

Annual Report
Manas Foundation
2017 – 2018

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About Manas Foundation

Manas Foundation is a New Delhi-based registered trust which was founded in 2000 by a group of mental health professionals in response to their experience of the growing need for community-based mental healthcare. Coming from the fields of Clinical Psychology and Psychiatry, the founding trustees transformed their fundamental clinical practice into a multifaceted program that includes research, advocacy, trainings and a range of last-mile mental health services that reaches marginalized communities.

While working on mental health with the communities, through various state-run homes and centres, our work was primarily alongside women and children, who were survivors of trauma and abuse, giving us an insight into the causes and possible solutions for combating the ill-effects of violence. Through our work, we have been engaged with the perpetrators of violence as well, which has given us an all-round understanding of the nature and various aspects of violence.

Building on our experience and insights through our mental health work in various communities and institutes, as of 2011, Manas has incorporated a psychological engagement with gender justice as an organizational priority. This is being achieved through interactive gender sensitization trainings, multimedia and social media campaigns, workshops and several other innovative targeted interventions. With an orientation in mental health, our interventions aim not only at imparting information about gender equality and related laws, but also towards behavioural activation that results in pro-gender behaviour from the outset. From the lens of mental health, our gender justice work includes the use of psychological techniques for behaviour modification, such as cognitive dissonance, social conformity, and commitment, to name a few. A deeper level attitudinal and perspective change has been proven to stem from the reinforcement of such pro-gender behavioural activation.

The main approach of our work towards mental health and gender justice practices include:

- Understanding mental health and gender justice from a psychosocial perspective
- Providing services that are positive, preventive and promotive
- Work towards a behavioural change model, bringing about a positive shift in mindsets, attitudes and behaviour

Our Vision statement:

To create and promote inclusive communities and institutions that are mentally healthy, equal and empathetic to all.

Our Mission statements:

Mental Health

To create & promote mentally healthy communities and institutions by raising awareness to reduce stigma, providing accessible mental health services, and capacitating institutions to integrate mental health into their delivery systems, through a psychosocial approach.

Gender

To create and promote equal, inclusive and safe communities and institutions by bringing a positive shift in mindsets, attitudes and behaviours to reduce gender based violence and foster gender equality

Our work in Mental Health

Approximately 450 million people worldwide suffer from mental and neurological disorders¹. Mental healthcare services in resource-poor countries are underdeveloped and are mostly restricted to urban areas, making it difficult for a majority of the country to access such services. In India, mental health is still in its nascent stages.

In a recent report by WHO, titled Depression and Other Common Mental Disorders — Global Health Estimate², India ranked second in the list of countries with the greatest burden of disease for mental and behavioural disorders. In the same report, India was at the top of the list of countries with maximum number of individuals affected by depression and anxiety. In India, there is a lack of awareness about mental health needs, and the few who are aware, and want to seek help shy away because of the stigma attached to it. Another problem is the lack of trained professionals and the institutionalization of services related to mental health. Thus, people in dire need of critical mental healthcare have difficulties finding access to proper treatment. And often instead of obtaining services on a proactive basis, people only reach out at a critical stage.

Since its inception, Manas Foundation has made great strides in making mental healthcare accessible to resource-deficit communities in Delhi, with major focus on children and women. The goal is to ensure that mental healthcare is available and accessible to everyone, so that diverse communities and individuals may lead psychologically healthy lives. The organisation has transformed its fundamental clinical practice into a multi-faceted program. On one level, it builds awareness about mental health and the issues surrounding it, in a targeted effort to reduce stigma. While on the other level, it provides mental healthcare in de-institutionalized settings, by implementing interventions to explain the relation between mental and physical health, and further de-stigmatize mental healthcare.

Manas Foundation has a team of qualified, capable and passionate professionals who address frequently unidentified and ignored mental health concerns such as anxiety, depression, substance abuse, gender-based violence, and assault through psychotherapy and psychological assessments which aim to provide a scientific basis to each diagnosis.

Through its Mental Health Plug-In programs, Manas provides mental healthcare to women and children, who are survivors of sexual, emotional, physical abuse and violence, or trafficked for labour and sex work. In an ongoing effort, Manas is also developing a taskforce of paraprofessionals to support the demand for mental healthcare, by building capabilities of frontline workers including health workers, social workers, students, parents and teachers.

Our work in Gender Justice

Another major pillar of the organization, as highlighted earlier, is the work carried out in the field of gender sensitization and reduction in gender based violence. Over the years, we have implemented training and sensitization activities along the lines of gender in many contexts such schools, corporate organizations and state welfare homes. Our experience of working in psychology and the mental health sector for twenty years alongside survivors of trauma and

¹ World Health Organization. The World Health Report 2001 - Mental health: new understanding, new hope. Geneva: World Health Organization; 2001.

² Depression and Other Common Mental Disorders: Global Health Estimates. Geneva: World Health Organization; 2017. Licence: CC BY-NC-SA 3.0 IGO.

abuse in various contexts, such as state-run homes, has given us insights into the causes and possible solutions of combating the negative effects of violence.

One of our flagship gender program called *“Barabari ki Dagar, Surakshit Safar”*, is aimed at creating safer spaces for women in public transport. This distinctive training program educates commercial vehicle drivers in taking ownership of safety of women passengers. Through their expertise, the trustees created a module, using the principles of psychology for behavioural change. This program is run in close partnership with the Transport Authority of Delhi and Noida, and has been made a policy mandate for all commercial license drivers in these two cities. The organization has also conducted various gender sensitization programs for police personnel, using models of psycho-social and civic-legal perspectives, focusing on skill and capacity building for the police personnel. This program has also been adopted as an integral part of personnel trainings in the police force.

Manas works closely with policymakers, development institutions, and the government, to co-create a system that encapsulates a multi-tiered model of holistic health, safety, and well-being. We work with the Department of Women and Child Development [DWCD], Delhi, the State Child Protection Society, the Integrated Child Protection Scheme [ICPS], Transport Authority Delhi, and Transport Authority Noida. Manas has facilitated multiple policy changes in the areas of mental healthcare and gender justice. **Through all its programs**, Manas Foundation has impacted over **3,50,000 beneficiaries**.

Legal Registration Details

Registered Trust, 4 Feb 2002

Registration No.: 469/4

FCRA NO: 231651004

Mental Health Services

The Manas Approach to Mental Health

Our organization evolved from a fundamentally clinical practice into a unique model of intervention, providing deinstitutionalized/community-based mental healthcare services, and simultaneously making targeted efforts to raise awareness and reduce stigma. The Manas model of mental health can be encapsulated as:

- Addressing common mental health concerns such as depression, anxiety, anxiety disorders, self-harm and trauma-related disorders
- Creating a demand and a supply for mental healthcare
- Understanding mental health and well-being from a psycho-social perspective, taking diversities in context
- 'Plugging in' mental health and well-being into existing interventions, such as education, healthcare, and other social services
- Focusing on positive, preventive and promotive interventions towards enhancing well-being, resilience and potential

Community Based Programs

Mental Health Plug-Ins

Across Delhi, as in other states in India, there are multiple state-run homes for custodial care of displaced women and children. In order to effectively address the mental health concerns of the residents of these homes Manas has conceptualized the Plug-In Model of Psychosocial Mental Healthcare, and set up Mental Health Units (MHUs). The MHUs comprise of specialized centres at these residential homes, where the residents can access mental health services from professional psychologists. The following are the services available at the various Manas MHUs:

1. Identification and Screening for Mental Health Markers

Residents/clients who become new members of the institution where we have a MHU, are referred for an initial psychological screening to map their current mental health status and formulate a mental health plan for them based on our findings. Psychometric and psychodiagnostic tools are used when needed to come to an objective conclusion about the client's requirements.

