ANNUAL REPORT
2009 AND 2010

A PEACEFUL STRUGGLE AGAINST POVERTY
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Dear Partner and Friend,

We are extremely happy to share with you all the steps taken by Mumbai Smiles in 2009 and 2010. These two years have been crucial in the developing of our Strategic Plan for 2011-2015, and identifying our Mission, Vision and Values. We have begun to systematise our operations as well, creating our HR Policies, CSR Plan and other useful tools to optimise the impact of our Education, Health, Socio-economic, Awareness and Research programmes.

Prioritising education as the best long-term solution to break the vicious circle of poverty, we have expanded our beneficiary target group, involving the communities in all the projects and empowering them to become self-sufficient. We have also reached an important goal: generating employment among the local population, in the most marginalised sections of the city of Mumbai.

We are heading in the right direction, but there is still a lot of work to do in a city where more than 50% of the population is enslaved by poverty, with no access to the most basic Human Rights. We know that we can do it through good work and perseverance, but we will not be able to accomplish this without your support. Thanks a lot for being there!

Jaume Sanllorente
General Director
“You may never know what results come of your action, but if you do nothing, there will be no result.”

Mahatma Gandhi

ABOUT MUMBAI SMILES

Mumbai Smiles is a non-profit organisation that works with underprivileged communities living in the slums of Mumbai. Our areas of focus are education and health, with an emphasis on generating livelihoods, awareness-building and research. Our vision is to empower disadvantaged communities in Mumbai through holistic projects by which they can become self-sufficient and gain access to their basic human rights.

Mumbai Smiles was founded in 2005 by Spanish journalist and writer Jaume Sanllorente after what proved to be a life-changing holiday to Mumbai. He started what he calls a “peaceful struggle against poverty”, a struggle that has today been taken up by a growing team of committed individuals. Over the years, the organisation has flourished in its work and, today, engages with thousands of people through multiple projects.
Mission

Our mission is to transform the social reality of underprivileged communities in Mumbai to guarantee their access to their basic Human Rights, and a dignified life.

Vision

We aspire to see a Mumbai free of poverty and social injustice, whereby all its citizens can equally enjoy the most basic human rights.

Values

Our organisation has a core set of values and principles that influence the way we function and the work we do.

JUSTICE: Our developmental work is oriented towards enabling equal access to opportunities and universal freedom.

NEUTRALITY: We respect human diversity in all its aspects, without any distinction of race, gender, age, political affiliation or religion.

TRANSPARENCY: We manage our resources with rigour, by committing ourselves to transparency and by being accountable to our partners, donors, beneficiaries and society.

CONSISTENCY: In our words and our actions, we are faithful to following our mission and vision, and our work speaks for itself.

Principles of Participation

COMMITMENT: We are dedicated to our mission and we assume the responsibility of working towards its achievement.

UNITY: We promote teamwork and collaborate with other organisations and institutions to enhance synergies and improve our work.

PARTICIPATION: We employ various mechanisms of participation, integrating all the stakeholders in the implementation of projects, in order to induce true social transformation.

ENTHUSIASM: We are motivated by result-oriented activities and carry out our work with hope, passion and interest.

Strategic Plan

From our inception till now, Mumbai Smiles has:

• Established itself as a non-profit organisation with a clear mission
• Begun to systematise our operations
• Developed our first projects
• Made our work known to people around the world
• Focus on building our projects in Mumbai
• Strengthen the organisation’s principles
• Help prioritise and distribute resources
• Unify efforts and expectations

These are important steps that form the foundation for our future work. Our efforts have been infected with passion and enthusiasm that goes far beyond just professionalism. It has been a learning process and an explosion of knowledge that has given us a distilled vision of where we want to go and how to get there.

We are now entering a new phase of our existence. To make sure we stay on track towards achieving our goals, we have formulated a Strategic Plan that chalks out our path till 2015. The plan will:

• Focus on building our projects in Mumbai
• Strengthen the organisation’s principles
• Help prioritise and distribute resources
• Unify efforts and expectations
“We worry about what a child will become tomorrow, yet we forget that she is someone today.”

Author Unknown

AREAS OF INTERVENTION

Education, health and socio economic growth are the cornerstones of our projects. Education is perhaps the best long-term solution to breaking the vicious circle of poverty; it brings about social empowerment, and it is the pivotal goal of our projects. Correspondingly, prevention of diseases and promotion of health are prerequisites for enhancing the socio-economic condition of a community.

Through our projects and alliances with local counterparts, Mumbai Smiles currently provides work to around 130 people apart from generating employment for another 100 or so people among the local population, in the most marginalised sections of the city of Mumbai.

