

**Project Narrative:
Provision and Delivery of Services to
Migrants in Hyderabad**
A critical analysis of challenges and opportunities faced on the field

Yugantar
3-4-142/6 Barkatpura
Hyderabad 500 027
www.yugantar.org.in

April 2014

Table of Contents

1. Project Summary.....	3
2. Background of the Project.....	4
3. Program Findings.....	7
3a.Fulfillment of Objectives	
3b.Project Design and Implementation	
3c.Project Outputs and Dissemination	
3d.Capacity Building	
4. Project Management Section.....	31
5. Impact.....	33
6. Overall Assessment.....	35

1. Summary of the Project

The main focus of this project has been to facilitate the transition of inter-state migrants into an urban space through ancillary services. Though the project was sanctioned in March 2013 it took around four months for the project to get on ground.

Unforeseen circumstances and inadvertent issues compelled the team to re-think and re-plan the whole agenda and accordingly re-design the modus operandi. Bound by these challenges the target group was shifted from construction and brick kiln workers to factory labour and now the group includes footwear industry labour.

Area of operation:

The project is being implemented in Kattedan Industrial Area which is one of the prominent industrial hubs of Hyderabad dominated by small scale manufacturing units. Known as the plastic hub of the city, this area has over thousand industrial units with more than half of them involved in plastic manufacturing cum processing activities. Other than these units, factories involved in manufacturing biscuits, chocolates, polymers, packaging, rubber, oil, chemicals, metal works etc. are also found in considerable numbers.

Target sectors:

- Small and medium scale manufacturing units
- Footwear industry
- Hotel industry

Some of the services delivered under the project are:

- 1) Medical awareness camps and health check- up camps
- 2) Financial literacy campaigns, financial inclusion through extension of banking services and workshops
- 3) Capacity building of migrant youth through interactions, discussions, brain storming sessions and sharing of experiences
- 4) Registration and provision of Identity cards which are linked to the provision of welfare support

2. Background of the project

In 2012, a Memorandum of Understanding was signed between Government of Andhra Pradesh and Odisha, the Andhra Pradesh labour department and various other Non-Governmental Organizations (NGOs) are to provide legal, educational and residential services. The inception of this project was based on the provision of services to brick kiln workers in Hyderabad. However by the time project was initiated, the season of brick making in Hyderabad was nearing end and the migrant labour employed as brick kiln workers had started to return to their origin states. Thus, the project reformulated and new focus group was identified in Kattedan Industrial Area-factory workers.

Meanwhile, Yugantar came across a large number of unskilled inter-state migrant youth in other informal sectors like hotels and manufacturing units in and around Hyderabad and Ranga Reddy districts. Their migration is not seasonal but they are temporary migrants and equally vulnerable who migrate through contractors or through established social networks in the form of known village members in city. During festival season the influx is very high in hotel sector. In contrast, this trend is reversed in manufacturing sector. They stay in penthouses of the hotels or in the factory premises with minimum living provisions. The contractor's job ends once he hands over them to hotel and factory owners.

Initially, it was planned to work with migrants in hotel industry. However, due to their insecurities and fears a lot of resistance and hostility was faced from both the management as well as from the labor. In this scenario identification and mobilization seemed to be an impossible task. Simultaneously the source organizations were contacted to have a ready database of migrant workers working in the city who were registered at the origin. However, when the contacts were tried it was found that few were in different districts and states, few numbers were invalid, few were wrong numbers and few were unavailable.

Later, the Yugantar team visited the Kattedan Industrial Area, which is in the southern outskirts of Hyderabad. After initial setbacks, certain minimum contacts was established with industrial workers most of whom were from Odisha, Bihar, Uttar Pradesh, Maharashtra and Karnataka. These groups live in unhygienic conditions with no proper water and sanitation facilities. Sometimes 30 to 40 people are clubbed in small spaces and few are made to stay inside the industrial premises and can only venture out to the city for buying essentials and food items. Most of these workers are young and uneducated hence more vulnerable to HIV/AIDs, and unhealthy practices like chewing pan masala, beedi smoking, crime and violence.

The existence of Inter-State Migrant Workmen Act (1979) is limited only on paper which became evident when the labour department was approached. It was found that there was lack of any record of the contractors supplying migrant workers to the industrial units revealing the sordid state of affairs.

