In the year 2014, we met a real hero and he left us all with inspiration and a heavy heart. Vignesh, our HOPE beneficiary and a very active child from one of our Balwadis fought Cancer with all the strength he had. He exemplifies a struggle, that every individual can go through if determined to stand up. This year we dedicate our Report to his courage and perseverance. May your soul rest in peace and you will always be a very special part of Mumbai Smiles.
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Dear Associates and Friends,

We gladly present to you this annual report (M2013), with a greater desire than ever to continue moving forward.

As the world marks the 65th anniversary of the Universal Declaration of Human Rights (ratified by India in its time), we think it is fair to demand, more than ever, that the commitment made by the governments of this Asian country correspond with the commitments and aims initially ratified and that they are protected, thereby ensuring equal protection for the corresponding rights of all its citizens.

India is a developing country. Nonetheless, it sometimes appears that this development is solely intended to boost national coffers, invest in unnecessary waste and to sidestep once more, urban slum communities, which, far from actually enjoying the proliferation of justice and equality, continue to be plagued by a lack of protection, disregard and injustice.

For this reason, a strong and persistent intervention is needed now more than ever, one which provides the tools that facilitate the defense of human liberties and respect for human rights.

In this report, as in 2013, you will see that we have continued to focus on educational projects, because we still believe that education is key to development. Moreover, and with the firm conviction that the entire community should be directly involved in the programs implemented, we have continued to focus on expanding collectives and using socioeconomic development as a tool for equality and progress.

Gandhi said that “India will be fully developed the day that the role of its women is developed.” This is why, Mumbai Smiles keeps promoting the project SEED, dedicated to the training and education of the women living in the slums of northern Mumbai. In recent months we have witnessed great achievements and progress in their entrepreneurial work and consequently in their work, social and economic lives.

We commend them and you. Because thanks to your support they can continue aspiring to achieve their goals and dreams, which are extended to families and communities. This is, without a doubt, an achievement for all.

And while it’s right to demand the fulfillment of rights in the poorest communities of the city of Mumbai, it is also fitting to remain eternally indebted to you for your constant and unrelenting support because your contribution allows us, day by day, to envision a more egalitarian Mumbai.

Jaume Sanllorente
President - Mumbai Smiles International
Dear Associate Member and Friend,

This year, as the General Director since June 2013, I am thrilled and delighted to be writing to you all as once again we send you our Annual Activity Report, better known as M2013. It has been an eventful year, both internally as we continue our awareness-raising work here in Spain and externally with the growth of our projects in Mumbai. This is the city where we are engaged every day of the year in the peaceful struggle to secure new life chances for its inhabitants and to reach new and more beneficiaries so that poverty will be reduced.

In 2013 we have had some clear success stories. The SEED project, for example, which was entirely run and led by and for women from the slums of Mumbai. Their insights and successes are reflected in this M2013 so that you can better appreciate just how important your ongoing support is, whether through your company, as an individual associate member or through one-off donations for a specific project. Please never forget that nothing you do is in vain. We have also seen advances in our health and education projects. Follow-up reports have shown our successful outcomes with the Balwadi tiny tots and we have seen more and more young people from Future Smiles making it to university.

This year has been one of deliberate transformation but we cannot let it stop now. And so I am appealing to each and every one of you. Please talk to your network of family, friends, acquaintances and even work colleagues about what we are doing at Mumbai Smiles and about what it means to defend Human Rights, wherever they are threatened. We are all people, we have rights and we deserve opportunities. Crises come and go with no regard for borders and so let us find a way to work together and from a global perspective as we go about creating a fairer society.

Being a member of Mumbai Smiles is about being a part of this social transformation, whether through the minimum membership fee of 10 euros a month or through a larger contribution for those who can do so. Every contribution helps. In 2013 we have also increased and improved our networking. This has been achieved primarily through our Work Groups, which you already know all about. For us at Mumbai Smiles, these Work Groups are a source of double satisfaction thanks to the outcomes they achieve and to the enthusiasm and effort shown by their members.

I cannot, nor wish to, fail to mention our participation in the Zero Poverty Campaign. This has been one of the cornerstones of our annual activity as we joined forces in the fight against poverty in Spain and India, as well as in so many other places where our efforts are needed. Joining our efforts to make our voices heard!

I am relying on each and every one of you, as associate members, as volunteers and as involved individuals, to support us in a year that promises to be a hectic one. A huge THANK YOU to all and we look forward to our Foundation’s 10th Anniversary and to sharing challenges with you in 2015.

Alexandra Haglund Petitbó
General Director - Mumbai Smiles International
Dear Reader,

The presence of Mumbai Smiles in Andheri (East) area of Mumbai city is considered a sign of a well-functioning civil society agency. Since the establishment of Mumbai Smiles in 2005, our activities have continuously and considerably expanded to reach out to more people. On the one hand, we have implemented more projects and started more programmes and on the other hand emphasising on quality assurance and sustainability of our programs. Keeping this in view series of brainstorming sessions were held in-house, I am glad as result of these deliberations, Mumbai Smiles has restructured its Projects Department into two units; Health and Nutrition and Education and Development Unit, these units are headed by professionals having sound technical knowledge in the respective fields.

Serving as Executive Director India of Mumbai Smiles has been such an exciting and rewarding experience. I have been continually amazed by the difference Mumbai Smiles is making in the lives of the community especially the children. We are making efforts to ensure that every less fortunate child learns well and to make this happen we are advocating with various stakeholders namely Education Ministry, Educationists, District Education Officers, School Teachers, Private School Managements simultaneously involving the parents to participate effectively in their child’s education.

Mumbai Smiles will continue to work in education, health and development sectors focusing mainly on the child as our primary beneficiary and also linking all the members of the family and the members in the community in strengthening the education and health systems in the community to help reduce drop outs in education and also improve the health and hygiene status of the community.

The Year 2013-14 that saw Mumbai Smiles taking measurable steps in reaching out and making clear on our message of “Envision” approach. Mumbai Smiles is focusing all the aspects of community life and of children in an integrated approach. This approach will be starting from the Balwadi Centre as our “Hub” in terms of implementation of all the programs related to education from preschool to completion of Graduation and above levels of each child beneficiary and also touching health aspects of community and the children along with the livelihood generation of women in the slums. Applying this approach enables opening up more traditional sectorial approaches, it recognizes multiple influences on people and seeks to understand the relationships between them.

This has been a year of superb additions in our projects along with this we also welcomed our new General Director Ms. Alexandra Haglund Petitbó, she is an accomplished development professional associated with Mumbai Smiles more than 3 years with a vision for the future direction as well as ensuring its fiscal integrity.

As we move forward my sincere gratitude to our Board members, the Technical Advisory Board members, the General Director, friends and mentors who have helped us find direction in crystallizing our vision for carrying on. And finally, all this would never have been possible without our fantastic team. Most graciously we remember all our partner NGOs and team of relentless volunteers. They all deserve my sincere thanks. We hope you enjoy reading our report and looking forward to another fruitful year.

Best regards,

Narendra Kumar Dundu
Executive Director India - Mumbai Smiles
Mumbai Smiles operational area is restricted to the communities around Andheri East, northern suburb of Mumbai.

To ensure that development is focused and sustainable, it is important to channelize the limited resources in an effective way. Mumbai Smiles aims at rebuilding the society systematically and reach out to people to make a difference.

