
- The number of children is smaller because the majority of those who attended the first camp joined government schools, thus missing the next two camps
- 151 children participated in one seasonal camp, 87 in two camps and 41 in all three camps
- Although the percentage of new children was high this year, almost 75% of the them were made literate and semi-literate, reflecting the instructors' efforts to help them become independent learners

Activity Centers

The five activity centers run in collaboration with government schools and village communities in Badgaon Block are contributing to building children's understanding in mathematics and Hindi. In the urban areas, 11 *Bal Samuhs*¹ are providing support to help 220 marginalized children (99 girls and 121 boys) improve their academic performance.

Joshi Lal

Where there's a will, there's a way! Joshi Lal certainly embodies this old proverb. This 10-year-old resides in Kham village in Kotra Block. He was dying to join his friends at school, but his inability to hear or speak was a big hurdle to overcome. The government school teachers were unable to cater to his needs, and his father could not afford to send him to a specialized private institution.

An SK facilitated by Seva Mandir runs in Dhana hamlet of Kham village. Though this is 5 km from Joshi Lal's hamlet, a few children from his hamlet do attend it. Joshi Lal was eventually allowed to join the other children and enrolled in Dhana SK.

At first, the instructors found it difficult to make him understand things, but now, through actions and gestures, he is able to understand. Joshi Lal can now write the names of all his classmates and can solve addition and subtraction problems. He loves being at the SK and enjoys playing *Sitoliya* (a traditional Indian game) with his friends.

He regularly travels the long distance to the center and makes sure that his two brothers also come along. All credit to the SK instructors for helping a child fulfill his dreams, and to the spirit of this determined boy.

1. *Bal Samuhs*: Children's Groups

Youth Resource Centers (Urja Ghars)

Youth Resource Centers (YRCs) are spaces where young people in the community can discuss issues and explore ideas. They are run by youth facilitators from local or neighboring communities.

- 21 YRCs catered to 2,598 youth (53.3% boys and 46.7% girls), an increase of 14%
- While the number of YRCs is short of the target of 31, the number of young people catered for has significantly exceeded the target of 1,500
- There is a demand for more YRCs, but Seva Mandir's constraints on staff and resources have prevented us from meeting the target
- Alongside regular activities, 265 young people participated in vocational training courses in collaboration with Aajeevika Bureau², Vidya Bhawan Rural Institute³ and others
- In Delwara, young people received training in connection with the Heritage Walk for social change (more details in chapter 9)
- The youth in Madri village were instrumental in persuading 13 children to stay back in the village instead of migrating



Youth at an Urja Ghar

2. Aajeevika Bureau: an NGO supporting vulnerable migrant workers
3. Vidya Bhawan Rural Institute: an Udaipur-based institute



RTE and the Threat to Seva Mandir's Schools

The Right of Free and Compulsory Education Act, 2009, more popularly known as the Right to Education (RTE), was enacted in August 2009 and the state of Rajasthan introduced it from March 2011. According to the Act, the definition of a school is based on measures related to human and physical infrastructure, but not outcomes in terms of learning. A school under the RTE Act is one which has a specified number of rooms of a prescribed size, running water, toilets, teachers with specified qualifications and salaries in line with government norms. The Act further requires that children progress to higher classes without any assessment.

The Act presumes that government schools will provide a decent education, and on that basis outlaws alternative low-cost models of schools. But this assumption is far from valid and most are known to provide poor education and are unable to retain children. In recent surveys by Seva Mandir covering 1,828 households in 14 villages of Kotra and Jhadol, of the 2,478 children aged 6 to 14 years surveyed, 53 % were out of school of which 36% had never attended school.

On the other hand, the *Shiksha Kendras* and Residential Learning Camps run by Seva Mandir may not conform to RTE norms on formal teacher qualifications and physical infrastructure, but they offer good primary education to children in very remote locations. The children in these schools outperform those in government or private schools. Yet by March 2013 they would have had to close down as they do not meet the definitional norms of a school under the RTE Act.

While fully supportive of the spirit of RTE, Seva Mandir felt that closing down options without providing alternatives was not a good idea and argued for the continuation of alternative schools, especially in very remote areas. After two years of intense advocacy at government level, the government of Rajasthan agreed to grant SKs the status of Special Training Centers. In the process, government officials reviewed Seva Mandir's curriculum and pedagogy and visited 11 randomly selected SKs. They observed that the learning levels in our SKs were significantly above those found in government schools, praised our SKs' efficiency, and recognized the fact that, despite limited inputs, the children's learning level was very high as a result of their experience on the ground.



A Balsakhi at work

Improving Health

Seva Mandir's Health program, established in 1984, works to change health practices and care-seeking behavior through education, awareness and experience of quality services. Seva Mandir collaborates with local community health workers, other NGOs, the government and the private health sector to find innovative solutions to local health challenges. The three major components of the Health program are maternal health, child health and adolescent health. These specific interventions also aim to influence the wider discourse on public and community health.

Maternal Health Program

In the last few years, there have been a series of progressive government schemes to promote maternal health, such as *Janani Suraksha Yojana* (JSY)¹, the National Rural Health Mission (NRHM)

and *Janani Shishu Suraksha Yojana* (JSSY)².

However, the data from the Seva Mandir sample population suggests a level of stagnation in health outcomes on the ground. A good indicator of this is the number of institutional deliveries in the region, which are considered to be a safer alternative to deliveries at home due to the greater availability of facilities. There has been only a slight increase in the number of institutional deliveries in the past years, from 46% in 2010-11 to 47.3% in 2012-13. Initially, the trend seemed to suggest that the number of institutional deliveries was greater in the villages which were closer to public institutions, but this pattern does not now seem clear.

During deliveries at home there may be an absence of quality care, so family members sometimes seek help from untrained Traditional Birth Attendants (TBAs) and unqualified local 'doctors', which often

1. JSY is a centrally sponsored scheme that integrates cash assistance with delivery and post-delivery care

2. JSSY includes the above along with drugs, consumables, diagnostics, etc

proves fatal for both the woman and the child. Recently conducted investigations reveal that a total of six cases of maternal death have been reported in the past year.

Against this background, our efforts towards ensuring better health and preventive healthcare, as well as making public health services more effective for the poor, are all the more necessary. Internally, it has been observed that, as the Seva Mandir-trained TBAs are becoming increasingly competent at recognising complications and aware of government schemes, they are persuading more women to opt for institutional deliveries, while also ably treating patients who are unable to reach the health facilities. Most importantly, the TBAs provide huge psycho-social support to pregnant women, counseling them and their families, and accompanying the women to hospital and helping them navigate the hospital system.

In addition to enhancing TBAs' capacity to provide safe maternal health and their coverage, Seva Mandir has also been trying out some new interventions to make the program more effective.

Postpartum hemorrhage (PPH) prevention.

Given high rates of maternal death due to PPH, Seva Mandir designed a pilot study to test PPH prevention through administration of misoprostol in home deliveries. Kherwara Block was chosen for the pilot as it had a high rate of home deliveries. This drug reduces post-delivery blood loss which can lead to PPH. 40 TBAs are taking part in the study, and results have indicated that the TBAs were following safe practices in administering misoprostol and 43% of women delivering at home were able to be helped. Despite the transient side effects, which include fever and nausea, 97% of women who had used misoprostol said they would use it again.

Comprehensive Obstetric Care Program. The obstetric insurance program (2010-2012) was designed to reduce maternal and infant mortality and morbidity by increasing access to prenatal care and counseling and removing barriers that prevent women from accessing obstetric care when it is most needed. The scheme was carried out in 44 villages of two Blocks: Kherwara and Kotra.

In Kherwara, of the 117 women who purchased the insurance scheme, 70 used one or more services, while 21 used the scheme at time of their delivery. Results from the endline assessment in Kherwara show that 69% of women are satisfied with the insurance scheme and 55% said they would repurchase the scheme. Most women reported checkups and access to a sonography as the primary benefits of the insurance scheme. The scheme has not, however, been renewed as it proved not to be financially viable.