We work within a network of local organisations and communities to understand the interests and needs of our beneficiaries and structure the demands of our initiatives.
MUMBAI SMILES

SOCIAL IMPACT

EDUCATION

HEALTH

SOCIO ECONOMIC GROWTH

AWARENESS

WORKING WITHIN A NETWORK

DEVELOPMENT

FRAMEWORK

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"There can be no keener revelation of a society’s soul than the way in which it treats its children."

Nelson Mandela

India is the second most populated country in the world and the world’s largest democracy. In the past few years, India’s economic growth, which has been above 8% since 2003, has assumed great importance. Despite this, India is plagued by poverty with 42% of the population living below the poverty line. (less than Rs 62 per day).*

The Human Development Index (HDI) for 2009, created by the United Nations Development Programme (UNDP), uses the following indicators to evaluate countries: Life Expectancy, Education and Gross Domestic Product (GDP). In this index, India ranks 134 in a list of 182 countries. This data shows the contradiction in the growth process, one in which the underprivileged are being increasingly relegated to the background.

WHERE WE WORK

India

India is the second most populated country in the world and the world’s largest democracy. In the past few years, India’s economic growth, which has been above 8% since 2003, has assumed great importance. Despite this, India is plagued by poverty with 42% of the population living below the poverty line. (less than Rs 62 per day).*

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*Sources: World Bank, Planning Commission of India, World Health Organization (WHO), Food and Agriculture Organization of the United Nations (FAO), 2009
POPULATION GROWTH 1.43%

CHILDREN PER WOMAN 2.8

INHABITANTS 1.214 Billion

GROSS DOMESTIC PRODUCT Rs 56 Trillion

ECONOMIC GROWTH 7.4%

RATE OF CHILD MALNUTRITION 43%

CHILD MORTALITY 87/1000

POPULATION BELOW POVERTY LINE 42%

BELOW POVERTY LINE

*Sources: World Bank, Planning Commission of India, World Health Organization (WHO), Food and Agriculture Organization of the United Nations (FAO), 2009
Mumbai

The biggest city in India, in terms of population, Mumbai is poised to become the centre of the biggest urban agglomeration in the country, and the world’s third largest, after Tokyo and Mexico City. Made up of two distinct regions (Mumbai City district and Mumbai Suburban district) and spanning 233 square miles, Mumbai is home 13.4 million people, and growing.

Mumbai is a thriving centre of business, finance, arts, entertainment and culture, generating 5% of India’s GDP (Gross Domestic Product), and accounting for 25% of industrial output, 40% of maritime trade, and 70% of capital transactions to India’s economy. Until the 1970s, Mumbai owed its prosperity largely to textile mills and the seaport, but the local economy has since diversified to include engineering, diamond-polishing, healthcare and information technology. As of 2008, the Globalization and World Cities Study Group (GaWC) has ranked Mumbai as an ‘Alpha world city’, third in its categories of Global cities. For decades, business opportunities and the potential for a better standard of living have attracted migrants to the city.

However, these numbers do not reveal the wide disparity of incomes across the city where both extreme wealth and absolute poverty are clearly visible. Mumbai is riddled with urban poverty even as it is home to many overwhelmingly rich people. The city suffers from the same major urbanisation problems seen in many fast growing cities in developing countries: widespread poverty and unemployment, poor public health and poor civic and educational standards for a large section of the population.

According to UN-Habitat, a ‘slum household’ is a group of individuals living under the same roof in an urban area who lack one or often more of the following: durable housing, sufficient living area, access to improved water and sanitation, and secure tenure. Not all poor people live in slums, and not all people who live in areas defined as slums are poor. But most are, and urban poverty is not seen as only income poverty but absence of access to basic civic services as well as the quality of their habitats.

Worldwide, one in three persons lives in a slum. But the figures are much higher for Mumbai where nearly 60 per cent of the population lives in slums. This means that one in two persons in Mumbai lives in a slum. And the relevant dimension is the area they together occupy — while Delhi has 18.9%, Kolkata 11.72% and Chennai 25.69% of their land occupied by slums, slums sit on just 6 per cent of all land in Mumbai, explaining the horrific levels of congestion.
WHAT WE DO

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Education in India is compulsory for children aged 6-14 years; however, there is nothing to protect the right to education of children under the age of six. And so, Mumbai Smiles is committed to ensuring quality education for boys and girls aged two to six years. Our pre-school education programme aims to:

1. Impart preschool education through interactive methods
2. Develop cognitive, creative and language skills
3. Foster high self-esteem, independence and self-discipline
4. Teach good social skills
5. Promote sound health and nutrition
6. Create awareness about hygiene and sanitation
7. Interface with community agencies, parents and others
In 2009, we collaborated in the running of 110 balwadis or pre-school centres, attended by 3,300 boys and girls from the slums of North Mumbai. The following year, Mumbai Smiles made a conscious decision to take a step back because ensuring the quality of education for such a large number of balwadis all over the city had become difficult. We had limited contact with the counterpart, which affected our involvement in the projects. So we have decided to focus on fewer centres, closer to our office, with a desire to build on quality, rather than quantity. However, we continue to engage with many of the children who have now moved on to primary schools, through our comprehensive education programme.