At the other hand, Yugantar's outreach activities started with distribution of pamphlets and pasting posters on walls at various strategic locations like tea stalls, tiffin centers, retail stores, etc., apart from interacting with local informants. Meetings were also held with local politicians and Corporator of Kattedan to understand the dynamics of the area. Through them, contact was established with Jai Jagannath Odiya Society which plays a key role in celebrating Odiya festivals for the Odiya workers and is also the community leaders.

The objectives for the aforesaid target group and area remain same as in the proposal with relevant changes as mentioned regarding industrial workers:

- Improve awareness on occupational hazards and risks, basic first aid and workplace etiquette through workshops and camps.
- Provide access to health services through health camps, referrals, awareness camps etc.
- Provide training for skill development and placements to improve their livelihood skills.
- Engage the migrant youth in dialogue and initiate steps to build capacities in the group.
- Provide a space that would act as a sanctuary for newly arrived migrants in the city

3. Program findings

3a. Fulfilment of objectives:

In order to quantify the accomplishment reached for every objective, a rating scale has been adopted in order to rate the achievements-on a scale of 5.

Objective 1: Provide access to health services through health camps, referrals, awareness camps etc.

Rating:4

One of the important objectives envisaged in the proposal was to provide health services to migrant workers. As part of this three major health camps and 12 health awareness camps were conducted in first year of project implementation.

As discussed earlier the project has been implemented in Kattedan Industrial Area which is a major industrial hub in Hyderabad. With reference to availability and accessibility of health services, this area certainly lacks behind. Though there are clinics around, they are many issues linked to them like non availability of doctors, illegal medical practitioners, RMPs etc. to name a few. Air pollution, sanitation, hygiene, pan masala chewing are some of the other health hazards prevalent in this area.

Three health camps in July 2013, November 2013 and March 2014 have been conducted so far. A total of 861 patients were attended to and free medicines distributed in association with Indian Red Cross Society, Health Management Research Institute, Durgabai Deshmukh Hospital and Lions Club. Around 100 chronic and critical cases were linked to various government hospitals.

In order to raise awareness on various health hazards and risks, eight awareness camps were conducted in various colonies of Kattedan. Issues like oral hygiene, hygiene, open defecation, need for sanitation, HIV/AIDS etc. were discussed. Around 270 medical kits were also distributed.

Objective 2: Financial inclusion

Rating: 4

Under financial inclusion six financial awareness camps and three workshops in first year of project were conducted. Migrant workers in Kattedan come from far off states and hence a safe way of sending remittances was chosen as the main focus of the financial awareness camps. Another unique characteristic of the target groups is that their stay in city is pretty longer with sequential migration to the same city and workplace. They either live in small groups or with families. Hence bank savings and accessible financial services was the main target of financial literacy through these camps.

In relation to this Yugantar linked the workers to organizations like Eko and Geosansar, who are renowned for working in financial inclusion. Moreover, an agreement with Andhra Bank has resulted in the opening of small accounts for migrant population. Since catering to KYC norms is an issue for them, Yugantar undertakes the KYC process for the migrant communities.

In the first year of the project four financial awareness camps and one workshop was conducted with 87 beneficiaries. Around 75 financial diaries (a 14-page diary to keep a track on income and expenditure and savings and deficits) have been distributed.

Objective 3: Improve legal awareness through provision of legal aid, workshop

Rating: -

Legal services were an important component initially when the project started with brick kiln and construction workers as target groups. However certain changes had to be made and the entire perspective had to be shifted towards focusing on industrial and hotel workers. The following reasons compelled the organization shift its target group:

- 1) MoU signed between Odisha and AP governments on brick kilns
- 2) Several NGO's actively working for these groups
- 3) End of their season at the time of the start of the project

During the intervention process it was realized that providing legal services as envisaged in the proposal would be more than a challenging task for the following reasons:

1. When the issue of legal services was discussed with few reputed labour lawyers they suggested that it would be better not to pursue these services because due to the limited time period of the project (two years) as any legal intervention requires continuous support and assistance. Providing awareness on legal issues and then abruptly ending the project after two years would be doing more harm than good to them.
2. The owners of the factories are not just a syndicate but take the form of a powerful mafia. Hence even if it is decided to go ahead and spread awareness and empower workers to raise voices against illicit labour practices in factories, the whip of this mafia would come down so heavily on workers that they would be left with no other option but shifting their base to new area.