2. Psychosocial treatment and management

Treatment plans are crafted uniquely for every client, and are monitored in follow-up sessions. For enabling positive mental health, restoration and rehabilitation, we conduct short and long therapies with individuals as per their specific needs. Group work is extensively taken up to build awareness and support around mental health concerns in the institutions.

3. Psychiatry

During the course of our initial screening and follow up sessions, we undertake mental status examination with clients/residents. Whenever a client displays symptoms requiring

psychiatric evaluation, a consultation is sought and treatment plan is created. Regular visits to the MHU are done by an empaneled psychiatrist to meet the psychiatric needs of these clients. Monitoring of the treatment and prognosis is done through follow-up sessions by psychologists until the client meets the psychiatrist again.

4. Social Rehabilitation

Rehabilitation process focuses on integrating the client into their original environment whenever possible. Involving the client's family in counselling during their stay in the institution as well as once the client is attempted to integrated back into the original community is vital for a smooth transitioning.

5. Sensitization with managerial and support staff

Manas works with the staff of institutions/residential homes with the aim of sensitizing them towards the need of identifying and managing mental health concerns among the residents. The effort is to dispel stigma and myths, as well as to enable effective first-contact response.

6. Preventive Measures

Residents/clients are engaged in various recreational activities, group therapies and educative sessions which are intended to be preventive interventions that raise awareness on mental health needs and hinder the development of chronic conditions.

Various Mental Health Units (MHUs)

Nirmal Chhaya

In 2010, Manas Foundation started an MHU at Nirmal Chaya Complex, a state-run care home for underprivileged women and children with 600-700 short and long-term residents. We provide



mental health services to different homes under this complex with distinct populations, under the mandate of Delhi Juvenile Justice (Care and Protection) Rules, 2009, which directs provision of mental healthcare to juveniles and children in government custody. The MHU services various homes within this complex that cater to the mental health needs of

minor girls and adult women, which includes an Observation Home for Girls for children in conflict with the law.

2017 in Nirmal Chhaya

The year 2017 has been very effective and impactful, with the introduction of initiatives to engage the residents of different homes in activities and sessions, to further benefit their growth. There were over 800 new intakes through the year, with new residents being brought to the various homes in the Nirmal Chhaya complex. Regular therapy sessions, both individual as well as with family, were undertaken as necessary. Psychiatric interventions, with consultation and a following treatment plan, were also undertaken as per the guidance of the visiting psychiatrist.

The Manas Team also conducted activities, group sessions as well as celebrated various festivals with the residents. These workshops, extracurricular activities and group sessions improved participation and a general sense of well-being and allowed the residents to learn something new, while connecting with each other and team better. These workshops are important for the overall development of an individual and thus are especially beneficial for people who come from troubled family and have gone through difficult situations in life. A total of 45 sessions, workshops and celebrations happened in 2017 which covered a range of themes:

- | | |
|--|--|
| 1. Mental Health Awareness & Coping Strategies | 7. Gender, Sex & Sexuality |
| 2. Team work & Leadership | 8. Personal Health & Menstrual Hygiene |
| 3. Good Touch & Bad Touch | 9. Critical Thinking & Creativity |
| 4. Assertiveness & Peer Pressure | 10. Types of Abuse & Coping Mechanisms for Abuse Survivors |
| 5. Communication Skills | 11. Importance of Education & Career Counselling |
| 6. Time Management & Decision Making | |

In addition to these workshops, the team at the MHU in Nirmal Chhaya also organised games, activities and celebrations for various festivals; they involved the residents in diya painting for Diwali, held a group discussion and flag making for Republic Day, tree plantation for World Environment Day, etc.

Date Table for the Year 2017

The following is a table with all the data that represents the work done by the MHU during the year 2017.

Homes	Intake	Clients for follow up/ counselling session	Follow up session	Family Sessions	Clients under Psychiatric Intervention	Psychiatric Sessions
Children Home	477	1049	1441	444	156	331
Nari Niketan	73	404	507	14	408	858

Short Stay Home	229	434	501	46	620	1393
After Care Home	5	222	261	1	25	61
Child Welfare Committee	108	87	104	68	3	4
Grand Total	892	2196	2814	573	1212	2647

Lajpat Children Home for Boys

Manas Foundation launched its MHU at Children Home for Boys, Lajpat Nagar on September 11,



2011. Presently supported by the Department of Women and Child Development, GNCTD, this MHU provides services to 500-550 individuals per year, implementing innovative psychotherapeutic interventions with boys aged 6-18 years. The residents of the home come from backgrounds of economic and psychosocial adversity which is a contributing factor towards various disorders related to attention, mood, behavior,

eating and substance abuse. Psychological security for these children has to be created through specialized management.

Manas's team of professionals have worked consistently on the identification and management of these disorders and have implemented individualized plans of treatment interventions which have been immensely successful. The increased capabilities of the children have allowed them to explore their potential through creative activities. Older residents are also provided with career counselling in order to make them self-sufficient once their custodial period lapses.

2017 in Lajpat Nagar Boys Home

As part of the Mental Health Unit, at Lajpat Nagar Boys Home, the psychologists conduct regular life skills training and workshops, designed to help the resident boys deal with everyday situations adaptively and enhance decision making about more abstract, long-term choices. These workshops are important for the overall development of an individual and thus are especially beneficial for these children, many of whom come from troubled family and have

gone through difficult situations in life. A greater sense of self-awareness also develops along with being mindful of the comfort of others around them.

Manas conducts group sessions to strengthen the social and life skills of these children. These are some of the themes covered in these workshops:

- Mental Health Awareness & Coping Strategies
- Learning Strategies & Importance of Education
- Good Touch & Bad Touch
- Personal Space & Respecting Boundaries
- Assertiveness & Peer Pressure
- Communication Skills
- Time Management & Decision Making
- Attraction in Adolescence
- Personal Health & Hygiene
- Critical Thinking & Creativity
- Handling Criticism

In addition to these workshops, the team at the MHU in Lajpat Nagar Boys Home also organised games, activities and celebrations for various festivals; they involved the residents in card making for Diwali, held a group discussion and flag making for Republic Day, tree plantation for World Environment Day, and Rakhi making for Rakshabandhan.

Data Table for the Year 2017

The following is a table with all the data that represents the work done by the MHU during the year 2017.

Month	Intake	Follow up counselling session	Total cases	Psychiatric Referrals	Group/ Family sessions	IQ screening/ Detailed assessment
Total for 2017	109	555	420	78	56/27	8/2

Mental Health in College and Schools

During the growing up years, children and adolescents face many difficulties not only in the academic sphere but also in aspects related to their social and emotional life as well as their developing self and identity. Stress from academics, growing up, peer pressure, adolescence and harmful social influences, among many others, are circumstances which greatly influence the social, emotional and psychological condition of children. This, in turn, plays an irrevocable role in any child's ability to learn and achieve. This highlights the need for a holistic approach towards addressing the mental health needs and concerns of children in the school context, as well as in the years of young adulthood and college.