- 323 TBAs trained in maternal care in 152 villages, treating 7,003 pregnant women across 5 Blocks, compared with our target of 448 trained TBAs treating 9,000 pregnant women
- 7,003 women served by TBAs compared to

The Danger of Quacks

Anita had come to her maternal home in Baleecha village of Kherwara Block during the eighth month of her pregnancy. She had received both her TT shots and had also gone for a checkup during the eighth month at a private hospital in Bhiloda, Gujarat, in which both mother and baby were found to be healthy. She was not registered with Seva Mandir's TBA and thus had not received any antenatal services from her. In the ninth month of pregnancy, Anita went into labor in the afternoon and the family decided to take her to the hospital. They met an unqualified local practitioner on the way who persuaded them not to go to the hospital as a home delivery would be less trouble. He gave Anita an injection and she had a normal delivery in the evening. Later, however, she started to bleed profusely and soon became unconscious. A taxi was arranged and she was taken to the private hospital in Bhiloda, Gujarat, where she was pronounced dead. Anita's father said that the local practitioner had accidentally cut a vein while performing an episiotomy prior to the delivery and this had led to the heavy bleeding. The quack has gone missing from the village following Anita's death. The cause of death may have been postpartum hemorrhage and a contributing factor may have been the lack of qualified care which led to complications.

5,402 last year, a larger number per TBA

- 1,783 women given antenatal checkups at camps compared with 1,553 last year
- 5,136 deliveries facilitated by TBAs, of which 2,804 at home
- 8,147 women participated in 1,035 meetings and discussed issues critical to maternal health

Child Health Program

Home-based care of infants and neonates.

Balsakhis are women trained by Seva Mandir to provide newborn care and manage contingencies like hypothermia and low birth weight, and to identify danger signs and provide appropriate referrals.

- 99 *Balsakhis* provided home-based neonatal and infant care in 34 intervention villages across 5 Blocks, against a target of 151 *Balsakhis*
- 2,117 children and their caregivers given nutrition counseling, newborn care and treatment for illness by *Balsakhis*
- 1,308 immunization camps conducted across 113 hamlets
- 2,429 children treated for diseases in addition to receiving routine vaccination

Community-based Management of Acute

Malnutrition (CMAM). A pilot initiative to address issues of severe malnutrition was carried out from October 2011 to September 2012, enabling 14 *Balsakhis* to identify moderately and severely malnourished children. They were able to persuade seven parents to take their children to the Malnutrition Treatment Centre (MTC) in Udaipur for treatment. CMAM has had to be discontinued as the donors have withdrawn, but referrals to MTC continue.

Adolescent Health Program

Working with adolescents of both genders on reproductive and sexual health, Seva Mandir's

Health program collaborates with its Women & Child Development and Education programs to conduct separate residential training for boys and girls on sexual and reproductive health. 700 adolescents have been educated on sexual and reproductive health, exceeding our target of 600. These training sessions include discussions about the human body, physical and emotional changes during adolescence, the reproductive system and sexual health, as well as related social issues.

Referral Health Centers (RHC)

The RHC we used to run at Kochla closed in January 2013 as a government clinic opened nearby. An RHC is also being run at Kojawara in Kherwara Block. During the reporting period, the center treated a total of 2,602 patients. In addition, 1,531 women received antenatal care and gynecological services in the course of 50 camps. 699 children under the age of five were also examined and treated at these camps.

The Care of a *Balsakhi*

Pinki Devi works in Kochla village of Jhadol Block. She visited Laxmi Bai's newborn daughter who was of low birth weight and in the lowest grade of weight for age growth monitoring. Pinki told the mother that her daughter's health was poor and counseled her about the importance of exclusive breastfeeding and keeping the child warm with a baby warmer. Pinki Devi regularly checked the child's health and at the end of first month the baby's weight had increased to 2.8 kg. This improvement helped boost the mother's morale and she carefully followed Pinki's advice. By the end of the second month the child weighed 3.5 kg, increasing to 4.5kg by the end of the third month. Laxmi Bai is grateful to the *Balsakhi* for all she did for her daughter.

Saved by the TBA

Movni Bai is a Seva Mandir-trained TBA working in Badundiya, a village about 55 km from Udaipur city. In the TBA training session, she learned how to identify and respond to the danger signs in the postnatal period. While visiting Radha Devi on the fourth day after her delivery, Movni Bai found that she had fever and a foul smell emanating from her body. She asked Radha to get out of bed so that she could be examined. The family told Movni Bai to come back a few days later since Radha was unwell.

Movni explained the need for an examination and Radha got up, whereupon it was discovered that she had contracted an infection as the cotton gauze used to stop the bleeding post-delivery had not been removed. The TBA immediately put on her gloves (a component of her kit) and removed the gauze. She then took Radha to the Community Health Center where she was treated for the infection. Her condition improved and she is now well.



Mothers bring their young children to be immunized by Seva Mandir medical staff at this monthly immunization camp in Girwa Block



Children playing at the Short-stay Home

Improving the Lives of the Urban Poor

The vast majority of Seva Mandir's work takes place in rural areas. However, we also work in parts of Udaipur's slums, mostly with children and women in distress, including those who have migrated to the city in search of work. The urban poor suffer from a series of problems ranging from unemployment, alcoholism and domestic violence to a lack of basic services such as safe drinking water, a clean environment, healthcare and quality education. Women and children often bear the brunt of these hardships and therefore Seva Mandir's work is especially geared towards them. There are also programs aimed at fostering *mohalla* (neighborhood) solidarity.

Women in Distress

The Urban Block works with the Women's Empowerment program to help women in distress. Seva Mandir's assistance to women slum dwellers is twofold:

Self-Help Groups revolve around the provision of credit and savings, and are a means to empower women economically and lessen their dependence on money lenders. As of now there are 105 SHGs with a membership of 2062 women. They are also forums through which social and legal issues related to women can be tackled.

Short-Stay Home for women and girls. Many women find it difficult to leave a dysfunctional or abusive home for a number of reasons: economic dependence, fear, lack of support, social pressures etc. The Short-Stay Home is a haven that offers these women protection and a chance to recuperate. The women are given shelter, counseling, legal advice and livelihood training to build economic independence. Children accompanying their mothers or born in the home are also permitted to stay there. Women stay for between six months and three years. In all 85 new cases were registered with 22 from the past year. out of this 107, 85 cases were reconciled with their family

Child Protection and Development

Seva Mandir's programs for children living in Udaipur's slums aim to ensure a safe and stimulating environment for them while their parents are at work, and to assist children in distress through a helpline. These activities are conducted in collaboration with the Education and Child Development programs.

CHILDLINE was established as a collaborative initiative of the Ministry for Woman and Child Development and the Mumbai-based CHILDLINE foundation. It is India's first 24-hour, free, emergency phone service for children from 0-18 years in need of aid. Seva Mandir operates CHILDLINE Udaipur. In order to make the service better known, Seva Mandir also conducts various outreach and awareness activities. This service helps homeless, lost and abused children among others. A total of 725 cases were helped, excluding those given information about CHILDLINE and volunteering. The largest number of cases concerned protection from abuse (264) and medical help (83).

Day-care centers. Seva Mandir operates day-care centres for children aged 2-5 years where *Sanchalikas*¹ provide them with a safe, secure and nurturing environment and help contribute to their cognitive and social development. The children's health and nutrition needs are met by the provision of hot midday meals and basic medical care.

Bal Samuh (Children's Groups). These are after-school centers which provide academic help to children whose parents are illiterate or have jobs that prevent them from helping their children with

schoolwork. They are run by volunteers for two hours each evening. The children are also encouraged to participate in organized cultural activities, outdoor games and arts and crafts lessons.

Children's Corner. The rapid development of Udaipur and the migration of men and women in search of work have had a considerable impact on children. Those whose parents go to work leaving them alone at home end up playing in the streets where they are subject to many dangers and susceptible to pick up bad habits. Seva Mandir runs two Children's Corners for the 6-14 age group. These spaces offer nutrition, education, immunization and various recreational activities.

