

# RF(I)T

*Rangoonwala Foundation (India) Trust*

*Annual Report 2022-23*

## **Message from the CEO :**

*“It’s not the mountain that we have we conquer, but ourselves”*

This quote by Edmund Hillary personifies the undefeatable spirit of the people who touched our lives in the past year.

Mumbai, where we work is the most densely populated metro region in the country. Approximately 55% of it’s estimated 21 million people live in slums. It is the city with the largest slum population in the world.

The year was ‘back to normal’ with people trying to tackle life head-on after the upheaval of the Covid 19 pandemic and the resultant lockdown.

The Rangoonwala Community Centres (RCCs) fully resumed in-person activities. We retained the online option where it enabled access for those who otherwise would have been left out eg. for our weekly senior citizen’s sessions and for subject experts’/ resource persons whose inputs are valuable, but who find it difficult to come personally to all our Centres. Such learnings from the lockdown helped us strengthen our work.

The beginning of the year saw us moving ahead towards the replication and scale up of our Community Centre model. The Contact Centre we set up at Pump House in July 2022, developed into a full-fledged Community Centre in November 2022. The paradox of the lack of a physical space for a Centre in the areas that need RCC type interventions the most, is a challenge. We addressed this by evolving a Community Centric Intervention model. We work in Juhu Galli in this mode. By end May 2023, we replicated RCC at a new location in Damunagar. We now have a presence in 5 of Mumbai’s 24 Municipal Wards through the RCCs

Hence we have increased our foot print to nine ‘bastis’ in Mumbai from six in a span of less than two years.

We continued our focused work with Chronic Kidney Disease(CKD) patients in the Mumbai Metropolitan Region(MMR) through our Ummeed Health Programme .

Our Utkarsh Youth Development Programme continued to give opportunities to elevate to youth from RCC’s operational areas and children / family members of CKD patients across the MMR.

OurActivity - to - Impact paradigm through our 6ks help us plan, reflect, review and regroup in a challenging macro and micro environment.



# RF(I)T - an Overview

*"Alone we can do so little, together we can do so much"*

*-Helen Keller*





**Rangoonwala Foundation (India) Trust** - [RF(I)T] registered in 2003, is a Mumbai based people-centric organization working with communities to achieve inclusive and sustainable development.

With development programmes focusing on issues of health, livelihood, capacity building, youth development and community services across population groups, we aim to achieve long-term sustainability and socio-economic self-reliance in marginalized communities.

**Our Mission** is to enable marginalized communities become more vibrant and dynamic by engaging them in socio-economic development initiatives directed at building capacities, thereby helping people help themselves.

**Our Vision** is an inclusive society where marginalized communities are vibrant, dynamic and self-sustaining.



### *Our 6 Ks*

- *Kya kar rahe hain*
- *Kyu kar rahe hai*
- *Kab kar rahe hai*
- *Kaise kar rahe hai*
- *Kiske saath kar rahe hai*
- *Kya hoga*



...our activity to impact paradigm continues to guide our need-based service delivery to rights-based approach, strategy, plans and implementation.



# Rangoonwala Community Centres (RCCs):

atmanirbharta ke path par..... on the path to self-reliance

... आत्मनिर्भरता के पथ पर

RCCs - are our direct interventions with the resource poor in the slums of Premnagar-Bandra Plot, Subashnagar - Bandrekarwadi, Shivtekdi in Jogeshwari (East); Mahakali in Andheri (East) and Anandwadi & Pathanwadi in Malad (East) in Mumbai.

RCCs are physical spaces in the midst of resource poor 'bastis' (settlements), which women and children can call their own and come together to address their development needs specially around capacity building and health.

## RCCs now operate at two levels viz

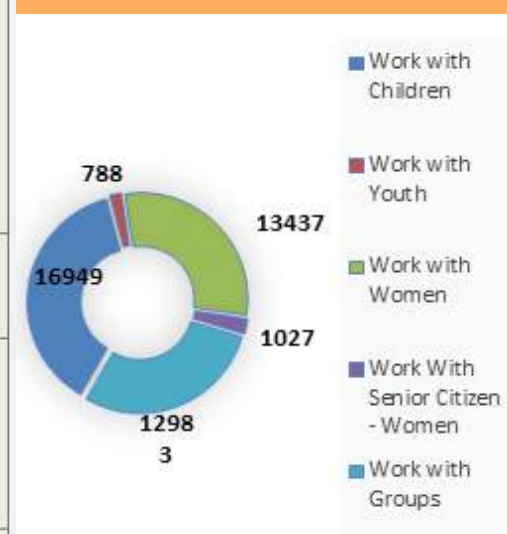
- RCCs 1.0 are our above six Centres which will continue to be our laboratories, where we will take a flexible need based approach.