The map below highlights some of the permanent centers of Mumbai Smiles in the Area of Operation.
“The function of education is to teach one to think intensively and to think critically.”
Martin Luther King, Jr.
Education is a fundamental right and each and every child has a right to education and thus create a better future’. Based on this philosophy, Mumbai smiles attempts to make a difference in the field of education through three of its major projects: Balwadi, Future Smiles and Girl Child Education.
PROJECTS // EDUCATION

BALWADI PROJECT

Overview

In India, Balwadi is also referred to as playschool, pre-nursery or Montessori. Many underprivileged children in India rarely get an opportunity to meet their educational needs at home given the fact that their parents are illiterate, have insufficient income and lack the resources and space to provide for basic education.

Mumbai Smiles designed the “Balwadi Project” with the motto of, **Cultivating Healthy Habits through Education** in order to address the Educational as well as Health & Nutritional needs of slum children below 6 years of age. The project is run through 23 Balwadis spread across five different slum areas i.e. Marol, Chandivali (Sangharsh Nagar), Powai, Kanjurmarg and Vikhroli of Mumbai which have an approximate population of 4.5 lacs.

In the last academic there has been a sharp increase in the enrollment of the children. Moreover, the gender distribution was almost same throughout the year, where 52% are the boys and the remaining 48% were girls. The following graph projects the above.

There are two pressing needs to implement this project:

- To initiate a culture of education from a young age and prevent school drop outs in future.

- To monitor the nutritional needs of the slum children.

In the year 2013-14 the Balwadi Project aimed at achieving these needs by setting the following objectives:

- To cultivate healthy habits among the children of all the 23 Balwadis in the slum areas.

- To bring about educational development among children of the Balwadis in the slum area.

- To reduce level of malnutrition among children in the Balwadis in order to address problem of malnutrition and lack of attendance.

- To build capability of the teachers of the Balwadis in order to impart better education to the children of the Balwadis.

- To increase involvement/ awareness of parents through beneficiary commission in the educational development of the children of Balwadis in the slum area.

“Holistic” was the mantra of Mumbai Smiles Balwadi in the year 2013-14. The project envisaged its progress covering the nutritional and education needs of the children.

Over the end of the term, and at the end of the project year we have significantly improved the quantity and the quality of the project activities.
BALWADI PROJECT // ACTIVITIES // Balwadi Project functioning framework

1. Identify the area for establishing a Balwadi based on the need of the community.
2. Identify and collaborate with SHG, local groups, social workers, etc. in the area.
3. Conduct a need assessment based on the population of the area and the existing Balwadis.
4. Identify a feasible and accessible location within the community to establish the Balwadi.
5. Interview teachers and assistants from the community.
6. Identify Self Help Groups (SHG) to provide daily meals for the Balwadis.
7. Mobilize community members and organize awareness meetings for the Balwadis.
8. Teachers and Field coordinators organize home visits.
9. Regular visits of Field Coordinators to the Balwadis.
10. Training the teachers and providing them lesson plans.
11. Pre-inauguration parent-teacher meeting.
12. Monthly Parent-teacher meetings and bi-annual committee meeting.
13. Follow up with children who leave Balwadi and integrating the data with other projects like Future Smiles.
Along with providing education it is important to support education as well. Involving parents in the process, supporting the children by providing for bags and uniforms and preparing supporting documents for the teachers ensures continued involvement of the beneficiaries.

1 and 2. Balwadi Manual outlining detailed policies and procedures, launched in August by Ms. Sonalini Mirchandani, Communication Specialist, Development Sector.
3. Uniform distribution at Balwadi.
4. Parent-Teacher Meeting conducted by Mumbai Smiles Balwadi Program Officer, Vikas informing them about the child’s attendance, nutrition and academic growth.
At Mumbai Smiles we believe in the holistic development of the children. Extra-curricular activities ensure that the child achieves the entire social, physical and psychological milestone as per his age.

1. Children deck up for Fancy dress competition, August 2013.
2. Balmohatsav organized across 23 Balvadis, attended by 1,400 people, November 2013.
Development of children is closely related to the development of teachers. Mumbai Smiles follows a model of connecting with the community through the community. Hence we recruit educated women from the communities as Balwadi teachers and assistants. Various trainings are organized for them to ensure their appropriate development and provide the best for our beneficiaries.

1. IYCN Training Program conducted by Pandurang Sudame and Shyam with support from UNICEF, August 2013.
2. Tara: Kit Balwadi Teacher’s training organized by Tara, a traveler from Ireland, August 2013.
3. Vitamin A Supplement training by Vitamin Angel, California based Organization, trained to all Balwadi staff members on how to administer Vitamin A doses to small children.
4. Balwadi teacher using the Tara Kit material to teach children about shapes.
Balwadi caters to children below the age of 6 years. At this age, nutrition is an important aspect of development. Mumbai Smiles believes in cultivating healthy habits through education and hence provides for daily meals at the Balwadis, regular health check-ups and nutritional supplements to ensure healthy development of the children.

2. Balmohatsav organized across 23 Balwadis, attended by 1,400 people, November 2013.
3. Vitamin A Supplement given to 549 children and Albendazole to 529 children in the age group of 2-5 years.
BALWADI PROJECT // IMPACT

Developing healthy habits among balwadi children:

It was ensured that the balwadi children cultivated habits like brushing their teeth, having bath, washing hand etc. These indicators were closely observed a 100% result was attained with respect to most of them.

Educational development in various aspects:

It was ensured that the balwadi children were able to identify and understand numbers, colors and alphabets. Based on the monthly report it was found that majority of the children’s knowledge of shapes, animals, stories and poems was also up to the mark.

Increased involvement and awareness among parents:

Parent’s participation was ensured in the child’s learning process by observing their attendance to the meetings. The reports show a marked increase in the level of awareness and involvement among the parents towards their children’s education.

Reduced level of malnutrition among the children:

The report shows that there was an evident drop in the proneness to diseases among the balwadi children and hence their attendance rate was improved.

1. Educational development, children learning alphabets.
2. Teachers weighing the child to report the child’s health.
3. Child washing hands before meal at the Balwadi.
4. Balwadi Field Coordinator, Mr. Bapu organizing the Parent-teacher meeting.
The above graph depicts the nutrition level of the Balwadi children based on our monitoring growth chart reports. We observe each and every child’s health status in order to assess the Balwadi’s performance. The graph indicates that in the beginning of the academic year only 40% of the children were on Grade 0 nutrition level and maximum students were distributed across Grade I and II. After attending Balwadi for an academic year more than 60% of children moved up to the Grade 0 level on the nutritional growth chart. The percentage of children in Grade III and II drastically diminished.
Every year several children from Balwadi are integrated into the existing schooling system. The graph below shows that a majority of them are placed in Non-governmental schools after attending the Balwadi. Across the four years the number of students placed in various existing educational systems is augmenting.

**Total nº Balwadi Children’s Integrated in School from 2010 to 2014:**
Mumbai Smiles initiated a collaborative activity with Vitamin Angels and as part of this program, administered Vitamin A by to all the 700 children of 23 Balwadis. “Vitamin Angels” has distributed free doses of 200000 IU of Vitamin A twice a year to all our 700 Balwadi Children at regular intervals. Vitamin Angels has also supported Mumbai Smiles with the free distribution of Albendazole (prevent round worm manifestations for under 5 children) and Multivitamins for other children and pregnant women in the strategic area.

Balwadi Manual, written by Narendra Kumar Dundu (EDI), Dr. Nirmal Ahuja (Unit Head, Health) & Vikas Gaikwad (Balwadi Field Coordinator) was officially released on 21st August 2013 by Ms. Sonalini Mirchandani, Mumbai Smiles Technical Advisory Committee members.