Bringing Neighbors Together

Seva Mandir has set up *Mohalla* or neighborhood groups to engender a sense of responsibility amongst citizens and encourage them to value the importance and benefits of community participation. There are 8 *Mohalla* groups currently functioning with a total of 567 members. Three camps were held in the neighborhoods to increase participation in these groups.

Youth Resource Centre (YRC)

Seva Mandir operates a YRC in Udaipur's slums where young people are offered training, workshops and daily activities that allow them to think creatively and learn new skills ranging from making useful products to writing their resumé and applying for jobs, as well as explore careers and receive gender training. The young people are also engaged in development projects such as road and light repairing.

1. *Sanchalika*: a woman trained by SM to work with young children in the *Balwadi* in her local area



Delwara

Peri - urban Governance





Several heritage sites were restored during the reporting period including Baoris and Kunds

Delwara: Peri-urban Governance

Delwara is a *qasba* or a semi-urbanized settlement with a population of 5,000, located 28 km from Udaipur. While Seva Mandir has been associated with Delwara for more than 20 years, its integrated work on improving civic amenities and engendering self-governance only began eight to nine years ago. When Seva Mandir initiated this work, with the support of the National Foundation of India (NFI) and Sir Dorabji Tata Trust (SDTT), Delwara was characterized by clogged drains, scattered garbage dumps and contaminated public wells. These co-existed with rich heritage sites which included an 18th-century palace (now converted into a luxury hotel) and step-wells. Delwara's population is a rich mix of social groups with over 25 caste communities. It has a combination of rural and urban challenges which include lack of basic civic amenities, water scarcities, inadequate sanitation and sewage, and lack of solid waste management.

Against this backdrop, in 2004, Seva Mandir, in partnership with the citizens of Delwara and with support from NFI and SDTT, initiated work on water and sanitation, heritage conservation and restoration of public spaces, solid waste management, youth engagement and livelihoods, along with women's forums and self-help groups.

All these interventions were carried out through a citizen's body called *Nagrik Vikas Manch* (NVM). This comprised 36 members, two from each of the 18 *mohallas* (neighborhoods). *Mohalla* committees were also formed in each of the 18 *mohallas*.

In the last nine years a lot of ground has been covered in specific sectors. Delwara's lifeline, the old pond *Palera*, was once dry and a dumping site for garbage. It was brought alive by dredging the pond and cleaning the feeder channels, as a result

of which the pond is full of water and the entire town of Delwara has not been water-scarce in the past three years. Today *Palera* is being maintained through civic action. Similarly, three other old step-wells and six community tanks have been constructed.

Sanitation

Almost 50% of Delwara's population had no alternative to open defecation, a source of inconvenience as well as health-related problems. Now 263 toilets have been constructed and Delwara is nearly free from open defecation.

Heritage Conservation and Restoration of Public Spaces

Significant restoration and cleaning has renewed the appearance of the numerous temples and *baoris* (water tanks and step-wells) and their viability as public spaces. Three old *baoris* and old temples have been restored. Signboards showing important heritage sites have also been erected around the town. Meanwhile, five local youths have been trained to lead a walking tour of the town to explain to visitors the physical heritage of Delwara as well as the very significant social changes that have taken place in the community over the past ten years.

Solid Waste Management (SWM): Internal and External Cleaning

The jewel in the crown has been the cleaning of Delwara and the remarkable difference it has made to the town. *Arogya Mitras* (sanitation workers) belonging to the earlier untouchable communities have been hired to clean Delwara's streets and drains daily. About 70 % of the town's residents contribute a monthly fee of Rs.10 for this purpose. Garbage is segregated at the household level and collected door to door. A garbage disposal system is also underway.

In addition to Delwara becoming one of the cleanest townships in the country, the Solid Waste Management activity has led to respect for the

Arogya Mitras' work and a break-down of caste differences.

However, despite the tremendous success of the SWM activity, this has been a focus of contestation, self-interest and ego. During the year, the SWM supervisory committee was reconstituted three times and had 16 meetings to resolve differences. The *Arogya Mitras* also often interrupted work and preferred to work more in the *mohallas* of the powerful even when those *mohallas* had not contributed regularly to the scheme. The reason is that they feel they cannot risk the ire of the powerful, but this goes against all the agreements relating to the functioning of SWM.

Self-governance: Executive and Mohalla Committees

The governance structure of Delwara is comprised of multiple committees operating at various levels. In order to build ownership of the development of their area, meetings of the citizen's forums are convened at periodic intervals. During the year, at the town-wide level, there have been 15 Executive Committee meetings with an average of 11-15 participants at each.

It was intended that the executive would deliberate upon a number of the issues facing the town, but the discussions have centered only on sanitation and the role of the *Arogya Mitras*. Many members of the Executive Committee were irregular in their attendance and were therefore replaced by others, but regular attendance and active participation remain a challenge. The situation with the different sub-committees, such as education, health, cleanliness and sanitation, is similar.

The *safai* (cleaning) committee responsible for sanitation has met more often and has carefully supervised the work of the *Arogya Mitras*. The committee was re-constituted three times in as many months. During the year, 16 meetings of this committee were held and efforts were made to improve and regularize the work on cleanliness.

The NVM meetings have seen an all-time low this year. Citizen participation in special meetings has been better. An important reason for this is the

perception on the part of citizens that NVM positions are currently held by powerful people and that they should not speak up against them, which they might have to do if they attended meetings. They therefore prefer not to attend the meetings. However, citizens have considerable interest in the NVM and value it as a neutral space. They would also like the space to be protected and share their candid views in the open. It is hoped that further debate will lead to the town's citizens thinking more carefully during the next NVM elections.

At neighborhood level, in 18 *mohallas* there has been a total of 105 *Mohalla Baithaks* (neighborhood meetings) with varying levels of participation, some neighborhood meetings being attended by over 60 people and others less than ten. Many capacity-building interventions were organized during the year to provide a platform to address the various issues. It is encouraging to see that the participation in *mohalla* meetings is better than in the NVM.

On the whole, it can be said that the functioning of the various collective forums of Delwara is becoming political and more complicated. The biggest challenge for Delwara and for Seva Mandir is to see if people can resist the political forces dividing them, and their own vulnerabilities and self-interest, to make self-governance real. .

Women's Forum: *Jagriti Mahila Manch*

In the reporting period there have been nine meetings of the Women's Forum. Delwara also has a total of ten women's Self-Help Groups (SHGs), with membership ranging from 15 to 20 women in each group. The SHG, with support from the local bank and Devigarh hotel, organized an International Women's Day celebration. The turmoil within the members of this collective was visible in the limited participation of women in this event. The group is doing well on financial parameters,

Bhil Basti Sanitation

As the name suggests, Delwara's *Bhil Basti*¹ houses the tribals, the poorest community of the settlement, and is located on the fringes. Designing a toilet for *Bhil Basti* proved to be a challenge as the houses were small and families had no extra space for toilets. Initially it was decided that 49 toilets would be built with a common septic tank along with DEWATS (Decentralized Waste Water Treatment Systems). This system needed ample space, even though the individual toilets did not. The *Panchayat* granted space for DEWATS on their common land but later withdrew this offer. *Bhil Basti* citizens and Seva Mandir tried to get this decision overturned but failed despite the intervention of a senior state minister.

In the end, Seva Mandir moved the DEWATS to another site which was not as convenient as the earlier one, but it was a matter of great pride that the *Bhil Basti* citizens had their own toilets.

but on the social side solidarity is decreasing. In a way, this is closely related to the functioning of the NVM and we plan to focus on increasing participation across the various citizen spaces.

Youth Resource Center (YRC)

The YRC of Delwara was active throughout the current reporting period. There have been five video training sessions for young people; summer and winter camps were conducted which included activities such as cooking, painting, theater, dance, computer and guitar classes. Another activity in which young people were involved was the editing and publication of a youth magazine called *Apna Josh*²

1. *Bhil Basti*: the quarter of the *Bhil* tribal community
2. *Apna Josh*: 'our excitement/enthusiasm'

The Challenge of Nurturing

The committee of *Bhil Basti* had taken the pastureland called *Kantia Magri* on lease from the *Panchayat*. With support from *Seva Mandir* they had constructed the boundary wall and carried out some plantation work on the land. Initially they took good care of their asset and banned cattle grazing; as a result they were able to harvest grass and a number of trees had grown. With the reconstitution of the committee, people stopped taking care of the pastureland. As a result of this neglect, some people from the *Basti* and surrounding neighborhood damaged the boundary wall, cut trees and grass and let their cattle in. Owing to internal disputes between the community members, despite several reminders, no action was taken by the *Bhil Basti* committee members.