- RCCs 2.0 have structured service offerings, making it possible to scale.

Our RCCs 2.0 are at Pump House in Andheri (east) since November 2022 and at Damunagar in Kandivali (east) since May 2023. We work as RCCI (Rangoonwala Community Centric Intervention) in Juhu Galli, in the absence of a dedicated space for a Centre. We support TB patients and conduct one-off activities with children at Aarey Colony, an area where RCC Replication could not be taken further due to imminent redevelopment.

## Our work during the year at a glance - RCC

Work with Population Groups	Participation
<b>Work with Children:</b> through Centre Based and Community Based Bal Umang, different activities with children including drawing and aerobics. Students from 8 schools under the School Outreach Programme were supported for education kits. Life skills and Health Awareness sessions were conducted in these schools. Children's Day - Bal Utsav was celebrated in November 2022 by Reaching the Unreached Children in RCCs areas, organizing Bal Umang Projects at RCCs and the main event. The theme this year was 75 years of India's Independence. Children participated in the Cultural Programme at RCC Events. Festival Camps and Summer Camps were organized for them. Health Camps for immunization were organized in partnership with the Municipal Corporation.	16,949
<b>Work with Youth:</b> through Festival and Summer Camps and aerobics training for adolescent girls; Career Guidance, Yuva Saarthi training, Value building and CKD awareness workshops.	788
<b>Work with Women:</b> Through long term and short term vocational trainings; Yoga and Aerobics trainings, Health Consultation Clinics, Health Camps, Health Talks, Debate Forums, Monthly Open Forums, Volunteer Cadre meetings & processes, Cluster Meetings, Exposure Visits, Festival and Summer Camps and RCC Pratibimb- Women's Day celebrations through participation in Cultural & Skill Competitions and Entrepreneurship opportunities.	13,437
<b>Work with Senior Citizens- Women:</b> through exclusive weekly activities organized for them at the Centres, participation in the Cultural Programme at RCC Events, Festival and Summer Camps as well as integration in Health and other initiatives for women at RCCs.	1027
<b>Work with Groups:*</b> Counseling, Computer trainings - MS office- Word, Excel, PowerPoint through different modules, Tally for accounting, Desk Top Publishing, Special Input Sessions, focus on mental health through counseling services, input sessions and Monthly Open Forums on various topics by subject experts like Right to Information, Public Distribution System, Civic Structures & Local Governance, Services & Schemes for TB patients We also continued our TB Programme- supplementary protein rich nutrition support, linkage to the Govt. NTEP & referrals; pre training Orientation sessions and post training Certificate Distribution Programmes	12,983
<b>Total : Direct beneficiaries</b>	<b>45,184</b>
<b>Outreach:</b> Mobilization, Community based Health Awareness, Community Meetings, Information Dissemination etc.	<b>183,277</b>



\* Activities/ initiatives in which mixed groups – children, youth, women, senior citizens, and full families (e.g. TB programme) and at times men from the community (e.g. Monthly Open Forums) participate have been categorized under work with groups.