Three day Nutritional Training based on Infant and Young Child nutrition (IYCN) model was held for all 23 Balwadi Teachers on 21, 22 and 23 August in collaboration with UNICEF and Nutrition Mission of the Government of Maharashtra. The training has been facilitated by Mr. Pandurang Sudame and Mr. Shyamsundar Mochemadkar from the Rajamata Jijau Mother Child Health & Nutrition Mission.
Balwadi project begins with the idea of “cultivating healthy habits” and Mumbai Smiles’ beneficiary Siddhant from Powai (Balwadi no.18) exemplifies it. Mr. Vidyanand and Ms. Charika (Siddhant’s parents) have seen their child grow and change for better. They say “Children go to school for learning and we see more than learning happening for our child. The strict balwadi timings of Nutrition have made him eat healthy food like dal, rice, fruits and vegetables. He has also started to learn things like Reading, Writing, Recognizing Alphabets, Numbers, and Animals etc and we ensure that we appreciate his learning.”

Siddhant has developed holistically. He has made new friends, learned a lot of new things about numbers, alphabets etc, inculcated healthier eating habits and gained appropriate weight. These developments were facilitated by the relentless efforts of the Balwadi Teacher and the Assistant through counseling the parents, organizing home visits and making them aware about the vaccination and health care concerns.
Projects // Education

Future Smiles Project

Future Smiles Project was envisioned in 2010 with the central aim of empowering disadvantaged students through education to pursue their higher studies. This project is born out of the need to fulfill one of the 8 Millennium Development Goals (MDGs) to “Achieve Universal Primary Education” - Children everywhere, boys & girls alike, should be able to complete a full course of primary schooling by 2015. Although the MDG emphasizes on primary education, it is important to promote secondary education as well to ensure that the other MDG of poverty alleviation are achieved.

Scholarship program lies at the heart of this project which provides financial assistance to students for managing their study expenses. The project, till date, has reached out to more than 3000 students as direct or indirect beneficiaries ensuring bright future, success, holistic development and social empowerment. Following graph shows the number of beneficiaries across the four years.

The project is based on the following objectives:

- To guide and support bright and needy students from slum communities who do not have access to higher education due to poor socio-economic condition.
- Partner with existing schools; provide scholarship and mentoring program to schools that cater to children from underprivileged families and complement the skill-sets and knowledge being taught in these schools.
- To make certain 80% of the students are enrolled in professional courses and thus ensuring their bright futures.
- To have a sustainable process to support children/youth from underprivileged families with different activities so as to empower them to rise above the poverty line and lead a life of dignity.

Future Smiles essentially works with underprivileged children between the age group of 13-23 years. Future Smiles, through its initiatives, encourages students to pursue their higher studies and provides support to make their dreams come true.
FUTURE SMILES PROJECT // ACTIVITIES // Educational Workshops

Supporting education goes far beyond merely giving knowledge. To ensure holistic development, Future Smiles has organized several workshops that enhance the educational experience for the students. These workshops covered topics like life skills, time management, exam preparation, stress management etc.

Education workshops conducted across the year:

1. Stress management workshop organized on the 20th January 2014. 34 students attended the workshop.

2. Exam preparation and Subject training workshops were conducted on 28th January 2014, in two of the partner schools Vidhyadeep & Marathi Madhyamik Shala for 40, class 10th students.

1. Stress Management workshop conducted by Dr. Viral Thakkar.
2. Subject Training workshop conducted for 10th grade students.
FUTURE SMILES PROJECT // ACTIVITIES // Health Camps

Future Smiles Project considers Health to be a defining aspect of education. The project regularly organizes health camps to ensure healthy functioning of its beneficiaries.

Health camps organized in partner schools:

- St. Rocks School eye and dental camp, 250 children and 20 teachers were screened.
- Pragatik School health camp, 478 secondary school children were screened for Eye, Dental, ENT and Skin problems.

1. Eye camp at St. Rock’s School.
2. Health camp at Pragatik School.

FUTURE SMILES PROJECT // ACTIVITIES // Dropout prevention

Future Smiles has given special attention to the prevailing problem of dropouts in the community. The project identified 12 dropouts from the communities & counselled the students to pursue their studies and also their hobbies in longer run by being associated with Mumbai Smiles. Two students are learning guitar with the support & expertise of Mumbai Smiles volunteers.
**FUTURE SMILES PROJECT // IMPACT**

**SCHOLARSHIP PROGRAMS**

In 2013-14 the enrolment chart of *Future Smiles* has maintained gender equality ratio significantly. We partnered with 15 new schools and conducted various activities there. Several mentoring and counselling programs were organized for them like counselling for students and parents, exam preparation workshops etc.

**Gender Distribution**

- Boys: 32%
- Girls: 68%

**Scholarship Beneficiaries**

- Boys: 51
- Girls: 106
- Total: 157

**Scholarships**

- Below Rs. 1000: 28%
- Rs. 1000 - 2000: 36%
- Rs. 2000 - 4000: 19%
- Rs. 4000 - 6000: 4%
- Rs. 6000 - 8000: 9%
- Above 8000: 4%
In 2013-14 the enrolment chart of Future Smiles has maintained gender equality ratio significantly. We partnered with 15 new schools and conducted various activities there. Several mentoring and counselling programs were organized for them like counselling for students and parents, exam preparation workshops etc.

**Educational Courses of Students**

- **Secondary**: 3%
- **Junior College (11th)**: 6%
- **Higher Secondary (12th)**: 44%
- **Graduation**: 29%
- **Professional Course**: 18%
Eye, Health and Dental camps were organized for 817 children at Pragatik School in collaboration with Aditya Jyot foundation. The children were screened for various eye, dental, ENT and skin ailments and more than 200 were referred for follow-ups.

Mumbai Smiles, distributed scholarships to 563 underprivileged children to help them pursue their studies.

Mumbai Smiles, organized educational workshops for the Future Smiles beneficiaries. More than 70 students were reached out through workshops on stress management, exam preparation and motivational talks.
"The roots of education are bitter, but the fruit is sweet"
- Aristotle

Starting their journey with this belief Yashodhan School epitomizes the patience and dedication required to build a school. Yashodhan School in Shashtri Nagar, Thane caters to the needs of students from class 1st to 10th and provides schooling in both Marathi medium and English medium. Mumbai Smiles supported Yashodhan School so that the children who live in the slums can continue going to the school and receive quality education. The affiliation of Mumbai Smiles with Yashodhan School dates back to the time when the first foundational stone of Mumbai Smiles was laid.

Mumbai Smiles adopted a three-tier strategy to work with Yashodhan School. Yashodhan school was established and working but lacked a strong infrastructural ground and human resources to progress from where it was. Mumbai Smiles stepped in, to ensure that the system comes back into a healthy loop where the three important aspects of education i.e. teacher’s attendance, student’s attendance and overall academic progress is maintained.

The journey first began with supporting the school financially to ensure that the teacher’s salaries were safe, which in turn augmented their motivation to attend work. Their presence was an imperative to ensure overall academic progress. The financial support was marked by an immediate stability among the teachers and their work attendance and had a direct impact on the student’s attendance.

Mumbai Smiles supported the salary of 44 teachers and reached out to more than 1300 students who began attending school regularly. It was indeed a trickling down effect that made its way to overall academic progress. Today, Yashodhan School stands with an additional one storey which was funded by Mumbai Smiles and capacitates several classrooms for secondary and higher secondary students.