3. It is not that they are not aware of the exploitation but until and unless this issue is taken up by more than one organization and made a comprehensive concern involving labour department, police department, pollution boards, excise department and other departments in a huge way there would be no way out of this .

Taking a note of the above mentioned matter the CMLS team of Ajeevika Bureau, the source organization containing details of migrant labour movements, advised us to take up occupational risks and hazards at workplace as a component which could replace legal services.

Objective 4: Provide training for skill development and placements to improve their livelihood skills.

Rating : 4

As per the project objective, Yugantar was required to provide skill development and soft skills training to migrant youth in collaboration with organisations. However, the industrial area of Kattedan is at a distance of 12km from Koti where the skill development training institute. Hence geographical remoteness has been a huge problem for migrant youth workers since they work for 12 hours and finding time to get trained for three months on a regular basis was not feasible to them.

Few of these migrant youth in their later years of migration bring their families with them. The womenfolk are also gradually employed in informal sectors like manual labor, domestic work, sewing, industrial labor etc. Many of them work in party flags stitching units where they are made to work for 12 hours and the pay is minimal. Though they know the basics of stitching, their work is not considered a skill. Moreover the area is far from the main city; hence upgrading their tailoring skills is a distant wish. Hence the organization has established a skill development center at the field offices where they are trained in tailoring and stitching .In morning hours, the office space is utilized for training purpose and during evening the space is used as resource center.

For skill training, collaboration was made with Mahila Sanatkar, a handloom and handicraft cooperative society based in Old city of Hyderabad which has been providing training and employment opportunities to women since 1999. Now a batch of 11 women is undergoing training in works with high market prospects.

Objective 5: Provision of Helpline to counsel migrants on a variety of issues as well as provide information on Government schemes and programs

Rating: 3.5

Soon after the project was launched a helpline number was opened for migrant workers to provide counselling services and to function as a channel for access to information. Through this helpline Yugantar is trying to inculcate information and service seeking behavior among migrant workers especially migrant youth. Today helpline serves this purpose to a large extent, but its actual potential is yet to be realized.

A little foreground to this effect is given here under:

Providing ID cards was marred with huge challenges. Longer stays, single cycle of migration annually, distance between source and destination, infamous incidents involving migrants in the pasts etc. were some of the issues that hindered the process of providing photo ID cards. Nevertheless, a middle way was reached very recently where a registered Oriya society came forward to attest the identity of Oriya migrants and thus issuing the ID cards.

One of the main agreements between the society and Yugantar is that the card would not only serve as providing identity but also function as a safeguard in times of distress. Hence, this facility would give the necessary boost for the helpline number to reach to its intended objective.

Objective 6: Engage the migrant youth in dialogue and initiate steps to build capacities in the group.

Rating: 4

Involving migrant youth is not only the objective but is also an important instrument in making the project a success. Kattedan has a dominant youth population particularly among migrant groups. From the start of the project they have been involved in various activities and building their capacities which would help them further to strengthen their capabilities. The main focus has been to build a new group of leaders who would serve the migrant community even after the project ends. These youth leaders would serve as torch bearers and motivators for their communities in future.

In every service delivery participation of youth has been of utmost importance. They have been the driving force in conducting health camps, mapping the health issues of migrant communities, tracing the financial issues within the groups, understanding the expenditure and remittance patterns, conceiving better service delivery mechanisms, re-strategizing outreach and mobilization efforts, etc. through meetings, workshops, cultural events, group discussions, brain storming sessions etc.

More recently youth engagement has reached a more refined manner through formal capacity building workshops. Matters such as equal pay for equal work, gender equality, occupational risks, importance of social capital at destinations, stories of previous migration and lessons learnt are dealt at full length.

It has been noticed that migrant youth have immense potential and are full of enthusiasm and self-motivated. Providing them a right platform to catalyze their capacities and thought process has been our constant endeavor.

Objective 7: Provide a space that would act as a sanctuary for new migrants in the city.

Rating: 4

Change in the target group and area had many repercussions on the objectives initially specified. Hence the implications attached to them though remain true to the spirit, has changed in form and format.

Now the space works more like a service delivery outfit and information dissemination centre. However, as the outreach is extending the space is more and more being utilized as a haven for the migrant communities.

After the entry level activity in Kattedan a centre called Praavasi Shramik Sahayatha Kendra was set up in the heart of the market place.

