



**maitri**  
i n d i a  
identity dignity respect



# MAITRI'S ANNUAL REPORT

FISCAL YEAR 2012 - 2013

SUMMARY OF PROJECTS AND ACTIVITIES THROUGHOUT THE PRECEDING YEAR

## TABLE OF CONTENTS

01	MESSAGE FROM THE PRESIDENT
02	ABOUT MAITRI INDIA
03	MAITRI PROJECTS
19	THE YEAR AT A GLANCE
23	MEET THE TEAM
25	PARTNERSHIPS & DONATIONS
26	GET INVOLVED
27	CONTACT DETAILS



## MESSAGE FROM THE PRESIDENT

*To begin with, let me say thank you and congratulations to each of you. Thanks to your support, we conclude another year of Maitri's work with the celebration of many great achievements. The progress we have made in 2012 and 2013 continues to remind us, not only of how far we have come but how far we have to go in the future. Thus, we continue to set goals for our upcoming work while reflecting on Maitri's achievements in this past year, some of which I would like to highlight below.*

Firstly, I would like to share the success we have had in efforts to our Project Jeevan, in helping the Elderly Widows in Vrindavan. In July 2012, Maitri was fortunate to be featured on Aamir Khan's popular television show Satyamev Jayate, through which we have received donations and a match in funds from Reliance Foundation. Thanks to the support of many organizations and individual donors, Maitri has purchased a new plot of land in Vrindavan to build Maitri Ghar (Home for Abandoned, Destitute and Elderly Widows) and Ageing Resource Centre.

I am also proud to share the success of our newest project launched this September 2012; Project Adhikaar works to promote Citizenship Rights for Rickshaw Pullers in Ranchi, Jharkhand. By March 2013 we had reached our goal of enrolling over 1,200 Rickshaw Pullers to receive UID (Unique Identification) Cards. We are also pleased to have completed collecting the research for our feasibility study report which will be ready by July 2013. I would like to thank Oak Foundation for their continued support to Project Adhikaar, without which, this project would not have been possible.

All of our various projects continue to grow to meet the needs of our beneficiaries. Maitri's Project Awaaz, for Migrant Workers in Delhi, has reached 8,000 additional people this year with enrollment in voter programmemes, HIV/AIDS testing and intervention, as well as counseling and health camps. Our Homeless Resource Centre project in Central and New Delhi continues to make progress in registering Homeless People for Citizenship Rights and providing services such as Winter Night Rescue Operations, Vocational Training, and Health Care.

I am also pleased to announce the success of our annual seminar in March 2013 which called for action to End Violence Against Women. The seminar concluded with the launch of our "Count On Me" Campaign, which we look forward to promoting throughout the coming year.

In addition, we have also gained partnerships with fundraising organizations such as GlobalGiving and Give India. We thank you wholeheartedly for your support of our cause.

2013 also marks the 6th year of our internship programme. Since 2007, Maitri has welcomed 44 interns to come through our Maitri family. We believe that this programme helps to bring our world closer together and spread Maitri's message across international borders.

Finally, I would like to compliment the entire Maitri team for their unrelenting efforts in making all our projects successful. Our team have already set their targets for 2013-14 and I am confident that they will surpass these. With help of the continued support from our partners, donors, volunteers, and staff, I am confident that our work in the future will continue to prosper. I hope you will review the following document to learn more about Maitri's accomplishments in the past year, and that you will continue supporting us in the future.

Sincerely,

*Lt. General (Retd.) Bhopinder Singh*

*President – Maitri*

*Date: 10 April 2013*

## ABOUT MAITRI

Maitri India is a New Delhi-based developmental and humanitarian NGO that is committed to facilitating Citizenship Rights, Basic Services, Dignity, and Respect for the most Vulnerable Populations in India. Maitri advances its goal of attaining Social Equity and promoting Public Health in India through a multi-faceted approach that incorporates Education, Community Outreach, Networking, and Legal Advocacy.

The organization was founded in 2005 by Lt. Gen. (Retd.) Bhopinder Singh and Mrs. Winnie Singh with the goal of filling in the information gaps and lack of awareness of essential health-impacting information, especially among members of India's uniformed services and their families. This included spreading awareness about sexually transmitted infections (STIs) and diseases such as tuberculosis and HIV/AIDs. Since then, Maitri has expanded its reach to include issues such as Violence Against Women, Abandoned, Destitute and Elderly Widows in Vrindavan, Migrant Workers, Underprivileged Women and Children, and Homeless People.

### STATEMENT OF PURPOSE

*Maitri is committed to facilitating Citizenship Rights, Basic Services, Identity, Dignity, and Respect to the most Vulnerable Populations. To achieve these objectives, Maitri focuses efforts on the following pillars:*

#### Pillar I: Violence Against Women

Advocacy and Dialogue | Counseling and Mediation | Network and Government | Workshops | Annual National Seminar

#### Pillar II: Abandoned, Destitute and Elderly Widows

Identification and Voter Cards | Shelter Facilities and Clothing | Basic Nutrition | Healthcare Services | Opportunities for Skill Building | Advocacy

#### Pillar III: Migrant Workers and their Families

Identification Cards | Interface to Provide Government Welfare and Benefits | Basic Healthcare | HIV/AIDS/STI/TB Testing and Treatment | Advocacy | Reach 50,000 Migrant Workers by 2015

#### Pillar IV: Operations and Management

Professional and Ethical Management | Global Standards of Accountability | Regulatory and Auditory Guidelines | Staff Welfare and Performance Evaluations

## MAITRI PROJECTS

### PROJECT JEEVAN

#### SUPPORT PROGRAMME FOR ABANDONED, DESTITUTE, & ELDERLY WOMEN IN VRINDAVAN



### THE NEED

Vrindavan (Uttar Pradesh, India) is home to an estimated 15,000 Abandoned and Destitute Widows. Traditionally viewed as inauspicious omens or burdens, these Widows are outcast from their families and society and forced to beg on the streets. In their struggle for survival, many Widows resort to begging to supplement the Rs. 10 (0.20 USD) they get in exchange for 8 hours of hymn-singing at local temples.

### IMPACT

In July 2010, Maitri initiated a project with 250 Widow Mothers in Vrindavan. The project started with provision of nutritious mid-day meals, clothing, and basic medical care. In 2012-13 Maitri has scaled the project from 300 Widows to include **500 Widows** in different locations in Vrindavan & Mathura.