Progressing through its journey with the same zeal and determination to serve the community, Yashodhan School continues to achieve newer milestones every year and create a brighter future for India from the darkest of corners.
PROJECTS // EDUCATION

GIRL CHILD EDUCATION PROJECT

Girl Child Education (GCE) Project was envisioned in 2013 with the central aim to provide education opportunities to the girls who may otherwise discontinue their education due to lack of resources. In most of the operation areas of Mumbai Smiles the retention and completion of education for Girl Child is relatively low. “Almost half the girls in Maharashtra’s countryside marry and have babies while they are still teenagers, and continue a cycle of malnutrition and illness that affects their children.” (UNICEF, India). Mumbai Smiles envisioned the GCE Project in order to surmount these difficulties and bring about gender responsiveness in health and education.

The project has so far reached out to 104 girls from the community, by providing them with scholarships, educational material and psycho-social support to continue education. The target population of this project is girls between the age group of 6 to 15 years.

The project is based on the following objectives:

- Identify girls aged between 6 to 15 years from the under privileged families in slum area of Andheri (East) Mumbai.
- Ensure enrollment into a nearby and continuously monitor their progress
- Provide support for school fees, school books, and school uniforms & bag and help them for their learning activities.
- Address health issues especially for anemia through weekly supplementation of iron and folic acids tablets under the supervision of medical professionals.

This project essentially focuses at creating an environment for the underprivileged girls to foster holistic growth and ensure that the Right to Education is reached out to them in its truest sense.
GIRL CHILD EDUCATION PROJECT // ACTIVITIES // GCE Project

- Collaborating with Schools to reach out to more number of beneficiaries
- Identifying girls from the community
- Organizing Home Visits to understand the Socio-economic background
- Short listing the beneficiaries to offer scholarships
- Monitoring the beneficiary’s educational progress
- Providing them with adequate support to overcome educational challenges
## GIRL CHILD EDUCATION PROJECT // ACTIVITIES

<table>
<thead>
<tr>
<th>Scholarship Distribution</th>
<th>Time Management and Personality development session</th>
<th>International Women’s Day celebration</th>
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<tr>
<td>104 beneficiaries have been given scholarships under this project, between the age group of 12-18 years.</td>
<td>42 girls attended the Personality Development session organized on the 22nd January 2014 by Sarvoparita, Unit Head Education and Development.</td>
<td>36 Girl Child Education beneficiaries celebrated International women’s day at Mumbai Smiles organized in collaboration with SABIC (Saudi Basic Industries Corporation). Dr. Ashima Malik conducted the session and also distributed education games among the girls. Women’s Health and hygiene issues were discussed and hygiene kits were distributed among the girls.</td>
</tr>
</tbody>
</table>
GIRL CHILD EDUCATION PROJECT // IMPACT

The initiative provides education for 104 girls aged 6 to 15 years inclusive of school drop outs from the under privileged families in slum areas of Andheri (East) Mumbai. Under this initiative the beneficiaries were supported with school fees, free books and school uniform. To cater to a dire need, a special training program was organized for the girls on life skills and productive skills.

Class Wise Distribution

<table>
<thead>
<tr>
<th>Class</th>
<th>Percentage</th>
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<tr>
<td>7th</td>
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<tr>
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<td>26%</td>
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<td>34%</td>
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<td>7%</td>
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<tr>
<td>12th</td>
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Scholarship

<table>
<thead>
<tr>
<th>Scholarship Range</th>
<th>Number of Girls</th>
</tr>
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<td>Below Rs. 1000</td>
<td>29</td>
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<tr>
<td>Below Rs. 1000-2000</td>
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<td>Below Rs. 4000-6000</td>
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<tr>
<td>Below Rs. 6000-8000</td>
<td>9</td>
</tr>
<tr>
<td>Above 8000</td>
<td>4</td>
</tr>
</tbody>
</table>
“He who has health, has hope; and he who has hope, has everything.”
Thomas Carlyle.
Good Health and Wellbeing are the two main parameters of being physically, mentally and socially productive. Many of the Millennium Development goals focus at reducing the level of malnutrition, combat diseases and improve maternal health. Health is an asset that will help the society achieve all other goals.
Mumbai Smiles is working at the grassroots level towards building healthy communities. In the year 2013-14, there were multiple eye/health initiatives in several areas of healthcare, with a focus on eye care, maternal and child care, skin, ENT, Dental, Tuberculosis and Epilepsy. In partnership with Aditya Jyot Foundation we organized free eye camps, health camps, pediatric, gynecological and laboratory facilities, cataract surgeries and intraocular lens implants along with various awareness sessions on Eye care, Oral Health, Tuberculosis and Epilepsy.

The Eye and Health Camps majorly focus at ensuring proper Vision to the people through the following mechanism:

- Detecting cases of Visual Impairment.
- Spectacle distribution for refractive error cases and Cataract Surgeries for selected cases.
- Refer patients, thereby increasing access to eye care services.
- Reduction in cases of Visual Impairment in the community.

Eye and Health care programs attempt to reach out to the community people who are unable to afford treatment. This project aims to build a healthy community that can then fight against poverty more efficaciously.
Mumbai Smiles through its Eye and Health Care camps has reached out to 1735 people from the community. These health camps provide an opportunity for timely diagnosis and follow treatment of required.

**EYE & HEALTH CARE PROJECT // ACTIVITIES // Eye and Health Camps**

1. Eye Camp organized for 681 Balwadi children - 7 children diagnosed with refractive errors, glasses were provided to 3 of them for correction - event in collaboration with Aditya Jyoth foundation, October 2013.
2. Eye Camp organized for 681 Balwadi children and teachers at St. Rock’s School in collaboration with Aditya Jyoth foundation, September 2013.
These awareness drives open up a platform to interact with the community members and spread awareness about common health problems. It also helps in deconstructing the commonly held prejudices about health.
EYE & HEALTH CARE PROJECT // IMPACT

The initiative provides education for 104 girls aged 6 to 15 years inclusive of school drop outs from the under privileged families in slum areas of Andheri (East) Mumbai. Under this initiative the beneficiaries were supported with school fees, free books and school uniform. To cater to a dire need, a special training program was organized for the girls on life skills and productive skills.

NUMBER OF BENEFICIARIES SCREENED

![Bar chart showing the number of beneficiaries screened by gender and camp type. Each bar is divided into three segments: yellow for Male, brown for Female, and red for Total. The values are as follows:
- ENT Camp: Male 316, Female 262, Total 578
- Skin Camp: Male 316, Female 262, Total 578
- Dental Camps: Male 316, Female 262, Total 578
- Eye Camps: Male 914, Female 754, Total 1668]
Apart from the health camps there were two awareness drives conducted on Tuberculosis on World TB Day (24th March) and on Epilepsy on Purple Day (26th March). These drives aimed at spreading awareness about the disease and its prevention methods.

Vitamin Angels organization provided two days training to Teachers, Assistants, Field Coordinators and Program officer across all balwadis in order to ensure quality health among balwadi children.
Eye, Health and Dental camps were organized for 681 Balwadi children, 270 school children and 259 community members were screened. More than 100 beneficiaries were further taken for follow up at the Aditya Jyot Foundation’s Dharavi center.