In 2010, our revised and rejuvenated balwadi programme, titled Cultivating a Healthy Lifestyle through Education, set up 25 balwadis in the suburb of Andheri (E), each one with one teacher and one assistant. Children aged 2-6 years engage in formal and non-formal learning, that paves the way for their further education at a mainstream school. They are also provided with a nutritional snack to supplement their diet. With this shift, we are able to be closely involved in our centres, conducting training workshops for teachers and assistants, monitoring the children’s nutrition, reviewing their progress through field coordinators and community outreach workers, conducting regular parent-teacher meetings and even organising celebrations, games & activities.

### Balwadis

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<tr>
<td>Balwadis</td>
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<tr>
<td>Direct Beneficiaries</td>
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<td>Indirect Beneficiaries</td>
<td>2472</td>
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<tr>
<td>Jobs (Teachers)</td>
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The Right to Education Act 2009 makes it mandatory for every child between the ages of 6 and 14 to have access to education. Despite this, gaps in the schooling system leave many children with no opportunities for a basic education. To ensure that more children in this age group gain these opportunities, Mumbai Smiles supports the Yashodhan School in Shastri Nagar, Thane, so that the children who live in the surrounding slums can continue going to school and receive quality education.

The school provides English and Marathi medium education for students in Classes 1 to 10, and Mumbai Smiles covers the cost of the teachers’ salaries and improvement and upkeep of the facilities.

Counterpart: Yashodhan Education Trust

Future Smiles

The Future Smiles education and career guidance programme was initiated in 2010 for our older student beneficiaries, in order to integrate them into the education mainstream and help them eventually join the workforce to make a dignified living. The team does assessments, prepares development plans, offers career counselling and guidance, life skills education, organises hostel accommodation, tuition classes and scholarships, anything that would encourage students to pursue their studies and build brighter futures.

Counterpart: Saprem

<table>
<thead>
<tr>
<th></th>
<th>MONETARY ASSISTANCE</th>
<th>NON-MONETARY ASSISTANCE</th>
<th>INDIRECT BENEFICIARIES</th>
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<tr>
<td>2009</td>
<td>68</td>
<td>200</td>
<td></td>
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<tr>
<td>2010</td>
<td>1072</td>
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|          | 0         | 200       | 400       | 600       | 800       | 1000      | 1200      | 1400      | 1600      |
| 2009     | 110       | 3236      | 3500      | 4000      | 2500      | 2000      | 1500      | 1000      | 500       |
| 2010     | 867       | 3468      | 3500      | 4000      | 2500      | 2000      | 1500      | 1000      | 500       |

<table>
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<th>NUMBER OF TEACHERS</th>
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<td></td>
<td>38</td>
<td>44</td>
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Beneficiaries

<table>
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<tr>
<th>BENEFICIARIES</th>
<th>2009</th>
<th>2010</th>
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</thead>
<tbody>
<tr>
<td>DIRECT</td>
<td>110</td>
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</tr>
<tr>
<td>INDIRECT</td>
<td>3236</td>
<td>3468</td>
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Project Sangati

There are many issues plaguing the public education system, so we believe it is necessary to work within the system to provide a quality education to school children. So, in 2009 we began a collaboration to bring out Sangati, a thought-provoking series of interactive teaching-learning kits that attempt to make school education more relevant and vibrant.

Covering a variety of topics, including themes of ‘harmony’ and ‘togetherness’, the kits are intended for teachers and children in formal schools and non-formal education centres. The project is concerned with both what is taught in schools and how it is taught. The methodology includes group work and discussions to develop communication skills, critical analysis, problem solving and decision-making. Activities such as drawing, colouring, writing, singing and drama help children explore and express their creativity. Visual aids like flip charts, posters, stories and games to act as a springboard for discussion and other classroom activities.

