Preface

In your hands is the summary of the main activities and results that we have harvested in the financial year 2016-17, with the joint work of Mumbai Smiles Foundation and our sister organisation, Fundacion Sonrisas de Bombay. Both the organisations share a common Mission, Vision, Values and Principles of Action.

This document records the efforts that have added up to more than 11 years of hard work with the conviction that all the people involved in this anti-poverty cause, even if separated by thousands of kilometres, can do a lot to eradicate poverty and inequality in this City of Dreams, Mumbai, specifically in the lives of its slum communities. That is why this document also breathes the real changes that have improved the lives of Babu, Ankita, Saroj and thousands of others.

Undoubtedly, we are proud of what we have achieved so far, as also grateful to have had the support of thousands to move forward in our peaceful struggle. We thank kind souls such as the late Professor Barraquer, who passed away in August 2016 and whom we fondly remember, and his foundation. But we are well aware that the path ahead to a fairer world is still a long one. However we have renewed energy that comes from the transformation we are generating, and it makes the revolution of smiles a little stronger every day.
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Welcome Note by Founder & General Director

Dear Friend,

One more year has gone by, and we invite you to dream and continue to keep dreaming with us as we show you with this Annual Report that, with work, consistency and your great support, dreams can be converted into true reality.

It is our great pleasure to present to you this Annual Report of the year 2016-2017 which will highlight the dream of a better Mumbai where all its inhabitants have their rights guaranteed and can enjoy their lives free from all kinds of discrimination.

In this document you will find detailed information about the progress made in this peaceful struggle against poverty that we continue to undertake, with you and thanks to you, in this city of India, from where I write to you.

In the following pages, you will find concrete figures that correspond to the projects of Education, Health, Livelihood and Advocacy that we carry out in the slums of Mumbai; areas in which every day we come across citizens who have been oppressed and deprived and oppressed from their Fundamental Human Rights. We work with them and for them, knowing that after every effort will come an achievement, so that they can live their lives with complete freedom.

For one more year, we have continued our efforts in education, among other things, because it is the key that can help the underprivileged unlock their bright futures. We have been able to see many results and this gives us the strength and energy to continue fighting for them, with them! But we are especially concerned about the condition of the female population in the communities where we work. Hence, you will notice that this year we have continued to improve and expand all our activities dedicated to the Girl Child.

I would like to highlight again that all the work that you will read ahead would not have been possible if it was not for your enormous contribution. Hence, once again, thank you from the bottom of my heart!!

Thank you for letting us dream. Thank you for dreaming with us. Thank you for converting thousands of dreams into beautiful realities.

Jaume Sanllorente
General Director
Who We Are

Mumbai Smiles Foundation is a non-profit organisation that aspires to help the slum communities of Mumbai to become self-sufficient, as well as enjoy their rights and grab opportunities to build a brighter future. To achieve this social transformation, a Spanish journalist and writer, Jaume Sanllolorente founded this NGO in the year 2005. Since its start, the organization has been working every day to eradicate poverty and inequality, in order to achieve social justice.

Working in the shanty towns in the northern part of our city, we concentrate our efforts on the verticals of Education, Health, Livelihood, Advocacy and Awareness. Additionally, we facilitate and disseminate the necessary tools, in terms of information as well as resources, so that the members of these communities can protest against the violations of their rights and demand the necessary social inclusion. Through development cooperation, we seek to generate structural changes in the most disadvantaged districts of this city, which is also the financial capital of India.

More than 8,000 people have benefited since 2005 from our actions on the ground. We create a cooperative framework of urban development to give shape to a new reality in which we encourage a direct participation of the community that we serve. It is involved in all aspects of the effort, including the Beneficiary Committees that monitor the progress of our projects on the ground. This is because the community members themselves best understand their needs in this joint effort to achieve equality and justice.

In our struggle against poverty, we haven’t lost sight of gender equality. We believe that women are key drivers of social change. Through our work, we try to integrate their leading role in society and to help them combat the discrimination they suffer as women, mostly from poverty-stricken backgrounds and in many cases minors as well. This gender perspective forms a core part of all our projects.

Mumbai Smiles, in addition to our name, is our motto and it is this revolution of smiles which we will continue working for.
Mission, Vision, Values & Principles

Mumbai Smiles stands firm on respecting and monitoring each of the following:

Mission

To transform the social reality of Mumbai to ensure respect for Human Rights and guarantee access to a decent life for the most disadvantaged communities in Mumbai.

Vision

We aspire to see a Mumbai free of poverty and social injustice, where all its citizens equally enjoy Human Rights.

Values

Justice: Our development work is aimed at promoting fair access to opportunities and the full exercise of human freedom universally.

Non-discrimination: We respect human diversity in all its forms, regardless of origin, nationality, caste, age, political or sexual orientation, religion or gender.

Transparency: We manage our resources with rigour, relying on transparency and accountability to our partners, collaborators, donors, beneficiaries, and society in general.

Consistency: Our work is based on doing what we believe in and say, being faithful to the fulfilment of our Mission and Vision, and our work speaks for itself.

Principles of Action

Commitment: Committed to our Mission, we assume the responsibility of working towards its achievement.

Unity: We intend to join efforts promoting teamwork and collaboration with other organisations and institutions to enhance synergies and improve the performance of our work.

Participation: To induce a real social transformation, we promote participatory mechanisms, integrating the implementation of the projects with all stakeholders.

Enthusiasm: Motivated by the results of our work, we carry our work with hope, enthusiasm, passion and interest.
Where We Work

India is a country of contrasts. It is a country that is becoming one of the global economic powers by leaps and bounds and where the development of technology is acquiring international importance. At the same time, India is also a country where unemployment affects one in every three women (only because of their gender; unfortunately, this is one of the highest rates of female unemployment in the world) and where child labour and exploitation is still observed on a large scale.

Mumbai, the City of Dreams, the financial capital as well as the largest city of the India, is a true reflection of today’s unequal world. It is a macro city in which more than 22 million people live (as per World Population Prospects, United Nations, 2014), between the most ostentatious luxury of residential centres and the squalor of tenements and slums. However, the unceasing growth of macroeconomic factors (GDP increased by 7.9% in 2016, according to datamacro.com) seems to be catalyzing the inequalities in this city that houses the largest number of slums and shanty towns in Asia.

The percentage of people living in slums is estimated at 60%, according to Harvard South Asian Institute (2015). Also, it is estimated that the slum population across the country would have increased by 9%, by the end of 2017. However, according to speeches of our Prime Minister, Mr. Narendra Modi, by the year 2022, this type of habitation will have disappeared from our cities.

We cannot deny that living in slums means enduring unhealthy conditions, constant violation of Human Rights and surviving extreme poverty. Social exclusion (because of multiple factors -- economic, gender-related, religious, based on sexual orientation or origin) is the harsh reality experienced by the inhabitants of these neighbourhoods. Most of them have come to Mumbai from their native rural areas, seeking better and more stable employment and living conditions. It is in these environments where Mumbai Smiles implements and develops its projects. Along with the community, we strive to fight peacefully to end the vicious circle of poverty and eradicate the denial of their Fundamental and Human Rights.
Education

Preschool Education

Objective of the project

This programme aims at providing formal and non-formal education and adequate daily nutrition to the children from the slums in the age group of 2-6 years old, for their holistic and healthy physical and mental growth.

Activities of the year

In the year 2016-17, a total of 982 children were enrolled into the 30 preschool education centres (26 physical centres with 4 of them running in double shifts). Unfortunately, 55 of them dropped out due to various reasons such as migration, family disputes etc. Below are all the activities of this project for the past year:

Enrollment Process

— The admission process for the new academic year started with a complete house-to-house survey in slum communities to spread awareness about the importance of preschool education, following which students were admitted keeping in mind the prerequisites such as low family income. Once they were admitted, uniforms, bags, water bottles and educational materials (books, stationery etc.) were provided to all the students.

Self-Help Groups for Nutrition

— We collaborated with 17 Self-Help Groups or SHGs (small groups formed by 10-20 women living in the same underprivileged communities with the objective to collectively accept work assignments and contribute to a common savings fund in order to become financially independent), comprising a total of 255 women, who cooked and provided the pre-decided rotating set menu for each day of the week at all the preschool education centres as well as to the Life Skills Empowerment beneficiaries.

Establishing New Centre

— This year the Mumbai Smiles Foundation established a new preschool education centre in Saibangoda, a tribal area in Aarey Milk Colony (in northern Mumbai) as a step towards the inclusion of the most disadvantaged sectors of society, as is reflected in our mission. We are one of the first NGOs to intervene in this beautiful, but forgotten, area.

Training

— Periodical training workshops were organised in collaboration with Pratham Foundation and the Fight for Hunger Foundation for teachers, assistant teachers and field coordinators in order to
boost their skills and help them learn new, effective methods for smooth running of the preschool project, both in terms of health and education.

— A training session was organised for the women of our partner SHGs by SODEXO Limited on food hygiene and safety to ensure the food served to the students is fresh and nutritious.

Events and Celebrations

— Various days were celebrated with all the preschool children and their parents, such as Independence Day, Teachers’ Day, Children’s Day and Child Rights Day.

— Many special events were organised with the aim to trigger children’s creativity and also promote a sense of camaraderie with their classmates, such as the Fancy Dress Event, the Drawing & Colouring Competition and Sports Day. Such events also ensure that parents realise the importance of extracurricular activities for their tiny tots.

— A peaceful clean-up rally was organised on the occasion of Women’s Day in one of the project communities where 350 parents and teachers participated to spread awareness about the importance of a clean environment.

Health Support

— With the support of Vitamin Angels, a Vitamin A and Albendazole supplementation camp was held for all our preschool children.