Mumbai Smiles, in collaboration with Deloitte organized a two section Health camp for school students. First part was awareness on health & hygiene and the second part was screening of the children on Eye, Dental, ENT and Skin ailments. Overall total 478 students were given the awareness sessions and also were screened.
St. Rock’s School promotes health with education

The modern lifestyle today symbolizes excessive stress and strain. Stress and strain of odd working hours, studies and other activities along with sedentary lifestyle takes a toll on health. Children are also not barred from this impact. Many of the diseases progress silently without alarming one of the imminent risks may cause and later stages can cause serious concerns. Eye and Dental problems are very much bound to cause some problems. Keeping these things in mind a one day **Eye and Dental screening camp** was planned and organized by **Mumbai Smiles Foundation** in association with **Aditya Jyot Foundation** and Students from Terna Dental College for 250 primary school children.

About **270 (children and teachers)** participants attended the camp, which was conducted in the school premise, and benefitted from it. In this camp we screened 250 children, out of whom 15 children were advised follow-up for Eye Care and 50 Children for Dental Care. These children were also given the required sessions on oral hygiene and about brushing their teeth and keeping their oral cavity clean and fit. Various pictures and IEC were used for the sessions conducted by 6 dentists from Terna Dental College. It was a good learning lesson as many children who didn’t had access to healthcare and who could not afford treatment where benefitted. Organizing camps in schools ensured that maximum of students can be reached with the school enforcing them to do so.
Cancer and its treatment cause physical, emotional, and mental symptoms, and treatment often changes day-to-day life for the whole family. It may cause financial stress and bring up fears of losing what’s good in life. It affects the individual in a multifaceted manner from social functioning to psychological and emotional well-being. A disease like Cancer often requires attention from a psychological professional to take care of the difficulties that are non-medical.

The **HOPE Project** fills this void for the patients. It is associated with the psycho-social care of the marginalized child cancer patients and their families. In association with Holy Spirit Hospital, Mumbai Smiles has provided the educational as well as the recreational support to the beneficiary and the family apart from the medical treatment cost. The objective of the project is to provide holistic education and psycho-social empowerment to children suffering from cancer. This mainly targets those belonging to the lower strata of society, coming from all over India to visit Holy Spirit Hospital, Andheri (East), Mumbai.

The HOPE Project aims at achieving the above goals by supporting children living with Cancer in the following areas:

- **Diagnostic Support:** Mumbai Smiles helps HOPE beneficiaries financially in availing medicines that are not available at the Holy Spirit Hospital. Mumbai Smiles also financially supports any diagnosis such as PET scan, bone marrow test and other diagnosis required.

- **Counseling:** The children are given psychological counseling along with their parents, siblings and care-givers.

- **Home visits:** Mumbai Smiles Project staff personally visit the homes of all the patients to understand the socioeconomic, health and academic status and needs of the child.

- **Support for transportation for diagnosis & chemotherapy:** Mumbai Smiles attempts to cover the transportation needs for availing treatment for our HOPE beneficiaries.

- **Kit with Essentials:** Long-term pediatric cancer patients and their families are provided with a kit containing essentials like hand-wash, mouth-wash, protein powder etc for nutrition and hygiene purposes.

- **Educational support to the siblings and patients:** Mumbai Smiles takes responsibility for advocacy meetings with schools and colleges so that children suffering from cancer are given concession and their health is taken into consideration during academics.

Having cancer is hard. And getting through it can be a very involved and complicated process. Hence Mumbai Smiles holds its beneficiaries in the most difficult time of their journey.
HOPE PROJECT // ACTIVITIES // Psycho-Social activities

Psycho-social activities are conducted in order to ensure effective psycho-social support among the beneficiaries to combat the disease. Each year several activities are conducted surrounding this aim of the HOPE project.

<table>
<thead>
<tr>
<th>Various Psycho-Social activities organized over the year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joy of giving week' event organized on the 3rd of October at Courtyard by Marriott for 21 HOPE beneficiaries.</td>
</tr>
<tr>
<td>Excursion Trip to Nehru Planetarium for the 30 HOPE beneficiaries and their family members on the 10th of January, 2013.</td>
</tr>
<tr>
<td>Vikram Hazara’s event called ‘Goonj’ Devotional music for 20 HOPE beneficiaries and their family members.</td>
</tr>
<tr>
<td>Motivational Talk by Bhamakumaris organized on World Cancer Day, 4th February 2013 for 35 HOPE beneficiaries.</td>
</tr>
</tbody>
</table>

1. Hope beneficiaries visit to Nehru Planetarium.
2. “Joy of Giving week” event at Marriott Hotel, Andheri East.
3. Motivational talk by Bharamakumaris.
Mumbai Smiles supports the HOPE beneficiaries to manage treatment related funds from various external sources. Intensive treatment specific activities were carried out for two of the most critical beneficiaries—Sangam Pandey and Vignesh. Sangam is currently on follow up and recovering and we unfortunately lost Vignesh this year.

HOPE project has overall supported 21 beneficiaries and their medical, diagnostic and conveyance expenses in 2013.

### HOPE PROJECT // ACTIVITIES // Treatment related activities

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>19th October 2012</td>
<td>chemotherapy began.</td>
</tr>
<tr>
<td>29th December 2012</td>
<td>leg amputation surgery conducted at Sion Hospital by Dr. Prabhakar, free of cost.</td>
</tr>
<tr>
<td>January 2013</td>
<td>chemotherapy supported by Mumbai Smiles at Holy Spirit Hospital.</td>
</tr>
<tr>
<td>July 2013</td>
<td>artificial leg implantation with coordination from Susmita Mitra (Director, special project, CPAA) at Bhagwan Mahavir Viklang Sanstha, Pard.</td>
</tr>
</tbody>
</table>

### Sangam Pandey’s Victory

- Diagnosed at Sion Hospital after being referred to several hospitals.
- Admitted to Holy Spirit in September 2012 began chemotherapy in Oct 2012 and the last chemo Jan 2013 supported by Mumbai smiles and Holy Spirit.
- Relapse June 2013: PICU for one month at Holy Spirit Hospital.
- Doctors explored several treatment options, however none had good chances of survival.
- Relapse in December 2013 and expired in Feb 2014.
- Donations of Rs. 10 lac were generated with support from Mumbai Smiles and Holy Spirit Hospital.

### Vignesh’s Treatment History

- Diagnosed at Sion Hospital after being referred to several hospitals.
- Admitted to Holy Spirit in September 2012 began chemotherapy in Oct 2012 and the last chemo Jan 2013 supported by Mumbai smiles and Holy Spirit.
- Relapse June 2013: PICU for one month at Holy Spirit Hospital.
- Doctors explored several treatment options, however none had good chances of survival.
- Relapse in December 2013 and expired in Feb 2014.
- Donations of Rs. 10 lac were generated with support from Mumbai Smiles and Holy Spirit Hospital.
HOPE PROJECT // ACTIVITIES // Academic development

HOPE project beneficiaries are encouraged to complete their education and pursue a career. Nikunj Parmar and Sangam Pandey got scholarships to continue their education. 8 other HOPE beneficiaries also received scholarships total of Rs. 1,22,000.

Nikunj’s dream designed!

- Scholarship of Rs. 30,600 awarded to him.
- Supported him to pursue a course in Interior Designing.

Sangam’s smile of Pride!

- Scholarship of Rs. 5,400 awarded to her.
- Supported her to complete her education. She secured 78% in her 10th Board exam in 2013.

HOPE PROJECT // ACTIVITIES // Awareness activities

In order to help the beneficiaries understand their disease better workshops and counseling sessions are organized to support them.