Over the years, Manas has formed associations with several academic institutions across Delhi-NCR, undertaking preventive and promotive mental health related programs.

One-Touch workshops: Mental Health Awareness campaigns in schools, colleges and organizations

Manas has consistently been conducting workshops with schools and universities spanning mental health of children, adolescents and young adults, covering themes such as stress, socio-emotional concerns and coping mechanisms with both teachers and students.

These workshops are an introduction to mental health for the stakeholders - students, parents and teachers. These facilitate the accurate understanding of mental health, demystifying the myths attached to it and reducing the stigma associated with help seeking behaviour. Psycho-education about mental health concerns such as **stress, anxiety, depression, self-harm** and **suicide** is imparted through various discussions, videos and activities.

Mental Health Unit in Dyal Singh College



Manas Foundation has been running a counselling unit at Dyal Singh College since April, 2014. One of the psychologists from the team visits the college weekly to aid the students find solutions for their psychosocial needs. The youth of our country is highly susceptible to pressures and stress related to life changes because of their transition from childhood to adulthood. The Counselling centre provides individual sessions for a wide range of stressors, and also helps the students and teachers understand the importance of preventive, and positive mental healthcare in their lives. Common stressors experienced by the students at these age are because of career, adjustment problems, relationship management, understanding self, and handling grief. Positive improvements in the students' thinking processes has been recorded which reflects in their behaviour and habits.

Mental Health Curriculum at Sanskriti School

Sanskriti School in collaboration with Manas Foundation has pioneered a Mental Health Curriculum (MHC) to incorporate mental health inputs throughout the school year. We developed and integrated a comprehensive mental health curriculum for the school, which covers a wide range of age and grade-relevant themes via interactive and activity-based workshops. Themes such as peer pressure, exam stress, adolescent challenges, interpersonal



relationships etc. are covered through these workshops. All of these workshops are designed and modified taking into account the needs of the school.

The comprehensive mental health curriculum involves student feedback, teachers' inputs and parental perspectives and is built to address the psychological and socio-emotional needs of students as seen by these key stakeholders. The curriculum spans the

calendar year with a synchronization between teachers, parents, students and Manas professionals to deliver a multi-pronged approach, with 4-5 workshops with each grade through the year.

The workshops enable students to learn and explore through interactive workshops, and multiple creative activities including writing, painting, and photography, among other methods. Students are provided with a platform to voice their experiences and opinions, and the sessions include interactive discussions as well as follow up sessions to create an open dialogue. The MHC was implemented in Sanskriti School in April, 2014 for students from classes 6th to 8th and uses various activities and language that is understood by them. The MHC aims to introduce and build awareness about mental health issues on an ongoing basis. It will enhance the positive growth and development of the children, shaping them into caring and responsible individuals.

The themes usually covered in these workshops are-

- Growing Up: Physical and Emotional Development
- Fitness & Body Image
- Attraction & Relationships
- Understanding Self & Individuality
- Identity Formation
- Gender & Sexuality
- Abuse: Physical & Sexual
- Strengths, Weaknesses & Self-esteem
- Sensitivity to Diversity
- Anti-Bullying
- Social Responsibility
- Friendship
- Adolescence & Temptation
- Stress
- Depression and Anxiety
- Career and Decision-making
- Assertiveness

Mental Health Awareness in Schools with Collaboration with TLLLF

After her personal experience with depression and anxiety actor Deepika Padukone established The Live Love Laugh Foundation (TLLLF) to champion the cause of mental health in India with special focus on depression and anxiety.



The foundation being an organization based out of Bengaluru reached out to Manas Foundation in 2016 in pursuit of widening its outreach to a **national level**. The partnership was renewed in 2017, with the aim of spreading Mental Health Awareness to more students and teachers, along with expanding outreach to include disadvantaged children and adolescents in residential home and custodial cares run by the Govt. of NCT of Delhi, namely Nirmal Chhaya Complex for Women and Children Home for Boys, Lajpat

Nagar, where Manas has its presence via our Mental Health Units. In light of their common organizational goals and target populations, Manas Foundation collaborated with The Live Love Laugh Foundation as their Delhi partner to implement the “*You are not alone students school program: a series of workshops for students and teachers*”, across government schools located in Delhi NCR.

Impact and Outreach of the Workshops

The workshops are used as an interactive platform to initiate a comprehensive discussion on mental health and related themes. The workshop utilises videos, pictorial cues, interesting activities and student participation to encourage facilitation of psycho-educative discussions and contextualizing it to the lives of students and teachers.

Type of Outreach	Year 2017-2018
Number of Schools	72
Number of Workshops	140
Populations Outreached	• Kendriya Vidyalaya School Students • Kendriya Vidyalaya School Teachers • Private School Students • Private School Teachers • Children in custodial care and protection • Welfare Officers and Caretakers working in Govt. Homes for Custodial Care and Protection

Total Outreach to School Students	9,036
Total Outreach to Teachers	3,144
Total Outreach to Disadvantaged Children & Adolescents	1,827
TOTAL POPULATION OUTREACHED	14,052

Out Patient Mental Health Services

Psychometric and Psycho-diagnostic Assessment

Psychometric and psycho-diagnostic assessments with outpatient and referral clients are an integral part of Manas' mental health services. These services play an essential role in conceptualizing and initiating therapeutic interventions, and in clarifying diagnoses. Manas uses **standardized testing procedures** in order to understand the difficulties around the intellectual adjustment and psychosocial or emotional well-being of clients. This also extends to understanding the spectrum of issues that may be taking away from the clients' **positive psychological growth**.

The following are the different kinds of psychometric assessments conducted at Manas Foundation:

Add description or keep the info-graphic?



Standardization and Ethical considerations

Standardised tests assessing these aspects of intellectual and emotional functioning, guide clinicians in understanding psychological difficulties and their symptoms across cases. Psychological assessments focus on clarifying symptomatology and its qualitative interpretations as a starting point for clinicians in mapping out management plans and working with clients in their path towards a healthier life.

At Manas, assessments are conducted ethically and ensure the comfort of the client. Reports distinctly reflect the specificity of each client's case, without labeling the client in any way. While, acknowledging the difficulties that become clearer through assessment, Manas psychologists recommend the strengths inherent in the client and their support systems

Psychotherapy and Counselling

Manas psychologists work with individuals and groups to address psycho-emotional issues arising in the context of family and relationships to co-create solutions. We aid individuals in utilising their intrapersonal and external resources to alleviate distress and create greater well-being through counseling and psychotherapy.

Individual Counselling

At Manas, the psycho-social model of mental health therapy is practiced. This is distinct from the medical model in its use of the individual's context, relationships, and access to justice in formulating the pathway of care. Part of the effort is to destigmatize mental health services within the mindset of clients and their families and address immediate concerns while inculcating a well-being orientation for the long term. Individual management plans are prepared for clients based on assessed concerns and specific contextual elements. These ensure redressal of immediate concerns and crisis-intervention, followed by goal-setting towards the development and enhancement of coping skills. Ethical standards of psychotherapy are stringently maintained in the implementation of these plans.