Realizing that they were losing their pastureland, the committee called an emergency meeting and the issue was discussed. They finally decided to take action and about 60 men, women and children together repaired the wall and closed all open passages. A group of five members was also formed who have taken responsibility for protecting the pastureland. In the coming year they will need support to redevelop this enclosure.



Protecting the commons from encroachment by building a boundary wall, Delwara




A child from a Bal Manch writing children's views in a Bal Manch meeting, Girwa Block

Child Representative Program

The Child Representative (CR) program was initiated in 2005-06 to introduce the concept of child-centered community development (CCCD) in Seva Mandir's approach, in collaboration with Plan International. Plan raises funds through a sponsorship mechanism which requires registration with the organization of certain children from the villages, along with constant communication between the child, Seva Mandir, Plan and the

sponsor. These children, called Child Representatives, are selected to represent the status and concerns of all the children in a village. This process also helps us to study and understand the impact on children of our work in the area.

- 4,803 Child Representatives (down from 4,931, the decline in numbers being due to death or migration)



children has become an integral part of our strategy. In order to give further impetus, a team was constituted within the organization to review its coverage of children, identify gaps in particular programs and modify strategies accordingly. The team's review suggested that there needs to be a more rigorous follow-up of children's progress. Certain geographical areas with special problems were also identified, such as Alsigarh Zone of Girwa Block, which has a high proportion of children out of school. Early initiation of sexual activity in Kotra was also highlighted as a cause for concern. The team's findings will be used to further strengthen Seva Mandir's CCCD efforts.

In the context of our work with the 68 existing Children's Forums (or *Bal Manch*), 45 one-day consultations were organized across five Blocks. Approximately 13,000 people participated in these consultations, including children, GVCs, School Management Committee members, teachers, *Anganwadi* workers and *Panchayati Raj*¹ Institution members. The focus was on highlighting the problems faced by children and emphasizing the role of the stakeholders in addressing them.

Child Deaths

The deaths of 11 sponsored children in the past year (8 girls and 3 boys between 8 and 11) were very distressing for Seva Mandir. Autopsies show that 50% of these deaths were due to accidents such as snakebite and drowning in open wells and the rest were due to various illnesses. Seva Mandir needs to find ways to improve the health and protection of children in its work area.

Child Protection

In the reporting period, Seva Mandir initiated focused work on issues of child protection in 30 locations in its working area. The objective is to enhance recognition of violations of children's right to protection and redress these. In this regard, an orientation of staff members involved at the Zone, Block and Program level was conducted, facilitated by the technical advisor from Plan India. Community leaders and grass-roots level workers have also received training in these matters.

Child-Centeredness as a Value

One of the biggest reasons for initiating the Child Representative program is that it will enable Seva Mandir to be more focused on children. During the eight years since the program's inception, there has been considerable progress on that front. Discussion on the impact of different programs on

1. *Panchayati Raj*: system of governance in which the Panchayat is the basic form of administration



Interns painting the walls of a Balwadi in Dhar Village of Badgaon Block

The People's Management School

The People's Management School (PMS) was set up in 1990 to help Seva Mandir be a center for learning. It has three primary functions: research, monitoring and evaluation; capacity building and training; and nurturing the social environment, which includes internships, library usage etc.

Research

A study entitled *Status of Food and Nutrition Security in the States of Rajasthan and Madhya Pradesh* was carried out last year with support from ICCO, Netherlands, with the aim of recording the status and multiple dimensions of the issue of food and nutrition security for small and marginal farmers in Udaipur district in Rajasthan and Shivpuri district in Madhya Pradesh, where we partnered with a local NGO called TAAL.

The study was initiated by a desk review followed by rigorous data collection. Field assessment was done through collection of quantitative data using a household survey of 400 families (200 at each location), with a questionnaire prepared in consultation with IFRI, New Delhi. Male and female family members were interviewed separately. Qualitative assessment was done through tools like focus group discussions, interactive interviews and PRA¹. A draft report based on analysis of the findings has been prepared.

Monitoring and Evaluation

This being the start of the seventh comprehensive plan² period, a primary task was to assess the impact of sectoral programs based on their impact indicators. To this end, various monitoring and

1. PRA: participatory rural appraisal

2. Comprehensive Plan: Seva Mandir three-year plan setting targets for all programs

evaluation activities were coordinated by the PMS with the respective program teams.

Two workshops were held with Seva Mandir's program teams to understand M&E requirements and participatory approaches to evaluation. Subsequently, programs revisited their Logical Framework Analysis and made their measurement indicators clearer and more specific.

The baseline for some indicators is inadequate to assess change, and the internal tracking system has worked well only for a few indicators. There is a need to work on the Monitoring Information System to improve the efficiency of organizational data management.

Training

This program aims to organize activities, such as training courses, learning retreats etc. to enhance capacities of internal staff and external actors within the sector. Seva Mandir has been organizing a course on '*Understanding development challenges in rural areas*' as a 'semester away' program for international students since 2010. This year, the course was attended by three students from the Norwegian University of Life Sciences, Norway, and involved theoretical inputs, social policy seminars and practical work.

Communication

The communication or publication cell looks after the designing and printing of the organization's literature and stationery. The publications include annual reports, newsletters, research papers, posters and any program-specific material that needs publishing. A major challenge of this activity is to publish the newsletters and annual report on time. Much thought is also being given to Seva Mandir's visual branding and making all publications and stationery uniform.

Internship and Volunteering

The Internship Program facilitates visits from volunteers, interns and visitors from within India and

abroad for short periods to a year or more, and provides an opportunity to learn about development work. Visitors are provided with space and mentorship to contribute, learn and conduct research studies in the field of development.

This year, the internship program accommodated 183 interns and volunteers. Of these, 103 (56%) were Indian, and 101 (55%) were female. Seva Mandir paid a stipend to 27% of interns, while others managed their own costs except accommodation. The internship program is constantly expanding with the establishment of new partnerships. 47 studies were carried out by interns and shared with the staff in this period.

Seva Mandir's relationship with the Indian Institute of Management, Udaipur, started last year with the Rural Immersion Programme for their students. The program was continued this year and 55 students were hosted for four days in 11 villages of Kherwara, Jhadol and Kotra Blocks.

This year we have welcomed management trainees from corporate organizations including Reliance Foundation, Coca-Cola and Colgate India. The latter has incorporated a rural immersion component in its induction program of young trainees.

A total of 34 visitors and groups were welcomed, comprising 614 individuals, from India and overseas, from different education institutions, NGOs and government. All had an opportunity to see and discuss various development issues. We also hosted groups from IAS³, the Army and other government officers from India and abroad. Visitors were provided with an orientation on Seva Mandir, and whenever possible field visits to various intervention areas were organized.

Library and Documentation Center

The Kunjru Library along with the documentation center encourages and nurtures reading among Seva Mandir staff and volunteers, and the public of Udaipur. It contains books on various subjects ranging from the sciences to development studies.

3. IAS: Indian Administrative Service

The library welcomes around 125 readers every day, who are charged Rs.100 per month to use the reading hall. 328 readers came to the library during the reporting period. These readers come from both rural and urban backgrounds and the library provides them with a place to study for various exams and competitions. An internet facility with four computers is provided, which can be used at a nominal rate of Rs.5 for half an hour. The library is open for 11 hours every day and 7 hours on Sundays.

This year, 58 new members registered with the library, taking the total membership to 278 (excluding staff and volunteers).

Public Lectures

Two public lectures were organized this year:

- The Dr Mohan Sinha Memorial Lecture 2012 on 'Voluntarism and the State' by Shri Mitha Lal Mehta on April 19, 2012

- A public debate on the 'Future of Volunteerism' was organized in which Shri Bharat Singh, Hon. Minister of PWD, Government of Rajasthan, Gillian Wright, an author, Prof. Abhijit Banerjee of MIT, and Priyanka Singh, Chief Executive of Seva Mandir, participated. The conversation was anchored by Neelima Khetan, Seva Mandir Trustee.