— An eye check-up camp was organised by the Community Health project team in different batches for all students. 52 children were detected with refractive errors, and were then provided with the prescribed spectacles.

Reflection & Evaluation

— A teaching manual was printed in the local language, Marathi, and was placed in all 30 centres, in order to ensure that effective and safe teaching methods were followed by all teachers and their assistants. Monthly meetings were also held where feedback from all the parents was encouraged.

— A Beneficiary Committee was created (this is an annual committee made every year) which consisted of the parents of the students, in order to get their honest feedback and work on the shortcomings of the project.

— The children’s performance was evaluated in the class regularly based on set parameters to gauge their educational as well as health-related progress. The closing ceremony of the preschool programme for the year consisted of distributing report cards to all the students, along with a group photo of the class as a memento.
**Statistical Information**

<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total no. of Preschool Centres (including Afternoon sessions)</td>
<td>30</td>
</tr>
<tr>
<td>Total no. of children enrolled in Preschool Centres</td>
<td>982</td>
</tr>
<tr>
<td>Percentage of Girls in Preschool Centres</td>
<td>50%</td>
</tr>
<tr>
<td>Percentage of Boys in Preschool Centres</td>
<td>50%</td>
</tr>
<tr>
<td>Total no. of Teachers &amp; Assistant Teachers</td>
<td>60</td>
</tr>
<tr>
<td>Total no. of Self Help Groups</td>
<td>17</td>
</tr>
<tr>
<td>Total Members of Self Help Groups</td>
<td>255</td>
</tr>
<tr>
<td>Total Members of Preschool Project Team (including Teachers)*</td>
<td>67</td>
</tr>
<tr>
<td>Total no. of Direct Beneficiaries (Students + SHG women)</td>
<td>1.237</td>
</tr>
<tr>
<td>Total no. of Indirect Beneficiaries *</td>
<td>4.943</td>
</tr>
</tbody>
</table>

*Indirect Beneficiaries = (Direct beneficiaries multiplied x 4), considering an average of five family members in a family. (Formula as per Mumbai Smilos standard guidelines)*

**Start date**

2010

**Investment**

- India ₹ 2,689,364 / 38,592 €
- Spain ₹ 11,671,736 / 167,914 €

**Fields of action**


**Gender Distribution**

1. Girls: 50%
2. Boys: 50%
Education

Case study

We met Swati Kadam, a teacher at one of our preschools, right after the completion of the admission procedure. We asked her about her experience with the Preschool project. Her response was very sweet: “The first few weeks of preschool are always a time for some tears and screaming, as some children are new. And when one child starts crying, there are others who join in too!” Nonetheless, she feels calm, since she knows that in a few days this feeling of ‘a new and strange place’ will pass and the tiny girls and boys will start feeling happy about coming to class.

Swati is very happy with the evolution of the Preschool Education project. At the time of our conversation, the particular centre where she works already had a waiting list ready to enroll new students (in case of dropouts). Swati said, “This shows how Preschool Education is a valued project in the communities and parents see the importance of their children attending school now!”

It is a beautiful experience to live each year with the tiny little students and watch them learn and grow. Swati was very excited to start a new year with a new batch of students. It is great for us to see that the teachers are not only getting employed by the Preschool Education project but are enjoying every moment of it! This shows that our efforts against poverty are getting positive results on the road to development.
**Education**

**Higher Education**

**Objective of the project**

With the aim to support underprivileged students in secondary schools and colleges (13-22 years of age), this project supports the aspirations of students through scholarships, individual mentorship and group learning for career guidance, life skills education and capacity-building sessions. It also encourages those who have left their education incomplete, owing to financial or domestic reasons (broken families, alcoholic parents, domestic violence, child marriage, etc.) to complete their education and build a future for themselves.

**Activities of the year**

**School Partnership & Scholarship Distribution**

This year, the project partnered with 14 local schools and colleges in and around the slums of Andheri East. As the first step, meetings were held to inform the parents about the concept and objective of our project. After this, we received 186 applications, of which 142 were finalized, based on their financial condition. Out of these, about 80 belonged to the general category, which is not entitled to any form of scholarship or concession from the government. As they were in dire need of funds to pay the school fees, they received support from the Mumbai Smiles Foundation. All the students were also given education utility kits for their daily use.

**Capacity-Building & Life Skills Sessions**

- Twenty-one personality development sessions on Time Management, Stress Management and Goal Setting were conducted in partner schools for our beneficiaries, including 130 indirect beneficiaries. Post the sessions, some remarkable positive behavioural changes were observed by the teachers and reported to us, with reports of students handling their studies and extra-curricular activities very well. Students, too, mentioned how these sessions helped them in dealing with stress at home, given their volatile socio-economic and family backgrounds.
- Sessions on General Health, Hygiene and Reproductive Health were conducted for young adults in order to better equip them with information on good touch-bad touch, maintaining personal hygiene to avoid infections, how to be better prepared at handling adverse situations in communities and homes, bust myths related to sexual behaviour, friendship, attraction, etc., with the aim to sensitize both girls and boys towards the opposite sex as well as to teach them how to behave responsibly with each other.

**Health Camps**

In coordination with the Community Health project, one ENT (Ear-Nose-Throat) camp, three eye camps and one dental camp were held in five partner schools, reaching out to a total of 2,628 students. After the free consultation, those detected with health issues were given follow-up visits for their free treatment as well.


Educational Events

To bring education outside the four walls of the classroom and to expose the students to their future career options, educational events such as a Career Fair (participated in by 400 students) and a Science Fair (participated in by 200 students) were organized; these events brought together our different partner schools as well.

Review Meetings

Periodical Review Meetings were held by the team with teachers and principals of partner schools. Beneficiary Committee Meetings (that included the parents and students enrolled under the project) were also held to introspect on the regular activities of schools and exchange ideas for any required improvement, in order to ensure that quality education is being provided to them. Each meeting had 100% attendance!

Statistical Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total No. of scholarships distributed under Higher Education Project</td>
<td>142</td>
</tr>
<tr>
<td>Percentage of Female students</td>
<td>40%</td>
</tr>
<tr>
<td>Percentage of Male Students</td>
<td>60%</td>
</tr>
<tr>
<td>Schools &amp; Colleges partnered with in 2017-18</td>
<td>14</td>
</tr>
<tr>
<td>Education utility &amp; study kits provided</td>
<td>142</td>
</tr>
<tr>
<td>Total members in the Project Team</td>
<td>3</td>
</tr>
<tr>
<td>Total no. of Indirect Beneficiaries*</td>
<td>568</td>
</tr>
</tbody>
</table>

*Indirect Beneficiaries = (Direct beneficiaries multiplied x 4), considering an average of five family members in a family. (Formula as per Mumbai Smiles standard guidelines)
Start date

2010

Field of Action


Educational Courses

1. Secondary: 44%
2. Higher education: 36%
3. Graduation: 16%
4. Professional / technical course: 4%

Investment

- Spain ₹1251,534 / 18,000 €
Case study

Anand Lajar Yerpul is a 15-year-old boy studying at one of our partner schools. He lives in the Subhash Nagar slum community in Andheri. He has two elder sisters. Anand’s father passed away in a workplace accident when he was just 10 months old. All the responsibilities of the three children are shouldered by their single mother. She currently works in a jewellery-making company to feed her family of four. Due to extreme financial pressure, one of Anand’s sisters had to drop out of school at the age of 11, which then led to her working in the same company as her mother. Seeing his two sisters and his mother working so hard at home and outside all day long to make ends meet, Anand realised his responsibilities towards his family at a very young age and started helping them at home in every possible way, be it cooking, cleaning, washing clothes or carrying water home from outside every morning. Along with all the work at home, he maintained his punctuality and diligence towards his education too.

One day, one of his teachers at school informed him about the scholarship programme of the Higher Education project. He also interacted with some of his classmates who were already benefitting with this programme. Anand then applied for the scholarship and was accepted into the programme.

“Higher Education has helped me to continue my education, otherwise my mother’s salary isn’t enough. Had I not received this scholarship, I would have had to drop out of school very soon. The project is helping me to pay my fees as also supporting my other expenses with the school kit,” Anand shares with us. He goes on to explain the additional benefits of his association with the Higher Education Project: “the capacity-building sessions and workshops on personality development, communication skills, stress management, etc. have helped me a lot in handling my daily life as well. I now concentrate on my studies better, along with helping with the household chores, by planning my days and studies smartly. While earlier I used to score just 12 or 14 out of 20 in my tests, now I am able to touch 18 or even 19! In fact I was even able to work during my Diwali vacations and I earned more than Rs. 3,000 in just a month!”

It gives us immense joy to see such success stories of children spreading their wings and flying high!
Education

Girl Child Education

Objective of the project

GCE or the Girl Child Education project focuses on the issue of suppression of the girl child in Indian society, more so in the underprivileged communities, owing to a diverse set of priorities, such as child marriage, more importance to boys over girls, etc. This is where this project aims to promote and support the education of young girls (6-18 years of age) to secure their future.

Activities of the year

The activities of GCE run jointly with the Higher Education project’s activities, barring a few exceptions:

School Partnership & Scholarship distribution

After conducting meetings with parents in partner schools, we received 171 applications, of which 157 got accepted. On the basis of each family’s financial needs, 132 girls received a 100% scholarship, while the remaining 25 girls received 80% scholarship.