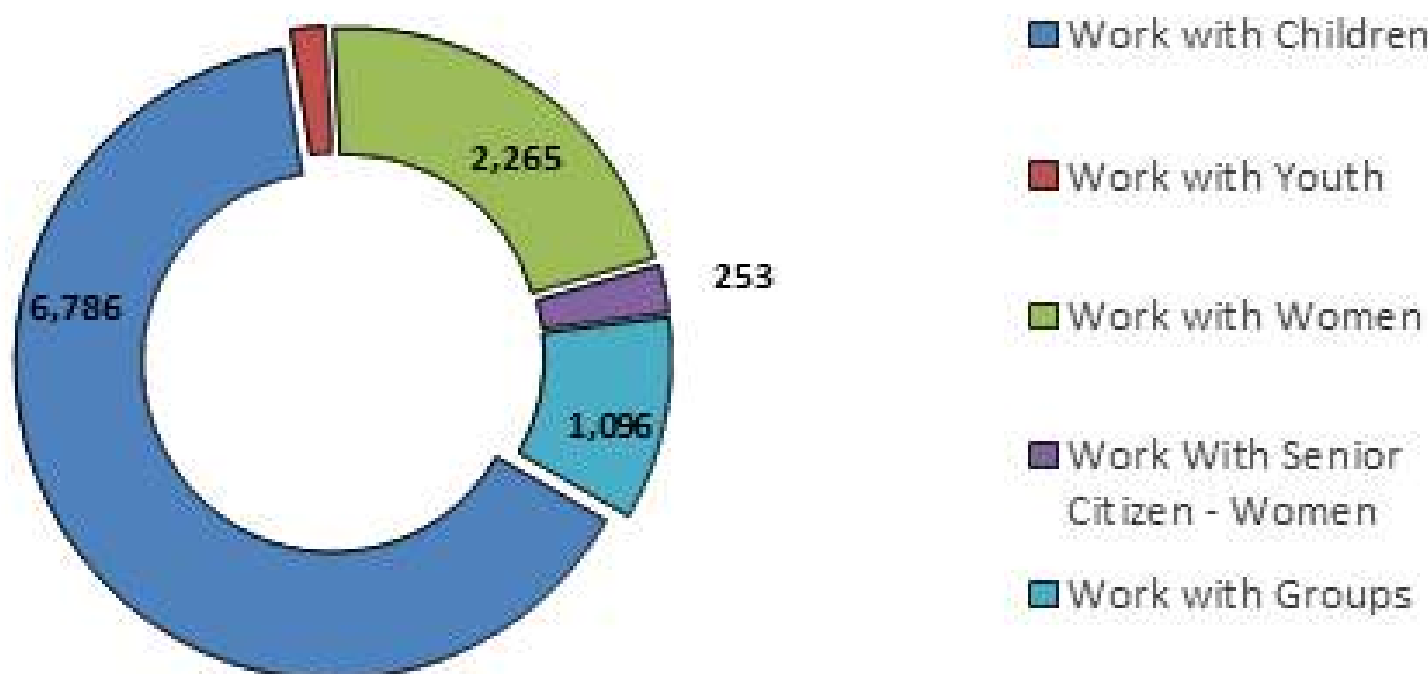




## Our work during the year at a glance - RCC Replication

Work with Population Groups	Participation
<b>Work with Children:</b> Centre based and Community based Bal Umang, celebrating Children's day through Reaching the Unreached Children and participation in Bal Utsav; Festival & Summer Camps, Support for Education kits for school children, drawing training and other activities.	6,786
<b>Work with Youth:</b> Festival and Summer Camps for adolescent girls; Career Guidance, Yuva Saarthi training, Value building and CKD awareness workshops.	181
<b>Work with Women:</b> long term and short term vocational trainings, Yoga and Aerobics trainings, Health Camps, Monthly Open Forums, Volunteer cadre meetings & processes, English Communication & Life Skills training for Volunteers, Exposure Visits, Festival and Summer Camps and RCC Pratibimb- Women's Day celebrations through participation in Cultural & Skill Competitions and Entrepreneurship opportunities.	2,265
<b>Work with Senior Citizens- Women:</b> exclusive weekly activities organized for them at the Centres, Festival and Summer Camps as well as integration in Health and other initiatives for women at RCCs.	253
<b>Work with Groups: *</b> Computer Literacy, supplementary nutrition for TB patients, Monthly Open Forums, Counselling, Go-NGO Meet, pre training Orientation sessions and post training Certificate Distribution Programmes etc.	1,096
<b>Total : Direct beneficiaries</b>	<b>10,581</b>
<b>Outreach:</b> Mobilization, Community based Health Awareness, Community Meetings, Information Dissemination etc.	<b>38,798</b>

\* Activities/ initiatives in which mixed groups – children, youth, women, senior citizens, and full families (e.g. TB programme) and at times men from the community (e.g. Monthly Open Forums) participate have been categorized under work with groups.









We continued with Centre Based and Community Based Bal Umang – our 9 session module with **Children**, focusing on creativity and extra-curricular activities. In the run-up to our Children’s Day Celebration- Bal Utsav; we reached erstwhile unreachable children in the communities we work in and organized Bal Umang – Projects at the Centres to build a scientific temperament in children. The main event saw a participation of more than 800 children. Area schools performed on the theme of Azaadi ka Amrit Mahotsav – 75 years of India’s Independence. Children associated with RCCs exhibited their prize winning projects on the same theme. The other activities were disability and CKD sensitization and games organized for the children.