Family Counselling

Taking from the psycho-social model, psychological disorders and difficulties are often a function of familial and relational issues, and **family therapy** is practiced to address any concerns that may arise. Family therapy is usually applied in cases where conflicts arise within families due to unhealthy relationship or communication patterns. Family members are often included in the therapy process to assist in the recovery and rehabilitation of individual clients to psycho-educate individual clients' family members and gain their support for an enabling environment at home. As a psychotherapeutic approach, family therapy includes family members and/or significant individuals to implement solutions for the well-being of the entire family. Family Therapy aims at empowering the individual and the family in self-determination, greater autonomy, positive reintegration into healthy patterns of living, and intrapersonal and interpersonal interactions.

Career Counselling

Career planning and decisions are often confusing and stressful for adolescents and young adults. Young adults face immense pressure to develop plans on a structured timeline that allows for little variation or uncertainty. At Manas, we conduct career counselling with a positive psychological approach that engages with many issues. These issues include family/peer pressure, following the herd, foreclosure, unrealistic aspirations, evaluation apprehension, indecision, self-esteem and identity crisis. Dealing with these issues simplifies the decision-making process and career choices for young adults.

Manas uses a unique approach for career counselling where three key aspects related to career are assessed and used to help the young adult take appropriate career decisions. Our premise is that positive career choices are made when there is an alignment between these three aspects.

The three aspects are individual's **interest areas, aptitudes**, and integral **personality characteristics**.

Career counselling incorporates a considerable focus on self-awareness, like interests, abilities, traits and values to bridge gaps in these areas, and align expectations of the young adults and their families with achievable targets. This is carried out while maintaining a focus on the inherent positive potential of the individual. Guidance regarding information on specific professional options is also provided and young adults are made active managers in choosing suitable career paths, managing career transitions and balancing various life roles.

GENDER JUSTICE

As mentioned before, one of the core areas of work of the organization is in the field of gender sensitization and reduction of gender based violence. The organizational philosophy is that in order to achieve gender equality and justice in the truest sense, it is not enough to just empower women, it is also required that men, as equal stakeholders in society, are engaged with for a positive change in the collective consciousness of our community, leading to greater equality and gender justice in practice.

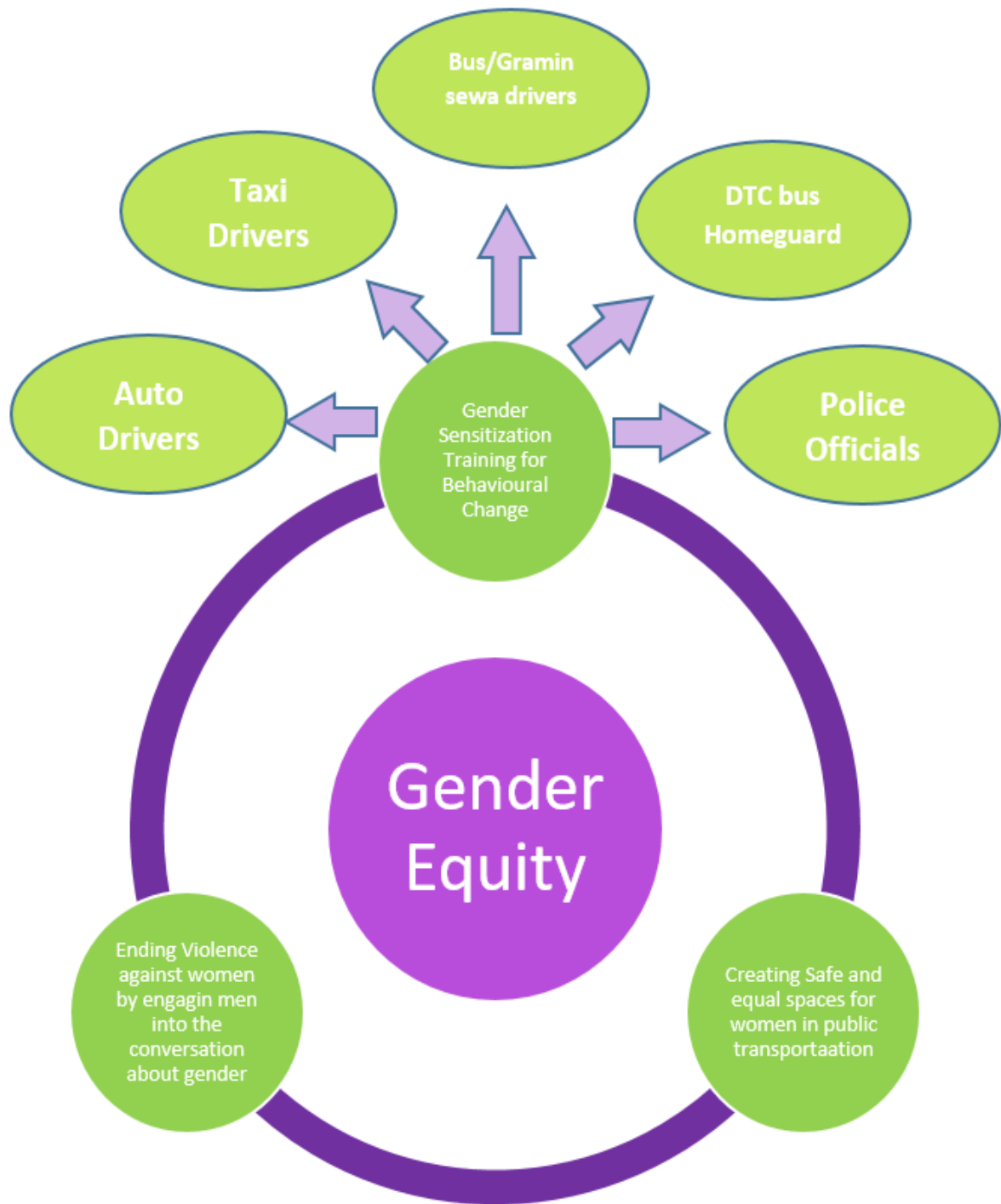
In the last five years, Manas has focused on promoting gender equality through interventions specifically engaging with men in different sections of society. This includes service providers, like commercial transport drivers – auto-rickshaw, taxi and bus drivers, police personnel, vulnerable sections such as disadvantaged youth, school and college students, juveniles in conflict with law, residents of homes for custodial care as well as the general public. With this aim in mind, a landmark intervention with the commercial vehicle drivers of Delhi was launched, with the aim of making the public transport safer for women.