Common Activities

The following activities were organised jointly with the Higher Education project, the details of which are there in its separate report:

- Capacity-building & Life Skills Sessions
- Health Camps
- Career Fair & Science Fair
- Review Meetings

Workshop by UNICEF

Two GCE beneficiaries, Apsara and Mansi, grabbed the opportunity to represent Mumbai Smiles at the launch event of the “Play It Safe” report, an opinion poll conducted jointly by Mumbai Smiles, UNICEF and NINEisMINE. They enthusiastically participated in their one-day workshop as well.
**Statistical Information**

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total No. of scholarships distributed under Girl Child Education Project</td>
<td>157</td>
</tr>
<tr>
<td>Schools partnered with this year</td>
<td>14</td>
</tr>
<tr>
<td>School utility kits &amp; study kits provided</td>
<td>157</td>
</tr>
<tr>
<td>Total capacity building sessions organised</td>
<td>21</td>
</tr>
<tr>
<td>Number of Girls screened at Health Camps</td>
<td>1,580</td>
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<tr>
<td>Total members of the Team (common team as Higher Education Project)</td>
<td>3</td>
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<tr>
<td>Total no. of Indirect Beneficiaries*</td>
<td>628</td>
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</tbody>
</table>

*Indirect Beneficiaries* = (Direct beneficiaries multiplied x 4). considering an average of five family members in a family. (Formula as per Mumbai Smiles standard guidelines)

**Start date**

2013

**Field of Action**


**Investment**

- Spain ₹3,403,842 / 48,909 €

**Occupation of Parents**

1. Labourer: 11%
2. Domestic worker: 16%
3. Self-employed: 18%
4. Service: 12%
5. Homemaker: 23%
6. Unemployed: 2%
7. Old age pensioner: 0%
8. Others: 0%
9. NA: 18%
**Education**

**Case study**

Apsara Shaikh is a quiet 14-year-old girl. Originally from the city of Nanded, Maharashtra, Apsara and her family faced continuous hurdles and challenges. Her father separated from his wife and took Apsara away when she was in Class 1. After an emotionally draining and cumbersome legal battle, Apsara was reunited with her mother and three siblings. Today, her elder sister is a college student and a part-time teacher, her elder brother is studying in Class 12, and her younger sibling is in Class 8. To support this family of five, Apsara’s mother works as a tailor.

However, with a meagre family income of Rs. 4,200, Apsara was struggling to meet her educational needs. Her mother even advised her to drop out of school and help with household chores. During this time she was introduced to Mumbai Smiles’ Girl Child Education project through mobilisation meetings conducted in her school. On applying, Apsara was selected for this programme.

As part of our project, Apsara attended capacity-building workshops where she understood the value of time and resources. She attended sessions on personality development, time management, coping with stress, and also workshops designed to help young children in setting long-term goals. She also got the opportunity to attend a UNICEF workshop and a book launch where she interacted with other students. This boosted her self-confidence tremendously and she has gained new leadership skills. She now participates actively in school and community activities and aims to make her family proud.

“With Mumbai Smiles, I realised the importance of education. They supported us with my school fees and capacity-building sessions too. Without either of these, I would have lost my education and self-esteem too! Today there are so many positive changes in my life. I have gained lot of self-confidence after attending various capacity-building sessions. I came to know about various organisations which are working for the weaker sections of society. Mumbai Smiles is doing an excellent job by providing various informative sessions to me and students like me.”
Education

Life Skills Empowerment

Objective of the project

This project helps the adolescents of the slum communities with overall personality development and prepares them to face life with positivity and rational thinking. Hence emphasis is laid upon teaching these young adults the crucial psycho-social life skills that lead to self-awareness, critical thinking, problem solving and overall self-growth, so that they have the freedom to decide what to do and who to be.

Activities of the year

The two modules for girls and boys are based on different models. The LSE sessions for girls included a lot of indoor games centred on team-building, creativity, trust-building, etc., whereas the LSE sessions for boys centred on the sport of football, in collaboration with OSCAR Foundation. However, the separate sessions covered the same topics, through the following activities:

Staff Capacity-Building

- A two-day refresher training course was organised for the LSE team by the Sahyog Foundation, on understanding the concept of Life Skills as prescribed by the UN, with discussions on real-life case studies and looking for solutions to the problems described in these case studies.

Personality Development

- Sessions on Time Management, Stress Management, Communication Skills, Goal Setting, etc. were conducted for all batches, in order to increase confidence levels and help develop better personalities in these young adults. The results of this training could be seen in all the students by the end of the year, in the way they handled their studies and the compliments received from their parents on their behaviour and conduct at home and in the wider community.

Hygiene & Nutrition

- Sessions on menstrual health, hygiene and nutrition were conducted successfully for the two batches, including distribution of 50 packets of sanitary napkins for the girls. This was an especially important module as most of the girls did not use hygienic napkins; this often led to infections and also forced them to bunk schools for five or more days each month.
- LSE girls and boys regularly received nutritional supplements, in form of daily meals at the end of their session, cooked by the women of our partner Self-Help groups, and also through distribution of dry fruits to each beneficiary.

Health Sessions & Camps

- Sessions on reproductive health and STDs (Sexually Transmitted Diseases) were extensively conducted to bust myths in the minds of these young adults and to help them imbibe the practice of engaging in responsible and safe behaviour in social and personal spaces.
• General Health Camps were organised for all batches, blood tests for the common diseases were conducted in the community, and medicines were given to those in need. The results of the blood tests then determined the course of further medical action to be taken for those detected with any abnormality or disease.

**Exposure Visits**

• All LSE beneficiaries were taken for exposure visits to a vocational training centre, a hospital, a police station as well as a bank, in order to understand the everyday functioning of these institutions and learn how to approach the concerned authority when in need.

**Events & Celebrations**

• LSE girls participated with a street play and musical performance on the occasion of Women’s Day being celebrated in one of our project areas. Pinky Bagul, an ex-LSE beneficiary, was felicitated at this event for her achievements despite facing tremendous odds in her life, in order to encourage her and others to fight the war against poverty with determination and confidence.
• A team of LSE boys made it to the semi-final stage in the Annual Football Tournament organised by the OSCAR Foundation. A total of eight different organisations took part in the tournament.

**Change Agent Programme**

• Three girls from the LSE project and four from other educational projects were mobilised to start the Change Agent programme. These students were sent out of town for a week-long personality development camp organised by the Sane Guruji National Memorial Trust, which focussed on building self-esteem and imparted training in leadership and organisational skills. These Change Agents went on to help in organising the Career Fair later in the year.

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**Statistical Information**

<table>
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<tr>
<th>Description</th>
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</tr>
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<tbody>
<tr>
<td>Number of LSE beneficiaries</td>
<td>100</td>
</tr>
<tr>
<td>Percentage of Girls in LSE program</td>
<td>50%</td>
</tr>
<tr>
<td>Percentage of Boys in LSE program</td>
<td>50%</td>
</tr>
<tr>
<td>Total no. of In-house sessions conducted</td>
<td>110</td>
</tr>
<tr>
<td>Total no. of Exposure Visits conducted</td>
<td>8</td>
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<tr>
<td>Students continuing with their studies</td>
<td>100</td>
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<tr>
<td>Total Members of the Team</td>
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<tr>
<td>Total no. of Indirect Beneficiaries*</td>
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</tbody>
</table>

*Indirect Beneficiaries = Direct beneficiaries multiplied x 4, considering an average of five family members in a family (Formula as per Mumbra Smiles standard guidelines)
Start date
- LSE for Girls: 2014
- LSE for Boys: 2015

Field of Action

Monthly income of family

1. Below 70€: 6%
2. 70-135€: 8%
3. 135-200€: 20%
4. 200-265€: 4%
5. 265€ and above: 1%
Dedication. Perseverance. Willpower. There is no alternative to these three if we want to change our fates according to our will. Pinky Bagul, a remarkable young lady from Mumbai who has been a part of our Life Skills Empowerment programme, first as a student and now as a Change Agent, proves just that.

Twenty-five years ago, as an infant, Pinky arrived in Mumbai in the arms of her parents, in search of a viable treatment for her disabled left leg. The financial burden on her parents increased a lot, considering the sky-rocketing cost of living in this City of Dreams. Unfortunately, the doctors could not treat Pinky’s leg. With hopes of a decent education and life, Pinky’s family of five (now including her two brothers) decided to settle in Mumbai. Unfortunately, Pinky lost her father after about a decade. Soon after, she had to discontinue with her studies after her matriculation examinations. Her brother started working in a courier company to look after the family. A few years later, during community mobilisation by our team, Pinky came to know about LSE and enrolled herself in these classes. “And LSE became the turning point of my life!” she exclaims.

“I had initially joined LSE just to pass the time, since I didn’t have much to do at home anyway, except for a bit of cooking and cleaning. But as the sessions advanced, especially the ones on health, communication skills and the exposure visits, I started understanding the importance of education and becoming financially independent. I could feel the changes in myself; I started
feeling an increase in my confidence level and the desire to do something on my own. I started understanding the importance of taking care of myself and keeping a check of my own and my family's health. My beliefs about different health issues, the superstitions I had seen and learnt since my childhood and the inferiority complex which I earlier had because of my disabled leg, all started vanishing completely! Also, with the street plays and other functions in the communities conducted by Mumbai Smiles, I noticed myself getting better at public speaking too! I realised that there is nothing we cannot achieve if we truly want it and work hard for it!” says Pinky.

Pinky then tells us about how she started her first job: “I returned to my education and managed to complete my SYBA (Second Year in Bachelor of Arts). On one of the LSE exposure visits to a hospital, I was inspired to find some work in medicine; so I enrolled in a medical hospitality course and landed my first job (part-time) as a compounding clerk in a dispensary nearby.”