Our Festival Camps for Children, Adolescent Girls and Senior Citizens focused on cultural sensitization and secularism. The Summer Camps for Children, Adolescent Girls, Women and Senior Citizens included visits to the Nehru Planetarium & Museum and The Yoga Institute; activities around disability sensitization, climate change, self-defense etc.





Our Yuva Saarthi Workshops with **Youth** focused on personality development, handling peer pressure, gearing up for life after the protected environment of school, online admissions etc. Our Career Guidance process with Youth was a series- with sessions on Career Focus followed by sessions on Career Guidance and one-on-one follow up facilitation if required.

Feed Back. Saniya Nookar  
Thank you, Rangeonwala Community Centre, for providing a wonderful camp that helps us. we get to know many new things about girls, weather, health, yoga, and knowledge of Books which we didn't know. Thank you for knowing and giving such a wonderful information. we are ~~glad~~ glad to come here all the session was amazing we loved it! we will again visit your camp. It was very fun and safe. camp. we was very thrilled to do lots of activities. we had our best ~~to~~ summer camp. Thank-you very much :). For this girls adolescent





Our capacity building Trainings with **Women** focused on wellness through Yoga and Aerobics, skill building through various modules of Beautician & Mehendi application trainings, Rangoli, Flower & Jewelry making, Warli painting etc. These trainings have income earning potential, do not occupy space in cramped homes and are not capital intensive.

Women accessed the services of qualified lady Doctors through our Health Consultation Clinics. We promote health seeking behavior through our Health Camps (cancer, anemia, bone density and kidney status) which detect, facilitate follow up advice from Doctors and offer medicine and diagnostic linkages. Monthly Health Talks by our empaneled Doctors build awareness and facilitate interaction.

RCCs continuously nurture their Volunteer cadres through capacity building and their involvement in the Centre's activities. This builds community ownership and helps sustainability.

We celebrated Women's Day - RCC Pratibimb by providing a platform for cultural expression through performances on the theme of women's empowerment, skill competitions and opportunities for entrepreneurship development for women.







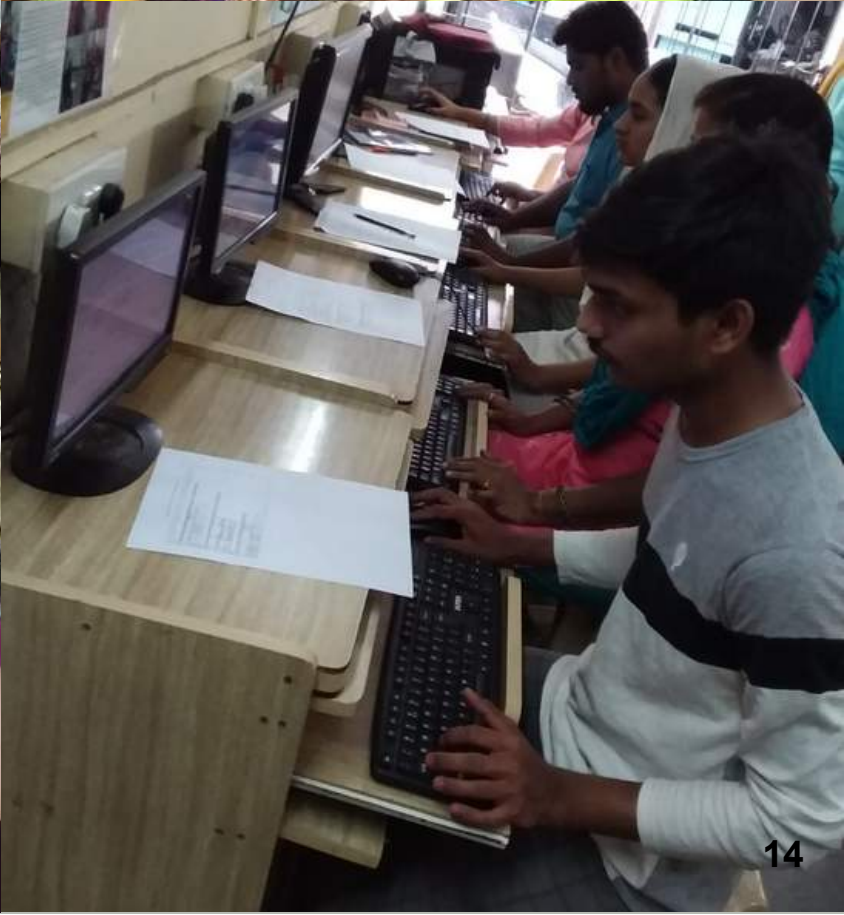




Our **Senior Citizens** created time and space for themselves through their exclusive weekly meetings & input sessions, Festival & Summer Camps. Additionally, they have access to all other trainings and health initiatives of the Centres. Their dance performance was the highlight of RCC Children's Day and Women's Day events.