**World Tobacco Day:**

- Awareness drive conducted on World tobacco Day in the Holy Spirit Hospital premise.
- Street play organized to spread awareness about the harmful effects to tobacco.

**Diet Counselling Session:**

- Nutrition Counselling Session.
- 9 direct beneficiaries and 5 indirect beneficiaries from TATA Hospital attended.
- Dry Fruits and supplementary food distributed.

**Psycho-Social Workshop:**

- 15 Beneficiaries attended.
- Team from CPAA and Tata Cancer Hospital facilitated the workshop.
- Focused on Cancer as Disease, Counseling, Diet, Tobacco, coping with Cancer & Palliative care.
HOPE Project celebrates an event called ‘Champion of the Month’ where one of the beneficiaries is awarded as the ‘Champion of the Month’. All the other beneficiaries participate in the celebration and receive nutritional supplements and medical kit. This ensures that every beneficiary is motivated to continue their treatment and receive support from one another for the progress they make.

12 beneficiaries were awarded as ‘Champion of the month’ over the last year.
Rehan’s steadfast struggle

‘HOPE- what brings strength to fight’ is how Rehan, 5 years old, might describe his journey through the dreadful disease of Cancer. Son of Mr. Farukh Sheikh, 25 years old worker in a Furniture Showroom and Mrs. Shakira, 22 years old homemaker, Rehan is surrounded by his loved ones who pamper him a lot. His family was shocked when at the age of 4 years he was diagnosed with a small tumor in the right side of the neck which was later on detected as Hodkings Lymphoma (a form of Cancer). Emotional stress and financial demand caused by the disease burdened them and the treatment was challenged by multiple factors.

Finally after several sittings of consultation at various hospitals, it was suggested that Rehan should immediately undergo a surgery. Mumbai Smiles under HOPE project gave Rehan educational scholarships and he got admission in Cambridge School Powai. He is going to school regularly and his positive attitude and innocence is great medicine to recover early and resume his normal life.

Rehan, proved that fighting needs spirit and support. He had both and has stepped out as a winner.
HOPE PROJECT // IMPACT

DIRECT AND INDIRECT BENEFICIARIES UNTIL 2013

We have directly and indirectly supported to 75 child cancer beneficiaries and their families. Of the direct and indirect beneficiaries 55 were boys and 20 were girls. Majority of the beneficiaries were between the age group 5-10 years.

Direct /Indirect Beneficiary

Age Wise Distribution
COPING WITH TREATMENT RELATED STRESS

Recreational activities like excursion, joy of giving activities and champion of the month events ensure that the children are receiving appropriate social support to deal with their disease.

All the HOPE beneficiaries attended these events along with their parents, caregivers and siblings.

Two outdoor activities: Nehru Planetarium and Musical Event. 10 “Champion of the month” events organized. Joy of Giving Week by Courtyard Marriott Hotel, Andheri.

EDUCATIONAL PROGRESS OF THE BENEFICIARIES

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of children who received books</td>
<td>16</td>
</tr>
<tr>
<td>Number of children who received scholarships</td>
<td>7</td>
</tr>
<tr>
<td>Number of children who were readmitted to schools, colleges or universities</td>
<td>7</td>
</tr>
</tbody>
</table>
“Woman is the full circle. Within her is the power to create, nurture and transform.”
Diane Mariechild.
Women empowerment is an issue that needs the attention of the modern society to help women break free from the harmful customs suppressing them from decades. Women empowerment is the process of facilitating the creation of an environment that fosters their independence and place them as equals in the society.
Mumbai Smiles with the vision of promoting sustainable livelihood to youths and women laid the foundation for SEED project in the year 2012. Since its inception, the project has reached out to 777 women and girls. Over the last one and a half year, various need based training programs were conducted for the women and girls in the community. The training program covered an array of employable and self employable courses like Advanced Computer, Retail Sales, Call Centre Training, Jewel Cad, Front Office Receptionist course, Basic plus advanced beauty parlor course, Handicraft, Fast Food and Tailoring course.

The project was conceived with an idea of empowering women by imparting skills to them based on the following broader objectives:

- To impart marketable tangible skills to underprivileged girls and women through short term modular courses leading to the development of a skilled workforce.

- To develop linkages with industries and companies for placing the skilled youth workforce.

- To develop networks with like-minded NGO’s and corporate bodies.

SEED Project rolled out operationally in July 2012. It has been a fast paced and challenging journey for the project.
SEED PROJECT // ACTIVITIES

All the activities organized under the SEED project aim at developing skills among the community women. The activities focus at achieving a holistic development and integration of the women into the society as independent stakeholders.

1. Executive Director India, motivates women on International Women’s Day.
2. Axis Bank Stall, women sold earthen diyas, rangolis, chocolates, gift bags before Diwali.
3. Consignment of 788 roses completed by SEED women for St. George’s Day and delivered to Spain.
4. SEED women from Retail sales course celebrated World Environment Day 5th June, at Panasonic Experience Center, Versova. They were briefed about the company and the available positions for retail market jobs.
SEED PROJECT // IMPACT

DEVELOPMENT OF A SKILLED WORKFORCE

We have directly and indirectly supported to 75 child cancer beneficiaries and their families. Of the direct and indirect beneficiaries 55 were boys and 20 were girls. Majority of the beneficiaries were between the age group 5-10 years.

Course wise distribution of beneficiaries

Placement Rate of Courses
Providing women with income generating tools and creating employment opportunities lays the foundation of self reliance. Neelam Yadav, a beneficiary of project SEED exemplifies it. She is originally from Banaras and currently stays with her brother in Mumbai. Her brother’s income is not enough to satisfy their needs of subsistence.

Neelam is physically challenged and barely educated. With the fear of being labeled by people, Neelam never had the courage to face the world. She would always remain confined to her house. She had an immense urge and determination to be an achiever. Through a balwadi teacher, she registered herself for a course on handicrafts offered by Mumbai Smiles. This was an ideal course for her as it required minimum movement and she could exercise her newly acquired skills from home to earn money. Her passion and enthusiasm has led her to take more interest in her job. This has also proved to be a medium of recreation for her. She is no longer looked upon with sympathy, but considered to be a winner who fought odds to make meaningful contribution to society.

There has been a remarkable development in her skills. The course also served a two-fold purpose as it enabled her to gain confidence. She made her physical disability a pale reality of her life. She expressed resolve in her determination to change her life. She broke the preconceived notions that being physically challenged places limits on dreaming big and attaining desired goals. Neelam’s story may not be the one which depicts the rags to riches situation, she may not
AWARENESS

“Let us not look back in anger, nor forward in fear, but around in awareness.”
James Thurber.
Mumbai Smiles functions to integrate the marginalized group back in the society. Awareness is the key to progress. Social integration is founded on the grounds of bringing more and more people together to understand the reality of the people who have been neglected for long enough.
Awareness is a **critical aspect of growth and social communication**. To accomplish the desired goals it is important to involve the community around us. The New Glances Project is implemented to raise awareness among the international visitors about the life conditions of millions of people living in the slums of Mumbai and learn about the grave social disparity that exists in the city.

By visiting the projects run by Mumbai Smiles in the field, the international guests receive a firsthand information about the development work carried out by Mumbai Smiles and are made aware of need of the organization in the community as they personally witness and see the change brought about in the lives of the 30,000 families to whom it reaches out. This not only helps them clear their doubts about the reasons for the present condition of the city, but also motivates them to join hands with our initiatives by finding various means to collaborate with the organization at national or international levels.

