

MISSION SALAMATI

SUPPORT TO COVID-HIT FAMILIES



Lockdown Stories



“

“Everything we do before a pandemic will seem alarmist. Everything we do after a pandemic will seem inadequate. This is the dilemma we face, but it should not stop us from doing what we should do. We need to reach out to everyone with words that inform, but not inflame. We need to encourage everyone to prepare, but not panic.” – Michael O. Leavitt

CONTENTS

WORK DURING THE COVID-19 PANDEMIC

01

Chief Executive's Message

02

COVID-19 Crisis and its Impact on the laborers

Jai Kishore's ordeal of getting his wages

04

Mission Salamati - The Harbinger of Hope

Collaboration was the key!

06

Promoting Livelihood Amidst Lockdown

Mohit, the mask man

07

Be aware, Be safe, Be careful

Technology brings the much-needed hope amongst children

09

Labour cards, a new ray of hope for migrants

The ordeal of matching demand with supply

12

We owe it to you — Deepalaya receives Global Humanitarian Award

Rush for visiting home — the story of a migrant

13

Tabassum's ordeal of staying put during lockdown

A sigh of relief — Bimla's story

The story of the tea-seller

15

Volunteer Speak



CHIEF EXECUTIVE'S MESSAGE

Dear Patron

When the year 2020 began, nobody expected it to be so catastrophic. True, the world was faced with a situation that it was not prepared to deal with. Coronavirus had hit every country, every sector. The disease has infected millions and millions of people since its outbreak in December. It is a constant threat to global food security for billions of people.

The fight against Coronavirus is not just a fight against an invisible enemy; it is also a test of humanity. A situation like this calls for a collective effort to support the neediest persons.

This fight cannot be won unless we assume shared responsibility. That has been the mantra for the success of our project -- Mission Salamati -- aimed at promoting wellness amongst all.

Immediately after the nationwide lockdown was announced, the Deepalaya team sprang into action. We could anticipate how

things would be for the communities associated with us, migrant labourers and daily-wage earners. In the end, the project benefited 12,850 families with dry ration and sanitisation kits and more than 2,200 families with financial support.

This booklet speaks about the project in detail. It is also a testimony to the splendid work our community people, SHG members and volunteers did in our Covid-relief initiatives, often risking their own health.

We take this opportunity to thank all our partners, especially the Australian High Commission, Give India, Western Union, Zomato Feeding India and thousands of individual donors, who came forward and supported this cause.

Together we will win this battle.

Warm regards,

A J Philip
Secretary & Chief Executive



COVID-19 CRISIS AND ITS IMPACT ON THE LABOURERS:

As the country went into a complete lockdown, those who were severely impacted were the urban poor, especially daily-wage workers, the homeless, migrant workers and those who worked on a job-work basis. It is a known fact that nearly 90 per cent of the workforce in India is from the informal sector.

The sudden lockdown did not give them even a day to make necessary arrangements. Many of them could not get their daily wages or salaries. Some tried to approach the workplaces for money. Their requests were turned down. The entire picture looked gloomy. With limited supply of essential commodities, many were on the verge of starvation. And a large majority of them lost their jobs.

One thing that could help the urban poor in facing this crisis was immediate relief till the time the government started the unlocking process.





JAI KISHORE'S ORDEAL OF GETTING HIS WAGES

How would you feel when you visit your workplace to collect your monthly wage and you are told, "Please leave. We won't be able to pay today. We do not even know when we would be able to pay you".

This is exactly what Jai Kishore of Sanjay Colony, who worked for an export company at Okhla Phase 2 heard when he visited the factory.

His daily wage worked out to Rs. 450. The company used to give the money in one go on the 20th of every month. Sometimes there would be a delay of a few days. On 24th March, when the lockdown was announced, it was his salary day.

In the hope of getting his hard-earned wages, he went to the factory but at the gate, the guard stopped him and gave the bad news.

His fellow workers started gathering at the

gate and called the owner but in vain. Finally, they came back to their houses empty-handed.

His wife was also a daily-wage worker in one of the nearby factories. Her wages were a pittance. They barely had ration at home. Her plight was nothing different from that of her husband.

When our computer instructor, Pradeep Chauhan, contacted the students to find out their condition, he came to know about the crisis this particular family was going through. But for that discussion, Jai Kishore and his family would have starved. The financial support from Give India, given through Deepalaya, came as a blessing. The family is very grateful to both the organisations.