Fellowship

The Vikas Mitra fellowship is provided by Seva Mandir to individual leaders working at grass-roots level on various social issues. This year, 13 fellows from Kotra, Kherwara, Jhadol and Badgaon continued their work on *Mohtana*⁴, *Daakan*⁵, Caste Panchayat, FRA, health, education and government schemes. Ms Ronak Rathore, a YRC coordinator, received a two-year fellowship from Himalaya Foundation to work with women in urban slums on skill development and raise awareness on women's issues.

(From the left) Mr Mitha Lal Mehta delivering the Memorial Lecture; Paying homage to the Founder of Seva Mandir, Dr Mohan Sinha Mehta



4. *Mohtana*: the custom of seeking private compensation for any form of injury or accident

5. *Daakan*: witch accusations



Rafe (in the middle) during one of his visits to SM villages with a friend and villager - from archives

Rafe Bullick Memorial Foundation

The RBMF was set up to honor and continue the legacy of Rafe Bullick, a long-term volunteer with Seva Mandir who tragically lost his life in a land-mine explosion while on a field trip in Sudan with Save the Children. RBMF supports activities ranging from promoting road safety to village libraries, scholarships and corrective therapy for children with special needs.

- 10 people were given Rs. 62,360 to continue their education; 6 of these were not associated with Seva Mandir
- The RBMF facilitates visits by volunteers to the Blind, Deaf and Dumb School to play and interact with the children
- Safety Week is organized in January to spread awareness and education about road safety, which was very important to Rafe, who championed the cause during his time in Udaipur



Visitors from FSM UK on a field trip to Kotra

Resource Mobilization Unit

Non-governmental organizations such as ours have traditionally been dependent on external funds, mostly from philanthropic grant-making institutions, in order to function. Seva Mandir has been fortunate to receive 20 years of sustained funding for its programs. However, in recent years, the funding scenario for the voluntary sector has been changing. For a variety of reasons, the traditional sources of funds have been drying up, including aid provided by international donor agencies, some of whom have pulled out of the country entirely. Seva Mandir itself is facing big deficits in its budget and is unable to raise all that is required. The profile of existing donors is also changing rapidly. A look at the trends in Seva Mandir's funding sources reveals that the percentage of funds given by philanthropic donor institutions has steadily decreased from 90% in 2000 to 56% in 2012-13. This shift results not only in a shortage of funds but also in a change in the

nature of funds. In the past, most, though not all, donors had a vision of long-term development and hence medium- to long-term support and understood the need to invest in institutional strength and autonomy. The big shift has been that most donors now have a much shorter time-horizon and are more interested in development having specific tangible outcomes rather than a transformative value.

However, the change in the funding scenario has not been all negative. Funding from the corporate sector has increased from 7.5 to 9% in the past three years, while funds from individuals have risen from 7.5 to 19% in the same period. There has also been an increase in the funds received from the government, from 2 to 6% in three years. These new sources of funds bring with them their unique intrinsic challenges. Hence, in 2012, Seva Mandir prepared a fundraising strategy in order to deal

with this scenario and is developing a dedicated team to work on it: the Resource Mobilization Unit.

Different efforts are required to cater to the needs of different kinds of donors. In the sector of institutions and foundations, grant applications were sent to existing as well as new donors. However, the largest funds were secured from existing donors such as Plan International, Monsoon etc who renewed their support. Some existing donors, notably these two, have even increased their grant in response to our funding squeeze. Thus, strengthening our relationships with existing donors seems a better investment of time, given the high rate of unsuccessful new applications.

The corporate sector has increasingly been involved with funding for voluntary organizations. Seva Mandir now has some successful relationships with corporate organizations, many of whom have given one-off donations. Our first Indian employee-giving program has successfully been initiated with Colgate, strengthening our relationship with them. The largest one-off grant from a domestic corporate donor we appealed to was from Mahindra and Mahindra, a new donor. The availability of funds from the corporate sector has increased in recent years, as have their specific needs and requirements for the allocation of those funds. The challenge, however, remains to resist some of the business principles in the development sector and therefore invest in conversations with the corporates.

With regard to individual donors, special direct appeal letters were sent to friends and well-wishers, seeking support in time of crisis. Many responded,

mostly with one-off donations. There are, however, a few individuals who have made recurring donations. Trustees of Seva Mandir have also made recurring donations and some of the organization's staff pledged a day's salary. The administrative workload of securing funds from individuals is high, but there is a great deal of empathy and warmth in the relationships Seva Mandir has with its friends and supporters. Efforts will be continued to develop these relationships as well as build a more focused strategy for such donors.

There have also been some changes in general communication strategies. The Seva Mandir website was redesigned and rewritten, and the revised website was launched in July 2013; it will soon have the facility to accept online payment.

Friends of Seva Mandir

The Friends of Seva Mandir (FSM) are groups of supporters of Seva Mandir based in other countries. Currently there are groups in the US and UK. These organizations have been invaluable in raising funds from individuals and others in the two countries in which they function. FSM UK in particular has increased its donation base significantly in the past three years, largely thanks to the efforts of the new Chairman, Chris Wiscarson, and his officers, Robert Westlake, John MacAuslan and others. Chris and his new team have renewed links with old supporters of Seva Mandir while making great progress in identifying new supporters.



Playtime during a Residential Learning Camp at Kaya

Mohan Sinha Mehta Rural Training Center, Kaya

Seva Mandir's residential training center, the Dr Mohan Sinha Mehta Rural Training Center, is located at Kaya village, 30 km from Udaipur. Set amidst the Aravalli range, it not only provides the perfect backdrop for training courses, but also offers an opportunity to get away from the office routine with its Learning Center Retreats. Facilities for board and lodging are available at a reasonable cost for external organizations to run training sessions and workshops.

In the year 2012-13, there were 92 training sessions conducted in the center, of which 8 were conducted

by external organizations. 32,347 people participated in these and the center was occupied for 237 days of the year.

The occupants who have spent longest at Kaya have been the children who participate in the Residential Learning Camp. About 200 children now stay at Kaya for six months to study, play and take a step towards building a brighter future. Whilst it is very satisfying to note that Kaya is playing an important role in creating an opportunity for vulnerable young children, it also means that the center will have to take a fresh look at its facilities and adapt them to make them more child-friendly. This will be a focus for the coming year.

Appendix

1. Credibility Alliance Report
2. Members of Different Bodies
3. Program Expenditure
4. Our Donors and Supporters
5. Financial Report

CREDIBILITY ALLIANCE NORM COMPLIANCE REPORT 2012 - 13

Identity

- Seva Mandir is a Voluntary Organization registered under the Society Registration Act 1958 (Reg. No. 149/1967 – 68 dated 12.02.1968) and also registered under the Rajasthan Public Trust Act 1959
- Seva Mandir's Constitution & Trust Deed are available on request
- Seva Mandir is registered u/s 12A of the Income Tax Act, 1961
- All individual & corporate donations are also eligible for exemption u/s 80-G. The exemption u/s 80-G is available vide their letter No.AA/Udi/Judicial/2010-11/3586 dated 14.03.2011
- Seva Mandir is also registered under the Foreign Contribution Regulation Act 1976 to accept any foreign donations & grants vide Registration No. - 125690002, dated 11-02-1985

Name and address of the Banker

- State Bank of India, Main Branch, 23-C, Madhuban, Udaipur 313001, Rajasthan (FCRA Account), and
- Union Bank of India, New Fatehpura, Udaipur 313001, Rajasthan (for Indian money)

Name and Address of Auditors

- M/s B.L.Pagaria & Co., Chartered Accountants, B- 4 Bapu Bazar, Udaipur 313 001, Rajasthan

Mission

Seva Mandir's mission is to make real the idea of a society consisting of free and equal citizens who are able to come together and solve the problems that affect them in their particular contexts. The commitment is to work for a paradigm of development and governance that is democratic and polyarchic. Seva Mandir seeks to institutionalize the idea that development and governance should not just be left to the state and its formal bodies, such as the legislature and the bureaucracy, but that citizens and their associations should engage separately and jointly with the state.