Today, Pinky is standing tall and confident at the age of 25, proudly sharing the responsibility of her house with her brother. She now earns a monthly salary of INR 8,000 as a cashier in Star Bazaar (a retail store). She says, “All my neighbours who thought of me as an insignificant cripple now give my example to their kids. They ask me about the procedures at banks, post offices and other such places. With Mumbai Smiles felicitating me as an Outstanding Achiever on Women’s Day this year with the beautiful trophy, they all keep coming to see my trophy and try to inspire their children to win trophies too”, she laughs.

Truly an inspirational figure, we wish Pinky all the very best for her bright, bright future!
Health

HOPE: Paediatric Oncology

Objective of the project

As a psycho-social support programme for children suffering from cancer (0-18 years old), HOPE does not finance the complete treatment for these children (which is arranged for by our partner hospitals, Holy Spirit Hospital and Wadia Hospital). The programme provides them with financial assistance for diagnostics, blood and blood components along with nutritional, psychological and accommodation support.

Activities of the year

New Registrations

A total of 75 new beneficiaries were registered under the project this year, of which six were supported with accommodation as well.

Counselling for Parents

Individual counselling was done for the children as well as their parents in order to familiarise them with the course of the treatment, its mental and physical side effects, the support that the child requires at a fragile time like this, and how to be mentally and physically prepared to fight the battle against cancer for oneself as well as for their child.

Nutritional Support

- Along with psychological counselling, nutritional counselling was also done for the beneficiaries. They were provided with diet charts created to help overcome the side effects of radiation as well as to help them recover from their disease.
- The children were regularly given dry fruits and other nutritional supplements.

Educational Support

In order to encourage the children to continue their studies (as permitted by the doctor, along with the treatment), they were periodically provided with scholarships and educational materials such as notebooks, stationery, drawing materials, etc. so as to reduce the financial burden on their parents.

Events & Celebrations

A number of events were organised throughout the year for the beneficiaries as well as their parents to keep lifting their morale. Meeting others who were going through a similar thing also helped these children and their parents to form a support group among themselves. The events conducted were:
• Seven Champion of the Month events, three birthday celebrations and a Diwali special event were especially organised with puppet shows, clown acts and magic shows to entertain one and all.
• International Earth Month was celebrated in and with the support of Courtyard by Marriott, Mumbai, which conducted a drawing competition and gave away prizes to the children too.
• International Nurses Day, Cancer Survivors’ Day and Rose Day were celebrated with some motivational talks, discussions for the parents and fun events for the children.
## Statistical Information

<table>
<thead>
<tr>
<th>Category</th>
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<tbody>
<tr>
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<tr>
<td>Percentage of Girls</td>
<td>68%</td>
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<tr>
<td>Percentage of Boys</td>
<td>32%</td>
</tr>
<tr>
<td>No. of beneficiaries having received Diagnostic Support</td>
<td>155</td>
</tr>
<tr>
<td>No. of beneficiaries having received Accommodation</td>
<td>6</td>
</tr>
<tr>
<td>No. of beneficiaries having received Medical Kit for Prevention and Control of Infection</td>
<td>22</td>
</tr>
<tr>
<td>No. of beneficiaries having received Scholarship for further Education</td>
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<tr>
<td>Total members of the Team</td>
<td>3</td>
</tr>
<tr>
<td>Total no. of Indirect Beneficiaries* (Direct beneficiaries multiplied x 4)</td>
<td>916</td>
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</tbody>
</table>

*Indirect Beneficiaries*: (Direct beneficiaries multiplied x 4), considering an average of five family members in a family.

(Formula as per Mumbai Smiles standard guidelines)

## Start date

2010

## Field of action

Health, Nutrition, Education and Psychosocial support.

## In Partnership With

Holy Spirit Hospital and Wadia Hospital

## Number of beneficiaries

1. No. of beneficiaries having received Diagnostic Support: 81%
2. No. of beneficiaries having received Accommodation: 3%
3. No. of beneficiaries having received Medical Kit for Prevention and Control of Infection: 11%
4. No. of beneficiaries having received Scholarship for further Education: 5%

## Investment

- Span £ 579,715 / 8,340 €
Health

Case study

“Shreya is the calmer of my two children. She enjoys drawing and wants to become an architect when she grows up. She also loves playing basketball and every year during the vacations, she and her cousins love to play ball games all day long. We are very weak financially, since my husband is the only breadwinner of our family and he works as a clerk in a private company. But we manage to provide food and education to our children somehow. We were content in our life with small joys,” says Manisha Dhole, a 43-year-old homemaker.

She goes on to talk about her 15-year-old daughter, Shreya Dhole. “But last year, in the summer vacation, suddenly, Shreya started getting very high fever that wouldn’t come down and after a couple of days she started complaining of constant and unbearable pain in her legs. We tried everything that we could—local doctors, Ayurveda, etc. But none of the medicines provided any relief. Then at Holy Spirit hospital, we found out that Shreya was suffering from Ewing Sarcoma (a type of bone cancer) and her father almost collapsed with shock. We didn’t know how to tell our children this news!”

After somehow absorbing the shock, they found out that the cost of their daughter’s treatment was INR 7 lakh. They knew they could not afford it. “We thought we would lose our child to this deadly disease due to lack of money.” This is when the hospital got them in touch with the HOPE Team at Mumbai Smiles.

Two years later, Manisha is very happy, saying, “Thanks to the HOPE project of Mumbai Smiles, Shreya is completely cured and is able to continue her studies as well. And the best part is that she made so many amazing friends at the hospital (other beneficiaries of Mumbai Smiles) that even after being cured, she ensures that she attends all the programmes there, be it Champion of the Month or any Drawing Competition, so she gets to meet her friends. Both she and I feel that it is our responsibility to help other kids and parents there now. We tell them how important it is to listen to the doctors about regular checkups and about nutrition. It is extremely important to keep the child’s morale up; that makes the treatment more effective!”

Thank you for such encouraging words and for supporting us. We wish great health for all the children!
Health

Community Health

Objective of the project

Aimed at providing basic healthcare facilities to marginalised communities, the Community Health programme focuses primarily on eye health and dental care. It works in partnership with government and private health bodies.

Activities of the year

Listed below are the health camps and treatments conducted last year, made possible with the support of the Aditya Jyot Foundation, the Doctor Eye Institute, the Indian Dental Association, Dental Cure Hospital, Seven Hills Hospital, the Cancer Patients Aids Association and the Mumbai Municipal Corporation:

Eye care

A total of 3,883 people were screened in 17 eye checkup camps, of which 557 were then given spectacles and 98 underwent cataract surgeries.

Dental care

The dental camps included checkups as well as one-on-one counselling on oral hygiene for all 458 students of our partner schools where the camps were held. As per their medical needs, while 128 received basic cleaning & scaling treatment, 30 received advanced treatment for their oral ailments.

ENT care

One ENT (Ear-Nose-Throat) camp was organised for a partner school, screening 75 children, out of which seven were detected with ailments and were provided with treatment.

Cancer Screening Camp for Women

Of the 100 screened women, 51 were taken for further testing and follow-ups, of whom no one was detected with any form of cancer!
### Statistical Information

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<tr>
<th>Item</th>
<th>Count</th>
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<tbody>
<tr>
<td>Total no. of Beneficiaries screened</td>
<td>3955</td>
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<tr>
<td>Total no. of eye camps organised</td>
<td>17</td>
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<tr>
<td>Free Cataract Surgeries performed</td>
<td>98</td>
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<tr>
<td>Free Spectacles distributed</td>
<td>557</td>
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<tr>
<td>Free Eye Treatment performed</td>
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<tr>
<td>Low Cost Dental Treatment Performed</td>
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<td>Health Camps for Preschool Children</td>
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<tr>
<td>Health Camps for Higher Education, Girl Child Education &amp; LSE</td>
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<tr>
<td>Health Camps for Livelihood Centre</td>
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<td>Total General Community Camps (Blood, BP etc.)</td>
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<td>15,820</td>
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</table>

*Indirect Beneficiaries* = (Direct beneficiaries multiplied x 4), considering an average of five family members in a family. (Formula as per Mumbai Smiles standard guidelines)

### Start Date

- **2008**

### Field of Action

- Health, Nutrition, Awareness

### Eye Ailments

1. Identified with refractive error: 56
2. Identified with cataracta: 26

### Investment

- Spain ₹ 1,932,592 / 27,803 €
Health

Case study

Gopal Pared is a 47-year-old man living with his family, that includes his wife and three children. He stays in the Saibangoda area (the area near Andheri East inhabited by a tribal community); his family has been living here for three generations. Due to poverty, he could not complete his education and became addicted to alcohol as a child.

Currently working as a watchman for a private company, he manages to earn INR 8,000 per month. This makes it nearly impossible for him to provide education, food and medical support to his family of five people; but they get by somehow.

For a few months he had been having issues with his vision, but he could not afford to get it checked properly. However, one day he was able to get in touch with the Community Health project team while they were mobilising the residents of the Sangharsh Nagar tribal slum to come for the free eye checkup camp. Thus, finally Gopal found a way to get his eyes checked. He recalls the day he came to know about Mumbai Smiles, “I met Asha Jadhav, who is a preschool teacher working for Mumbai Smiles in our area. She told me about the free eye checkup camp. And it was at this camp that the doctors checked my eyes and informed me of my diagnosis. I had cataracts in both my eyes. Thanks to the counselling sessions, we realised that my eyesight can be saved with surgery. Today, my vision is perfect; the project team was very, very cooperative and helped me and my family through the surgery and afterwards, with follow-ups. I am very thankful to Mumbai Smiles and its Community Health project team that saved my eyesight.”