MISSION SALAMATI- THE HARBINGER OF HOPE

In view of the critical situation, Deepalaya came up with its new initiative, Mission Salamati. When #MissionSalamati was designed, we initially thought of children, migrant labourers and daily-wage workers, who lost their jobs. Gradually, the project aimed at the wellness of all our beneficiaries, be they children, parents, women or elderly and even our own staff.

It started off with immediate relief activities. With schools closed and nationwide lockdown, children lost access to mid-day meals from their school, which primarily was the only source of nutrition for many children. As people lost their jobs and faced shortage of essential supplies with mounting job losses, Deepalaya thought of helping those families.

When the lockdown was announced, Deepalaya neither had the means to launch this initiative nor other resources. We aimed at supporting a few families to begin with. Fundraising was a big challenge. Yet, there was a hope that many of our partners and supporters would come forward. And that actually happened.

We collaborated with like-minded individuals and funding partners like Give India, the Australian High Commission, Zomato Feeding India and Western Union. We feel proud that the tiny steps that we took resulted in benefitting more than 15,000 families. We express our gratitude to all those who contributed to the cause.

Our staff also made their own Fundraising efforts on Facebook and raised money to support the initiative.

Apart from the dry ration, including dal, rice, spices, flour, oil, salt, tea etc., the kits also took care of the sanitisation needs of the families. They were given soaps, detergent and masks as well. Since women were facing issues in managing menstruation, we also provided a total of 36,800 sanitary napkins to them.

Around 2,200 families in the urban slums and rural areas were supported financially with Rs. 4,000 to Rs. 7,000 respectively for meeting their day-to-day expenses towards food, medicines, and rent.

15,000 
FAMILIES BENEFITTED

SUPPORT PROVIDED TO THE FAMILIES



69500

KGS OF ATTA DISTRIBUTED



27375

KGS OF DALs DISTRIBUTED



30000

KGS OF RICE DISTRIBUTED



4600

KGS OF SUGAR DISTRIBUTED



4600

KGS OF SALT DISTRIBUTED



5100

KGS OF TEA DISTRIBUTED



18400

DETERGENT SOAPS DISTRIBUTED



4600

LITRES OF OIL DISTRIBUTED



31200

MASKS DISTRIBUTED



20500

BATHING SOAPS DISTRIBUTED



4600

MATCH BOX PACKS DISTRIBUTED



36800

SANITARY PADS DISTRIBUTED



4600

KGS OF DETERGENT DISTRIBUTED



5000

VIM BAR DISTRIBUTED

COLLABORATION WAS THE KEY!



Be it a relief activity, fundraising or education, what actually worked was collaboration among different stakeholders. While we partnered with multiple funding agencies for supporting the relief initiatives, we also tied up with different civil society organisations like Akansha foundation, ATMA, Dasra, Noora Health, VANI, Save the Children, Social Lens, UNICEF etc. and individual trainers for training our staff for taking new challenges head on.

Not only this, our students, youth, women and parents, who were the beneficiaries, supported us in conducting the relief activities, managing the crowd, and ensuring that the benefit reached the neediest.

PROMOTING LIVELIHOOD AMIDST LOCKDOWN

One of the achievements that we feel proud of is the livelihood initiatives. With the help of Give India, we have given financial support to the families so that they can meet their day-to-day expenses. However, with Rs. 7,000 that we gave, a few entrepreneurial people started their own business in Sanjay Colony.

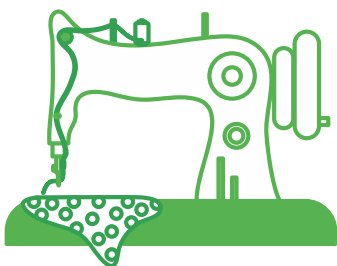
We had shared the guidelines given by the National Livelihood Rural Mission for making

masks. Five of our members in Sanjay Colony started making masks. The masks so made were initially sold to the community members with a small profit. Deepalaya also purchased the masks from these members for its Covid-relief initiatives. Today, these members are not only able to support themselves but also have employed a few people.

MOHIT, THE MASK MAN



Mohit Lal



One of the worst things that happened to millions of people during this pandemic was joblessness. If there are stressful stories of loss, depression and even suicide, there are also many which tell how resilient one can be.

Just before the lockdown, Mohit Lal used to work on a daily wage basis and used to do plumbing jobs. Like many others, he also lost his job.