Maitri's work with the Widow Mothers was acknowledged and highlighted on episode 11 of the film actor Aamir Khan's TV show, 'Satyamev Jayate,' in July 2012. The beneficiary of this episode was Maitri's Widows of Vrindavan project. Reliance Foundation, a partner of the show matched the funds raised by the viewers. Maitri is now permanently featured on the Satyamev Jayate website with a link to ongoing online donations.

Maitri has established a partnership with the online fundraising website, GlobalGiving, enabling us to raise funds to distribute over **400 blankets and 500 woollen shawls** in addition to the existing beneficiaries of Maitri (Abandoned, Destitute and Elderly Widows) during the winter 2012-13. An individual donor has pledged long term support for 21 Widows, which includes a shared housing facility.

Maitri has facilitated access to **Voter ID Cards for 70 Widow Mothers** and has opened **zero balance bank accounts for 190 Widow Mothers**. Maitri has served nearly **1,00,000 nutritious, hot, midday meals** to Abandoned, Destitute and Elderly Widow Mothers in the year 2012-13. They are also provided with fruit three times every week. A part time doctor and full time nurse are available for their basic medical care and Maitri facilitates the treatment for life threatening diseases such as cancer. Maitri has facilitated **46 cataract surgeries** since the start of the programme in July 2010. Maitri has also collaborated with HelpAge India to bring their medical van to various locations where the Widows reside for minor health ailments. Maitri ensures "Dignity in death" for the Widow Mothers and conducts their last rites in accordance with religious beliefs. Cremation is done for any Destitute Woman in Vrindavan.

### UPCOMING

Maitri is proud to announce that it will construct Maitri Ghar and Ageing Resource Centre, and has recently acquired 1166 sq. yards of land in Vrindavan for this purpose. This Centre will have the capacity to house 100 Widow Mothers and will focus on facilitating skill building and income generation programmes for the Widows in residence. In addition, the Centre will provide opportunity for those interested to research ageing in India. Maitri will continue to work towards ensuring that the Widow Mothers maintain the right to live their lives with Dignity.

## LOOKING INWARDS: PROJECT JEEVAN

STORIES FROM OUR BENEFICIARIES



*"I was 7 years old when I was made to marry a man who was 15 years older than me; he died only a few years after we were married. As a child Widow, I returned to my parental home and lived with my mother for 13 years. I felt humiliated living there with a shaven head, begging for my food. Hence, I left Bengal and moved to Radha Kund, Mathura to be among other Widows. I believe that by being in the service of Krishna, I will cleanse my past karma and be reborn with a better fate. In Radha Kund I begged for money for 40 years and I worked as a domestic help which has again been very humiliating for me. I appreciate Maitri, which has given me and other Widows respect and dignity. I am so grateful that I do not have to spend my last years as a beggar and can die in peace." – Jamuna Dassi | 70 years*

*"My parents married me off when I was very young. I had my first child at age 15. I had two daughters and two sons. My husband was a daily wage laborer and an alcoholic. Our family was very poor and my husband died early. After my sons got married, they and their families did not treat me well and I was not even given food. When they started beating me, I left my home because I could not bear the indignity of my sons and my daughter-in-laws raising their hand on me. I came to Vrindavan 4 years ago and have stayed in rented hovels ever since. To survive, I worked as a domestic help and have had to beg at times for food. I do not have my family's contact details and do not want to be in touch with them." - Lakshmi Upadhaya | 50 years old*



*"I was married at the age of 11. My husband was an alcoholic, a gambler and a womanizer. He did not support us financially. My husband died, leaving me the responsibility of our Children. When my son got married, my son and daughter-in-law treated me with utmost disrespect, beat me, and gave me no food. Hence, I left." – Parvathi Rana | 78 years old*



## MAITRI PROJECTS

### PROJECT SAMVEDANA

### PROGRAMME TO END VIOLENCE AGAINST WOMEN



## THE NEED

Research studies show that cultural traditions play an important role in the occurrence of Domestic Violence, to which many Women in India are vulnerable. Maitri is committed to reducing such violence. Our work directly focuses on reducing Domestic Violence, creating harmonious homes and healthier families. We work to create awareness while removing the existing social stigmas against Survivors of such violence through educational initiatives such as workshops. In addition to facilitating legal services, Maitri also offers free counseling and mediation services to Survivors of Domestic Violence and their families. Maitri particularly focuses on addressing Domestic Violence in families of uniformed personnel, a demographic that poses context-specific challenges.

## IMPACT

Maitri's work through Project Samvedana educates Women as well as men and boys about the issues surrounding Violence Against Women. This year, Maitri has conducted **6 seminars** in various regions to promote these values to India's uniformed personnel and their families. These seminars have reached **2,300 individuals** in 2012-13. Moreover, Project Samvedana has reached over **10,000 uniformed personnel and their families** directly and indirectly this year. Recently, the Jammu and Kashmir Police Academy has adopted Maitri's sensitization workshop into their syllabus and curriculum.

On the 18th and 19th of March 2013, Maitri partnered with the Human Rights Law Network to host a National Seminar entitled "A Promise is a Promise: Time for Action to End Violence against Women". Speakers from many national institutions joined together to examine the issues Women face in India, along with their recommended course of action. The Seminar concluded with the launch of Maitri's campaign "Count on Me," where men and Women, boys and girls pledge to do their part to End Violence Against Women. In support of the "Count on Me" pledge, a literary piece has been released entitled "I am a woman and I have an identity." This document encourages Women to take control of their lives and to recognize their self-worth.

In the Fiscal Year 2013, Maitri received and addressed around **250 telephonic calls** and **550 emails** seeking counsel/guidance for Domestic Violence cases.

## UPCOMING

Through the "Count on Me" campaign, Maitri's goal is to motivate and inspire men and Women, boys and girls, to become part of the movement and the solution to End Violence against Women. We aim to collect over one million signatures in solidarity of Ending Violence Against Women by the 31<sup>st</sup> of March, 2014, and to present these to the President of India and UN Secretary General Ban Ki-moon. By signing the pledge, men and Women around the globe demonstrate their personal commitment to Ending Violence against Women.

Maitri has recently been taking more phone calls and e-mail messages that report Domestic Violence crimes and seek help. To be more accessible to Women in distress, Maitri will soon launch a Domestic Violence Helpline through which Women can seek legal and emotional counseling.