The activities taken up at the centre are:

1. Skill development centre in the forenoon sessions
2. Medical and financial awareness camps
3. Meetings with stakeholders and key persons
4. Capacity building of field workers
5. Information dissemination
6. Filling of bank accounts forms
7. Issuing of ATM cards of opened bank accounts etc

Another centre has been recently set up in Charminar, Old city to reach out to the migrants working in footwear and hotel industry.

3b. Project design and Implementation

In 2011, Yugantar had undertaken a research study to explore the lives of inter-state migrants in Hyderabad with special focus on migrants from Orissa. The research project provided with an ample opportunity to interact with and understand the struggles of the migrant communities across diverse locations in Hyderabad. This engagement provided an insight into their needs and aspirations that could play a significant role in formulating new strategies of intervention in the future.

Within this context, Yugantar proposed to provide a platform for the delivery of services to the migrant communities through a ‘hub and spoke’ model which can be carried out in phases.

Provision of Services: The services that were proposed to be provided were:

1. Financial services and Social security,
2. Health services,
3. Legal aid,
4. Registration and
5. A Helpline

The design aspect of each service and actual implementation is dealt exclusively here under:

Name of the Activity: Resource Centre and Helpline

Proposed methodology for implementation:

1. Efforts to be made to forge linkages with various stakeholders to ensure the smooth provision of services such as skill development, registration and ID cards etc. at the resource centre.

2. The helpline will provide information and counselling support regarding education, career development, employment and entrepreneurship to the migrants. Trained youth workers will provide information to the callers and, where necessary, refer the callers to another organization or service provider. The youth workers will compile a single electronic database of information relating to education, vocational training, work and employment, social issues, and general information about Public Administration.

Actual process of implementation and challenges hitherto:

1. Initially when the target groups were construction and brick kiln workers, the Yugantar office at Barkatpura was considered to be an ideal place to set up a resource centre with a good number of labour addas around. However, with change in target group and area, for the above mentioned reasons, the resource centre had to open in Katedan Industrial Area.
2. The entry level activity (medical camp on July 28th) was possible after contacts were thoroughly established with Jai Jagannath Oriya society. A resource centre was later set up in a strategic location of Kattedan main market which is accessed by migrant workers within a radius of 20km. Once it was established following activities were undertaken:
 - Kiosk setting at centres
 - Posters at tea stalls
 - Distribution of pamphlets at kirana and mobile recharge stores
 - Meetings with key persons and community leaders
 - Mobilization through anganwadi teachers and
 - Discussions with local political leaders and Corporator helped in reaching to the migrant communities and understanding the dynamics of the area.

As mentioned earlier, in the skill development component discussions were held with Tech M smart centres which run computer and spoken English classes for BPL youth in city. However, mobilizing youth for these institutes could not materialize because of distance and time constraints.

3. Soon after the project was launched a helpline number was opened for migrant workers to provide counselling services and to function as a channel for access to information. Through this helpline, it is being tried to inculcate information and service seeking behavior among migrant workers especially migrant youth. Today helpline serves this purpose to a large extent, but its actual potential is yet to be realized.

Name of the Activity: Registration and ID cards

Proposed methodology for implementation:

Efforts to be made to tie up with the Department of Labour, Government of AP for their recognition and validation of the ID cards for the migrants. Efforts will also be made to initiate a channel of dialogue between the Labour Departments of the migrant sending States and the Department of Labour, Government of AP to ensure that the rights of the migrants are protected. The migrants will be registered during the outreach camps at the labour addas and brick kilns. Verification of the migrants' claims will be done at the source through letter from Sarpanch.

Actual Implementation and challenges hitherto:

Change in target group effected the implementation of actual intended activity. Nevertheless, a solution has been derived out of the innumerable obstacles.

One of the first services taken up through the resource centre was registration and providing of ID cards. Through registrations it was realized that many of the migrant workers had some kind of identity card (voter id, aadhar card etc.) with them. Moreover, longer stays, single cycle of migration annually, distance between source and destination, infamous incidents involving migrants in the pasts etc. were some of the issues in providing photo ID cards.

Moreover when the Labour department was approached, they were in complete refusal to identify these migrants. They had information on migrants working in construction and brick kiln sectors but not in SME. In fact, when we discussed the status of ISMWAAct in state they even claimed that it is not their responsibility and no institution in place with regard to this act.