While we were supporting people financially and with dry ration, we found that Mohit has the capability of spinning the wheel to his favour. Our staff was thinking of a few livelihood options that people could

choose during the lockdown. Lo and behold, Mohit bought an old sewing machine. He was trained by another community member, who was making and supplying masks to Deepalaya for distribution along with ration kits.

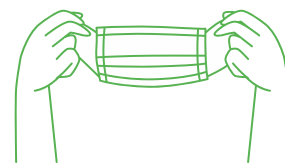
Mohit soon learnt the trick and supplied the much-needed protection to thousands of families supported by Deepalaya. The organisation not only helped him financially but also gave the much-needed money for starting his business.





BE AWARE, BE SAFE, BE CAREFUL

Be aware, be safe and be careful was the mantra that we all have been following during this Corona crisis. However, our beneficiaries were not capable enough to know what Covid-19 is. How does it infect a person? What precautions do they need to follow? Their financial condition was itself a major challenge. Social distancing had become the new norm. But how would social distancing be possible in a 10 by 10 feet room, where 8 to 10 people stayed together? How could people maintain hygiene when they had no toilets at home? And community toilets were the only option.



That was a major concern. Deepalaya had to ensure the well-being of not only its staff, who distributed ration and sanitisation kits, but also of the community. The staff was also not equipped to conduct awareness. Our collaboration with Noora Health, another civil society organisation, helped us in bridging this gap.

They provided the much-needed information. They also conducted mock sessions on zoom — the virtual meeting platform — for creating awareness amongst people. The WhatsApp service helped us in giving access to creative ventures and short videos for passing on to our beneficiaries. Deepalaya also provided health insurance to its staff in case any emergency arose.

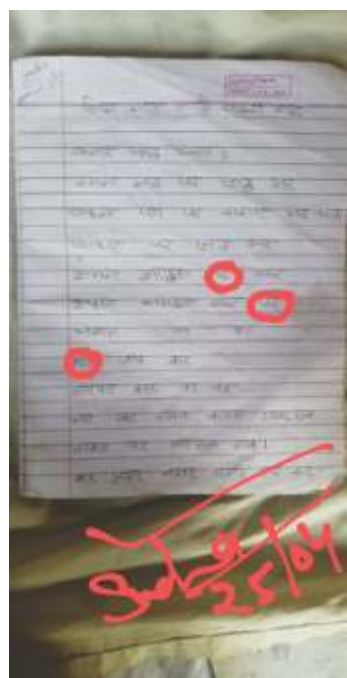
So far, Deepalaya has created awareness about Covid-19 amongst more than 7,000 beneficiaries and through them to thousands of others.

TECHNOLOGY BRINGS THE MUCH-NEEDED HOPE AMONGST CHILDREN

While the lockdown forced everyone to stay indoors, a major risk that we anticipated was the loss of education. Our schools and learning centres were closed. There was a lot of panic. Our teachers started calling the parents to know about their well-being. A few who did not take calls were sent messages on WhatsApp. And this led to a major breakthrough. The teachers, who had never taken virtual classes, prepared videos and worksheets to ensure that the students stay in touch with the classroom practices. The parents acted as the facilitators. They were approached for preparing a time table for conducting virtual classes.

Those who did not have an android phone or Internet were contacted through conference calls with a group of four or five students on one call. Support from the neighbours was taken for ensuring that learning material reached them. In a nutshell, Deepalaya was able to conduct classes with almost 90 per cent attendance by the students.

In fact, those who went to their villages after the lockdown relaxation also attended the classes remotely. The teachers were



trained and provided with the desired learning material for conducting such classes. The lockdown had opened new doors and new avenues of exploring technology and finding solutions to problems that affected our beneficiaries.