In September 2022, we were felicitated as “**Nikshay Mitra**” by the Governor of Maharashtra Hon’able Shri Bhagat Singh Koshyari ji for our contribution to the Hon’able Prime Minister of India’s efforts for a TB Free India. We have been providing protein rich supplementary nutrition for TB patients since the inception of the first RCC in 2005. Around 175 TB patients from RCC operational areas benefit from this.





RCC organized a **TB Sammelan** for an interaction between the Government's National Tuberculosis Elimination Programme (NTEP) officials, TB patients, RCC Volunteers and team. 74 people participated.

We also organized a **GO – NGO meet** to facilitate an interaction between Government and Non- Government Organization stakeholders from RCC operational areas. 124 representatives from the Municipal Ward Office, Police, Local Schools, Health & Education officials, other NGOs, Community Based organizations, local Groups, RCC Volunteers and team participated.



We documented the impact of Work with Children in the Pandemic. This was our largest intervention- we could reach more children than in pre- Covid times. We started the process of **Impact Assessment of RCCs** with an external agency. As we grow, the need for a strong, yet easy to implement MIS becomes more urgent. We explored options with external agencies for this for dashboards and capturing data real time.



# Ummeed Health Programme

*ek swasth jeevan kiaasha ..... hope for a healthy life*

This intervention supports patients, advocates their issues and builds awareness on patient's rights through our Satark

Mareez Haak Abhiyaan. A dedicated area of work in the Mumbai Metropolitan Region has been with Chronic Kidney Disease (CKD) patients. We have promoted the Ekta Support Group of CKD patients and their families- they bond, interact, support each other, lobby & advocate for issues affecting them.

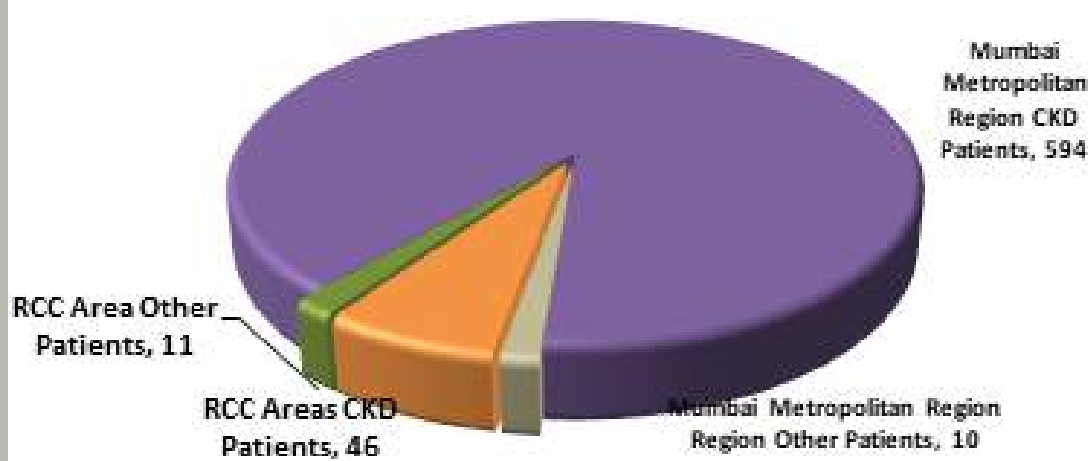
CKD awareness an integral part of our work.

We limited our support to Chronic Kidney Disease (CKD) patients across the Mumbai Metropolitan Region and support for all categories of patients in RCC areas as detailed below :



Support Categories	Number of Patients supported
RCC areas CKD Patients	46
RCC Areas – Other patients	11
Mumbai Metropolitan Region CKD patients	594
Mumbai Metropolitan Region Other patients *	10
<b>Total patients Supported</b>	<b>661</b>
Other Initiatives	Number of beneficiaries
Treatment Guidance	718
Milk Support to Government Hospitals	36870
Monthly Open Forums	135
Ekta Support Group Meeting	382
Health Awareness & Information Dissemination	2610
<b>Total Beneficiaries of other Initiatives</b>	<b>40,715</b>

**Note:** \* Other patients means CKD patients or their family members having other ailments





In addition to financial support for treatment, **Treatment Guidance** was done for 102 patients individually and with 616 participants through 16 online sessions. This helped them accessing entitlements / concessional treatments. Hence RF(I)T funds did not have to be deployed for treatment.