## LOOKING INWARDS: PROJECT SAMVEDANA STORIES FROM OUR BENEFICIARIES

*I grew up in an abusive household because of which I didn't know what a normal relationship looked like. At 19, I thought that I had finally escaped my abusive past and met my Prince Charming. The first month seemed okay. It appeared to me that I was living in a bubble of happiness and I genuinely thought that he was a good person. Looking back now, I can see that there were warning signs as there were a few instances where he was short tempered & controlling. However I shook those off because of the high regard my friends had for him.*

*A few months into our marriage, things turned to violence. There was never an apology or any recognition of the abuse. We both just walked around as though it had never happened. Even worse, he always threatened me if I ever tried to talk to my friends or family about what I was going through. Over the years, abusive incidents that were emotional, physical and sexual in nature began to occur with greater frequency. Also, he did not allow me to continue my education or seek employment outside home. I found the entire experience incredibly dehumanizing.*

*The greatest blessing was being able to finally access my passport without his knowledge. This gave me the opportunity to escape after 6 years of waiting. I was finally free and reached out to Maitri for counseling & legal support. Since then I have rebuilt my life and I am proud of how far I have come and what I have achieved. – Domestic Violence Survivor*

*The workshop touched on all relevant and important aspects of the two topics and was greatly appreciated by all. Such issues are generally not discussed in detail or are just lightly touched upon, but we appreciate Maitri staff who familiarized us with all the facts and figures that were hitherto unknown to us. - Feedback for workshop on Domestic Violence and AIDS awareness conducted on 3<sup>rd</sup> October 2012 at Bhatinda Military Station*



*We would like to thank you - Maitri and HRLN - for organizing and giving us an opportunity to attend the collaborative Consultation on "A promise is a promise: Time for action to End Violence against Women" on March 18-19, 2013 at the India Habitat Centre, New Delhi.*

*It was a very informative and enriching experience. It provided a great learning opportunity for us to be able to hear the realities, experiences and discussion between various people who work, in their respective fields, with issues relating to Violence Against Women. - Tanisha Chadha and Shruti Mukherjee*

## MAITRI PROJECTS

### PROJECT MAITRIGRAM

### CAPACITY BUILDING FOR WOMEN AND CHILDREN



A Poverty-Alleviation and Empowerment project, Maitrigram aims to augment Livelihood and Education among Women and Children from Marginalized Communities in R.K. Puram, Delhi. In this project, we run both a Children's Tutorial Centre and a Vocational Training Centre for Women and girls.

#### *Children's Tutorial Centre*

Children from impoverished families usually cannot afford the tutoring that many need for a competitive future. These students have dreams that range from becoming engineers and teachers, to fashion designers and accountants. Furthermore, most of the Children will, if they complete their Education, become the first in their family to attend college and break the cycle of poverty that their families are stuck in. To encourage such academic aspirations, Project Maitrigram runs a Tutorial Centre that provides Supportive Education to these Children to motivate them and keep them in school, and improve their academic performance. Maitri also provides Children exposure to Arts, Drama, Music and Sports through special workshops that help them develop confidence and stay motivated to be part of the programme.

### THE NEED

Since inception, **over 400 students** have been enrolled in the Tutorial Centre and **38 meritorious students have received financial aid awards**. In addition, Maitrigram provides Children with a daily nutritious snack to encourage attendance.

In the year 2012-13 the Children's Tutorial Centre provided supportive education to over **60 Children** in R.K. Puram. Specially earmarked donations have contributed to extracurricular activities. Volunteers from the local area and universities make detailed lesson plans and provide tutorial services for these students. They work on English skills, Mathematics, Science, Arts, and other subjects.

### IMPACT

With the help of our dedicated volunteers, our Tutorial Centre will continue to reach Children in the local slums. We aim to increase our capacity for financial aid and nutritious snacks to encourage Children to continue attending classes. We also hope to inspire Children to participate in extracurricular activities, both provided by Maitri, and in their local schools. Furthermore, Maitri looks forward to organizing more off-site educational visits. Through this initiative, the goal is to make quality education a priority for every student.

### UPCOMING



*Mahima Majhi, 11 years old: I study in the 6th class and have been a part of Maitri for four years. I have a younger brother and two older sisters. My father works as a security guard and my mother as a cook in nearby places. I feel that Maitri has given me the self-confidence and the skills to speak in front of people. I learned this from taking part in some cultural activities. The teachers also helped me improve my reading skills and tackle subjects that I find difficult in school. I'm lucky that Maitri provides me with an environment to study because I don't have that at home. Someday, I want to become a doctor. I know that it will be difficult but because of my hard work, I know I can do it!*

## MAITRI PROJECTS



### *Vocational Training Centre*

Women in India are often deprived of education which leads to a lack of economic independence. Maitrigrām runs a Vocational Training Centre that provides such Women and girls with training as seamstresses. Through this Livelihood Promotion programme, participants receive diplomas that enable them to secure employment or avail soft loans to set up their own tailoring or embroidery units upon completing the coursework.

### THE NEED

### IMPACT

Since its inception, **400 Women** have enrolled in the programme, with **41 diplomas awarded**. Often, Women can enroll for only a short period of time, due to other work. In such cases, they may learn certain skills but do not complete the programme all at once. Current enrolment in the Vocational Training Centre is **18-20 Women** from Soniya Vihar Slum. This number fluctuates based on the season, which can determine the amount of time Women are able to dedicate to their studies.

### UPCOMING

Thanks to a recent partnership with the Miranda House College Enactus Club, top students from the Vocational Training Centre will now have the opportunity to sell their products online. The students from Miranda House provide all the material and then pay the Women a percentage of the profits as well as a fixed salary for their work. This is a great opportunity for the students at Maitrigrām to profit from their efforts and will help contribute to their sense of financial independence.