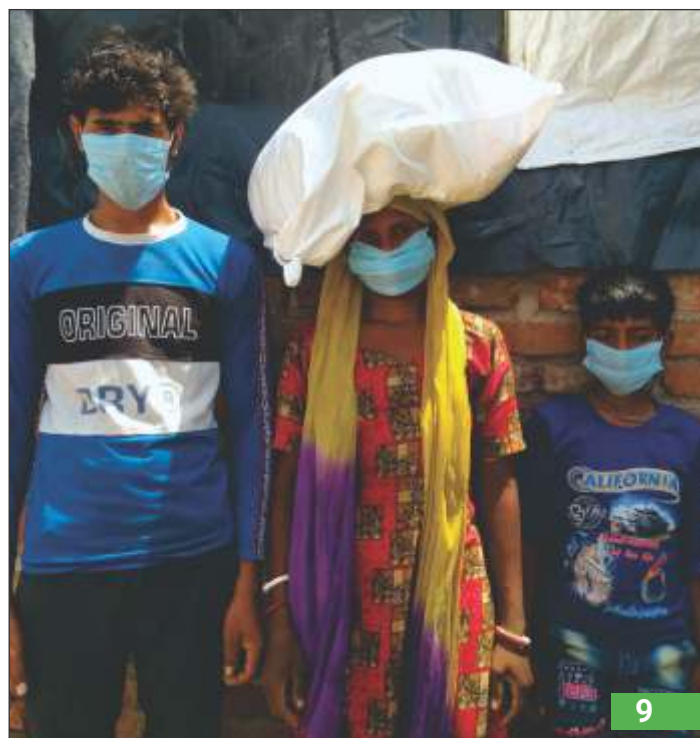
LABOUR CARDS, A NEW RAY OF HOPE FOR MIGRANTS

As soon as the lockdown provisions were relaxed, we collaborated with the District Legal Services Authority in West Delhi. The team trained our staff in helping migrant labourers in availing of the government scheme announced by the Labour Department of the Delhi Government.

The intended beneficiaries have to fill up a form. One form takes about two or three hours to complete. Once a labourer is registered, the scheme will help him in getting Rs 5,000 a month till the time he gets a job. It also gives a long-term security, including a monthly pension of Rs. 1,000. The labour card shall also help in getting

free treatment in private hospitals, maternity benefit etc.

They can also get a home loan after a period of five years. Also, in case of natural death, the government gives support to the extent of Rs. 1 lakh to the family members of the deceased. This card also supports children in meeting their educational needs in the form of scholarships for higher education. Deepalaya was able to help more than 100 families to get the labour cards during this period.



THE ORDEAL OF MATCHING DEMAND WITH SUPPLY

Although the project — Mission Salamati -- was unique, it had its own challenges. We had our own limitations. Our resources were minimal while the need was colossal. Yet, we tried to manage and were able to fulfil the needs of the community. It was an equally challenging task to identify the neediest.

The most difficult task was to maintain social distancing and follow government guidelines during the distribution of ration and sanitisation kits. This was resolved in a very innovative manner. We saw exemplary collaborations happening during the lockdown. We collaborated with several people, including Asha workers, SHG

members, our own alumni, existing students, members of the youth club to not only identify the needy families but also support in distribution.

After the list was generated, a unique SMS system was designed and people were given a token online with a time and place, where they have to come for ration distribution. This helped in maintaining all norms regarding social distancing and ensuring that only the needy got the ration and sanitisation kits.

The pandemic not only gave us the opportunity to serve the needy but also find solutions to challenging circumstances.

SAVING GIRLS BY A TEAM OF COUNSELORS



When the lockdown was announced, we were worried how our girls would be treated during the lockdown. We were just wondering what could be done to ensure their well being. Stories of increasing violence at home, child sexual abuse and even early childhood marriages were scary.

With the help of Aarti Madhusudan, Founder of iVolunteer, we identified 50 women who volunteered for making calls and counselling girls. As a precaution, we took the consent of the parents that a didi would be calling their daughter for helping her in studies. We didn't

know how this initiative would take shape. The women were initially given the task of making three calls to one girl and support them in resolving these issues. Aarti had conducted similar experiments with other NGOs. The girls were initially reluctant to speak but gradually they became familiar and started discussing issues that they faced.

We feel so happy that so far not a single girl child has been reported to have been married off. This small gesture has actually saved many lives.



RUSH FOR VISITING HOME — THE STORY OF A MIGRANT

While we were trying to support people, there was a panic in the community for going back home. The perception that villages were safe had forced many of them to walk barefoot to their villages. It was a difficult task to motivate and counsel them.

We all got scared as one of the workers was found missing in Sanjay Colony. Everyone was worried where he would have gone. Uday Mondal and his wife, a newly married couple, came to Delhi six months ago from a small village in Malda district in West Bengal. Thinking that he would be able to make money, he joined as a daily-wage worker in the construction sector. Life was good as he was earning sufficient money to feed his

family and send some amount to his family members in the village as well.

When our team started searching, their neighbours told us that he was depressed because of the sudden lockdown. He became jobless and he was constantly struggling to feed his family. Paying rent was a huge problem for him. His brother (who works in a Dhaba in Okhla Phase-II) helped him but the money was not sufficient. Our team was scared as Uday decided to walk off to his village. Our community workers had been motivating people but to no avail.