Amidst these challenges when we attended the exposure visit to Ajeevika Bureau a solution was discussed with them. The Jai Jagannath Oriya Society being a registered body was considered to verify the identities of migrants. When the team approached the members they had few apprehensions which were later solved. One of the core issues which was discussed was that the ID card apart from being an id card it should also serve the purpose of ensuring confidence in the migrant worker that whenever there would be any issue with regard to wages, medical benefits, exploitation etc. oriya society and Yugantar would stand by him. This understanding was reached recently and the first batch of ID cards is being issued on 07-05-2014.

Name of the Activity: Provision of Health Services (Awareness on Health Issues and Health Camps)

Proposed methodology for implementation:

“Mobile kiosks will be set up on fixed days for a fixed period of time in the chosen labour addas and brick kilns. The health services will include conduction of health camps, referrals as well as generating awareness on communicable diseases, personal hygiene and occupational hazards. For the laborers at the Labour Adda as well as the Brick Kilns, Awareness camps (with duration of at least an hour) will be conducted on a designated day in the presence of a doctor or a health worker. Hygiene kits will be distributed to the migrants in these camps. In contrast, Health Camps will be conducted on a day when the labourers are free, thus targeting a much larger group of individuals. These camps will be attended by doctors who would provide examination and consultation for the migrants. Efforts will be made to forge linkages with the

108/104 services to ensure better access to medical facilities. Also, we will have to tie up with a particular hospital to ensure that the doctors are interested to come to the health camps”

Actual implementation and challenges hitherto:

After our initial interventions we understood that health services are one such area which needs to be zealously achieved.Reasons:

- Lack of proper health clinics in that area
- Lack of medical personnel
- Improper understanding of health issues
- Less awareness on prevalent health issues
- Long distance from the main city
- Expensive medical facilities

Hence, efforts were made to bring in medical personnel and institutions within their reach. Efforts were made to establish contacts with Indian Red Cross Society, AP and HMRI for personnel and guidance. With their assistance and support our first medical camp was conducted on July 28th, 2013 in Lakshmiguda colony, Kattedan. Later we approached Owaisi hospitals to set up clinics in Katedan area. However, due to their constraints on funds and strategy it was not feasible. Hence local doctors were engaged to provide free health check-up twice a month in various areas. Apart from health check-up they also impart awareness on certain health issues like HIV/AIDS, gutka chewing, oral and physical hygiene, safe drinking water etc. In these camps medical kits are also distributed.

**Name of the Activity: Provision of Legal Aid
(contracts/ISMW/MW/negotiations) Proposed**

methodology for implementation:

Efforts will be made to collaborate with lawyers and Para-legal workers associated with the Andhra Pradesh State Legal Service Authority (APSLSA). Awareness camps on legal issues will be conducted on the designated days for a fixed period of time at

the chosen labour addas and brick kilns. While awareness camps will be organized for a shorter duration on various legal issues and rights, workshops will focus on specific issues at length (various Legal Acts, specific grievances etc.) for a longer duration. The workshops will be conducted at the resource centre.

Subsequently, mobile Legal-aid clinics will be set up on the designated days, where in a Para-legal worker or an advocate can dispense legal advice. This will allow migrant workers to interact with the lawyers present to put forth their grievances, discuss their problems and seek better solutions to them. Mediation for the redressed of labour disputes (wage payment, compensation etc.) is another area that Yugantar proposes to work in. A complaint box is also proposed to be set up in the Labour Addas through which labourers can put forth their grievances that can be addressed during the legal clinic/in a workshop. Some of the services proposed to be provided are:

- Legal awareness and advice (through meetings and workshops)
- Legal Aid (registration of cases, mediation etc.)
- Promoting basic labour rights (work conditions, contracts etc.)
- Usage of labour diaries “

Actual implementation and challenges hitherto:

Legal service was an important component initially when the project was started with brick kiln and construction workers as target groups. As explained above, due to few unforeseen circumstances we had to shift our focus to migrant factory groups.

Hence the whole scenario for providing legal services changed and the team was compelled to look into the issues with new perspectives. During our intervention we could realize that providing legal services as envisaged in the proposal would be more than a challenging task for the following reasons:

1. The owners of the factories are not just a syndicate but are a powerful mafia. Hence even if we wanted to go ahead and spread awareness and empower workers to raise voice against illicit labour practices in factories, the whip of this mafia would come down so heavily on workers that they would be left with no other option but shifting their base to new area.