Regular interaction with Hospitals and Dialysis Centres is an integral part of the Ummeed Programme. This helps us keep ourselves abreast of developments, specially related to patients treatment facilities, costs and access to Government Schemes.

135 Ekta Support Group members participated in on-line **Open Forums** organized for them on Home Remedies, Parenting, Local Self Governance and Blood Pressure.

There was no availability of milk in Mumbai's Municipal Hospitals for some time due to issues in the tender approval process. We worked out a system with two of the largest Municipal Hospitals – KEM and Nair for ICU patients on liquid diet, children and other critical patients. This special intervention benefitted 36,870 patients.



We organized the **12th. Annual Ekta Support Group(ESG) meeting** in November 2022 for the first time since the pandemic. 382 CKD patients / their family members participated. It was energizing to see the bond amongst the members who met in person after a long time. It was an emotional time too, as we lost many members in the past few years, more so in the Pandemic. We shared RF(I)T's capacity building initiatives for the ESG members. These were Entrepreneurship Support like Udyamita, linkages for Mobile Repairing and Computer Hardware & Software training and Scholarships for Education.









**Shobha Sharma** has been a dedicated Ekta Support Group Volunteer for many years. She dedicates time for meetings with officials to advocate issues of Chronic Kidney Disease patients, for CKD awareness at RF(I)T events as well as in areas that she can reach out to on her own.

A widow of a CKD patient, she has experienced the difficulties faced not only by CKD patients but also by their family members. Treatment expenses are difficult to meet and the resultant socio- economic alienation compound the hardships even for the next generation. Shobha has taken to auto- rickshaw driving as her livelihood.

She joined the Udyamita Training at Rangoonwala Training Centre and learnt to make 4 types of cleaning materials of commercial quality. She markets the products on her own and also gets orders from RF(I)T for the Community Sanitation & Hygiene Programme. One big order that she got, helped her pay her pending house rent at a time when she and her daughter were on the verge of being thrown out of their home.

Shobha was an inspiration for many at the 12th. Ekta Support Group Meeting.





# Utkarsh Youth Development Programme

*Providing opportunities to elevate.....*



Utkarsh mentors and supports youth for their education, skill building and engages them in a range of capacity and value building processes. It also supports people for entrepreneurship. The initiatives remained focused on RCC operational areas and CKD patients, their children or family members. We continued only those city wide scholarships for higher education that were previously committed to for students who fulfilled RF(I)T's compliance norms. One student was referred to M. A Rangoonwala College of Hotel Management at HGMAET and two students studying there were given supplementary support.

Categories	Number of Beneficiaries
Scholarships	70
Entrepreneurship support to women	6
Capacity Building Initiatives	162
Open Forums	123
Entrepreneurship Facilitation *	20
Career Guidance	308
<b>Total</b>	<b>689</b>
Health Awareness & Information Dissemination	<b>3056</b>

**Note: \* these are an Average for the year.**

We continued to follow the system of compliance first (specially volunteering assignments); support thereafter. This helped in filtering out applicants. Most processes continued to be done virtually - due diligence, compliance management, facilitation, mentoring, etc.

Capacity building workshops for Utkarshites focused on Value building, Performing Street Plays, Self Defense Training and CKD Awareness . The latter was then given as a topic for Volunteering Assignments.

Mentoring, dialoguing with students and their parents/ guardians was a continuous process through the year. They also attended online meetings and trainings. The Open Forum on Parenting was specially organized for parents/ family elders. The others which were open to youth as well as their family members were on Home Remedies and Local Self Governance.

Utkarsh entrepreneurship and skill building scholarships helped people help themselves. We mentored entrepreneurs supported in the previous year. They were the Udyamita (cleaning materials) ladies, nano- business persons viz Food Stalls and Foot wear, Auto – Rickshaw Drivers, Tailors and youth trained for 4 wheel vehicle driving. The average of active 20 Entrepreneurs earned a cumulative income of INR 1,392,941.

Utkarsh's focus on entrepreneurship and skill building has begun since the pandemic.







# Rangoonwala Training centre

*atmanirbharta ke path par..... on the path to self reliance*



This is a pan organizational space for Training of Trainers, housing the vocational and entrepreneurship development activities, conducting combined advanced trainings for the RCCs, workshops in skill training, training module reviews and RCC model replication related capacity building and for organizational processes related to the RCCs.