We wish you all the very best with your future and hope that you and your family have a healthy life ahead!
Health

Maternal & Child Health

Objective of the project

One of our newest projects, the Maternal & Child Health (MCH) Project works in partnership with ARMMAN’s mMitra Project in the underprivileged urban communities by improving access to maternal and foetal health information as well as government programmes, through a free voice messaging service to pregnant and nursing mothers (from the second month of pregnancy till the infant completes a year of life) as per the stage of pregnancy and the child’s infancy, and through the use of culturally appropriate and comprehensive information on pregnancy care as well as prenatal and postnatal care.

Activities of the year

This year, a total of 10,138 new enrollments were made and the following activities were carried out:

New Registrations

Women are enrolled into the mMitra project in two ways:

• Through the Hospital Vertical, i.e. health workers who are posted in hospitals and maternity homes (private and public) who register pregnant and nursing mothers into the programme.
• Through the Community Vertical, i.e. approaching women door-to-door. Mumbai Smiles follows this method for enrollment.

Outreach Team

For wider outreach, the MCH team formed an Outreach Team of 160 women from slum communities, called Aarogya Sakhis (including our teachers and assistants), who reach out to women in the early stages of pregnancy, to register and guide them through their pregnancy.

Events & Conferences

• World Breastfeeding Week was celebrated with the registered community women in our project area of Saibangoda with an interactive awareness session on the importance of breastfeeding and the ideal sources of nutrition for nursing mothers.
• With the support of Toybank, the MCH team distributed a number of toys and baby strollers to beneficiaries, particularly in the Saibangoda.
• As an implementing ambassador, Mumbai Smiles, along with some of the MCH beneficiaries, participated in a conference by ARMMAN on implementing technology-based programmes in the field of maternal and child health.
Statistical information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
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<tr>
<td>Total no. of Direct Beneficiaries (only mothers)</td>
<td>10,138</td>
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<td>No. of Aarogya Sakhis</td>
<td>160</td>
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<td>Total members of the Team</td>
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<td>Total no. of Indirect Beneficiaries*</td>
<td>41,192</td>
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*Indirect Beneficiaries* - (Direct beneficiaries multiplied x 4), considering an average of five family members in a family. (Formula as per Mumbai Smiles standard guidelines)

Start date

2014

In partnership with

ARMMAN

Field of action

Health, Awareness, Nutrition

Investment

- India ₹ 516,953 / 7,418 €
Health

Case study

Ratan, 30, is a working woman who has been living in the Marol area for the past decade with her husband. In 2015, she became a beneficiary of the Maternal & Child Health project.

Ratan started participating in the project after giving birth to her first child; she subscribed to the phone calls and messages delivered by the voice messaging service to help her raise her child. “I diligently followed the advice given through the phone calls, be it related to breastfeeding or the external food and water that are needed after a few months, for example, giving the baby fruits and juices after six months,” says Ratan.

Two other friends of hers are in the same phase of parenting and have also participated in the programme. All of them often meet up to share experiences and information, which they like and find helpful as well.

Ratan says she understands how scary it can be to have a baby, especially the first child, when you do not know how to handle their crying and all their requirements. But it is exciting at the same time. The messaging service helps with all the stressful parts of being a mother, ensuring that the baby grows healthily and develops well.
Health

Infectious Diseases

Objective of the project

With the aim to spread awareness about, as well as prevent and control the spread of five specific infectious diseases, namely malaria, dengue, tuberculosis (TB), Human Immunodeficiency Virus (HIV) and leprosy in the slums of Mumbai, the Infectious Diseases (ID) team works towards creating a referral chain of outreach clinics and health centres with the aid of local government and private health bodies.

Activities of the year

The Infectious Diseases project works in two ways—creating awareness about the aforementioned diseases, and helping to connect the affected people with healthcare facilities for the same—with the support of the Mumbai Municipal Corporation. It conducts the following activities:

Awareness Sessions
The ID team reached out to 1,858 citizens, including parents, teachers, construction workers, daily wage labourers, young adults and senior citizens through 36 health talks and pamphlet distribution, in order to build awareness regarding common infectious ailments, health, nutrition and hygiene. Each session ended in a quiz competition with prizes to make the activity fun.

Health Drives & Camps
• In order to meet the immediate healthcare needs of marginalised communities in areas where medical facilities are either unavailable or unaffordable, this year the ID project organised various health camps reaching out to 2,188 citizens, out of whom 70% were women.
• A special Diabetes Screening Camp and TB Nutrition Camps were also organised with doctors from the Municipal Corporation. These included free check-ups and dry fruit distribution.

New Clinic
A new outreach clinic was established in Saibangoda this year, which benefitted 477 patients by way of medical as well as counselling assistance.

Creative Outreach Tools
• Ten street plays on malaria and dengue were performed, reaching out to more than 5,000 community members.
• Thirty wall paintings were created in prime locations of the project areas to spread awareness in an artistic manner about the various infectious diseases, their symptoms and precautions.
Health Events ‘Celebrations’

- To observe World Leprosy Day, a special Leprosy and Skin Testing Health Camp was organised, which included a poster exhibition on the myths, symptoms, causes, treatments and precautions of leprosy, benefiting 198 citizens.
- On the occasion of World TB Awareness Day, the ID team organised two rallies in project areas to spread awareness about the disease, with a total of 575 beneficiaries taking part.

<table>
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<th>Statistical Information</th>
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<tbody>
<tr>
<td>Total no. of Direct Beneficiaries</td>
<td>4,949</td>
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<tr>
<td>Reach via Outreach Clinics</td>
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<tr>
<td>Reach through Health Camps</td>
<td>2,188</td>
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<tr>
<td>Street Play Performances</td>
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<td>Outreach through Street Plays</td>
<td>5,000 approx.</td>
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*Indirect Beneficiaries - (Direct beneficiaries multiplied x 4), considering an average of five family members in a family. (Formula as per Mumbai Smiles standard guidelines)

Start date: 2015
In partnership with: JAL Foundation
Field of action: Health; Awareness, Nutrition

Diagnosis:
1. ENT ailments: 0%
2. Eye ailments: 1%
3. Gastrointestinal ailments: 11%
4. Gynaecological problems: 1%
5. Heart and respiratory ailments: 37%
6. Joints related ailments: 17%
7. Skin problem: 2%
8. Stomach problems: 3%
9. Systematic illness: 28%

Investment:
- Spain ₹1,300,258 / €18,706
Livelihood

Livelihood Project

Objective of the project:

The Livelihood project aims to promote entrepreneurship among women in the age group of 18-65 years, residing in the slums of Andheri East. It provides them with specialised training in various skills as well as different income-generating activities, to help them substantially increase their income and standard of living.

Activities of the year

Last year, there were a total of 39 women in the Livelihood programme as regular beneficiaries and some others as freelancers, all engaging in creation of the following products:

Christmas Postcards
Around 740 Christmas postcards were handcrafted by the women over a period of two months. These cards were then sold in Spain by our sister organisation, Sonrisas de Bombay (SdB), at our stalls as well as to corporates during the Christmas Week. They were completely sold out!

Friendship Bands as Thank-You presents
The women made around 3,200 beautiful friendship bands using multicoloured threads. These bands were then given to all our well-wishers, including sponsors and donors in Spain, who have selflessly supported us in our fight against poverty.

Fabric Roses
Eighteen women were actively engaged in the making fabric roses. These were then sold in Spain during St. George’s Day (Diada de Sant Jordi), when roses and books are traditionally exchanged as gifts among couples.

Preschool Uniforms for Mumbai Smiles Foundation
Women were first technically trained in stitching uniforms for the students enrolled under the Preschool Education project. After this, they started with the final stitching assignment. During the year, they made around 1,000 uniforms.

Natural Soap-Making Training
Several groups of women from slum communities received training in the manufacture of natural soaps and cosmetic products, to encourage entrepreneurship among these women in this booming sector which has numerous job opportunities.
Statistical information

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<thead>
<tr>
<th>Total no. of Direct Beneficiaries</th>
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<td>Total no. of Indirect Beneficiaries*</td>
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* Indirect Beneficiaries = (Direct beneficiaries multiplied x 4), considering an average of five family members in a family. (Formula as per Mumbai Smiles standard guidelines)

Start date

2012

Field of action

Livelihood, Education, Awareness, Women’s Rights, Employment, Capacity Building, Entrepreneurship, Gender Equality, Social Inclusion

Investment:

- Spain ₹ 8,779,246 / 120,547 €
Livelihood

Case study

Meet Shashi Hartiwal, a 46-year-old successful entrepreneur as well as homemaker, who was felicitated by our organisation on Women’s Day for her exemplary journey over the last few years, proving to be an inspiration for her friends and neighbours.

Shashi’s husband works as a make-up artist, her eldest daughter is in service, her second daughter has just completed her graduation and her youngest child, a son, is giving his Class 12 (Higher Secondary) exams. Together, Shashi and her husband are able to take care of their children’s educational needs and run the house in a smooth manner with their annual income of Rs. 1,10,000.

This is her story, in her words:

“17 years ago, my husband and I shifted to Mumbai from Bihar in search of a better life. But life looked up at me only a few years ago, when I came to know about Mumbai Smiles through a friend who was benefitting from their Livelihood project in 2012. She told me about the various courses and workshops which are held free of cost for people like us, living in slums and with limited financial resources, in order to help us open the doors of opportunities for ourselves. I really liked the idea of training and immediately enrolled myself. Within a few months, I completed my course of beautician training and also got an opportunity to learn about handling personal finances and taking loans. Soon after, I and two of my fellow course-mates took up a loan and we opened our own beauty parlour near our community itself! It took us three years to repay the loan but from the fourth year onwards, we have been able to make a good INR 5,000-7,000 per month. Now I am able to support my family financially.