2. It is not that they are not aware of the exploitation but until and unless this issue is taken up by multiple organizations and make it a comprehensive concern involving labour department, police department, pollution boards, excise department and other departments in a huge way there would be no way out of this .

Name of the Activity: Financial Services and Social Security

Proposed methodology for implementation:

Activities under the Financial Services and Social Security will include Financial Literacy meetings, Remittance and Saving Behavior, Linking people to Insurance such as Rashtra Swasthya Bima Yojana (RSBY), LIC etc. Larger linkages with the Construction Welfare Board will also be sought to be established to explore what services can be availed of by the workers. Collaborations are to be established with the State Bank of India which has a wide network across India. The information regarding the services will be made available through financial executives and also through officials from SBI who can attend the workshops.”

Actual implementation and challenges hitherto:

In this component the main focus has been safer remittances delivery and financial inclusion through opening of bank accounts and financial literacy campaigns. In this regard, Geosansar; the banking correspondent of State Bank was approached. Though initial discussions were fruitful nothing actually moved because of their internal change in management.

Meanwhile, our meetings with stakeholders in Kattedan revealed that there are a number of issues in sending remittances home because the bank timings of Geosansar and the work timings of these workers coincided. So to remit money they have to either take an off or send through other informal channels. Hence, Eko financial Services Ltd was approached which has ample expertise in financial inclusion whose main focus is on sending remittances.

Eko also works on banking correspondent model but it is CSP centric(customer service point).That is it needs retail stores owner to work as CSP where their mobiles would be loaded with patented software and with few keys and codes money is sent. Most of the migrants being less educated this model seemed to be viable. But due to certain financial terms and conditions no retail store was interested and even these efforts dint take shape.

Meanwhile, Andhra bank opened its branch in Kattedan. This provided us Yugantar new hope and opportunity. Andhra bank suggested that if Yugantar can verify the migrants and attest him on institutions letter head that would serve as both id and address proof. Due to this provision many migrant workers particularly Bihar migrants are coming forward to open their bank accounts. Since this provision has recently been agreed till now a total of 42 bank accounts have been opened and it is expected to increase the coming months.

Name of the Activity: Skill development and Training**Proposed methodology for implementation:**

Efforts will be made to collaborate with other organizations (such as Tech Mahindra) who might already be conducting and delivering skill based development of services. Counselling will be provided and information services to the migrants and train them on soft skills. For training migrants on work related skills, Yugantar will collaborate with other organizations that provide such trainings and direct the migrants towards them.

Actual implementation and challenges hitherto:

The biggest challenge which was faced during the efforts was that the Tech Mahindra centre where youth from BPL families are trained is around 20km from the project area. Moreover, workers in these factories being full time workers working for nearly 12 hrs a day, attending daily classes was an impossible task. In fact most of them are interested in daily wage earning rather than undergoing months of training without any monetary benefit.

During initial efforts of understanding the dynamics of the area it was understood that few of these migrant youth in their later years of migration bring their families with them. Their women are also gradually employed in informal sectors like manual labor, domestic work, sewing, industrial labor etc. Many of them work in party flags stitching units where they are made to work for 12 hours and the pay is minimal. Though they know the basics of stitching, their work is not considered a skill. Moreover the area is far from the main city; hence upgrading their tailoring skills is a distant wish. Hence a skill development center was established in the field office where they are trained in tailoring and stitching. Market linkages are also provided to enhance their livelihood opportunities.

Name of the Activity: Outreach and Mobilization

Initial methodology for implementation:

The outreach activities will be implemented through the deployment of mobile kiosks for registration and the delivery of services to the migrants in the selected labour addas and brick kilns once every week as given below.

- Six Labour Addas: Approximate Target of Labourers: 4000 in two years
Weekly between 8 am to 10 am or 7 pm to 9 pm in residential areas: Outreach services (creation of awareness on proposed activities, registration etc.)
- Five Brick Kilns: Approximate Target of Brick Kiln Workers: 2000 in two years
Weekly between 7 am to 10 am or between 9 am to 12 pm on weekly offs: Outreach services (creation of awareness on proposed activities, registration etc).