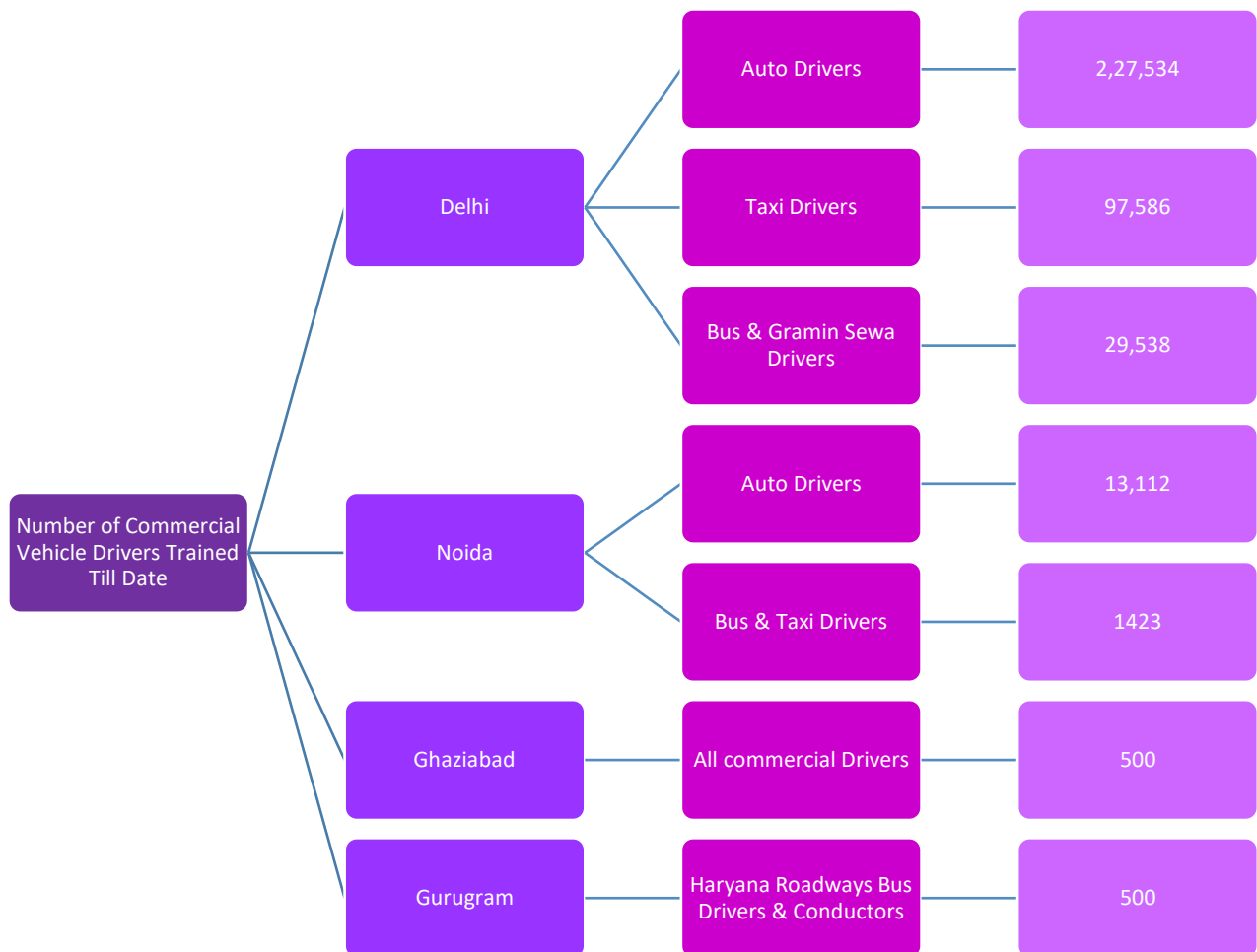
Gender Sensitization Training

In January 2014, Manas Foundation created and launched 'Barabari ki Dagar, Surakshit safar' -- a campaign for gender sensitization of commercial vehicle drivers to create safe and equal spaces for women. For this program Manas has established a partnership with the Transport Department, Government of Delhi NCT, and Transport Authority of Noida and it is supported by Indraprastha Gas Limited (IGL).

A sensitization module was developed for a two – hour training on gender sensitization under the guidance of experts, and is used to engage the commercial vehicle drivers on the issues of gender. **Through the use of research statistics, engaging pictorial power - point presentation, role – play, participative engagement with the participants is encouraged.** A psychological engagement with gender justice has been achieved through our gender sensitization workshops, multimedia campaigns, the operations of our mental health units and several other creative targeted interventions.

With an orientation in mental health, our interventions aim not only at imparting information about gender equality and related laws, but also towards behavioural activation that results in pro-gender behaviour from the outset and subsequent attitude change. It has been proven that when a person engages in such behaviour and his actions are reinforced, it results in a deeper level attitudinal and cognitive change. The defining features of our interventions include the use of psychological techniques for behaviour modification, such as cognitive dissonance, social conformity, commitment, and assumption of personal responsibility to name a few.





Gender Sensitisation with drivers of public transport vehicles was conceived as an initiative to make public transport safer for women and bring about an attitudinal change in the drivers with regards to gender equity and justice counteract the gender injustice that continues to debilitate Delhi's social fabric. Manas Foundation aimed to develop an intervention within the urban system, by engaging sectors that come in contact with the public (particularly women) as part of their work, and enhance their professional capacities to include pro-gender behaviours and attitudes.

This first-of-its-kind initiative has been made a policy change, **mandating this training for the fitness certification of all commercial vehicle drivers in Delhi and all auto drivers in Noida**. Till date, the program has successfully provided gender sensitisation training to **over 2,27,000 auto drivers, 97,000 taxi drivers, 29,000 bus/gramin sewa drivers in Delhi, 13,000 auto drivers, 1400 bus & taxi drivers in Noida, and 500 commercial drivers in Ghaziabad**.

Our trainings incorporates the **SPEC approach** — Social Responsibility, Professional Behaviour, Empathy and Care — as the key to positive behaviour change among public transport personnel. Designed from a mental-health vantage point, the training sessions are interactive and participatory events. The aim is to stimulate meaningful dialogue through presentations about gender roles, power, control, violence and patriarchy in Indian society. The content of the programme incorporates psychological principles, providing a unique and broader perspective

to the issue of gender. The training promotes pro-gender behaviour using psychological concepts of dissonance and social commitment resulting in attitudinal change in the long run.

These trainings are conducted in various locations across Delhi-NCR.

Delhi

After the Nirbhaya incident, the collective consciousness of the society was shaken to a large extent, and it was clear that Delhi was fundamentally unsafe for women. In thinking of what would be an innovative process to bring about a change in the society, Manas proposed to target the drivers of public transport systems that exist in the city, by providing gender sensitisation trainings, to all public transportation drivers. With more women using public transport than men, it was essential for commercial drivers to understand the concerns women face in society, and while travelling in their vehicles.

Initially, in 2014, the two training centres were set up at Loni and Burari which was subsequently expanded to IDTR Sarai Kale Khan. The programme extended itself to taxi drivers and other commercial drivers in the next year 2015. From 2014 to August 2018, we have covered 4,24,800 commercial drivers in all as part of our sessions.

Each year, a comprehensive Monitoring and Evaluation is conducted to understand the impact and challenges of the campaign in both the personal, and professional lives of public transportation drivers. On the basis of the M&E findings, the module for the trainings is altered to fit the specific needs of the drivers. The trainings involve an interactive workshop methodology and take the drivers through various aspects of gender justice, understanding gender, including laws on sexual harassment, role of men in moving towards an equal society and safe city, the need for professionalism in public transport services along with applicable behavioural activation techniques for how the drivers can implement gender sensitive practices in their daily lives.

Noida

Uttar Pradesh has always had some of the highest rates of gender based violence, and discrimination in the country. With the numbers only rising, *Barabari ki Dagar, Surakshit Safar*, was extended to provide gender sensitisation training to all auto drivers of Noida, in 2016. The training module for the drivers of Noida was altered to fit the specific needs of auto drivers in Uttar Pradesh, where conversations around gender are even more limited.