The mission, briefly, is to construct the conditions in which citizens of plural backgrounds and perspectives can work together to benefit and empower the least advantaged in society.

Governance

Details of Board Members: (As on 31st March 2013)

Name	Sex	Age	Position on Board	Occupation	Meetings attended
Shri Ajay S. Mehta	M	57	President	Mr Mehta is currently a member of State Planning Board, Rajasthan	2/2
Shri V.B. Eswaran	M	82	Member	President, Society for Promotion of Wasteland Development	2/2
Shri M.S. Kothari	M	76	Member	Ex-Chairman, Udaipur Division, World Wide Fund for Nature – India	2/2
Shri Jagat S. Mehta	M	91	Member	Former Foreign Secretary, Government of India	2/2
Smt Neelima Khetan	F	52	Member	Head CSR, Coca Cola, India & South West Asia	2/2
Ms Pamela Philipose*	F	59	Co-opted Member	Director, Women's Feature Service	2/2
Ms Rajni Bakshi*	F	55	Co-opted Member	A Mumbai-based freelance journalist and author who writes about social and political movements in contemporary India	2/2

* Co-opted Women Members are elected for a term of 2 years

The Seva Mandir Board met twice in the Financial Year 2012-13, on 2nd June 2012 and on 26th October 2012
Minutes of Board Meetings are documented and circulated

CREDIBILITY ALLIANCE NORM COMPLIANCE REPORT 2012 - 13

Accountability and Transparency

No remuneration, sitting fees, or any other form of compensation has been paid since the inception of Organization to any Board Member, Trustee, or Shareholder

The following reimbursements have been made to Board Members:

- o Traveling expenses: Rs. 206,974/- for attending Board Meetings
- o No other reimbursements have been made to any Board Member, Trustee, or Shareholder

Chief Executive's remuneration: Rs. 65,000/- per month

Remuneration of three highest paid staff members (per month):

Rs. 65,000/- (Chief Executive), Rs. 59,920/- (Director Finance), Rs. 53,720/- (Director Programs)

Remuneration of lowest paid staff member (per month):

Rs. 3,500/- (Peon)

Staff details (As on March 31st 2013)

Gender	Paid Full -Time	Paid Part -Time	Paid Consultants	Paid Volunteers	Unpaid Volunteers
Male	194	0	6	28	54
Female	83	0	1	21	80
Total	277	0	7	49	134

Distribution of Staff According to Salary Levels (As on March 31st 2013)

Slab of gross salary (in Rs) plus benefits paid to staff (per month)	Male staff	Female staff	Total staff
Less than 5,000	0	1	1
5,000 – 10,000	66	32	98
10,000 – 25,000	98	38	136
25,000 – 50,000	28	11	39
50,000 – 100,000	1	2	3
Greater than 100,000	0	0	0

Total Cost of International Travel by Staff during the year to March 31st 2013

Name	Mr Ronak Shah
Designation	Program Coordinator: Climate Change & Drinking Water & Sanitation
Destination	Mexico
Purpose	Opportunity Collaboration Conference 2012
Gross Expense (Rs)	152,993
Sponsored by external organisation	Partly Sponsored

CREDIBILITY ALLIANCE NORM COMPLIANCE REPORT 2012 - 13

Name	Mr Shailendra Tiwari
Designation	Program Incharge: NRD
Destination	1. Germany, 2. Germany
Purpose	1. Attending Conference/Workshop on Soil Governance 2. Global Soil Week
Gross Expense (Rs)	From own sources Rs. 4,684 only
Sponsored by external organisation	Yes

Name	Mrs Priyanka Singh
Designation	Chief Executive
Destination	1.UK, 2.Germany, 3. South Africa
Purpose	1. Fundraising & meeting Friends of Seva Mandir UK 2. Attending Conference/workshop on Soil Governance 3. Conference at Nelson Mandela Metropolitan University
Gross Expense (Rs)	From own sources Rs. 214,828 only
Sponsored by external organisation	1. No, 2. Yes, 3.Yes

0° °	Mr Ajay Singh Mehta
Designation	President
Destination	1. UK, 2. South Africa
Purpose	1. Fundraising & meeting FSM, UK 2. Conference at Nelson Mandela Metropolitan University
Gross Expense (Rs)	Rs. 219,714
Sponsored by external organisation	1. No, 2. Yes

MEMBERS OF DIFFERENT BODIES 2012-13

President: Shri Ajay S. Mehta

Chief Executive: Smt Priyanka Singh

General Secretary: Shri Narayan Lal Ameta

Board of Trustees

1. Shri Ajay S. Mehta
2. Shri V.B. Eswaran
3. Shri M.S. Kothari
4. Shri Jagat S. Mehta
5. Smt Neelima Khetan
6. Smt Rajni Bakshi
7. Ms Pamela Philipose

Finance Committee

1. Smt Priyanka Singh
2. Shri Narayan Lal Ameta
3. Shri Vijay Singh Mehta
4. Shri Bhagwat Singh Babel
5. Shri Sunil Sayal
6. Shri Anubhav Ladia
7. Shri Pankaj Ballabh

Executive Council

1. Shri Ajay S. Mehta
2. Shri V.B. Eswaran
3. Shri M.S. Kothari
4. Shri Jagat S. Mehta
5. Smt Neelima Khetan
6. Smt Rajni Bakshi
7. Ms Pamela Philipose
8. Smt Priyanka Singh
9. Shri Narayan Lal Ameta

10. Shri H R Bhati
11. Shri Umed Singh Panwar
12. Shri Bhupendre Sharma
13. Smt Shruti Goyal
14. Shri Vijay Singh Mehta
15. Ms Vandini Mehta
16. Shri K.L. Bapna
17. Shri K.S. Money
18. Prof. Janat Shah