LOOKING INWARDS: PROJECT MAITRIGRAM  
STORIES FROM OUR BENEFICIARIES



*Rekha, Age 19 – Rekha comes from an impoverished family in the Nehru Ekta Camp slum in New Delhi, where she lives together with her parents, three sisters, and one brother. Since her father works all day as a driver and her mother is unwell, Rekha shoulders most of the household responsibilities. Rekha is determined to study, succeed, and become financially independent. Her drive to learn and grow brought her to Maitrigrām, where she has been taking sewing lessons for the past five months, while taking non-regular college courses. Rekha is proud of the basic skills she has gained at Maitrigrām and is excited to learn to sew more intricate things like Women's suits. Rekha appreciates being able to sew clothes for her family and dreams of opening her own tailoring boutique in the future.*

*Shahana, Age 19 -- Shahana comes from a large family of 11 Children where her father does not support education for Women. Even though she didn't have her father's support, her mother encouraged her to come to Maitrigrām classes. Shahana is very motivated to succeed and to learn. She passed the first level at Maitrigrām after only seven months and has already enrolled in the second level of classes. "Even if I do not have support from my family to find work in the future, I am happy that I have at least gained the skills to help stitch my family's clothing", she says.*



## MAITRI PROJECTS

### PROJECT AWAAZ

### HEALTH AND CITIZENSHIP RIGHTS FOR MIGRANT WORKERS IN DELHI



## THE NEED

**Project Awaaz** is a Targeted Intervention programme under the Delhi State AIDS Control Society (DSACS) that serves Migrant Workers like Rickshaw Pullers and their families in Delhi. Most of these impoverished and uneducated workers struggle to earn a meagre sum of Rs. 4,000-6,000 (100 USD approx.) per month, and spend much of it on food, tobacco products, and alcohol. Living in unhygienic slum localities, these workers have little or no access to shelter, clean drinking water or health care. Many of them save money to send to their families but their lack of identification or permanent residence hinders them from accessing bank facilities and government benefits that would help them establish economic security. In addition, the high stress factors in their lives make them vulnerable to risky sexual behaviour and consequently to sexually transmitted diseases such as STIs and HIV/AIDS, which they are likely to pass on to their partners wherever they may be. Thus, the HIV/AIDS prevalence rate in this population is 8 times higher than that of the general population.

## IMPACT

Maitri works to sensitize and educate High Risk Workers and their families about the prevention and transmission of infectious diseases like TB, HIV/AIDS, and STIs. Maitri also facilitates their access to Citizenship Rights, such as Voter Cards, Homeless Cards, and Universal ID Cards.

- In the year 2012 -13, Maitri facilitated HIV tests for total of **2,416 Rickshaw Pullers** and 18 were found positive.
- Due to challenges of tracking the targeted mobile population, **13** of the 18 positive patients were referred for Anti-Retroviral treatment.
- Counselling and Education continue to be a major focus for the programme with 6,766 people reached in the year 2012-13
- The Voter Card Enrolment programme successfully enrolled **6,766 Rickshaw Pullers** in 2012-13 and 17,408 since the project's inception.

## UPCOMING

Stigmas associated with and discrimination against HIV/AIDS patients continues to be a major challenge in Maitri's efforts to empower the population to talk about these issues openly. However, Maitri's efforts to spread awareness, to educate, counsel, and promote safe sexual practices, such as condom use are bearing fruit and the project will continue to focus on these issues to influence long term impact on health seeking behavior.

## LOOKING INWARDS: PROJECT AWAAZ

STORIES FROM OUR BENEFICIARIES



*"I was just 13 when I left Nepal and came to Delhi to find work. I had to struggle a lot when I first came here, because I did not have a place to stay and I was looking for a job. Now, I would like to stop pulling rickshaws and start my own cycle rickshaw repair shop but for this I need 5,000 rupees and it is very difficult for me to save that much money. Almost all of my money goes in covering my basic necessities. As a rickshaw puller, I am very scared of police officers. If I enter a no parking zone by mistake or run a red light, the police officers will destroy my rickshaw and beat me up." - Birkha*

*"I left my home at the age of 13. I had no dream for my future; I just wanted to save myself from the barbarity of my school-master. Nobody helped me, but I stole money from my parents for my train ticket. When I reached Delhi, I started pulling a rickshaw within 15 to 20 days. I have been attacked and beaten many times by customers and police officers, and I have been admitted to the hospital for many other problems as well. Since my injuries, I have only been able to make half of the money that I used to. I no longer want to be a rickshaw puller but I need the money to feed my family. My elder daughter has grown up and I need money for her wedding." - Mohammad Meri Hasan*

*"When I was younger, I used to make enough money but I spent all of my savings paying medical bills for my younger brother who had throat cancer. I came to Delhi to earn more money to take care of my family in Mumbai. Here I can make 5,000 rupees a month, and then visit home every 3 months. I spend about 3,000 rupees in a month and try to save the rest for my family. At night, I sleep on the floor of my rickshaw, or on the ground under it. When I have health problems, I feel stressed because I have to pay money for my medical care and I also cannot work to make more money." - Anil Nayar*

## MAITRI PROJECTS

### PROJECT ADHIKAR

### PROVIDING ACCESS TO CITIZENSHIP RIGHTS & GOVERNMENT SCHEMES FOR RICKSHAW PULLERS IN RANCHI



Project Adhikar by Maitri India was started in September 2012. The project goal and objectives were to conduct a feasibility study on a sample of 1,000 Rickshaw Pullers to design an Intervention programme with the primary goal of promoting Citizenship Rights and increasing Rickshaw Pullers' access to Unique Identification Cards (UIDs). One of the objectives of the study was to facilitate UID Cards for 1000 Rickshaw Pullers in Ranchi to increase access to primary health care and other Government benefits.

### THE NEED

A significant number of marginalized population groups are denied their Citizenship Rights and access to the benefits of Government programmes and other social security benefits. These population groups are vulnerable because of their poor socioeconomic status, migration history, not having permanent settlement, and lack of social capital among many other factors. These reasons coupled with other social-political reasons lead to denial of Citizenship Rights, which includes access to identity proofs such as Ration Cards, Voter Cards and, Unique Identification Cards which is increasingly a must for availing the benefits of the various Government programmes.

### IMPACT

Maitri India organized various introducer based UID Enrolment Programmes in collaboration with Unique Identification Authority of India (UIDAI) for the Rickshaw Pullers to promote Citizenship Rights. 1,200 Rickshaw Pullers have been enrolled in the UID programme since its inception in September 2012.

Three health camps were organized for Rickshaw Pullers in collaboration with Sub-divisional (Sadar) Hospital, Ranchi and Jharkhand State AIDS Control Society (JSACS). On these occasions, general health checkups were done and medicine was distributed to Rickshaw Pullers. In some cases, Rickshaw Pullers were referred to other hospitals for detailed diagnosis and treatment.