Actual implementation and challenges hitherto:

Due to change in target group the outreach activities listed in the proposal had to be re-strategized to suit the new target group and project area.

Reaching and mobilizing factory labour seemed to be more laborious and challenging. Initial penetration into the area had many challenges. Reluctance from the factory owners, trust factor among the migrant communities, resistance from local people, improper working hours, lack of legitimate records with government departments etc., were some of the issues which took time to resolve.

Nevertheless due to the timely intervention and support of Oriya society outreach activities went as planned. Some of the activities are:

- setting up of kiosks at strategic locations
- pasting of posters at tea stalls
- Distribution of pamphlets at kirana and mobile recharge stores
- Meetings with key persons and community leaders
- Mobilization through anganwadi teachers and
- Labour meetings

Name of the Activity: Capacity building of Migrant Youth

Proposed methodology for implementation:

Engagement with the migrants over the two years will provide ample opportunity to identify young leaders from within the community. Young men and women who express their willingness to take responsibility for their community and initiate steps to not only identify the challenges that they are facing but also develop skills to find solutions for them, can be identified as leaders. Yugantar proposes to train these youth leaders in developing advocacy as well as organizing skills, such that they transform into *change agents*, emerge as full civic partners and can contribute towards the progress and development of their community. It is also intended to send the youth leaders for an exposure trip to Rajasthan and Delhi so that they can see that their concerns and issues are not isolated, and that there are many individuals and organizations with whom they can partner in the future.

Actual implementation and challenges hitherto:

Kattedan has a dominant youth population particularly among migrant groups. From the start of the project Yugantar has been involving them in various activities and building their capacities which would help them further to strengthen their capabilities. The main focus has been to build a new group of leaders who would serve the migrant community even after the project ends. These youth would serve as torch bearers and motivators for their communities in future.

In every service delivery, participation of youth has been of utmost importance. They have been the driving force in conducting health camps, mapping the health issues of migrant communities, tracing the financial issues within the groups, understanding the expenditure and remittance patterns, conceiving better service delivery mechanisms, re-strategizing outreach and mobilization efforts, etc. through meetings, workshops, cultural events, group discussions, brain storming sessions etc. It has been noticed that migrant youth have immense potential and are full of enthusiasm and self-motivated. Providing them a right platform to catalyze their capacities and thought process has been our constant endeavor.

Name of the Activity: Research on the Status of Shelters and Food Security of migrant workers

Proposed methodology for implementation:

In order to capture the extent of the implementation of the Supreme Court guidelines on night shelters in Hyderabad and explore the ground realities of life in a shelter, qualitative methodologies (Interviews and Focused Group Discussions) would be adopted to collate the data. Random sampling methods will be employed in selecting the sample, to keep it as representative as possible.

Actual implementation and challenges hitherto:

Research on night shelters was proposed keeping the construction and brick kiln sector workers in focus. However change in target group has compelled to rethink about the necessity of this research.

In this context it would be commendable to mention the suggestion put forth by CMLS team of Aajeevika Bureau during their technical support visit. Since the shift in focus on factory migrant workers and more recently on footwear and hotel industry workers, profiling of this area and the target group is pre requisite for the project success. Hence on this recommendation of CMLS team Yugantar proposes to spend the allotted budget under this head for profiling and mapping Kattedan and Charminar areas and the targeted migrant groups. This would be mentioned in the covering letter accompanied by the work plan.

Name of the Activity: Advocacy

Proposed methodology for implementation:

Forge linkages with various stakeholders (Department of Labour, Government of Andhra Pradesh; State Bank of India, Department of Women and Child Welfare, Lawyers collective, etc.). Efforts will also be made to collaborate with members of NACSOM and other activists/organizations working on issues related to trafficking, migrant child rights, education etc. Advocacy work incorporating activities such as

workshops, networking and partnerships, to change policies, attitudes, practices and mind sets towards migrants, will be adopted.

Actual implementation and challenges hitherto:

From the start of the project efforts have been to forge linkages with stakeholders. The initial contacts with labour department revealed that the department has least knowledge about these factory migrant workers. In fact the presence and usefulness of ISMW act was questioned. Hence the study and experience gained through this project would certainly help to put forward their (factory migrant workers) case with labour department. The profiling of workers which has been mentioned earlier would be a step towards this achievement.