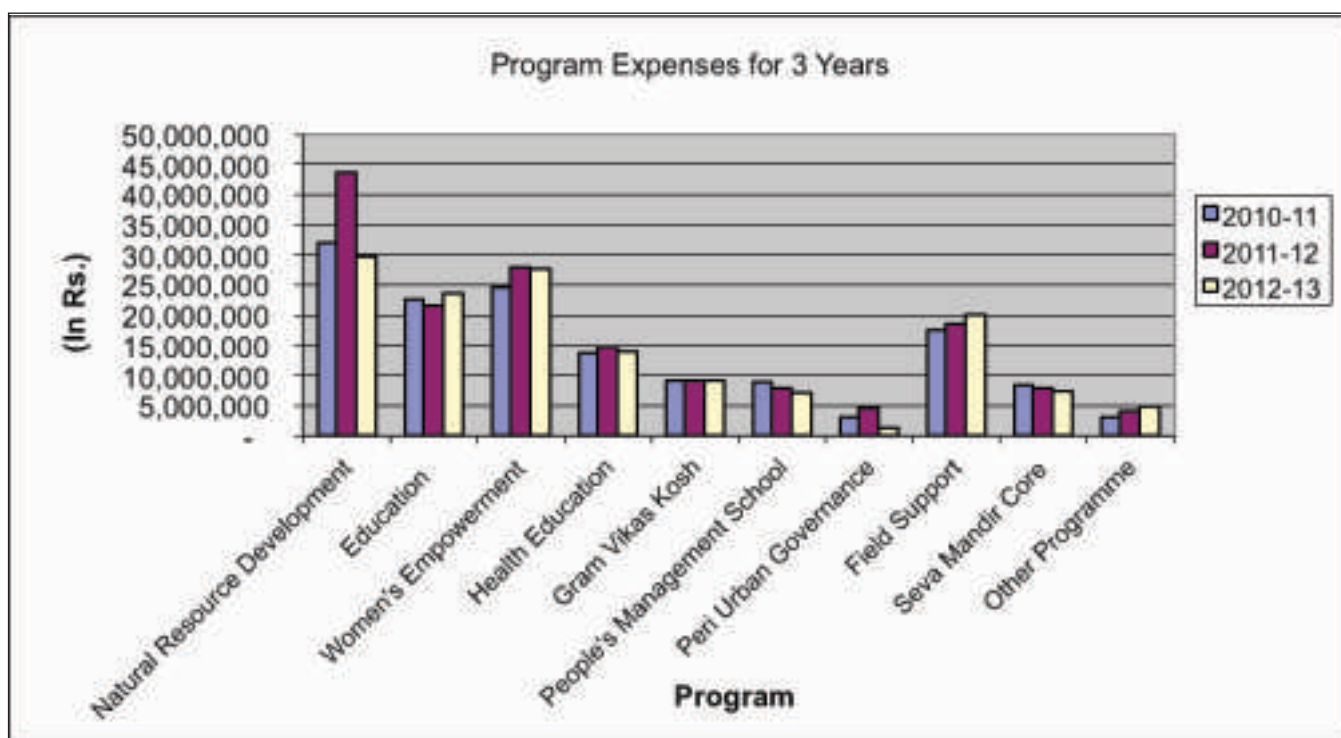
MEMBERS OF DIFFERENT BODIES 2012-13

Advisory Committee

1. Shri Ajay S. Mehta
2. Shri Vijay Singh Mehta
3. Shri Hansraj Choudhary
4. Shri Raghav Raj Singh Ranawat- Shivrati
5. Shri Pankaj Butalia
6. Smt Anjali Gupte
7. Shri Yash Sethia
8. Dr Ashok Bapna
9. Smt Priya Khan
10. Smt Sunita Jain
11. Smt Riddhi Shah
12. Shri Kripa Shanker Joshi
13. Shri Kamal Lal Ahari
14. Smt Vimla Purbia
15. Shri Udai Lal Gamar
16. Smt Kali Bai Garasia
17. Shri Dharam Chand
18. Smt Jeevli Bai
19. Shri Dhanraj
20. Smt Narayani Bai
21. Shri Shiv Singh
22. Smt Vetli Bai
23. Smt Mohan Lal
24. Smt Priyanka Singh
25. Shri Narayan Lal Ameta
26. Smt Swati Patel
27. Shri Sanjiv Jain
28. Shri Vimal Jain
29. Shri Harish Ahari
30. Shri Manoj Paliwal
31. Shri Narendra Jain
32. Shri Madhav Tailor
33. Mohd. Yaqub Khan
34. Shri Ranjeet Bijarnia
35. Shri Narendra Thakur
36. Shri Jagdish Bariwal
37. Shri Shailendra Tiwari
38. Shri Ronak Shah
39. Smt Laxmi Thakur
40. Smt Kiran Pandey
41. Dr Kusum Lata Mathur
42. Ms Deepti Ameta
43. Smt Angela Jacob
44. Smt Renu Tiwari
45. Shri M S S Ranawat

PROGRAM EXPENDITURE (2010-11 TO 2012-13)

PROGRAM	2010-11	2011-12	2012-13	TOTAL
Natural Resource Development	31,918,501	43,660,546	29,721,719	105,300,766
Education	22,730,350	21,737,495	23,550,364	68,018,209
Women's Empowerment	24,560,890	28,049,937	27,777,839	80,388,666
Health Education	13,873,724	14,844,057	13,982,503	42,700,284
Gram Vikas Kosh	9,286,284	9,083,373	9,230,589	27,600,246
People's Management School	8,865,226	7,877,593	7,082,471	23,825,290
Peri-urban Governance	2,996,684	4,645,850	1,289,615	8,932,149
Field Support	17,580,089	18,497,285	20,050,687	56,128,061
Seva Mandir Core	8,405,674	8,035,778	7,350,931	23,792,383
Other Programs	3,008,058	4,235,593	5,003,830	12,247,481
Total Expenditure :	143,225,480	160,667,507	145,040,548	448,933,535



Note: These expenses do not include the out of books amount leveraged by SM from Govt. and allied bodies.

OUR DONORS AND SUPPORTERS

Institutional Donors

1. ACF, France
2. AGEH, Germany
3. Ananda Trust, UK
4. Arghyam, Bangalore
5. Asha for Education, USA
6. British Medical Association, UK
7. CAF, India
8. Canada India Village Aid (CIVA), Canada
9. CEC, Hyderabad
10. Central Social Welfare Board, New Delhi
11. Centre for World Solidarity (CWS), Andhra Pradesh
12. Childline India Foundation, Mumbai
13. Colgate Palmolive India Ltd., Mumbai
14. DHL Express, The Netherlands
15. Edukans Foundation, The Netherlands
16. Evangelischer Entwicklungsdienst E.V. (EED), Germany
17. Foundation For Sustainable Development, USA
18. Friends of Seva Mandir UK
19. Friends of Seva Mandir USA
20. Future Eyez India, Jaipur
21. Geisse Foundation, USA
22. Give Foundation, Mumbai
23. Global Giving UK
24. Global Giving USA
25. IASS, Germany
26. ICRISAT, Andhra Pradesh
27. Interchurch Organization for Development Co-operation (ICCO), The Netherlands
28. John D. and Catherine T. Macarthur Foundation, USA
29. Jamnalal Bajaj Foundation, Mumbai
30. Mahindra & Mahindra Ltd, Mumbai
31. Max India Foundation, New Delhi
32. MGNREGA, Udaipur
33. Monsoon Accessorize Trust, UK
34. Mr Motilal Oswal, Financial Service Ltd, Mumbai
35. NABARD, Jaipur
36. NAEB, New Delhi
37. NAIP, NBPGR, New Delhi
38. National Foundation for India, New Delhi
39. Nirmal Bharat Abhiyan, TSC, Udaipur
40. Noragric University, Norway
41. Plan International (India), New Delhi
42. Rafe Bullick Memorial Foundation, Udaipur
43. Rama Mehta Charitable Trust, Udaipur
44. Saint Christopher's School, London
45. Shamdasani Foundation, Hong Kong
46. Target International, USA
47. The Celebration Mall, Udaipur
48. The Personnel Development Trust, UK
49. Union Bank of India, Udaipur
50. Yatra Foundation, Australia

OUR DONORS AND SUPPORTERS

Individual Donors

1. Aadquib, Udaipur
2. Aarti Rajesh Vora, Mumbai
3. Aimee Maxwell, Australia
4. Ajay Pal Yadav through Shiva Sales Corporation, Gurgaon
5. Ajay S. Mehta, Udaipur
6. Aju & Priya Advani, USA
7. Akriti Moondra, Udaipur
8. Amit Kumar, Udaipur
9. Anish Mutreja, Noida
10. Anjali Hegde, Udaipur
11. Anjana Sharma, India
12. Arup Jyoti Rai, New Delhi
13. Ashish Aggarwal, Ambala
14. Ashok Kumar Agrawal, Udaipur
15. Bansi Dhar Memorial Society, New Delhi
16. Barbara Chakravarty, India
17. Bhakhtavar Suresh Mahajan, Mumbai
18. Bharat Maganlal Mehta, UK
19. Bhargav Joshi, Udaipur
20. Champa Lal Upadhyay, Churu
21. Chand Kishore Saint, Udaipur
22. Choudhary Offset Pvt Ltd, Udaipur
23. Darina Allen, Ireland
24. David Hugh Stewart Sandeman, UK
25. Dinshaw Homi Katrak, Mumbai
26. D.S.Bains. New Delhi
27. Earth, Udaipur
28. G.C. Lodha, Udaipur
29. Goverdhan Singh Jhala, Udaipur
30. Goodwill Association of America, USA
31. Greenleaf Green Solution Pvt. (NEFT)
32. Heena Pathak, Udaipur
33. Himanshu Jain, India
34. H.K. Dewan, Udaipur
35. Hotel Leela Venture Limited, Udaipur
36. Hubert Kuhner, Germany
37. Hugh Sandeman through Business India Publication Ltd, Mumbai
38. Janat Shah, Udaipur
39. Janak P. Shah, Ahmadabad
40. Jeffrey J. Korman, USA
41. Jean Dreze, Allahabad
42. Jethmal Bajaj, Udaipur
43. Kaushik Das, Ramgarh
44. Kanhaiya Lal Bapna, Udaipur
45. Kelsey Hamill, Canada
46. Kuldeep Singh, Udaipur
47. Manohar Singh Mehta, Udaipur
48. Manish Bajaj, Udaipur
49. Neelima Khetan, Udaipur
50. Narendra S. Chaudhary, Udaipur
51. Neha Doshi, Udaipur
52. Nidhi Bhandari & Rajiv Bhandari, Jaipur
53. Nimit Chawat, Udaipur
54. Nitin Shanker, Switzerland
55. Noragric Students, Norway
56. Paramji, India
57. Pooja Mehta, Noida, U.P.
58. Premal Desai, USA (Matching Gift Centre)
59. Rajesh Kanti Lal Vora, Mumbai