Rapport was built with the key stakeholders, such as UIDAI officials, rickshaw garage owners, leaders of Rickshaw Union and others. Field visits and mapping of rickshaw garages were also done to gather information regarding the number of garages and to estimate the number of Rickshaw Pullers in different parts of Ranchi City.

### UPCOMING

The feasibility study on promoting Citizenship Rights and Social-Economic inclusion for Rickshaw Pullers is currently underway. The data collection was completed in February 2013. The outcome of the study (to be finished by July 2013) would provide insight for the way forward. Based on the feasibility study findings and suggestions, in the next phase of the project, Maitri India will aim to help Rickshaw Pullers to access their Citizenship Rights and the benefit of various Government programmes. Besides these, the project will also help Rickshaw Pullers in opening zero balance bank accounts and getting insurance plans. Maitri will create networks within Ranchi to provide medical care to Rickshaw Pullers.

## LOOKING INWARDS: PROJECT ADHIKAR

STORIES FROM OUR BENEFICIARIES

*Aalman Nayak is a 40 year old Rickshaw Puller who migrated to Ranchi from a nearby state in order to earn a living. He stays in a rented house in Dumka and pulls a rickshaw that he has rented from a garage nearby. On receiving his UID card, Aalman was able to take a mobile connection. Ever since he has been working in Ranchi, this is the first time he could avail a phone to get in touch with his family. Previously this was not possible as he had no proof of identity.*



*35 year old Raja Nayak, pulls a rickshaw that he has rented from a garage in Hindpiri. In search of job opportunities he had migrated to Jharkhand from Burdwan, Purulia. With the help of his UID Card he has been able to open a bank account by depositing a small amount of funds. Since he lives far away from home, opening his own bank account has been beneficial for him as he can now send some money to his family.*

## MAITRI PROJECTS



### HOMELESS RESOURCE CENTRE (HRC)

### WELFARE AND RESOURCE FOR THE URBAN POOR (ESP. HOMELESS) IN DELHI

## THE NEED

Through a comprehensive approach, the Homeless Resource Centre (HRC) works under the Government of National Capital Territory of Delhi's Mission Convergence (Samajik Suvidha Sangam) programme to empower and improve the living conditions of the urban poor in the districts of Central and New Delhi. The HRC serves to provide shelter to the Homeless, conduct night rescue operations during the winter, offer health clinics and awareness, and provide educational opportunities and literacy classes. With the goal of increasing self reliance and economic independence, Maitri also facilitates Vocational Training, formation of self-help groups and opening zero balance bank accounts and enables access to Citizenship Rights such as Unique Identification Cards and Voter ID cards.

## IMPACT

Since inception, the HRC has seen many great accomplishments in their programmes:

- **4,400 people** have been enrolled in the Voter ID programme and **1,800 Voter ID Cards** were distributed.
- **238 people** have been enrolled for UID Cards and **30 Cards** were distributed.
- The bank account programme is progressing with **127 accounts** opened and **65 in total distributed**.
- **14,225 people** have been enrolled for Beghar cards (Homeless Cards) and **3,100 have been distributed**.
- The HRC has had great success with their health camps which have reached a total of **about 5,000 individuals**.
- A unique initiative of the HRC is the Winter Night Rescue programme through which we have rescued **1,448 individuals during cold winter nights** and provided them with shelter and Health Care.
- The HRC also promotes "Jan Aahar" (right to food) through food stands, which provide a nutritious balanced meal for a reasonable price. No. of shops **monitored: 23**. No. of **visits: 138**. They monitor the quality and hygiene of these food stands to promote health.

The HRC is proud to announce success in their recent Education initiatives including a Livelihood programme to teach Women home management skills to enable them to get jobs as domestic help, Adult Literacy programmes, and Non-formal Education for Children in the area. This year the HRC reached **17 Women** through the livelihood programme, **121 Children** through non-formal Education, and **42 adults** through the Adult Literacy programme.

## UPCOMING

The HRC still faces many challenges in reaching their target population. The migration of the Homeless to new areas causes a shifting of the population. This can make tracking people after registration difficult. In the next year, the HRC hopes to focus efforts on distributing more zero balance bank accounts and continue both enrolments and distribution of UID Cards, Voter Cards, and Homeless Cards.

## LOOKING INWARDS: HRC STORIES FROM OUR BENEFICIARIES

*Savitri lives together with her family at Maitri's Night Shelter for Homeless People. She is a mother of two Children, one boy and one girl. Her family struggles with extreme poverty and her husband does not have a stable job. From time to time, he works as a housekeeper, waiter or peon to support their family. However, he makes barely enough to make ends meet thus they are only able to send their Children to a government-run school. Savitri is grateful for the services Maitri India's HRC (Homeless Resource Centre) offers her and her family. For instance, Maitri HRC's non-formal education classes give her Children the chance to enhance their learning and to participate in many extracurricular activities. She also appreciates the fact that she and her family are able to access free health services at the regular health camps Maitri organizes.*



## MAITRI PROJECTS

### INTEGRATED COUNSELING & TESTING CENTRE (ICTC)

### HIV COUNSELING & TESTING



## THE NEED

A lack of accurate knowledge about HIV/AIDS prevails within many local communities and a strong social stigma is associated with it. In addition, there is inadequate understanding of how the disease can be contracted which in turn leads to preventable infections. As part of its endeavor to work for a healthier society and to address these issues surrounding HIV/AIDS in India, Maitri runs an Integrated Counseling and Testing Centre (ICTC) for HIV/AIDS under the guidance of a medical practitioner, counselor and testing expert.

## IMPACT

Maitri ICTC's trained staff conducts free HIV one-minute tests using INSTI (HIV) kits. HIV positive patients are referred to reputed government hospitals for treatment and the Lott Carey Care Home, through which they can utilize facilities such as temporary residence, medication, and employment. Maitri ensures confidential counseling for all patients before and after their test, and follows up with people living with HIV and their families. The Centre also provides counseling for family members of HIV patients who have been informed by the patient, and provides free condoms and demonstrations to spread awareness about HIV/AIDS and safe sex.

The ICTC reaches people across the New Delhi area. From April 2012 through March 2013, the ICTC team tested **1,565 patients** for HIV/AIDS. The 13 patients who tested positive were referred to Anti-Retroviral Treatment (ART) Centres and provided with access to counseling. Since the project's inception in 2009, a total of **6,616 patients** have been tested with 38 testing positive and provided with access to treatment.