My job is very satisfying both financially and mentally. I get to meet so many different people, hear their various stories and feel so privileged to be a confidante to some of my clients as well! Not only that, during the vacations, I am also able to train young girls and women in the art of hairdressing and make-up in my parlour. Together, my colleagues and I have been able to train more than 100 women from my community and neighbouring communities. I love my job and it has been possible only because of Mumbai Smiles!”

We are so proud and so thankful to women like Shashi who show tremendous strength in the face of adversities, and continue fighting with us in our peaceful struggle against poverty!
Advocacy

**JUMP2JUSTICE**

**Objective of the project**

Under the new vertical of Advocacy, this infant project called JUMP2JUSTICE (J2J) aims at creating and ensuring public awareness about various Rights and judicial norms among citizens of the underprivileged communities in the fields of Health, Education, Livelihood and Housing, within the purview of the law, and working towards creating appropriate linkages and networks to help these citizens receive timely and effective justice.

**Activities of the year**

The year 2016-17 being the infancy stage of J2J project, the project was dedicated towards creating awareness about the various Rights and Duties of the citizens as prescribed by the Constitution of India through the following activities:

**Recruitment & Training**

Before going out into the communities with this project, the J2J team that was formed, including the Unit Head, the Programme Officer and the Field Coordinator, first conducted a workshop and training session for the entire Mumbai Smiles team to ensure that we are all well-equipped with the necessary information.

**Awareness Sessions & Community Outreach**

- A total of 146 awareness sessions on Fundamental Rights, Child Rights, Right to Education and Women Rights were conducted, reaching out to 1,149 citizens, including teachers, assistants, adolescents, parents, school principals and all the beneficiaries of our other projects.
- The team created eight posters, five pamphlets, four wall painting designs and six standees on various Human Rights to ensure enhanced visibility in the communities as well as for events for community outreach.

**Events & Celebrations**

- Children’s Day was celebrated for a week in internal collaboration with the Preschool Education project to spread awareness about Child Rights among the parents of the preschool children through street plays and interactive sessions reaching out to more than 1,600 citizens, most of whom were parents.
- Human Rights Day was celebrated with community beneficiaries and partner schools’ principals on the theme of Contemporary Human Rights Issues and Their Solution. There were some insightful performances by students of partner schools as well as a panel discussion on the theme by eminent personalities in the fields of the Judiciary, Health, Social Activism and Media.
- Women’s Day was celebrated with 402 female beneficiaries, especially with the teachers, assistants, women of Self-Help Groups, and other women of all ages to spread awareness about women’s rights and duties through cultural performances and group discussions.
Statistical Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
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<tbody>
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<tr>
<td>Total No. of Awareness Sessions Conducted</td>
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<td>Total no. of indirect Beneficiaries*</td>
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*Indirect Beneficiaries = (Direct beneficiaries multiplied x 4) considering an average of five family members in a family.
(Formula as per Mumbai Smiles standard guidelines)

Start date
2016

Field of Action


Investment

- Spain ₹ 1,573,433 / 22,836 €
At Mumbai Smiles, we believe that activities for creating awareness and sensitisation are of utmost importance to increase the will among national and international citizens to take action against the glaring social and economic disparity in the slums of Mumbai. Only by helping more people to know the reality of the communities with which we work is it possible to get them to join our efforts and to broaden the social base that allows us to continue to deliver positive impacts on the lives of thousands of people. For this, both in India and Spain, we have conducted promotional activities in different areas in order to advance in our peaceful struggle.
Awareness

Spain

The awareness activities conducted in Spain by our sister organisation, Sonrisas de Bombay, included a list of campaigns, all fun and exciting, that bore great results in terms of increased number of supporters and well-wishers, both online (across social media platforms) and offline, who joined our struggles in making this world fairer and more just. These included:

Press & Media Coverage
• More than 16 press releases and 150 instances of press coverage, both digital and print, along with various advertising spaces for our organisation and activities
• Three new editions of Focus sent out to all our donors and partners
• Visual presence in metro stations in Barcelona, thanks to our collaboration with JCDecaux

Exhibitions & Conferences
• Thirteen exhibitions as part of a travelling exhibition with talks and conferences across Spain, including the Global Campaign for Education
• Storybook and video forums were organised with our collaborator, Monica Santos, a professional clown
• Talks by our Founder and General Director, Jaume Sanllorente, at TEDx Gracia, among other conferences and talks
• Jaume was a jury member for the ABC Solidarity Prize

Events & Festivals
• St. George’s Day (Diada de Sant Jordi) was celebrated with fabric roses handmade by the women of our communities in Mumbai, and books authored by Jaume, at beautiful stalls across Spain, including in schools and companies. Our products were completely sold out and we thank the 50 volunteers who helped with this event.
• A photography contest on a theme that united Gastronomy, Art and Solidarity saw entries from 50 participants. The winning entries were published in the organizational calendar for 2017.
  • A Nordic walking race organised to raise funds saw 600 participants walking for two causes, one of them being Mumbai Smiles.
  • We participated at the grand celebration of Holi and Christmas across Spain with information stalls which had customised Regala Packs. These packs gave buyers entry into exciting participative courses and workshops, such as Bollywood Dancing.
Education for Development:
• Multiple talks were conducted in schools and institutes to seek collaboration for fundraising activities. These talks and fundraising drives were very successful!

Awareness

India

Awareness campaigns & events

In coordination with the Communication department, the following events and activities were carried out to increase visibility of our projects and attract more collaborations and partnerships:

• **Awareness Video Campaigns**: We released two video campaigns this year in India as well as in Spain. The first campaign was released on the Indian Republic Day, 26 January, with the preschool children and our Founder and General Director, Jaume Sanllorente. The second campaign centred on the LSE Mannequin Challenge on the occasion of Valentine’s Day to spread the message of “Love Without Discrimination” through our LSE girls.

• **TATA Mumbai Marathon 2018**: This year, as a fundraising and visibility activity, Mumbai Smiles participated in the Mumbai Marathon, represented by Jaume and other team members and supporters.

• **Digital Campaign on Literacy Awareness**: In this day and age of digitalisation, social media has become an extremely active and interactive platform to reach out to a large number of like-minded people. This year, in collaboration with four prominent bloggers and four other social media influencers (on Twitter, Facebook and Instagram), a digital campaign was carried out on the occasion of International Literacy Day to spread awareness on the need and importance of literacy in a developing nation like ours, where education is the key to growth, and also about our Preschool Education programme that forms the basis of education for the children of underprivileged communities. This being the first digital campaign of Mumbai Smiles, it was encouraging to see that we were able to get 1,092 likes and 226 shares across the social media platforms, in addition to about two lakh views across platforms.

• **International Human Rights Day**: As the flagship event of the JUMP2JUSTICE project this year, this day was celebrated on the theme of Contemporary Human Rights Issues and Their Solutions, with our community citizens, partner school students and principals and some eminent personalities from the field of Health, Law and Order, the Media and the Judiciary. The event included a poster launch segment, a segment on insightful performances as well as a panel discussion with eminent personalities from the fields of Journalism, the Judiciary, Health and Social Activism on the theme of the day.
Awareness

Responsive Action

Objective of the project

This is a one-of-a-kind of project in Mumbai Smiles, where the beneficiaries are, in fact, our guests. As a tool to maintain complete transparency with our donors, partners, associates, supporters and well-wishers, we have been organising - one or two-day visits to our project areas for our guests, for them to witness the harsh reality of the slums of Mumbai and the impact of our projects in these areas. Through these visits, we are not only able to reach out to a number of prospective donors and collaborators, but these guests also help us indirectly by becoming our ambassadors among their circles. This helps us a great deal in reaching out nationally and internationally to prospective collaborators.

Activities of the year

Making Thank-You Gifts –
To celebrate Friendship Day with our donors and partners in Spain, the Thank-You Gift activity was carried out, where seven community women handmade a total of 3,200 friendship bands which were then sent to all our supporters in Spain. The response was overwhelming and our office in Spain was flooded with letters and emails of love and appreciation!

Birthday Celebration with Monica Santos
Our long-term association with Monica Santos, a professional clown from Spain, continued this year as well when she visited us for almost a month and performed some amazing comic sets in our projects, including the Preschool centres and the birthday celebrations conducted by HOPE. She helped to spread huge smiles and loud laughter on the faces of our tiny beneficiaries and their family members.

Collaboration with Hotel Traveller’s Inn
With the objective to increase our visibility among the international tourists in Mumbai, our collaboration with this hotel in South Mumbai allowed us to display our communication materials in their hotel rooms and common seating areas to spread awareness about our projects and encourage them to visit us. Also, they provided a 10% discount to all guests who came to visit our project during their stay in Mumbai.

Collaboration with Instituto Hispania
Continuing their association with us for the third year in a row, the Spanish institute, Instituto Hispania, helped us to organise a conference in their institute, where our Founder and General Director, Jaume Sanllorente, shared the story of the conception and journey of Mumbai Smiles with the staff and students. Right before Christmas, representatives of the institute paid a visit to our projects this year, and made a heartfelt donation of educational materials for our beneficiaries as both a goodwill gesture and Christmas gifts!
Visits conducted

This year, we welcomed a total of 170 visitors from ten different countries, including India, Spain, Canada, Venezuela, Mexico, Colombia, Ecuador, the USA, Canada and Argentina. Of these, while some visitors were already our members from our Spanish branch, some became our donors post their visit and some, mostly students from Spain, became collaborators or volunteers with our Spain branch.

Some of the visits of the year were:

- Two separate groups—one with 12 travellers and another with seven travellers—with the Paso Noroeste travel agency came to Mumbai Smiles for a two-day visit each. The groups had a lovely time interacting with the beneficiaries, helping them gain a cross-cultural experience.