One of the successes of these efforts has been the consideration of nationalized bank like Andhra Bank to understand the case of migrant works, their plight and difficulty in adhering to KYC norms, and allowing the organization to attest their identities and address proofs which would help workers in opening bank accounts. Collaboration with NACSOM and other organizations is very much part of the agenda and once the centre at Charminar takes a substantial role; the proposed NACSOM chapter will be held in the coming months.

3c. Capacity Building:

Capacity building of staff and communities are part of the project since its initial stages. Around 22 capacity building workshops/meetings have being organized till date covering a wide range of issues like, outreach and mobilization, project management, inputs on advocacy with respect to financial services, profiling of project areas, service delivery mechanisms, understanding of legal services and related challenges etc.

Understanding the issue of migration from a broader perspective and the efforts of various organizations working on internal migration has been the core agenda. Another focus area has been to understand the heavy influx of migrants from one particular district to Hyderabad and the unanimous choice of work sector.

Project Management:

As per the proposal the SDTT team consists of a project coordinator, placement and counselling coordinator (now the role is more of field coordinator), three field staff and one office assistant.

- Project coordinator is be in-charge of overall project management and deals with planning aspects of the project
- Field c o o r d i n a t o r coordinates the field activities. He distributes work among the three field staff and reviews their day to day field performances
- Field staff is the fulcrum on which the project rests. Two field workers in Kattedan and one in Charminar centre are responsible from all the filed activities like outreach,mobilisation,registration,distribution of id cards,opening of bank accounts,filed visits and surveys etc.

Planning:

The most important feature of planning related to the project is its democratic functioning. The targets and focus area are discussed within the team particularly giving a major say to the field workers and then based on the sanctioned budget and the number of days available for conducting activities a monthly tentative work schedule is prepared by the project coordinator. The same is circulated to the centres and field staff. The “how” of these activities is the responsibility of the field coordinator who plans and implements them and this is also in discussion with the field staff.

Impact:

The impact of the program is discussed under both qualitative and quantitative heads.

Qualitative:

- The project is helping in building capacities of the migrant youth which would be useful for the long term sustainability of the project outcomes and outputs.
- The community is in the process of becoming more vital and vibrant with activities not only limiting to cultural but also social and political.
- An awareness on the rights and responsibilities of the migrant community are being dissipated which would facilitate their migration to new destinations.
- Due to the financial literacy camps and distribution of financial diaries, a habit of savings and budget planning is developed which in turn necessitates the utilization of financial inclusive services of the banks and other institutions.
- Through our intervention banks are now able to understand the conditions of migrant workers and their inabilities to adhere to the KYC norms. Hence a mid-way which do not violate the RBI guidelines and at the same time, obey their true spirit is agreed.

Quantitative:

- Till date seven financial literacy events were organized with 126 beneficiaries. 75 financial diaries have been distributed so far and 42 bank linkages have been established
- Till date three health camps and 10 awareness events have been organized. 861 beneficiaries are from the health camps and 253 beneficiaries are from the awareness events. In these events, 107 health linkages have been established and 270 medical kits have been provided.

Outstanding issues which the project could not address:

Legal service was an important component initially when we started the project with brick kiln and construction workers as target groups. As explained above, due to few unforeseen circumstances we had to shift our focus to migrant factory groups.

During the intervention it was realized that providing legal services as envisaged in the proposal would be more than a challenging task.

Apart from strong obstruction from the organized mafia sponsored by the factory owners, the middlemen like the supervisors are the main culprits who completely enjoy the confidence of the owner. A more startling point is that even though the supervisor is also a migrant he himself doesn't support his fellowmen.

Since these factories form a powerful syndicate they dictate the terms and conditions for labour inspectors and pollution control boards. Most of the small units in this area have no license and once in a while after an accident is reported in the news they are closed but for a short period.

Hence, Yugantar is of the opinion that this issue is multi-dimensional and requires a consensus based approach to solve. It should be made a comprehensive concern involving labour department, police department, pollution boards, excise department and other departments in a huge way. Policy advocacy at much higher levels is required and the implementation of this project would certainly provide the necessary thrust.

Overall Assessment:

The over-all assessment of the project till date has been **satisfactory** considering the objectives and outputs envisaged and reached. Numerically though few targets are lagging behind the organization is hopeful that both qualitatively and quantitatively, the proposed objectives would be successfully reached by the end of the project period.