Keeping these challenges in mind, Manas created a module which talked about the basics of gender, equality and the impact an equal society could have, to the country and the citizens. In the first few months of the training, it was found that public transportation drivers in Noida experience a lot of stress, and road rage. With this new learning, the module was adapted to include a section on healthy ways of dealing with stress, within the module.

The Monitoring and Evaluation conducted for the campaign in Noida, showed that auto drivers appreciated the training, and felt that it impacted their professional and personal lives positively. In light of these findings, the gender sensitisation trainings were expanded to cover all commercial vehicle drivers in Noida, in 2017.

Gurugram

In October 2017 Manas extended the gender sensitisation trainings, under the campaign, *Barabari ki Dagar, Surakshit Safar*, to the bus drivers, and conductors of Haryana Roadways.

Each week, two trainings are held on Fridays. The training module has been created keeping in mind the specific needs and challenges faced by the drivers and conductors of Haryana Roadways, in Gurugram. All those in training to become a driver or conductor in Haryana Roadways are required to attend the gender sensitisation workshops. Each month, approximately 150 employees of Haryana Roadways are provided the trainings.

One of the challenges being faced, is reaching all current drivers and conductors already employed in Haryana Roadways. With their schedules busy, most veteran drivers and conductors are unable to find the time for the trainings. However, Haryana Roadways is determined to have all their employees attend the gender sensitisation trainings, both to improve the reputation of Public Transport in Gurugram, and to make it safer for women. Therefore, they are reworking the schedules, to allow the drivers and conductors to attend the training.

Since October 2017, approximately 500 drivers and conductors have attended the gender sensitisation trainings.

Police Personnel Trainings

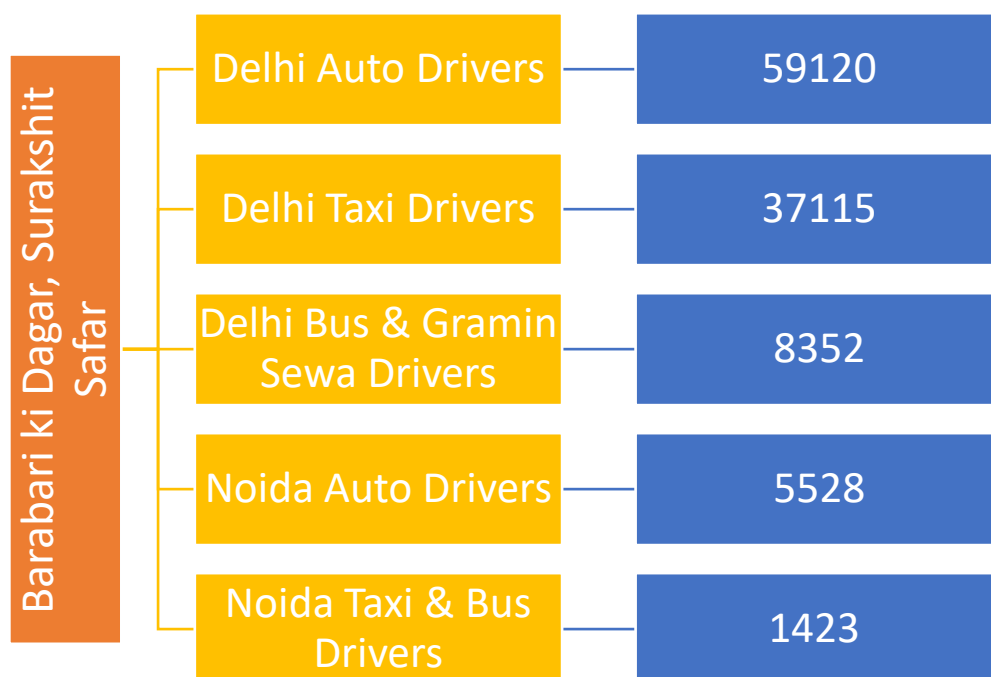
Complaints about the conduct and demeanour of law enforcement while handling cases of gender-based violence are recurrent conversations witnessed while counselling survivors. Women in particular have to contend with apathy and hostility of investigating officers, and this is the predominant concern sought to be addressed in gender sensitization trainings for police personnel.

Since 2014, Manas Foundation has been conducting bi-monthly, one-hour sessions for police personnel that impart psycho-social skills to understand and prevent violence against women. The training forces participants to question and challenge stereotypes and myths on gender and to relate these to their socialization rather than reality. Additionally, hands-on skills and behavioural strategies in the module enable the creation of a safe, empathetic environment for victims of gender crimes.

The training is evaluated regularly to sustain relevance and track effectiveness. As qualitative feedback, trainees have stated their change towards an empathetic stance on gender-violence, and recognition of their role as agents of social change. They have also utilized the content of the workshop to conduct effective interviews and help the victim verbalize her distress in a safe and supportive environment. Recently, techniques for stress and anger management were incorporated into the programme on demand of police personnel.

The programme broadly aims to create a space of safety and justice for survivors of abuse and harassment, especially for women and girls to feel empowered in, without fearing harm or judgement. The programme is part of an overall effort to build a movement that collectively progresses towards safety and security of women in Delhi-NCR.

Highlights of 2017



Introduction of Barabari ki Dagar, Surakshit Safar in Ghaziabad

Ghaziabad is one of the cities where the cases of gender based violence and discrimination are constantly on the rise. With the need to make the city safer for women in mind, Manas targeted the public transportation system by, introducing its Gender Sensitization Training Program – ‘Barabari Ki dagar, Surakshit Safar’ to the commercial vehicle drivers of Ghaziabad, in June 2017.

The programme was inaugurated by *Ms Ministi S, District Magistrate of Ghaziabad* at RTO, Bulandshahar Road, Ghaziabad, who inspired all those present with her words saying, “Only men who respect women and treat them as equal are the real men.” Around 200 commercial vehicle drivers attended the training on Wednesday.

Mr Akash Tomar, Superintendent of Police, Ghaziabad; Mr Amit Pal Sharma, Joint Magistrate, Ghaziabad; Mr Mayank Jyoti RTO Ghaziabad were also present at the event. In Ghaziabad this initiative was supported in full spirit by the RTO, Ghaziabad.

The trainings were conducted for commercial vehicle drivers for one week in June, where over 200 drivers were trained. The module for the training was created keeping in mind the specific needs of the citizens of Ghaziabad, and the context therein.

To enhance the effectiveness of training and create awareness amongst the public on the issue safe and equal public transportation for women, informative educational communication material such as stickers with relevant slogans were distributed to all those present. At the end of each training, drivers pledged to promote women safety and gender equality by embedding practices and behaviours in their profession.

With the campaign being introduced in Ghaziabad, it is the hope of all that gender sensitisation trainings can be made a policy mandate in Ghaziabad as well, so as to allow all commercial drivers to be trained.

Extension of Barabari ki Dagar, Surakshit Safar to Taxi and Bus drivers of Noida

On 3rd June, 2017, Manas Foundation extended the reach of its 'Gender Sensitization' Training Programme, "Barabari ki Dagar, Surakshit Safar", to taxi and bus drivers of Gautam Budh Nagar (Noida). The programme was launched with auto drivers of Noida last year, in March. Since then, approximately 8,000 auto drivers have undergone gender sensitisation training, and the programme aims to sensitise all the 5000 taxi drivers registered in the jurisdiction of Noida Authority.