- Photographer Danilo Ramos returned to meet us after eight years, this time with a friend, Sarah, as well. Post his trip, he also shared with us some beautiful shots of our projects that he had clicked!

- A long-time collaborator, Jyoti Chugani has been organising solidarity events for Sonrisas de Bombay in Spain for a few years now. This year she decided to visit the projects firsthand, and was very impressed with what she witnessed here.

- Nuria Crusafont, our supporter and the founder of a Spanish NGO called Indian Sunrises, visited us for two days and left with determination to keep supporting us.

- Ana Andres, our teammate from Spain, who handles the Awareness department in Sonrisas de Bombay, visited Mumbai after a gap of two years, with her partner. In fact, Ana worked in Mumbai for a few years when Mumbai Smiles was very new, before she shifted back to Spain to handle awareness there.
• Monica Santos, a professional clown and a long-time collaborator of Mumbai Smiles, visited us after a gap of three years and incorporated her comic sets into her visit for our various project beneficiaries.

• Merce Luna, a well wisher of Mumbai Smiles, joined us for a two day visit. While on the first day she visited our running projects, on the second day she attended one of our community events and visited a beauty parlour that is being run by three of our ex-beneficiaries. She was so impressed by the visit that she became our donor and went on to collaborate with our sister organisation in Spain in several ways.

• Our international collaborator, Andy Fox, visited us on his trip to Mumbai and spent a day interacting with our beneficiaries. Andy has decided to continue his collaboration with us, not just as a designer but also by donating 10% of the total profit share from his T-shirt designing initiative, Futuro. He also promoted us on his blog and social media platforms. His was truly a very special visit!

• Photographer Quim Fabregas and his group of seven travellers visited Mumbai Smiles for two days. He clicked some beautiful shots of our beneficiaries and activities for us. After the visit, four of the other visitors of them became our regular members, and one made a one-time donation. Quim has now collaborated with us for organising more travellers’ visits to our projects.

• Juan Alcázar, the director of ICEX (Instituto Español de Comercio Exterior, i.e. the Spanish Institute for Foreign Trade) visited with his team of ten members of Indian and Spanish origin. Post their half-day visit, four of them became our regular monthly members and most of them came forward to become our volunteers if and when we need them.

• Joana and Jordi, representatives of a Spanish organisation called World Coo came to us for a one-day visit. Apart from exploring some possible collaboration ideas with us, during their visit they also they shot some beautiful videos of our Preschool project, including interviews with the teachers, to help us raise funds through their organisation.
Opinion Poll

Project Result: “Play It Safe”

Objective of the project

To identify, record and track the violence that children experience in their homes, schools and communities, Mumbai Smiles Foundation, in collaboration with UNICEF and NineIsMine, conducted an Opinion Poll in the year 2015-16, called ‘Play It Safe’. The objective was to determine children’s perceptions and expectations of a safe place and thereby understand the steps needed to address the hindrances to the safety of children in the state of Maharashtra. The result of the poll was released in November 2016.

Methodology

The Opinion Poll was conducted in Maharashtra, talking to 4,898 children in the age group of 13-17 years, of all three genders, about the physical, mental, sexual and economic assaults and their ideas of child-friendly and safe environments. This sample size was carefully divided into Schools (41.63%), Out-of-School (38.95%) and Institutions & Homes for children etc (19.42%) to be able to cover the various types of places that the children reside in. The poll’s result is an attempt to gain clarity on the causes, intensity and kinds of violence against children, identify the perpetrators, determine the expectations and perceptions of safety for children as per the children’s experience and understanding and then mobilise the various stakeholders, namely the government authorities, statutory bodies, private school authorities and NGO representatives to come together to create a better and safer environment for children in our country, ensuring the Right To Protection for all our young citizens.

“I feel unsafe at school as there are no bathrooms and toilets.”
— Sandhya, age 12 years, Kharola, Latur

“I feel unsafe at school as students throw stones while fighting.”
— Kundan, age 14 years, Karjat, Raigad

“There are some fathers who drink alcohol and then sell their children off.”
— Isha, age 15 years, Saoli, Chandrapur
The poll revealed that an alarming number of children face physical, sexual, psychological and economic abuse and neglect at home, school and community levels.

### Home violence on children

- Beaten & slapped: [Bar chart]
- Hit with objects; ears twisted or kicked: [Bar chart]
- Inflicted with burn wounds: [Bar chart]
- Sexually harassed by fathers: [Bar chart]
- Sexually harassed by brothers, uncles, grandfathers: [Bar chart]
- Sexually harassed by mothers: [Bar chart]
- Sexually harassed by aunts, sisters or grandmothers: [Bar chart]

### School violence

- Hit with objects: [Bar chart]
- Slapped: [Bar chart]
- Having their ears twisted: [Bar chart]
- Beaten up: [Bar chart]
- Sexually assaulted and raped in school: [Bar chart]
Violence against differently-abled children in schools

- Threatened with bodily harm
- Locked up in rooms
- Compared negatively with others and criticised
- Abusive language used against them

Unsafe in community

- Fear of Physical Harm
- Inaccessible Toilets
- Fear of Sexual Harassment
- Poor Lighting in Lanes
- Fear of being Accosted by Addicts
- Presence of Bullies
- Threat of harm to family

Investment

- India ₹ 402,464 / 5,775 €
How We Work: Monitoring & Evaluation

The Monitoring and Evaluation department is responsible for keeping a track on the progress of all the projects, including their achievements, meetings, missing of targets, etc. and also for maintaining transparency in the working of the organisation.

Methodology
The monitoring of all the activities and its analysis to determine the future strategies for the projects is done in a three-tier mechanism by the M&E department:

- **Collection of Data:** This is done via periodical collection of statistical data pertaining to each project in the formats specifically designed for them.

- **One-on-One Interaction:** Beneficiary Committee Meetings for each of the projects (wherein the committees are formed by the beneficiaries and their immediate family members to provide us with their honest feedback and suggestions) and Parent-Teacher meetings for the Education department’s projects help in assessing the in-depth impact of all the projects.

- **Monitoring Field Visits:** This on-site progress observation mechanism is extremely crucial to be able to foresee possible issues, merely by observing the reaction of beneficiaries to the activities.
being conducted, which in turn helps in developing problem-solving mechanisms as well. Hence, while some of these meetings are a pre-scheduled, some are surprise visits too.

**Impact Assessment of Livelihood project**

A specific Impact Assessment Study for the Livelihood Project was carried out in the year 2016-17 to understand the impact of this project in the daily lives of the women of the Livelihood Centre.

A research study was designed to collect data on the impact of the various employable and self-employable training courses, such as computer skills, tailoring, beautician training, etc.

Additionally a series of Focus Group Discussions were conducted with the women to understand and assess the impact created by the Livelihood project and its activities since its inception.

These study results threw up encouraging numbers of beneficiaries having a regular job or having started their own small business. There were many other learning factors that came to the fore as part of the result of this study, in terms of project implementation, which were documented for further decision-making or the policy decisions.
The Team

Board of Directors
Mumbai Smiles

Board of Directors
Sonrisas de Bombay

General Director

Finance Director

Socioeconomic Development Unit

Advocacy Unit

Awareness Unit

Communication Unit

Partnership Unit

Education Unit

Health Unit

Administration and Accounts Unit

Monitoring and Evaluation Unit

HR Unit

Projects Unit

Communication Unit

Strategic Alliances Unit

Memberships Unit
The Mumbai Smiles Foundation and the Sonrisas de Bombay Fundacion share a common Mission, Vision, Values and Principles of Action. Slum communities are the main asset of our common work, as well as the counterparts with which we drive the projects. With the aim to constantly update ourselves with the latest information to ensure the best quality of work on the field, we also organise periodical workshops on topics such as “Child Rights & Advocacy”, “Safety from Diseases in the Monsoons”, “Monitoring and Evaluation tools for Projects”, “Development Sector Photography” and so on, for our team members.

Board of Mumbai Smiles Foundation:

• Aditya Kundalkar
• Hemant Nandrajog

Board of Sonrisas de Bombay Fundación

• MSI (President, represented by Jaume Sanlorente Barragan)
• Felicidad Barragán Candalia (Secretary)
• Javier Díaz Oliviero (Treasurer)
• Berta Baulenas Vilaregut (Trustee)
• Gorka Martinez Grau (Trustee)

The Mumbai Smiles Foundation generated 94 jobs and the Sonrisas de Bombay Fundacion generated six jobs. In addition to generating employment, the value of the work of volunteers—a nine in India, and four international contributors who made specific contributions, as well as the 70 volunteers, including the members of the GAS (volunteer work groups) and four trainees in the Barcelona office—is incalculable. Without them it is difficult to imagine carrying out all the activities that we have presented to you. It is equally impossible to measure the support of the thousands of people who have supported our projects as partners and donors in this period.

This year, we highlight the coordinated effort between the Mumbai Smiles Foundation and the Sonrisas de Bombay Fundacion, through which we have created an updated version of the Corporate Identity Manual and the 2016–2020 Strategic Plan.

Volunteering and Internship Programme

We have been privileged to have worked with many talented and professional volunteers at our organisation, both in Spain and India, who have helped us with our daily operations. At the same time, our Internship Programme provides an opportunity for budding professionals to acquire direct exposure to our work, in turn helping us with our daily work.

This year, although we had no interns involved with us, there were a total of nine volunteers in India and 70 in Spain. Three of our Indian volunteers were working professionals, who took out time from their daily schedule to help us with our Communication, Health and Awareness departments. The remaining six were students of St. Andrew’s College who got associated with us
as part of their college activity. In addition to volunteers and interns, this year, we had four international collaborators associated with us in a creative capacity for different activities throughout the year.