Activities	Number of Participants
Entrepreneurship Development	1153
Training of Trainers	333
In house Training & Activities	707
<b>Total</b>	<b>2193</b>

RCC data and documents continued to be digitized at RTC during the year.

















# Community Needs Response

The Covid 19 Needs Response started in 2020 was converted to the Community Needs Response to address the needs of the most vulnerable amongst the people we work with. We also continued to address the Community Sanitation & Hygiene issue through the support of four types of cleaning materials ( Toilet & Floor Cleaners, Liquid Bleach and Phenol) to community toilet blocks in RCC intervention areas where local volunteers were prepared to take responsibility of the cleanliness of the toilets and judicious use of materials. Most of the people we work with do not have toilets attached to their homes. Sanitation & Hygiene is an important health determinant that we work with since Covid 19.

During the year we could provide relief kits to those affected by fires due to gas cylinder blasts in the areas of RCC Pathanwadi and RCC Anandwadi . The fires left thousands of people homeless.

Activities	Number of Participants
1. Food Security for CKD patients in the areas of the Rangoonwala Community Centres	593 kits 2662 Beneficiaries The kits were equivalent to 59,300 person meals
2. Food Security for terminally ill patients in the areas of the Rangoonwala Community Centres	138 kits 713 Beneficiaries The kits were equivalent to 13,800 person meals
3. Food Security for vulnerable people in the areas of the Rangoonwala Community Centres	40 kits 140 Beneficiaries The kits were equivalent to 4,000 person meals
4. Food Security for vulnerable senior citizens in the areas of the Rangoonwala Community Centres	Cooked meals provided to 2 senior citizens for 4 months
5. Food Security & support for Commuting for CKD patients from MMR	1 patient
6. BMI monitoring of Bal Umang children of RCC & RCC Replication areas post immunity kit support for 3 months	395 children
7. Community Sanitation & Hygiene	Providing 4 types of cleaning materials for 5,147 community toilets cumulatively , in the areas of Rangoonwala Community Centres on a weekly basis
8. Support to Community based Volunteers & others	8
9. Community based Volunteers Equipped with Pulse Oximeters and IR Thermometers	Services provided to 6,978 people through equipment placed with RCC Volunteers during Covid 19
10. RCC Pathanwadi & Anandwadi Fire Response	817 Relief kits for 3450 people
11. Users of Oxygen Concentrators provided to us by Piramal Swasthva	11 patients













RF(I)T's flagship marketing & networking event was organized from 14- 16 Dec 2022 after a gap of 2 years due to the Covid 19 pandemic. The event was for 3 days (unlike 4 days previously). Majority of the participants were RCC entrepreneurs along with 3 RF(I)T Partner Organizations- Sri Arunodayam Charitable Trust, Vikas Sahyog Prathisthan and Samerth Charitable Trust. Block Printers associated with SEWA Ahmedabad also participated. Helen Keller Institute was invited for disability sensitization.

The RCC stall exhibited the hand embroidered, warli painted and jewelry products made by women artisans after being trained by us. RCC Entrepreneurs put up stalls for a wide variety of snacks, chocolates, perfumes, incense sticks, cleaning materials , Mehendi application and massage.