The launch of the programme was held at the Community Centre, Sector 33, in the auspicious presence of Ms. Preeti Bala Gupta, Addl. SP (Crime) Gautam Budh Nagar. General Manager, Corporate Communications Mr. Amandeep Singh of the Indraprastha Gas Limited was also present at the launch, and shared a few words about the programme's journey so far. Barabari ki Dagar, Surakshit Safar is supported by IGL Limited, as its CSR Initiative to the community and is executed by Manas Foundation, Delhi.

The program has successfully trained over 1,90,000 Auto Drivers and 60,000 Taxi Driver since January 2014. This has been possible with the support of Transport Department Govt. of Delhi NCT, Transport authority of Noida, and Indraprastha Gas Limited.

The Training of taxi drivers in Noida have a duration of one and a half hour, and is mandatory for drivers with commercial licences to get their vehicle fitness certificates renewed. To enhance the effectiveness of the training and create awareness, branding of the vehicle as a safe space for women is done through IEC material, such as stickers and dangles with slogans.

At the end of the training, the drivers are given a certificate to reflect the successful completion of Gender Sensitization Training and asked to take a pledge towards promoting women safety.

Scholarship Distribution and Safe Gaadi App Launch

Ensuring that the daughters stay in Schools, daughters of taxi drivers, who have undergone gender sensitization training, were offered scholarships for their classes' 9th and 11th education. The programme was held on 25th September, 2017 at India International Centre. In the first phase of the scholarship scheme, 103 daughters of taxi drivers of Delhi and Noida, were given a scholarship of Rs. 6000. This scholarship scheme is an endeavour of the campaign, *Barabari ki Dagar Surakshit Safar*.

The audience included dignitaries Chief Guest, Mr. E.S. Ranganathan (Managing Director, IGL) Guest of Honour, Mr. Sanjay Beniwal (Special Commissioner of Police Operations), Mr. V. Nagarajan (Director Commercial, IGL), Dr. Bijaylaxmi Nanda (Professor Delhi University), along with 103 scholarship recipients, the gender sensitised taxi drivers, and their families who came to celebrate the girls who received the scholarship.

In his speech, Mr. Sanjay Beniwal, the Special Commissioner of Police Operations, requested all drivers to ensure the education of their daughters, even if it meant having to take extra shifts. He said that educating a boy means educating one boy, but educating a girl means educating an entire family. He thanked Manas Foundation for introducing such a comprehensive program to improve the safety of women.

Mr. E.S. Ranganathan, the Managing Director of IGL, in his address to the audience, told the story of when he had received a National Scholarship of Rs.25 when he was studying in class 8th, and

how it was still a proud achievement for him. Because of this, he could empathise with the girls and their parents, with the pride they must be feeling. In the program *Barabari ki Dagar... Surakshit Safar*, he said that the drivers are the biggest stake holder and the most important ambassadors for the campaign in making the city safer for women.

On the same platform, the application 'Safe Gaadi', was introduced to the commercial vehicle drivers in Delhi NCR. This app is designed to expand commercial vehicle drivers' knowledge and awareness about gender-based discrimination and equality. The aim is to deepen the Gender Sensitisation training they have attended and to reengage them towards making the Capital & NCR a safer place.

Safe Gaadi- Mobile Application

In 2017, an innovative new addition was made to the methodology for engaging drivers on gender related learning: the **"Safe Gaadi" mobile application. This is a unique mobile application for commercial vehicle drivers that uses interactive multimedia tools and activities.** The Safe Gaadi app works to strengthen their awareness on gender justice through FAQs, quizzes, videos and games, enabling them to deepen their engagement with the issue of gender outside the classroom trainings. So far, **the Safe Gaadi app has over 7100 downloads to its credit**, with drivers' feedback indicating a user-friendly interface, interesting quizzes and games, and motivation to share their learnings with their friends and families.

2017 was the fourth year of the campaign, and it was found that most participants had attended the training once or twice before. Keeping this in mind, the module was made more advanced, with further details being discussed with respect to gender, gender based violence, discrimination etc. Monthly cohort meetings, called '**Safe Gaadi ka Next Stop Over**' are organized with core groups of motivated drivers, in which important issues and themes around gender are discussed in depth, in order to deepen the learnings from the gender-sensitisation trainings.

Teachers' Trainings in Amity Schools

After the recent killing of 7-year-old Pradyuman Thakur, in the washroom of Ryan International School Gurugram, CBSE has issued a set of guidelines to be operationalized in the next two months towards ensuring the complete safety of children within schools. As part of the team which created the comprehensive systems to improve child safety in schools, Manas conducted training sessions for the teachers of Amity Schools, in order to enhance their understanding of children's safety needs and vulnerabilities. To help teachers be better equipped to adopt appropriate measures that ensure schools as a secure environment for students, Manas created a module focussing on the issues of child protection, sexual abuse, and the mental health needs and concerns of students.

The objectives of the training were as follows:

1. To enhance the knowledge and awareness of staff members at the Amity Schools on issues related to child protection, mental health needs of students, sexual abuse, and the POCSO act
2. To build the capacities of the staff members at the Amity Schools on redressed and prevention of students' mental health and safety issues
3. To enable the staff members to create a context in Amity schools that ensures physical as well as socio-emotional safety of students

The session on Mental Health Needs and Concerns of Students, focussed on understanding what mental health is, the specific psychological and socio-emotional needs of children, identifying “red flags” that may indicate mental health concerns and manifestations of mental health concerns (stress, depression and anxiety) in children.

The session on Child Sexual Abuse started with defining sexual abuse, and continued to focus on understanding the risk of child sexual abuse, identifying trauma and post-traumatic stress in children, redressed: psychological first-aid in incidents of sexual abuse and finally on, prevention: brainstorming solutions towards prevention of sexual abuse.

The third and final session was on Child Protection and Safety in Schools which concentrated on Systems that can be implemented in schools to ensure students’ safety, Devising a school-specific safety policy and action plan towards implementation, The POCSO Act and its implications in the school context and Child Protection Policy: guidelines and implementation.

Extension of Barabari ki Dagar, Surakshit Safar to Bus drivers & Conductors of Haryana Roadways

On 26th October 2017, Manas Foundation extends the reach of its Gender Sensitization Training Program “Barabari Ki dagar Surakshit Safar” to GURUGRAM Bus Drivers & Conductors. The Programme was held at the Gurugram Roadways Bus Stand, the auspicious presence of the General Manager Mr. Dalveer Singh. The whole programme is supported by IGL Limited as its CSR Initiative to the community and is executed by Manas Foundation, Delhi.

Manas Foundation’s initiatives towards safer and more equal public spaces in Delhi NCR also extend to providing Gender Sensitization Training for Police personnel and 1475 DTC Marshals.

The new training with bus drivers in Gurugram will have duration of two hours. To promote social commitment towards Women safety and create awareness amongst the public, an innovative sticker branding as a safe space for women will be carried forward with the vehicles. It will be mandatory for the driver to display these branding material all times.

LG Study Group

In early 2017, the Lieutenant Governor of Delhi, created a study group to study and analyse issues relating to women safety in Delhi NCR. Monica Kumar, the managing trustee of Manas Foundation was invited to be part of this study group.