## UPCOMING

Education about safe sexual practices is the best method for preventing the spread of HIV/AIDS. Through efforts in Counseling and Education, we hope that the stigma and silence on the issues of HIV/AIDS and STIs will be lessened. The Maitri ICTC will continue to work from its Centre at the Delhi Cantonment Hospital and also hopes to reach more people through mobile health camps.

*Ram Kumar (name changed) is a frail 30 year old salesman who came to live in Delhi about twenty years ago. After a prolonged bout of swine flu, he experienced problems with fluid in his lungs. He was referred to Maitri's ICTC for HIV testing by his doctor. Here, Kumar was administered a free HIV test, and was found to be HIV positive. Kumar's wife was also found to be HIV positive. This discovery was devastating for the already impoverished couple, who are responsible for the care of their son and Kumar's younger siblings. After receiving further confirmation of Kumar's HIV test, he began receiving Anti-Retroviral Treatment for his condition. Maitri conducts regular follow ups and is happy to report that Kumar's condition has improved. – The ICTC Team*



## THE YEAR AT A GLANCE

Date	Event	Beneficiaries
5th April, 2012	National Seminar on Violence Against Women – Policy perspectives on Domestic Violence in India and uniting to End Violence Against Women and Girls: The seminar was attended by Southall Black Sisters, Human Rights Law Network, Lawyers Collective, Nukar Natak Team, and members of institutions such as Jamia Milia University and Amity Law School, Delhi. The different dimensions of Violence Against Women were discussed along with the various legal acts and the supportive services available to victims. The importance of advocacy work for this topic was also emphasized.	Approximately 120 attended
13th April, 2012	Domestic Violence Workshop – Women’s Welfare Association: The topic of Domestic Violence was presented to the Indian Coast Guard in Noida. The workshop covered HIV/AIDS and the effects and stigmas associated with it. The different forms of Domestic Violence were presented along with its impact on the physical and mental health of a woman. The cost of Domestic Violence to the organization, society, and nation was also examined in detail.	Approximately 100 Women attended
16th-18th April, 2012	Domestic Violence Workshop – Crop Military Police: The three-day workshop offered a detailed discussion about the different forms of Domestic Violence and its impact on the physical and mental health of a woman. The relationship between Domestic Violence and HIV/AIDS and STIs was also discussed. The workshop was concluded with a comprehensive presentation about the legal system regarding Domestic Violence, followed by a question and answer session.	Approximately 1,000 attended
9th May, 2012	Modern School Painting and Picture Field Trip: Modern School invited Maitri’s students from Maitrigram to attend their art exhibition. The paintings and pictures on exhibit were aimed at spreading awareness about environmental issues such as global warming and its deadly effects. The Children were encouraged to ask questions and an art workshop was held to encourage their creative process.	31 students from the Tutorial Centre
30th June, 2012	Awareness booth conducted as part of the Inaugural Programme for People Living with HIV/AIDS (PLHA): Maitri was invited by the Delhi State AIDS Control Society (DSACS) to run an awareness booth providing information about HIV/AIDS and STI-related issues to attendees. Standaes, flyers, hand bills, and posters were displayed and distributed. Officials from DSACS, National Aids Control Organization (NACO), and PLHA, along with students from various colleges and universities visited Maitri’s booth.	Approximately 1,000 visitors to Maitri’s booth
25th July, 2012	AIESEC’s Annual Udaan Art Competition: This annual event provides an opportunity for underprivileged Children in the community to exhibit their artistic talents. Of the 56 Children from Maitri’s Tutorial Centre, 5 placed in the top 20 and 2 placed in the top 10 of the competition.	56 students from the Tutorial Centre
27th July, 2012	Domestic Violence Workshop – Himachal Pradesh Police in Dharamsala: Maitri was invited to conduct a sensitisation and education workshop in order to make the Himachal Pradesh Police aware of the various aspects of Domestic Violence. The police were instructed to take appropriate measures and not reduce reported cases as mere marital discords. The different forms of Domestic Violence were presented along with its impact on the physical and mental health of a woman. The cost of Domestic Violence to the organization, society, and nation was also examined in detail.	Approximately 120 police officers attended

## THE YEAR AT A GLANCE

Date	Event	Beneficiaries
19th August, 2012	Health Camp: The health camp was conducted in partnership with the Rotary Club of Delhi, Midwest and with the support of DLHI Super Specialty Hospital. Gift packs containing a pencil box, tooth paste, tooth brush, soap, fruity juice drink, and biscuits were distributed to each child examined. A probiotic drink and banana were also distributed to each child along with iron and vitamin supplements as needed.	70 Children examined
29th Sept., 2012	Substance Abuse Workshop at Modern School: Maitri was invited to conduct a presentation on substance abuse and related issues. The presentation specifically focused on drugs and alcohol, along with the consequences of engaging in risky behavior. A questionnaire was distributed at the end of the presentation and students were given the opportunity to ask questions anonymously regarding the presented topics.	40 students from the 11th class
3rd October, 2012	Aadhar Card Enrolment for Rickshaw Pullers in Ranchi: Maitri and UIDAI organized an event to promote the Citizenship Rights of the Rickshaw Pullers in Ranchi. Applications to receive Universal Identification Cards were given to the Rickshaw Pullers to be filled out with the help of volunteers assigned by Maitri. A health camp was conducted on this day where the doctors and para-nurses from Sadar Hospital tested the blood pressure and sugar levels of the Rickshaw Pullers and suggested appropriate diets for each. Attendees were provided with lunch and hats.	98 Rickshaw Pullers enrolled
3rd October, 2012	Domestic Violence Workshop – 117 Army Engineers Unite: Maitri was invited to conduct a sensitization and education workshop on Domestic Violence and AIDS awareness in order to make the officers of the 117 Army Engineers aware of the various aspects of Domestic Violence. The officers were instructed to take appropriate measures and not reduce reported cases as mere marital discords. The different forms of Domestic Violence were presented along with its impact on the physical and mental health of a woman. The cost of Domestic Violence to the organization, society, and nation was also examined in detail.	Approximately 430 attended
1st December 2013	Maitri's 9 <sup>th</sup> Annual Golf Tournament: This year's main fundraising event was dedicated to the Empowerment of Destitute and Abandoned Widows in Vrindavan. Funds were raised through registration, donations, auctions, and the sale of mulligans to benefit the cause.	Approximately 600 Widows
14th December 2012	Aadhar Card Enrolment for Rickshaw Pullers in Ranchi: This event served as another phase in the enrolment process for Rickshaw Pullers in Ranchi. Attendees were informed about the benefits they could receive after obtaining Universal Identification Cards (Aadhar).	150 Rickshaw Pullers enrolled
16th December 2012	Launch of Jagarnath Mandir Ashram for Project Jeevan: Maitri started a programme to provide nutritious midday meals to approximately 150 Women at a new location in Jagarnath Mandir. The turnout on this day was over 200 and all were provided with a cooked meal of rice, vegetables, daal, and chapatti. The Widows were also given fresh fruit after their meal.	Approximately 200 Widows