<table>
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<th>Kits</th>
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<td>Municipal schools</td>
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</tr>
<tr>
<td>Counterpart</td>
<td>Avehi-Abacus</td>
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</table>
The prevalence of leprosy in India has reduced a great deal, but the disease continues to affect thousands of people, not just their physical condition but also their quality of life. With the aim of assisting people suffering from leprosy, to identify new cases, maximise treatment and promote the rehabilitation of patients, we work with Bombay Leprosy Project (BLP), an organisation that has been working in this field since 1976. Our aim is to also end the discrimination suffered by leprosy patients and protect their human rights. Mumbai Smiles works with BLP to promote a holistic approach with a focus on effective and free medical treatment at our referral centre, satellite clinics and extension centres manned by trained professionals.

We also provide aids and appliances for deformity care, such as splints, special footwear and grip aids free of cost to needy patients. BLP also implements an integrated rehabilitation programme under which leprosy-disabled, and mentally and physically challenged people are engaged in leprosy relief work and provide services to patients either directly or indirectly. We work directly in the community and promote home-care as the patients can continue to live with their family rather than being isolated. All of this is strengthened with the message that leprosy is curable like any other disease and that (1) affected patients should make use of free medical treatment and (2) society should learn to accept leprosy affected, deformed or cured patients.
In 2009, we provided for the construction of the Diagnostic and Radiotherapy Unit of Holy Spirit Hospital, which includes medical control, radiotherapy and a day centre for chemotherapy, to treat the cancer patients in the slums. The unit is located in a three-storey building with a total surface of 1,918 sq m.

In 2010, we began developing a programme to provide paediatric oncology care — treatment and care for child cancer patients — for underprivileged kids in Mumbai, in collaboration with Holy Spirit Hospital. We aim to continue our work in engaging closely with children, and we found, through our research, that many underprivileged kids with cancer were unable to receive the right care due to a lack of financial resources and access to good facilities.

We are developing a comprehensive care programme that will not only provide patients and their families with financial assistance, but also focus on other psycho-social aspects of cancer care, such as accommodation for the family, counselling for the family and the patient, tutoring for the kids, and more.

Health Camps

We organise medical camps, at which some of the best doctors in the profession provide basic health services free of cost for beneficiaries in the slum communities we work in. In 2009 and 2010, eye specialists from Spain conducted eye camps over several days for all our beneficiaries. Led by Dr Gorka Martinez Grau of Barraquer Foundation, the team provided free eye-checkups, consultations, medication and customised spectacles for all. And, additionally in 2010, we organised a camp for general health checkups, with services provided by doctors from Sion Hospital.
At all our balwadis, the children are given one nutritious meal every day. These meals are provided by women’s self-help groups that operate locally. Self-help groups, by definition, are made of groups of women who work as micro entrepreneurs and run self-sustaining businesses.

LIVELIHOODS

Self Help Groups

At all our balwadis, the children are given one nutritious meal every day. These meals are provided by women’s self-help groups that operate locally. Self-help groups, by definition, are made of groups of women who work as micro entrepreneurs and run self-sustaining businesses.

<table>
<thead>
<tr>
<th>Self-help Groups</th>
<th>14</th>
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<tbody>
<tr>
<td>Jobs</td>
<td>64</td>
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<tr>
<td>Indirect Beneficiaries</td>
<td>256</td>
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<td>Counterpart</td>
<td>Saprem</td>
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</table>

Roshni Project

We have an exhibition space in our office to showcase the craftwork of underprivileged women. These products are provided by Creative Handicrafts, an organisation that has been working with slum women in Mumbai for over 25 years. The NGO trains stitching and embroidery, helps organise them in independent cooperatives, and works with them to make and sell a huge range of products, from dolls, household linen to trendy dresses and tops. By promoting their work in this manner, we hope to send more business their way.
AWARENESS

We believe that developmental cooperation must also include creating awareness about critical issues of human rights and social injustice, and we do so through several initiatives:

New Glances

We organise visits to our projects so interested people can get an idea of the work we do and also understand issues of poverty and marginalisation, because we believe greater change will happen only if more people are made aware of what is happening around them.

This sensitisation project also seeks to promote cross-cultural understanding and dispel myths and prejudices on all sides. The visits are voluntary, mutually-beneficial and organised in agreement with the communities and respecting their wishes. We are very particular to not intrude on people’s lives or interfere with the ongoing work.

Mumbai Action

Mumbai Action is an online information and awareness platform run by Mumbai Smiles since 2009. On one hand, it acts as a network and news agency for organisations and professionals working in the development sector in Mumbai, and on the other hand, it highlights the issues that affect the city, and profiles people and their initiatives, to a larger international audience. This platform sends out the key message that while there are many issues that plague Mumbai’s citizens, the solution too exists with them, and that change can come from within.