The main objectives of the study group are as follows:

1. To study & analyse the root causes of offenses against women in the city
2. To assess the reasons for increasing incidents of involvement of juvenile and school dropouts in sexual offenses against women.
3. To suggest ways of actively involving community to improve safety of women.
4. To recommend measures that need to be taken to educate and create awareness, to prevent deviant behaviour in the context of women’s safety
5. To recommend measures to promote gender friendly environments
6. To recommend appropriate corrective measures that could be initiated to tackle the issue on a short term basis.
7. To recommend medium and long term measures to reduce gender based violence.
8. Any other suggestions to improve safety of women.

Taking in the inputs from the various participants of the group, a report titled “Women’s Safety in National Capital Territory of Delhi” was released. This report highlighted the various issues of

violence against women in Delhi and incorporated possible solutions for moving forward and securing the right to mobility, dignity and freedom in public spaces for the women in Delhi.

Peace March on Nirbhaya Anniversary

To commemorate the 5th anniversary of the Nirbhaya gang-rape, on 16th December, a peace rally was held by all public transport drivers in Noida, who have been part of the campaign Barabari ki Dagar, Surakshit Safar, being implemented by Manas Foundation and IGL (Indraprastha Gas Limited). This march was in collaboration with One Billion Rising and Sangath, Delhi.

The group assembled at UPSRTC Sector 33 Bus Stop, at 2 PM, on 16th December, 2017. Before commencing the march, RTO (A)-AK Pandey, ARTO-SK Singh, ARTO-Himesh, Tiwari, RI-VD Mishra, ARM UPSRTC-Satender Verma, ARM GN-Anurag Yadav, and JWP Team, along with the commercial vehicle drivers, lit candles and led the group in a moment of reflective silence. After this, the drivers and other participants held banners, and placards highlighting the cause and started the march.

Over a hundred and fifty people participated in this event, marching with slogans to pay tribute to the Nirbhaya incident and reinforce their efforts and determination to end social injustices, and gender based violence and discrimination

Founding Team

Monica Kumar

MANAGING TRUSTEE & PSYCHOLOGIST

One of the founding trustees of Manas Foundation and an Ashoka Fellow, Monica has worked



extensively in mental health care in both hospitals and communities. She has been bridging the gap between provision and implementation of mental health service by integrating mental health care units in various settings like school structures and custodial care homes. She has been instrumental in defining the guidelines for mental health needs, child care, and protection policies for the Delhi Commission for Protection of Child Rights [DCPCR].

She aspires to co-create a multi-tiered model of recovery for mental illness management and alleviation that are supported by the pillars of accessible and affordable preventive-promotive-recovery methods. She remains in continuous dialogue with the government and development institutions to build alliances for this co-creation.

She is a recipient of the EdelGive: Social Innovation Honour for her work with underprivileged women, using models of psycho-social rehabilitation and care. She serves as a member of the State Child Protection Society on the board of the Department of Women and Child Development [DWCD], Delhi and is a member of the governing body of the Integrated Child Protection Scheme [ICPS]. Monica is an alumnus of NIMHANS with an MPhil. In Medical and Social Psychology.

Monica has worked with distressed populations including children and women afflicted with sexual/emotional/physical abuse and violence, juvenile delinquents, and trafficked children. Leveraging her diverse repertoire of skills and knowledge, Monica is now using unconventional mental health approaches in engaging men to create safe spaces for women. Along with the Manas team, she has been successfully implementing training and creating support systems for drivers of public transport in an attempt to create safe and accessible travel experience.

Naveen Kumar

TRUSTEE & PSYCHOLOGIST

A psychologist by choice and wanderer by nature, Naveen Kumar is one of the founding trustees of Manas. He has over 20 years of experience in providing mental health inputs to individuals and disadvantaged groups through his clinical practice and community outreach projects. He has been instrumental in conceiving the idea and process behind the key target interventions

implemented by Manas to promote well-being and positivity for many vulnerable and volatile communities.



Naveen's association as alumni of IMT Ghaziabad and Campus Law Faculty, Delhi University helped him build his understanding of the corporate and legal worlds. As his core area of interest, this experience enables him to effectively provide mental health care required for issues related to work situations, environmental stress and personal and professional relationships.

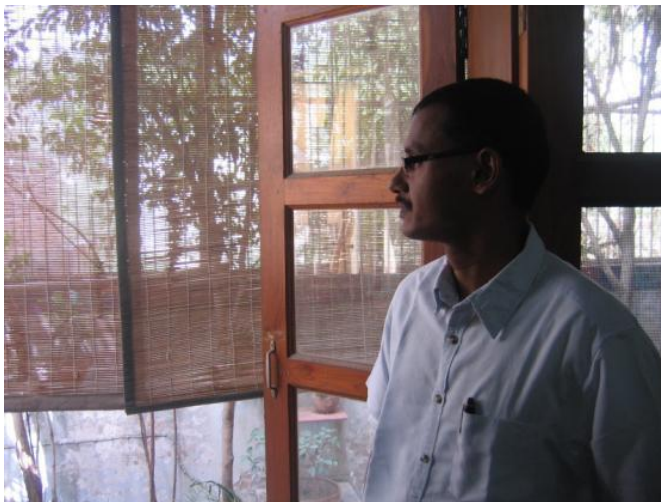
His work is highly appreciated and recognised in the field of individual therapy, especially with marital problems, and resistant psychological issues of obsessions and addictions. He switched to psychology in 2000 and completed his Masters and training as a psychologist to follow his keen interest in human

behaviour and the principles governing it.

Dr Amiya Banerjee

PRESIDENT TRUSTEE & PSYCHIATRIST

Dr Amiya Banerjee practices out of Greater Noida and has been a Consultant psychiatrist at VIMHANS, Delhi for 10 years.



Dr Banerjee completed his Diploma in Psychiatry at NIMHANS, Bangalore and his MD at AIIMS, New Delhi. His subsequent work as a practising psychiatrist has taken him into roles and settings that have broadened his understanding of psychiatry. Dr Banerjee's interest in people suffering from serious forms of mental illness like schizophrenia and mood disorders is in being able to provide them with sound diagnosis and treatment. This is possible

when one integrates psychiatry with other branches of neuroscience since the mind is seated in the brain and is affected when brain structure or function is disturbed. Inspired by this thought, he developed the Behavioural Neurology Clinic where conditions like Alzheimer's disease, stroke and Parkinson's disease were jointly treated by the neurologist, psychiatrist and neuropsychologist. He worked closely with the neurosurgeons in situations like head injury, brain tumours and postoperative ICU care.

Just as the mind is in the brain, the brain is in the body. Physical and brain illnesses are often intertwined. Dr Banerjee's interest in these interfaces led him to collaborate with other medical specialists when he was a visiting Consultant at Escorts Heart Hospital and Dharamshila Cancer Hospital. Hospital based practice, however varied, offers but one perspective of the problems prevalent in the community at large. In 2000, Dr Banerjee along with Monica founded Manas spurred by their vision of a community based mental health initiative.

The field of mental health is ultimately about the person behind the disorder who needs to be understood by the person within the professional. With time, Dr Banerjee decided to pay equal attention to his personal journey and has been enjoying half marathons, playing midfield for his football club. His novel, 'Rivers Past', was published in 2012. After a small splash, it sank without a trace. His fascination towards Indian culture and natural landscapes has taken him and his backpack to magical places where. He tries to use these insights to enrich himself and those who come to him.