## THE YEAR AT A GLANCE

Date	Event	Beneficiaries
16th December, 2012	Shawl Distribution in Vrindavan: Warm shawls were provided to the Widows living at the Chaitanya Vihar Ashram in Vrindavan.	500 Widows received shawls
19th January, 2013	Voter Card Distribution for Project Awaaz: The first set of Voter Cards was distributed to 80 Rickshaw Pullers at Basant Road in Central Delhi. The process of distribution will continue throughout the year until all 4,400 cards have been issued.	80 Rickshaw Pullers issued cards
31st January 2013	Health Camp and Voter Card Distribution at Dev Negar Khandar: This event was held in order to distribute over 250 Voter Cards to Rickshaw Pullers near Karol Bagh, Delhi. A health camp was also held to conduct HIV testing and provide medication to the people living in the slum. Maitri was pleased to welcome Dr. Chris Parker, a representative from the Oak Foundation to participate in the event.	approximately 400 Rickshaw Pullers
31st January, 2013	Domestic Violence Workshop – Jammu and Kashmir Police: Maitri was invited to conduct a sensitisation and education workshop on Domestic Violence and AIDS awareness with the police and families of the Jammu & Kashmir Police Academy. The workshop aimed to make the police aware of the various aspects of Domestic Violence. This education is meant help the police to take appropriate measures and not reduce reported cases as mere marital discords. The different forms of Domestic Violence were presented along with its impact on the physical and mental health of a woman. The cost of Domestic Violence to the organization, society, and nation was also examined in detail.	approximately 490 attended
1st February, 2013	Blanket Distribution in Vrindavan: Woolen blankets were distributed to the Widows at the Radha Kund Ashram in Vrindavan. The purchase of these custom-made blankets was possible due to the generous donations received through GlobalGiving's medium.	400 Widows received blankets
16th March, 2013	The Maitri Team and Dr. Kristoffersson (Chair of Maitri's Executive Board) visited Radha Kund and Chatanya Vihar Ashram to distribute saris to Widow Mothers.	Over 300 Widows
16th March, 2013	Maitri Ghar and Ageing Resource Centre Inauguration: With the help of generous donations acquired through supporters, Satyamev Jaayate and Reliance foundation, Maitri has been able to acquire a new plot of land in Mathura, Vrindavan measuring 1,166 yards. The Maitri Ghar and Ageing Resource Centre will ensure skill building and income generation, and shelter 100 Abandoned and Destitute Widows. Maitri anticipates that Maitri Ghar will be a home where Widow Mothers can feel secure and dignified during the final years of their lives. In celebration of this special achievement Maitri held an inauguration ceremony to bless the newly bought land. Along with the Maitri team and Dr. Kristoffersson (Chair of Maitri's Executive Board) over 200 Widows came to participate in the dedication ceremony. As part of this celebration a hot mid day meal was distributed to Widow Mothers who were present there.	Over 200 Widows

# THE YEAR AT A GLANCE

18th-19th  
March

National Seminar to End Violence Against Women: Maitri hosted a consultation where professionals from various sectors of society came together to discuss the pressing topic of Violence Against Women in India. The sessions conducted during the two-day event touched on important topics such as: the global response to Violence Against Women, concerns for medical practitioners and psychologists, the role of police and media, and comparative perspectives concerning Violence Against Women. Concluding the Seminar, Maitri launched a million-signature pledge entitled "Count On Me." The campaign aims to engage men and Women, boys and girls in the fight to End Violence Against Women.

approximately  
150 attendees

22nd-  
23rd  
March

Domestic Violence and Gender Sensitisation Workshop: On the 22nd and 23rd March, 2013, Maitri conducted a workshop in Gurgaon for approximately 90 NSG Commandos and their families. The workshop covered the issue of HIV/AIDS and the effects and stigma associated with it. The different forms of Domestic Violence were presented along with its impact on the physical and mental health of a woman. The cost of Domestic Violence to the organization, society, and nation was also examined in detail. In order to effectively present the material, Maitri utilized videos, pictures, and theatrical representations. On the second day, Human Rights Law Network held an interactive session about gender dynamics in daily life, work, and the family.