Open House

Open House is an advocacy project made up of a network of NGOs and individuals, all working in the field of education and child rights. It provides a platform for all these groups to exchange information and ideas, learn from each other and present a united stand on children’s issues. It pools the resources and strengthens the strategies of various NGOs with the aim of being a bigger influence to bring about change.

Information Campaigns

To complement our work in implementing programmes in slum communities in Mumbai, we also run campaigns on issues that matter to, and affect, the same communities:

A week-long AIDS awareness campaign in 2010 that included street plays in slums, educative workshops for teachers, seminars for staff and counterparts, blog posts and more.

Online campaigns through social networking sites like Facebook and Twitter on Human Rights Day, Eradication of Poverty, Millennium Development Goals, Women’s Day and Child Rights.
In 2010, Mumbai Smiles conducted a baseline study in partnership with Approach, a Pune based social development consultancy, to identify the needs and desires of the communities living in four slums in Andheri (E), Mumbai. Its purpose is to add insight to our long-term plan of implementing holistic slum developmental projects, as it helps us identify what a community actually needs, rather than what we think it needs.

A team of researchers has collected data from 800 households, on the basis of parameters such as literacy, access to health services and education opportunities, food security, employment and other vulnerabilities. This will be presented in the following year.
CORPORATE SOCIAL RESPONSIBILITY

Corporate Social Responsibility, or CSR, is a set of regulations and policies put in place by an organisation to ensure that it functions according to a code of ethics, laws and standards. Rather than just complete a checklist of do’s and dont’s, CSR is meant to influence a company's behaviour to take steps to improve the quality of life for employees, their families, the local community and society at large, and the environment. Non-profit organisations, by the very nature of the work they do, have a significant social impact in society, and so, it might be believed that it isn’t necessary to have a CSR policy.

Mumbai Smiles, however, feel differently. We believe that non-profits, more than any organisation, need to be the first to worry about ethics, social responsibility, environmental care, law, finance and their management. By studying global public sector and private sector documents, Mumbai Smiles is in the process of developing a CSR policy that is adapted to the Mumbai Smiles reality.

The public sector documents and sources are:

- The Universal Declaration of Human Rights
- Global Compact
- ILO
- Tripartite Declaration
- Guidelines for Multinationals
- International Organisation of Employers
- Consumers International
- Green Book of the European Union

The private sector documents include:

AA1000 Series of Standards
Global Reporting Initiative
ISO 14000

TRANSPARENCY

We believe that transparency is critical to the functioning of our organisation. It lets us monitor our expenses and project management, and justifies people's trust in us. At Mumbai Smiles, there are audits at three levels:

- Our counterparts audit the projects.
- An Indian accounting firm, LSK & Associates (Chartered Accountants), audits these accounts and the projects.
- Our accounts are then audited by the international company BCN Auditors.
Mumbai Smiles is a Spanish NGO, registered as a Liaison Office at RBI (Reserve Bank of India) under registration number FE.CO.FID/10.97.186/2008-2009. But it is just a matter of time before our paperwork is ready, declaring us an Indian charitable trust.

Our headquarters are in Mumbai, India, and we have partner offices in Barcelona, Spain, and León, Mexico, and, shortly, in New York (U.S.A).

Each chapter is an independent entity, but they all have a common vision — to fight against poverty in Mumbai. The offices in Spain, Mexico and (shortly) U.S.A generate and channelise funds towards our operations in Mumbai, which is the heart of our organisation.

“Poverty does not belong in civilised human society. Its proper place is a museum. That’s where it will be.”

Muhammad Yunus
Mumbai Smiles has had a tremendous journey of growth in 2009 and 2010. We are not only thankful for this, but are also determined to continue along this path, with the help of a visionary leadership and an enthusiastic and hardworking team. Our work is also strengthened by the support of our counterparts, our sponsors and donors, volunteers and many others who aid us with their actions and thoughts. Our special thanks to:

**SUPPORT**

- Yashodhan Education Trust
- New Life
- Bombay Leprosy Project
- Creative Handicrafts
- Avehi-Abacus
- SAPREM
- Holy Spirit Hospital

**COUNTERPARTS**

- Achuthan Kannan and Mukesh Mankame, for donating 10 computers
- Neha Jain and Naveen Nair, for donating a computer.
- Shrenik Shah, for support in IT services.
- Vasudha Sehgal, for design services.
- Deepak Pathania and Design Intervention, for design services.
- Amit Khosla, Swaminathan Iyer and Deepak Narayanan, for design services.
- Alvaro Puig, for photography services.

We thank you and hope we can count on your support in the future too.
THANK YOU

Mumbai Smiles
www.mumbaismiles.org

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