The **objective of this project is including social change by creating a critical, tolerant and responsible consciousness and advocating basic human rights**. In order to move towards a universal vision of human development, bridging realities and being able to transcend any division the main objectives of the project are:

- **International Awareness**: We focus on spreading the social reality of India and creating awareness on the impact - of our actions among visitors from developing countries.

- **Local Awareness**: We stimulate reflection among communities in Mumbai, on the equality of rights for all social strata, thus promoting the participation of Indian Society in its own growth.

- **Research**: Our goal is to directly identify the needs of the communities with whom we work and develop a long term plan for the implementation of integrated development projects.

These visits help us maintain transparency which is one of the key principles of the organization, motivate people all around the world to work towards bringing a positive change, and above all help the people visiting us to understand the reality of the lives of people in Mumbai.
Spanish Association, Petons at Mumbai Smiles

Petons, is a Spanish humanitarian organization of professional clowns. A representative of the Spanish Association Petons names Monica Santos visited the projects of Mumbai Smiles through the New Glances Project. Mumbai Smiles organized a one day visit for Monica to visit 3 of our Balwadis and perform her act for these children.

Spanish Consulate General, Domingo Manso, visits Mumbai Smiles

As a part of our awareness project, Mr. Manso visited Mumbai Smiles in February 2013 to promote cross cultural understanding and strengthen the connection between Mumbai Smiles and the Consulate. He visited the office and took keen interest in understanding work that Mumbai Smiles does and the various projects functioning under it.

Director and cinematographer of the short film ‘La Alfombra Roja’ (The Red Carpet) films the projects run by Mumbai Smiles

Iosu and his team visited Mumbai Smiles with the objective to cover our projects on camera. This collaboration will promote the projects of Mumbai Smiles in the Spanish community and thus help in opening more areas of partnership in the future. On the 27th of January 2014, Iosu Lopez, the Director of the short Spanish film, La Alfombra Roja visited Mumbai Smiles and took keen interest in understanding work that Mumbai Smiles does and the various projects functioning under it.

Director and co-worker of Networking para mujeres visit Project SEED

In October, a two day visit was organized for the representatives of the Association called Networking para mujeres, an association that works in a multidisciplinarily space dealing with issues related to women. The objective of their visit was to learn and understand the project SEED. Based on this visit, Networking para mujeres would collaborate with Sonrisas de Bombay in raising funds for the SEED Project. Perform her act for these children.

NEW GLANCES PROJECT // ACTIVITIES

1. Monica performing at the Powai Balwadi
2. Mumbai Smiles’ Executive Director India with the Spanish Consulate General
3. Iosu and his team shooting at one of the Balwadis
4. Cynthia Gerlinger after the open discussion with the SEED Project Beneficiaries
NEW GLANCES PROJECT // IMPACT

From 1 January 2013 to 31 March 2014 the New Glances Project of the Awareness Department has received a total of 227 visitors from across 21 different countries, apart from a total of 190 visitors from Spain who performed for an event organized by Mumbai Smiles.

Number of Visitors 2013-14

Country Wise

Spain 180
India 16
Brazil 4
Germany 3
Others 24

Other countries included: Argentina, Austria, Columbia, Peru, Netherlands, Australia, Ireland, France.
Visits Evaluation by Visitors

- Positive: 24%
- Neutral: 6%
- Negative: 3%
- Very Positive: 67%
PROJECTS // VOLUNTEER AND INTERNSHIP PROGRAM

The volunteering and Internship program was developed with the idea to involve society in developing the less advantaged communities and give an opportunity to people to connect back with the society. The volunteer and internship program accepts volunteers across all fields based on the requirements outlined by various departments. Connecting the volunteer with the right skills to the right project at the right time will allow getting a greater impact and building stronger relationships between volunteers and the non-profit sector.

The program accommodates a variety of skill based volunteering opportunities like content writing, teaching, career guidance etc. Leveraging the specialized skills and talents of individuals to strengthen the infrastructure of the organization not only benefits the organization but also gives these young and enthusiastic people a chance to expose themselves to the work environment.


**VOLUNTEER AND INTERNSHIP PROGRAM // ACTIVITIES**

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**Vedanta Chakrabarty: Innovative intern**

Vedanta, an LLB student from Christ University Bangalore joined Mumbai Smiles in October 2013, out of his passion to do something for the society. He worked with the Future Smiles team and contributed immensely through his knowledge about legal rights. He organized home visits and school visits to interview beneficiaries and helped us develop case studies about them. He compiled documents stating various legal aspects about child education in India. His efforts greatly helped the Future Smiles project to accommodate the beneficiary needs within the existing system of education.

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**Sujaya Rai: Stories of SEED**

Sujaya Rai pursuing her MBA in Social Entrepreneurship from NMIMS University joined Mumbai Smiles as an intern in February 2014. She was aligned with the SEED project and developed case studies of 30 beneficiaries. It helped us to articulate the experiences of the women and showcase their success.

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1. Vedanta on one of his visits.
2. Sujaya being felicitated by the Executive Director, India.
| Chiranshu Kumar, is one of the longest standing volunteer of Mumbai Smiles who writes the daily blog for the communication department. |
| Ambar Banerjee, is volunteer from Calcutta with knowledge of Spanish who helps in the translations of certain documents. |
| Shanelle Pereira, St. Xavier’s College teaches English to SEED and HOPE beneficiaries. |
| Amol Rane helped the Future Smiles Project in the framing of a resource directory for Child Rights and education. |
| Deep Desia and Shruti Pandit are volunteers with the knowledge of Spanish and help the New Glances Project during large group visits. |
| Keagan Lobo, St. Xavier’s College takes guitar lessons for Future Smiles beneficiaries. |
| Rittika Sen, along with her group of 22 friends helps in conducting and promoting various events organized by Mumbai Smiles. |
HIGHLIGHTS OF AWARENESS PROJECT

190 Spanish guests from ‘Casteller’s de Sants’ on the 25th of August visited the Mumbai Smiles Projects. A Dahi Handi event was also organized in collaboration with the B.M.C Municipal Corporator and the visitors for the Balwadi children.

Mumbai Smiles’s Volunteer program has had a total of 10 new volunteers in the last year. 3 of them are a part of collaborating with St. Xavier’s College. The internship program evidenced the involvement of two very efficient interns, Vedanta Chakrabraty and Sujaya Rai.

Mr. Manso, Spanish Consulate General’s visit to Mumbai Smiles was an extremely pleasurable experience for Mumbai Smiles to grow culturally and emerge as an international organization.
“The happiest people are not those getting more, but those giving more.”
H. Jackson Brown Jr.

Khushboo Jani, a volunteer with the Girl Child Education Project would indeed be among the happiest people. Khushboo went beyond the limit of ‘more’, when it came to giving back to the society. She came forward to volunteer with Mumbai Smiles since she was deeply interested in contributing towards uplifting the society. She is very passionate about teaching and took up the assignment to teach Math, Science and Literature to two of our Girl Child education beneficiaries- Pinky and Nisha from St. Rocks School.

Khushboo’s story exemplifies the determination of every individual who has the will to do some good for the society. Khushboo finished her Masters and was waiting to pursue her further studies. In the meantime she joined Mumbai Smiles to volunteer as a mentor. She travelled more than three hours to take classes for these girls, thrice a week. She not only taught them what they needed to learn as a part of their curriculum but she also discussed with them various techniques to study, exam preparation skills etc.