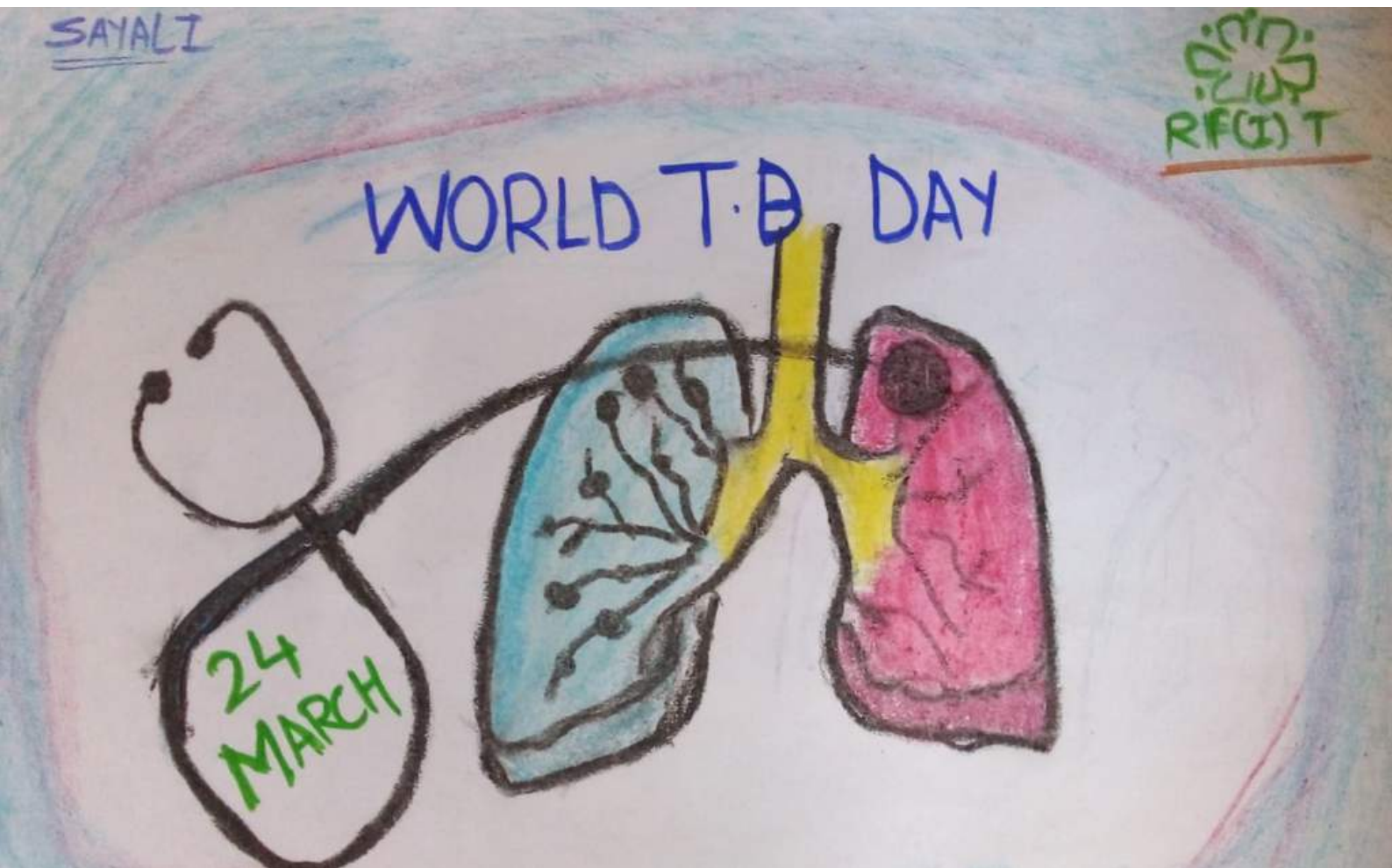
RF(I)T's campaign stall for CKD, TB & Patients' Rights awareness was handled by it's volunteer cadre. The footfalls were 1323 and sales INR 630,876.





# Campaigns:

RF(I)T reached out to 54,561 people this year through its CKD, TB and Satark campaigns. This includes volunteering assignments done by students. World Health Day was observed through sessions on Satark- Patients' Rights, poster exhibitions and awareness in the communities we work in. World TB Day and World Kidney Day were also observed through a series of online and offline information sharing platforms and interaction with patients. CKD was the theme for awareness building during the Ganpati festival in RCC areas through street plays.





# Mentoring future professionals

5 social work students (Degree and Post-Graduate) & 3 students pursuing their Masters in Social Enterprise Management from Nirmala Niketan College of Social Work and 6 Interns from the Centre for Life Long Learning of Tata Institute of Social Sciences were placed with us during the year.

## Summing up

Back to normal after the pandemic meant pivoting again in a very short span of time. It meant unlearning, relearning and integrating the learnings of the lockdown in our work.

We set up two more Community Centres during the year and developed the Community Centric Intervention model for our work in one more area.

The resumption of our events- Bal Utsav- Celebrating Children's Day, Ekta Suuport Group Meeting of Chronic Kidney Patients & their Family Members, Pratibimb, RCC- Pratibimb – Celebrating Women's Day, the GO - NGO meet and the TB Sammelan energized one and all. It also gave momentum to our work.

196 RF(I)T Volunteers, Senior Citizens and Team bonded at the organizational picnic in Feb 2023.

We continue to endeavor to make a difference to the lives of the people we are associated with, drawing inspiration from Albert Einstein's words " In the middle of every difficulty, lies opportunity"