It was only after two days that we came to know that he had come back. He was stopped by the police and was asked to go back. He stayed for a day at his relative's place. The moment we came to know, our team gave him the ration kit.

While we felt relieved that he is back, we were scared about many others, who were thinking on similar lines because of the constant struggle they had to undergo.

WE OWE IT TO YOU – DEEPALAYA RECEIVES GLOBAL HUMANITARIAN AWARD

It gives us immense pleasure in informing you that Deepalaya has been bestowed with the prestigious Global Humanitarian Award by the World Humanitarian Drive, a UK-based NGO with its Chapter in India.

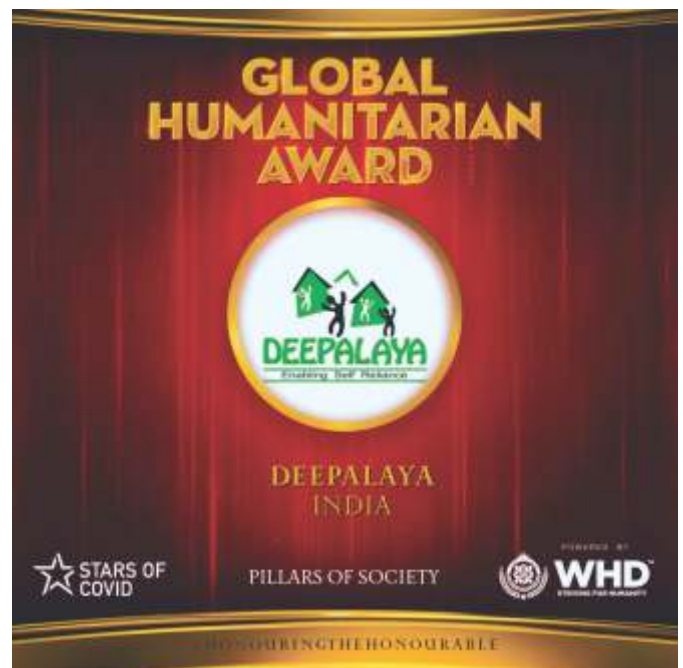
The award came as an encouragement for the Covid-relief activities and online classes conducted by Deepalaya during the recent lockdown.

The award is considered prestigious as the World Humanitarian Drive received over 1600 nominations from 35 countries spread all over the world. The award consists of a medal and a citation.

The virtual honouring ceremony held in London was telecast on YouTube with the participation of Chief Guests Fatmir Sejdiu, Former President of Kosovo, Madhav Kumar Nepal, Former Prime Minister of Nepal, and Pedro I Altamirano, President of the National Assembly, Andalusia- Spain, and Abdul Basit Syed, the Founder Chairman of WHD. The session was moderated by Robin Marsh, Secretary-General of UPF (UK).

We owe this award to you. But for your support, we would not have got this award. And we would not have served the community.

We thank you all for the kind of support that you extended to Deepalaya at such a crucial time



TABASSUM'S ORDEAL OF STAYING PUT DURING LOCKDOWN



This is Tabassum. She came to Delhi to attend a wedding in Delhi in March. Suddenly, lockdown was announced. The family initially took care of the guests for a few days. However, they had exhausted their resources. Tabassum along with her family was asked to leave the house. They could not go back to Bareilly. Clearly, the government could not even imagine the condition of people, who were stuck at one place due to Covid-19.

Without any information, she started wandering on the streets and finally took a small room on rent. They had no money to buy food. They could not avail of the government facility also as they had no documents -- ration card etc.

Every day was a struggle for them. Our community workers identified the family when they were looking for needy people.

Tabassum has no words to thank Team Deepalaya as she got sufficient ration to cook food for two weeks. Her own relatives had left her while she found a family in Deepalaya.

THE STORY OF THE TEA-SELLER

How many of you can start your day without a cup of tea? I am sure many of you cannot think of your day without it. Yes, there are many others who cannot earn their livelihood without tea!

Durga Prasad came to India from Nepal to earn some money. He tried to find a good job but to no avail. Little did he know that tea will be his saviour.



A SIGH OF RELIEF — BIMLA'S STORY

Forty-year old Bimla stays with her children in Rathiwas village in Bhiwani in Haryana. Her husband died two years ago due to a heart attack. After her husband's death, she had no clue on how to run her family. After a lot of motivation from Deepalaya's social workers and neighbours, she started a tea stall in a nearby village in Bhiwani.