She got the books to learn from. Khushboo went beyond her job role and organized an exposure visit for the two girls to Nehru Planetarium. She took complete responsibility of the girls and sponsored their visit. Through these visits she taught them skills that no text book could have taught them. Moreover, Khushboo coordinated with another volunteer at Mumbai Smiles named Swarnava and organized a Career Guidance session for the two girls. Natasha Rolston, the volunteer and internship coordinator said that “Khushboo is one of the few volunteers who believes in giving all they have for the benefit of another. Her efforts and dedication are conspicuously visible in the way the two girls conduct themselves. Although she terminated her assignment in 6 months she ensured that the girls have gained all the skills required to manage their studies in the future. Today when I meet Pinky or Nisha at the school they look much more confident and there is a marked difference in the way they interact.”

Khushboo shared her experience and says “Volunteering for me is something which is very important. I believe in the joy of sharing what you have in terms of your knowledge, skills, and life experiences. This make me feel satisfied, much more than any other materialistic gains. My best experience with them has been my visit to the Planetarium in Worli. I could see them evolve marvelously. Apart from the Math, Science and English that I was teaching them, I also shared many life experiences to teach them about Life Skills. They have touched me with their affection, as much as I touched them through mine.”
MILESTONES MUMBAI SMILES 2013-14

1. Reach out to internationals from 12 new countries and 227 international visitors to Mumbai Smiles’ projects.


3. SEED project’s ingression into the International Market in Spain to sell the hand made Ipad covers, 1450 roses and 1500 greeting cards.


7. Launch of Life Skills Empowerment project.
At Mumbai Smiles we have established the Monitoring and Evaluation Department to monitor the project activities and to evaluate its results. To monitor the project activities and their outcomes Mumbai Smiles developed a 3 tier monitoring mechanism for all the projects.

**A) Reporting Mechanism/Data Collection**

This is the most important tool to understand the project activities and their achievements. For all the projects, Mumbai Smiles have designed the Monthly statistical data collection format based on project specific objectives and the activities which will be carried out in a project year to achieve the desired results. By the analysis of the reported data we are able to closely monitor the project progress. The outcome analysis enables us to understand the progress in achieving the project objectives as mentioned in our LFA (Logical Framework Analysis) document and also in developing our future strategy.

To ensure better data collection techniques we have developed reporting/monitoring formats and checklist for constant monitoring of the project.

The monitoring formats include:

a) Monthly statistical data collection format:
Every project department submits the data in a prescribed format to the M&E department by 5th of every month which is then compiled and analyze to assess the project progress.

b) Monthly reports:
This is a descriptive report prepared for all the projects highlighting the major activities and their outcomes.

c) Weekly reports:
This is short summarized reports on the activities carried out in week and the activities planned for the next week. The report is submitted by all the project coordinators to the respective the Unit Heads and from Unit Heads to EDI for his review.

d) Monitoring visit checklist:
These checklist are the ready tool to review and assess the on site requirement of the necessary material or the documents. It also help to implement the corrective decisions for the betterment of project implementation.
B) Community level monitoring

1. Beneficiary Committee Meeting
The Beneficiaries Committee (comprise of an individual’s on a voluntary basis) consists of the beneficiaries equally represented from the projects implemented by Mumbai Smiles in partnership with its various partners. To meet the beneficiaries and seek their feedback on the quality of service provision and their suggestions for further improvement.

The following types of issues will be explored in relation to access to, use of and satisfaction with the service delivery:

- Is the operation reaching the targeted beneficiary groups – who have access, who does not; who is participating, who is not?

- Are the operation’s outputs useful to the targeted beneficiary groups – in terms of food, assets (both physical and financial), scholarships, skills available through training, etc?

- Is supplementary nutrition or food playing its intended role – how is supplementary nutrition program influencing the behavior of participating beneficiaries?

- Are any beneficiary groups encountering specific problems?

- In what way do beneficiaries see their lives improving as a result of the operation?

- Any other priority topic/issue.

Follow up action: The Executive Director in support with the Unit Head will look into the issues as suggested by the members of the Beneficiaries Committee (in respect of the implementation of the Programmes, including coverage and quality of work, complaints of wrong selection of beneficiaries; quality of service provision, misappropriation /diversion of funds etc and recommend follow-up actions) and take appropriate action.

2. Parents-Teachers Meet for educational projects
We are in the regular practice of sharing the outcome analysis with the teacher and the parents of the children in a monthly parents meeting. This has helped us in making teacher as well as the parents aware about their responsibility in the educational progress of the children. This is done through:

- Sharing of Child progress with the parents.

- Seeking suggestion from parents for program improvement.

C) Monitoring Visits

Monitoring visits to the project area helps in understanding the project work and to inspect the project activities minutely. Monitoring visits also helps to work out a mechanism in case the desired activities are not achieved during implementation of the project as specified in the LFA.

These monitoring visits include:

- Day to day visit by Field Coordinators.
- Weekly visit by Program Officer & Monitoring and Evaluation Officer.
- Monitoring Visits by Unit Heads and EDI.
**FINANCIAL STATEMENT**

<table>
<thead>
<tr>
<th>Assets</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>A) NON CURRENT ASSETS</td>
<td>45,423</td>
<td>53,221</td>
</tr>
<tr>
<td>Intangible assets</td>
<td>14,919</td>
<td>13,851</td>
</tr>
<tr>
<td>Fixed assets</td>
<td>30,454</td>
<td>39,321</td>
</tr>
<tr>
<td>Long term Financial Investments</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td>B) CURRENT ASSETS</td>
<td>347,903</td>
<td>228,086</td>
</tr>
<tr>
<td>Stock</td>
<td>8,003</td>
<td></td>
</tr>
<tr>
<td>Debtors</td>
<td>2,998</td>
<td>22,920</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>2,692</td>
<td></td>
</tr>
<tr>
<td>Cash and other equivalent liquid assets</td>
<td>334,210</td>
<td>205,166</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS (A+B)</strong></td>
<td>393,326</td>
<td>281,308</td>
</tr>
</tbody>
</table>

*Amount in euros

<table>
<thead>
<tr>
<th>Equity and Liabilities</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>A) NETWORTH</td>
<td>312,003</td>
<td>229,400</td>
</tr>
<tr>
<td>Equity</td>
<td>164,707</td>
<td>71,658</td>
</tr>
<tr>
<td>Foundational funds</td>
<td>30,000</td>
<td>30,000</td>
</tr>
<tr>
<td>Surpluses from previous years</td>
<td>41,658</td>
<td></td>
</tr>
<tr>
<td>Surplus for the year</td>
<td>93,049</td>
<td>41,658</td>
</tr>
<tr>
<td>Grants, Donations and legacy donations received</td>
<td>147,296</td>
<td>157,742</td>
</tr>
<tr>
<td>B) CURRENT LIABILITIES</td>
<td>81,323</td>
<td>51,908</td>
</tr>
<tr>
<td>Short term Debts</td>
<td>313</td>
<td>304</td>
</tr>
<tr>
<td>Group and Associated Entities, Debtors</td>
<td>42,965</td>
<td>18,250</td>
</tr>
<tr>
<td>Trade and other payable</td>
<td>38,045</td>
<td>33,354</td>
</tr>
<tr>
<td><strong>TOTAL EQUITY AND LIABILITIES (A+B)</strong></td>
<td>393,326</td>
<td>281,308</td>
</tr>
</tbody>
</table>

*Amount in euros

**TRANSPARENCY**

Our accounts have been audited by the firm Audita Iberia Auditore, S.L.P.

Transparency is one of our values and therefore the complete audited report with the annual accounts is published and available on our website.