OUR DONORS AND SUPPORTERS

60. Ram Lakhani, Udaipur
61. Raquel Ubach, Spain
62. Rashu Jindal, Singapore
63. Ravi Ramchandani, New Delhi
64. Ravinder Kaur, New Delhi
65. Reshma Sathi Prasad, South Africa
66. Sajid Khan, Udaipur
67. Sandeep, Udaipur
68. Sarayu P. Shah, Ahmadabad
69. Shalini Vyas, Udaipur
70. Shashank, Udaipur
71. Visitors from Shell Global Commercial Leadership Team (through Nitin Prasad)
72. Shyam S. Kaikini, Udaipur
73. Siddharth Kaushik
74. Sreenivas Potukuchi, New Delhi
75. Sirista Abbi, Secundrabad, Andhra Pradesh
76. Sunil Kumar through SIDBI, Pune
77. Suresh K. Mahajan, Mumbai
78. Tavish, Udaipur

79. Tazurba International, Jaipur
80. Vijay Singh Mehta, Udaipur
81. World Learning India Pvt. Ltd, New Delhi

Staff Donors

1. Abhishek Jain, Udaipur
2. Alka Bhardwaj, Udaipur
3. Angela Jacob, Udaipur
4. Deepti Ameta, Udaipur
5. Kavita Shekhawat, Udaipur
6. Kripa Shanker Joshi, Udaipur
7. Laxmi Thakur, Udaipur
8. Megnaa Mehta, Udaipur
9. Narayan Lal Ameta, Udaipur
10. Priyanka Singh, Udaipur
11. Ram Kishan Singh, Udaipur
12. Ratan Paliwal, Udaipur
13. Rimjhim Pandey, Udaipur
14. Vikas Talesra, Udaipur
15. Vimal Chand Jain, Udaipur

CONSOLIDATED BALANCE SHEET 2012-13

(In Rs)			
CONSOLIDATED BALANCE SHEET AS ON MARCH 31,		2013	2012
SOURCES OF FUNDS			
Corpus and Endowment Funds		11,75,36,364	11,62,78,638
Capital and Reserves Fund		9,96,47,712	9,82,68,972
Specified Funds		2,64,83,333	2,26,34,513
Total		24,36,67,409	23,71,82,122
APPLICATION OF FUNDS			
Fixed Assets		5,82,54,332	5,86,71,383
Investments		14,81,03,283	14,18,54,578
Net Current Assets		3,73,09,794	3,66,56,161
Total		24,36,67,409	23,71,82,122
INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDING ON MARCH 31,			
		2013	2012
INCOME			
Grants and Donations			
A. Grants		13,41,36,173	12,59,66,603
B. Donations		38,25,062	18,37,768
Interest Income		1,68,05,165	1,53,16,503
Research ,Other & Kaya Income		65,22,930	83,98,779
Total		16,12,89,330	15,15,19,653
EXPENDITURE			
Development Program Expenditure		11,96,95,838	13,43,33,852
Development Support Expenditure		2,01,77,848	1,81,95,244
Kaya Operational Expenditure		47,67,463	48,61,299
Total		14,46,41,149	15,73,90,395
Excess of(Expenditure) over Income		1,66,48,181	(58,70,742)
Net excess of unspent/overspent balances carried to Balance Sheet - Difference over last year balances		1,03,88,008	(1,41,77,858)
Allocable surplus		62,60,173	83,07,115
ALLOCATION			
Transfer of interest earned to various Funds		27,64,982	28,46,139
Capital Fund (Acquisiton of Fixed Assets)		3,99,400	32,77,113
Transfer to Corpus Fund		10,00,000	-
Other transfers		20,95,791	21,83,863

All amounts in Indian Rupees

Previous year figures regrouped and rearranged correspond to the current year figures.

Contact Information:

Chief Functionary:

Address:

Phone:

E-mail:

Auditors:

Phone:

Priyanka Singh

Seva Mandir, Old Fatehpura,Udaipur,Rajasthan.

0294-2541041,2450960,2452001

priyanka.singh@sevamandir.org / info@sevamandir.org

M/s B.L. Pagaria & Co.,Bapu Bazar,Udaipur,Rajasthan

0294-2525649

Glossary

- *Anganwadi*: government-sponsored child- and mother-care center
- *Bal Manch*: Children's Forum
- *Balsakhi*: woman trained by SM to provide newborn care, identify problems and refer cases for further treatment as appropriate
- *Bal Samuh*: Children's Group
- *Balwadi*: SM-run preschool
- BDO: Block Development Officer, a government official at Block level
- Block: administrative division of a District
- Caste *Panchayat*: non-government decision-making body set up by a community along caste lines
- CCCD: Child-Centered Community Development
- CDM: Clean Development Mechanism
- CER: Carbon Emission Reduction
- CFR: Community Forest Rights
- *Chokla*: committee of caste *Panchayat* heads from a Cluster of villages
- Cluster: group of *Panchayats*
- *Daakan*: witch accusations
- ECCE: Early Childhood Care and Education
- FD: Forest Department
- FRA: Forest Rights Act
- *Gram Panchayat*: small village group below *Panchayat* level
- *Gram Sabha*: Village Assembly
- *Gram Vikas Committee* (GVC): Village Development Committee
- *Gram Vikas Kosh* (GVK): Village Fund
- *Gram Vikas Samuh* (GVS): Village Development Group
- IAS: Indian Administrative Service
- IASS: Institute of Advanced Sustainability Studies, Potsdam, Germany
- ICDS: the government's Integrated Child Development Service
- ICS: Indian Civil Service
- JFM: Joint Forest Management
- MGNREGA (sometimes NREGA): Mahatma Gandhi National Rural Employment Guarantee Act, a government initiative to provide assured employment via development activities prescribed by the *Panchayats*
- *Mohalla*: neighborhood
- *Mohtana*: the custom of seeking private compensation for any form of injury or accident
- NRD: Natural Resources Development
- *Nagrik Vikas Manch*,(NVM): Citizen's Development Forum
- *Panchayat*: village-level elected government bodies
- *Panchayati Raj*: system of governance in which the *Panchayat* is the basic form of administration
- *Patwari*: village revenue officer
- PIA: Project Implementing Agency
- PRA: Participatory Rural Appraisal
- RTE: The Right of Free and Compulsory Education Act, 2009, more popularly known as the Right to Education
- *Sahayika*: assistant to a *Sanchalika* in a *Balwadi*
- *Samuh*: group
- *Sanchalika*: woman trained by SM to work with young children in the *Balwadi* in her local area
- SHG: Self-Help Group, a women's group set up by SM to provide credit and savings
- *Shiksha Kendra*: a bridge school run by SM to provide quality education to out-of-school children between the ages of 6 and 14 in remote rural hamlets
- SM: Seva Mandir
- Support to People Initiative (SPI): an SM program to improve accountability and responsibility of GVCs in running, monitoring and evaluating village projects
- TBA: Traditional Birth Attendant
- Van Utthan Sangh: a network of village-level Forest Protection Committees, initially formed under the Joint Forest Management program and promoted by SM
- Village Cohesion Index (VCI): a scale developed by SM that measures the status of institutions based on 4 indicators - participation, leadership, management (of resources, funds etc) and decision-making
- YRC: Youth Resource Center
- Zone: SM subdivision of a Block

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