With whatever she earned from the tea stall, she was able to meet her personal expenses and the educational needs of her children.

She had a cataract problem and was not financially capable of visiting a private hospital for treatment. With the help of Deepalaya, she got her eyes operated at AIIMS. During the lockdown, she called our representatives and informed them that she had exhausted her ration and had nothing to eat.

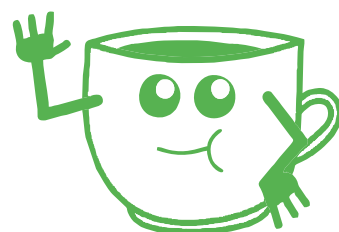
With the help of our supporters, Bimla got a ration kit and a sanitisation kit, adequate to meet her requirements for a month.

He started a tea shop to feed his family of four people -- father, wife and a son. His son needs speech therapy but he has no money to treat him.

Life was somehow going on. Durga Prasad struggled to make both ends meet. Corona wreaked havoc on him and his family. The tea which brings many of us back to life no longer brought happiness to him. So much so he struggled to have a cup of tea during the

lockdown, forget food. His small tea shop had been closed.

Give India and Deepalaya transferred Rs 7,000 into his bank account. We also provided him a ration kit. Yes, the kit also had 250 gm of tea!



VOLUNTEER SPEAK



I am Deepak, a volunteer at Gole Kuan. I am very grateful to Deepalaya for making ration available to us and the community members. We are grateful to the Australian High Commission, Western Union and Zomato and Deepalaya for providing us food at a time when a majority of the people did not know where to turn to for help.



Kudos to Deepalaya! My name is Ankit Kashyap, I would like to thank Deepalaya and my class teacher Komal for giving me such an opportunity to distribute ration. I would also like to thank other volunteers for distributing ration to the people along with me.

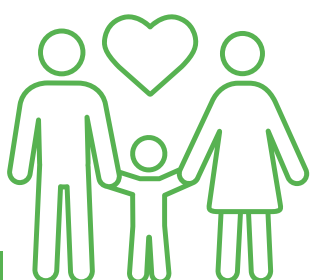


Komal Rathore

Deepalaya was one of those organisations which from Day 1 of the lockdown started helping those who were in need of dry ration, mental health assistance and even financial assistance. Being a part of the field team during that time was a unique experience for me. I had never imagined such a lockdown. Everybody was going through a tough time.

While we were doing a survey, we realised that all were in need of food/medicine or financial help. We learnt how much havoc the lockdown had caused. A lot of people had lost their jobs, shops were closed and vehicles had stopped moving.

Almost everyone was affected, especially those who lived close to the Deepalaya centre at Sanjay Colony. To distribute 200 kits a day, we had 500+ families calling us to check whether we had rations for them or not. Though we were scared to go out and distribute the kits, we also had the satisfaction that we were doing this for a greater cause. Seeing people receiving ration and their happy faces was priceless.



16

OUR BIG **THANK YOU** TO OUR **SUPPORTERS!**



Australian Government



WesternUnion WU

**zomato
FeedingIndia**

AKANSHA FOUNDATION

ATMA

DASRA

NOORA HEALTH

VANI

SAVE THE CHILDREN

SOCIAL LENS

UNICEF

FELICITATIONS

Give India

https://youtu.be/_uEG1Yy7tcY

Australian High Commission

<https://youtu.be/-DFxg5KsSEY>

Jyoti Sagar Associates -

<https://youtu.be/U4UDnjNsjhM>

Western Union

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THANK YOU, PARTNERS, DONORS, SPONSORS, VOLUNTEERS AND STAFF

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PUBLISHER
DEEPALAYA

EDITOR
JASWANT KAUR

LAYOUT & DESIGN
RAVI PAHUJA

CONTENT WRITERS
SHAGUFTA PARVEEN, KALPANA DAS

PHOTOGRAPHY

AJAY GUPTA, GOGIL TYAGI, BRAJESH PATHAK, PRADEEP CHAUHAN,
KOMAL RATHOR, ANITA RANA, STAFF AND VOLUNTEERS





 46 Institutional Area D Block Janakpuri, New Delhi-110058
 +91-11-28520347, 28522263, 28525908
 resource@deepalaya.org sponsorchild@deepalaya.org
 www.deepalaya.org  deepalaya  deepalayadelhi
 deepalayango  deepalayango1