We heartily appreciate all the efforts of all our volunteers and collaborators and to felicitate them, this year we celebrated the International Volunteers’ Day with them where they were taken on a one-day visit to our projects. Our preschool children and community women presented them with handmade gifts.
Corporate Partnerships

Going beyond philanthropy, CSR or Corporate Social Responsibility policies, practices and programmes are being implemented by increasing number of corporates, in order to maximise their overall impact on the society and stakeholders. According to UNIDO, CSR is a management concept with a Triple-Bottom-Approach, by which companies aim to achieve a balance of social, economical and environmental imperatives through targeted donations, charities and events with the organisations in the social sector, within the purview of The Companies Act, 2013.

These CSR partnerships play a key role in funding the Mumbai Smiles Foundation, to help us in our anti-poverty projects. Looking for the right synergy with the corporate houses whose community initiatives agenda matches with our core mission and vision, with the aim of creating enduring, long-term partnerships, through CSR, we have been associated with some of the most reputed corporations that have supported us wholeheartedly:

• Mumbai Smiles Foundation: CIPLA (that has pledged its support to four of our preschool centres till 2018), Credit Suisse (that has pledged to support six of our preschool centres till 2020—in the year 2016-17, they supported two centres in Powai)
• Fundacion Sonrisas de Bombay: GCR Group, Indoplast, DKV Seguros, Peralta, Despinver, Kids & Us, YogaYe, Bergner, Surya Restaurantes, la Fundación Talgo, WorldCoo, Dreivip, Enviroo, Walkim BCN, CaixaBank, Fundación Lealtad
Transparency and Financial Statements

Transparency is one of our core values. Here we present to you the complete audit report of all the funding and expenditure of both the sister organisations—Mumbai Smiles Foundation and Sonrisas de Bombay.

Our accounts have been audited by Y.K. Bhagwagar & Co. Chartered Accountants in India and by the firm Auditia Iberia Auditores, S.L.P. in Spain. The annual accounts for Spain are deposited in the Ministry of Education.
Mumbai Smiles Foundation

Total income
- ₹ 32,091,683
- € 400,518

The income received as donations comes from private donations (61%) and from companies and entities (84%). This year, revenues have increased by 490% with respect to the previous one.

Total expenses
- ₹ 25,038,647
- € 359,276

More than 97% of the resources have been destined to the projects developed in Mumbai and the remaining 2.3% to management and fundraising expenses, necessary to obtain them.

Financial statement

Balance sheet

<table>
<thead>
<tr>
<th>Assets</th>
<th>2016-17 Rupees</th>
<th>2016-17 €</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Current Assets</td>
<td>13,459,435</td>
<td>19,314</td>
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<td>Current Assets</td>
<td>8,767,775</td>
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<td>Total</td>
<td>22,227,210</td>
<td>135,244</td>
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</table>

<table>
<thead>
<tr>
<th>Equity and liabilities</th>
<th>2016-17 Rupees</th>
<th>2016-17 €</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Equity</td>
<td>83,91,471</td>
<td>120,417</td>
</tr>
<tr>
<td>Non current Liabilities</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Current Liabilities</td>
<td>10,32,471</td>
<td>14,827</td>
</tr>
<tr>
<td>Total</td>
<td>94,24,718</td>
<td>135,244</td>
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## Profit and Loss

<table>
<thead>
<tr>
<th>Income</th>
<th>2016-17 Rupees</th>
<th>2016-17 £</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income from own activities</td>
<td>3,13,20,585</td>
<td>449,450</td>
<td>97.6%</td>
</tr>
<tr>
<td>Donations from individuals</td>
<td>51,00,000</td>
<td>73,185</td>
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<tr>
<td>Donations from companies &amp; corporates</td>
<td>2,82,20,585</td>
<td>378,265</td>
<td>81.7%</td>
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<tr>
<td>Financial Revenue</td>
<td>2,06,708</td>
<td>2,906</td>
<td>0.6%</td>
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<tr>
<td>Others income</td>
<td>5,64,570</td>
<td>8,102</td>
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<td>Total</td>
<td>3,20,91,863</td>
<td>460,518</td>
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<table>
<thead>
<tr>
<th>Expenses</th>
<th>2016-17 Rupees</th>
<th>2016-17 £</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct expenses</td>
<td>2,44,70,216</td>
<td>361,148</td>
<td>97.7%</td>
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<tr>
<td>Project Expenses</td>
<td>2,14,48,525</td>
<td>307,787</td>
<td>85.7%</td>
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<td>Personal Expenses</td>
<td>30,21,690</td>
<td>43,361</td>
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<tr>
<td>Management and Fundraising</td>
<td>5,66,432</td>
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<td>Total</td>
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<td>359,276</td>
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<tr>
<td>Surplus / (deficit)</td>
<td>7,055,215</td>
<td>101,242</td>
<td></td>
</tr>
</tbody>
</table>

## Project Expenses

Distribution of expenditure on the various projects, incurred out by the two sister entities:

1. Education: 54%
2. Livelihood: 22%
3. Health: 14%
4. Awareness: 5%
5. Advocacy: 5%
Fundación Sonrisas de Bombay

Total income
- 948,956 €

Income obtained during the year has almost reached € 950,000. The most important contributions for the organisation have been those made by the members, which is almost a 63% of the total.

Total expenses
- 973,890 €

Although the expenses have been lower than those of the previous year, the percentage destined to the social mission has grown over 2%. Below is the comparison in the balance sheet:

1. Private funds: 97.8%
2. Sales and others: 1.8%
3. Public funds: 0.4%

1. Project expenses: 82.5%
2. Management and fundraising: 17.5%
## Financial statement

### Balance sheet

<table>
<thead>
<tr>
<th>Assets</th>
<th>2016-17 €</th>
<th>2015-16 €</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non Current Assets</td>
<td>309,513</td>
<td>298,996</td>
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<tr>
<td>Current Assets</td>
<td>317,188</td>
<td>454,393</td>
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<td><strong>Total</strong></td>
<td><strong>617,701</strong></td>
<td><strong>763,389</strong></td>
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</table>

<table>
<thead>
<tr>
<th>Equity and liabilities</th>
<th>2016-17 €</th>
<th>2015-16 €</th>
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</thead>
<tbody>
<tr>
<td>Net Equity</td>
<td>551,604</td>
<td>692,117</td>
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<tr>
<td>Non current Liabilities</td>
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<tr>
<td>Current Liabilities</td>
<td>66,097</td>
<td>71,272</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>617,701</strong></td>
<td><strong>763,389</strong></td>
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</table>

### Profit and loss

<table>
<thead>
<tr>
<th>Income</th>
<th>2016-17 €</th>
<th>%</th>
<th>2015-16 €</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income from own activity</td>
<td>928,409</td>
<td>978%</td>
<td>1,186,006</td>
<td>93.4%</td>
</tr>
<tr>
<td>Membership fees</td>
<td>599,382</td>
<td>63%</td>
<td>621,444</td>
<td>49%</td>
</tr>
<tr>
<td>Donations from individuals</td>
<td>100,931</td>
<td>10.6%</td>
<td>409,270</td>
<td>32.2%</td>
</tr>
<tr>
<td>Donations from companies &amp;</td>
<td>228,096</td>
<td>24%</td>
<td>155,292</td>
<td>12.2%</td>
</tr>
<tr>
<td>corporations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gains on tangible fixed assets</td>
<td>0</td>
<td>0%</td>
<td>65,399</td>
<td>5.1%</td>
</tr>
<tr>
<td>Sales</td>
<td>14,687</td>
<td>1.6%</td>
<td>12,609</td>
<td>1.0%</td>
</tr>
<tr>
<td>Public Grants</td>
<td>3961</td>
<td>0.4%</td>
<td>5,339</td>
<td>0.42%</td>
</tr>
<tr>
<td>Financial Revenue</td>
<td>1,909</td>
<td>0.2%</td>
<td>353</td>
<td>0.03%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>948,956</strong></td>
<td><strong>1,269,706</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expenses</td>
<td>2016-17 €</td>
<td>%</td>
<td>2015-16 €</td>
<td>%</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------</td>
<td>----</td>
<td>-----------</td>
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</tr>
<tr>
<td>Direct expenses</td>
<td>802,972</td>
<td>82.5%</td>
<td>900,178</td>
<td>80.5%</td>
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<tr>
<td>Project Expenses</td>
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<td>70.5%</td>
<td>771,888</td>
<td>69.0%</td>
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<tr>
<td>Monitoring Expenses Mumbai</td>
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<td>12.0%</td>
<td>128,290</td>
<td>11.5%</td>
</tr>
<tr>
<td>Management and Fundraising</td>
<td>170,718</td>
<td>17.5%</td>
<td>218,138</td>
<td>19.5%</td>
</tr>
<tr>
<td>Total</td>
<td>973,690</td>
<td></td>
<td>1,118,316</td>
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</tr>
<tr>
<td>Surplus / (deficit)</td>
<td>(24,734)</td>
<td></td>
<td>151,390</td>
<td></td>
</tr>
</tbody>
</table>
Acknowledgements & Gratitude

All the work that we, as part of Mumbai Smiles International, have been able to do in these last years, has been possible only because of you, who have supported us in our Mission, whether as a donor, a partner, a volunteer, an intern, a collaborator or a well-wisher. We wish to thank each and every one of you for your generous and selfless support to us. Also, this report would not have been possible without the collaboration of Andy Fox, the designer of this Annual Report. Thank you for your commitment and involvement, Andy!

Mumbai Smiles Foundation

Administrative Support
Municipal Corporation of Greater Mumbai

Donation In-Kind
Book A Smile Initiatives
Camlin
Courtyard by Marriott
Toybank
Vitamin Angels

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