90 NSG  
commandos  
and their  
families



## MEET THE TEAM

### EXECUTIVE BOARD



**Dr. Ulf Kristofersson**  
**Chair**



**Gen. Bhopinder Singh**  
**President, Founder**



**Winnie Singh**  
**Executive Director**



**Dr. Joe Thomas**  
**Board Member**

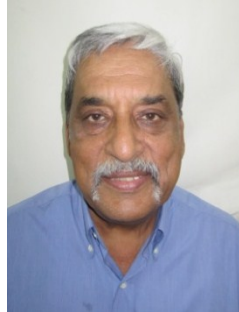
### GOVERNING COUNCIL



**Gen. Bhopinder Singh**  
**President**



**Winnie Singh**  
**General Secretary**



**Ashok Jolly**  
**Treasurer**



**Vijay Kumar**  
**Board Member**



**Mushahid Husain**  
**Board Member**



**Rajiv Sood**  
**Board Member**



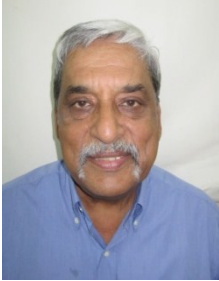
**Ram Chopra**  
**Board Member**



**Col. (Retd.) S.K. Mehta**  
**Board Member**

# MEET THE TEAM

## STAFF



Ashok Jolly  
Director



Sonal Singh  
Wadhwa  
CEO



Kul Bushan Malik  
Manager of  
Accounts



Nandini Choudhury  
Prgm. Officer  
Fundraising



Anna M Mathew  
Prgm. Officer  
Communications



Raj Rani  
Counselor



Anita Gupta  
Project  
Coordinator



Aprajitha Mishra  
Project  
Coordinator



Piyali De  
Project  
Coordinator



Resham Pathak  
Field Officer



Rizwan Ali  
Livelihood  
Coordinator



Arunendra Narayan  
Project  
Coordinator



Smita Dasgupta  
Programmeme  
Officer

## MAITRI INTERNS:



Annie Hollernhost  
Spring Intern



Shantel Simmons  
Spring Intern



Sara Ference  
Fall Intern



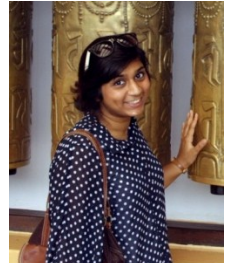
Katie Naylor  
Fall Intern



Ashley Newton  
Summer Intern



Andrew Jasumback  
Summer Intern



Rabia Mahmood  
Summer Intern

## PARTNERSHIPS AND DONATIONS

### CORPORATE DONORS

Thank you to our corporate donors: Haldiram Charitable Society, Omaxe, Swift Corporation and Frontier Polymers LLC for your invaluable support.



### PARTNERSHIPS



**Satyamev Jayate** featured Maitri on July 15th 2012 to discuss the issue of Elderly people who have been Abandoned or mistreated. After interviewing Mrs. Winnie Singh (Maitri's Executive Director), they gave a call to donate to Maitri in support of their work with the Widows in Vrindavan. Maitri will now be permanently featured on their website with a link to ongoing donations.



**Reliance Foundation** - In partnership with Satyamev Jayate, Reliance Foundation played a key role in raising funds for Maitri's project for the Widows of Vrindavan by matching all donations made through bank transfer.



**Oak Foundation** has been essential to the development and initiation of Project Adhikaar by providing support and funding.



**GlobalGiving** - In the period of November - December 2012, Maitri was featured on the GlobalGiving website with the challenge of collecting 5,000 Dollars from 40 individual donors. After meeting the challenge, Maitri was officially listed with them on 2 January 2013.



**GiveIndia** - Maitri has successfully completed its due diligence with GiveIndia, India's premier online donation site and has been officially listed on their website since March 2013 for receiving online donations.



**HRLN** partnered with Maitri on the 18th and 19th of March 2013 to host the National Seminar: A Promise is a Promise – Time for Action to End Violence Against Women.

### INDIVIDUAL DONORS

A very special thank you to our many individual donors; your contributions have been used to directly help India's most Vulnerable Populations.

## GET INVOLVED WITH US

### **Partner with us:**

#### **Humanitarian NGOs**

At Maitri, we recognize that success exponentially increases when meaningful partnerships are formed. We are currently seeing the power of working with partners, united by a cause, throughout many of our projects. By combining resources, we are able to impact so many members of Vulnerable Populations that would otherwise be out of reach. Read about our projects to see how a partnership with our organization can be a winning combination.

#### **Corporations**

Maitri is always looking for corporate partners committed to improving the lives of underprivileged populations. Partnering with an NGO can be great for any organization by increasing public relations, sales, brand loyalty from customers, and increase employee and employer relations. We welcome corporate donation-matching programmes, cause-related marketing programmes, and sponsorships of our programmes.

### **Visit our Projects:**

Interested in seeing how Maitri operates to improve the lives of underprivileged populations in India? Come visit us in New Delhi and see our work for yourself. You can come to simply observe Maitri's work or to volunteer for one of our programmes. Please give us at least 3 weeks' notice so that our staff can arrange time to show you around our sites.

### **Spread Maitri's Message:**

Maitri's key to success has always been its supporters. Many people, inspired by Maitri's mission, want to make a difference. Many individuals find ways to support Maitri by spreading our message through their own means and in their own ways. Some ways you can help include:

- ❖ Holding meetings in your own neighborhood to raise awareness.
- ❖ Organizing a bake sale, yard sale, or other small benefits with proceeds going to one of Maitri's causes.
- ❖ Raising awareness of the issues that Maitri addresses through every day conversation with friends, family, and others.
- ❖ Running a race on behalf of Maitri - Athletes can ask sponsors to make contributions according to the distance or duration of a race, the proceeds can then be applied towards one of Maitri's projects.

### **Intern:**

Maitri is proud of its international internship programme where students work full-time in the office for one semester. Interns perform a variety of research-oriented projects and have the opportunity to work directly with India's most Vulnerable Populations. In addition, interns are able to experience the culture, cuisine, people and places in India. Interested students can contact Maitri for more information.

### **Volunteer:**

Maitri is always looking for enthusiastic volunteers to assist in our programmes. Volunteers may contribute to different projects depending on their background and skill level. Volunteers symbolize the spirit of generosity and compassion, and are integrally woven into the fabric of everyday life at Maitri.

### **Donate:**

Many people are interested to help with our cause, but may not know how. Since Maitri serves a diverse demographic, we welcome cash or in-kind donations (sewing and school materials for our skills training and education programmes) for our various projects. Maitri supporters may make monetary donations, engage in sponsorships, or even help by spreading Maitri's message around their local communities. All donations are tax exempt under section 80 G (5) (VI) of the Indian Government Income Tax Act, 1961 and the United States Internal Revenue Code, 501(c) (3).

## MAITRI HEAD OFFICE ADDRESS



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MAITRI'S FINANCIAL INFORMATION IS AVAILABLE UPON REQUEST.



*Count On Me*  
MY PLEDGE TO END VIOLENCE AGAINST WOMEN

**SIGN IT. LIVE IT. SHARE IT.**

Through this pledge, Maitri India wants to engage with every man and woman, boy and girl to take a stand and personally pledge that they will never commit, allow or encourage physical, sexual, verbal, emotional and economic Abuse. The movement starts with **YOU!**

**“There is one universal truth applicable to all countries, cultures and communities; Violence Against Women is never acceptable, never excusable and never tolerable.” - Ban Ki Moon, UN Secretary General**

For more information about the “Count On Me” campaign and how you can be part of the movement please call +91 11 24122692, email [maitiri.india@maitri.org.in](mailto:maitiri.india@maitri.org.in) or visit [www.maitriindia.org](http://www.maitriindia.org).