

2024-2025

ANNUAL REPORT

MANAS FOUNDATION



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About Us.....!!

Through over 20 years of innovating, training and creating the space and receptivity of mental health in the communities, Manas has worked in creating a demand as well as supply of mental health services with a plethora of afflicted populations like children and women afflicted with sexual/emotional/physical abuse and violence, people with depression, anxiety and other common and severe mental health disorders, juveniles in conflict with the law, children trafficked for labor and sex work, reproductive and child healthcare clinics to provide slum-based mental health interventions as well as with the other NGO and GO stakeholders, to build capacity and enhance the mental health task forces.

With such a diverse repertoire of skills and knowledge, since its inception, Manas has successfully created person-centric and system-centric change agents, by plugging-in approaches toward fostering positive and reformative mental health and well-being within existing infrastructures.

Bridge IT

We recognize that each location where we operate has its own distinct social, cultural, and economic landscape. To effectively respond to these differences, we tailor our services to align with the local needs, values, and traditions.

This involves engaging with community leaders, understanding regional economic conditions, and adapting our approach to ensure inclusivity and relevance.

Learn IT

We value **Learn It Innovation** as a mindset that drives continuous growth, curiosity, and adaptability.

By embracing new knowledge, experimenting with ideas, and evolving with changing needs, we create impactful and sustainable solutions. Learning is not just a process for us— it's the foundation of how we innovate, improve, and make a difference.

Figure IT

Numbers can be more eloquent than words when they provide clear, measurable evidence of the impact of our interventions in mental health and gender justice.

Mental Health:

"Over 10,000 individuals accessed our mental health counseling services last year, with a 75% reported improvement in emotional well-being."

Gender Justice: "Our legal aid program supported 5,000 survivors of gender-based violence, leading to a 60% increase in successful case resolutions."

“Nurturing hope, building resilience, and changing lives”

The Hans Foundation: CAMP Rajasthan

The Community Action Mental Health Programme (CAMP Rajasthan) was launched by Manas Foundation (supported by THF) to address the critical gap in accessible and affordable mental health services for marginalized communities in Rajasthan. Implemented in Alwar and Bharatpur districts, the program aimed to strengthen public systems and community-based mechanisms to deliver integrated mental health care.

The initiative focused on three pillars:-

- Establishment of Mental Health Units (MHUs) in both districts.
- Capacity-building of public healthcare and education personnel.
- Community outreach to reduce stigma, increase awareness, and promote help-seeking behaviors.

The project adopted a participatory approach, engaging health workers, educators, local NGOs, and government stakeholders to ensure long-term sustainability and ownership.



WORK UNDERTAKEN

Mental Health Service Provision:

- MHUs were set up in Alwar (March 2023) and Bharatpur (April 2023), operating full-time with a team of psychologists, social workers, and assistants.
- Integration with District Hospitals and the District Mental Health Programme (DMHP) facilitated collaborative service delivery and case referrals.
- Mobile MHU services were extended to remote villages, enhancing last-mile access to mental health support.

Capacity Building:

- 66 PHCs in Alwar and 50 in Bharatpur received mental health training for staff.
- 1,205 teachers from 87 government schools were trained in mental health literacy, identifying distress in students, and classroom-based interventions.
- A customized 48-hour training module was developed and delivered to 100 ASHA and ANM workers, focusing on basic psychosocial care, referrals, and community engagement.

Community Outreach:

- 39 awareness camps and 9 mobile MHU camps were conducted across key community hotspots.
- Interactive tools like Kessler-10, myth-busting activities, and localized videos were used to engage participants.
- Partnerships with local organizations (e.g., Apna Ghar, Mahila Manch) expanded the outreach and increased referrals.
- Education System Engagement:
 - Career counselling and group sessions were provided to 93 students, with referrals made for further care.
 - Mental health IEC materials were distributed and WhatsApp support groups were created with teachers and health workers to maintain continuous engagement.



IMPACT ACHIEVED

Quantitative Achievements:

- 5,686 unique beneficiaries received direct psychosocial services through MHUs, DHs, mobile outreach, and camps.
- 66 PHCs and 2 District Hospitals adopted basic mental health practices.
- 1,205 teachers trained; 93 students received individualized counselling.
- 100 ASHA/ANM workers trained as community mental health aides.
- 39 awareness camps reached an average of 100+ participants each.

Qualitative Impact:

- Significant increase in referrals from district hospitals, especially from psychiatrists.
- Improved community understanding of mental health, evidenced through feedback and follow-ups.
- Institutional recognition from CMHO offices and improved collaboration with DMHP teams.

Behavioral Change:

- Shift from viewing mental health as a taboo to acknowledging it as a legitimate healthcare concern.
- Increased acceptance of counselling alongside psychiatric treatment.
- Positive change in health professionals' attitudes towards non-pharmacological interventions.

Emerging Needs Identified:

- High prevalence of alcohol use among men, leading to domestic conflict and increased mental distress among women.
- Chronic stress and mental health concerns among youth engaged in long-term government job exam preparations.

The CAMP Rajasthan initiative has laid the groundwork for a scalable, integrated, and community-responsive mental health framework in two underserved districts. The findings and lessons learned will inform future expansion and policy advocacy efforts in Rajasthan and beyond.



Mental Health Units in Collaboration with government of Delhi

Manas Foundation in collaboration with the Department of Women and Child Development (DWCD) for child and women care institutions across Delhi-NCR. Since 2011, Manas Foundation has expanded its services to cater to over 12,000 residents, addressing the mental health needs of children and women, especially those from disadvantaged backgrounds. The initiative began at Nirmal Chhaya Complex and now spans 21 care homes, including observation homes for boys, children's homes, and Village Cottage Homes for younger children. The program focuses on addressing key mental health challenges such as trauma, psychological abuse, family discord, and weak social support systems, using a psychosocial approach. The holistic intervention model emphasizes intake assessments, psychological evaluations, counseling, family therapy, and preventive workshops. Additionally, the model includes initiatives to sensitize caregivers to mental health challenges and provide them with stress management resources. Workshops on various topics such as safe touch, emotional regulation, substance abuse prevention, and leadership skills aim to foster coping mechanisms and awareness among residents. The program also includes psychiatric consultations, group therapy sessions, and post-restoration follow-ups to ensure the reintegration of residents into their families and communities. Manas Foundation's efforts have been instrumental in reducing stigma, promoting mental well-being, and creating a supportive environment within the care institutions.

The services provided include:

- Psychological evaluation and assessment of needs, issues, and deprivation.
- Individual counseling and therapy, both short-term and long-term.
- Family counseling to strengthen support systems.
- Psychiatric consultations and psychometric assessments (IQ, personality, etc.).
- Crisis intervention and conflict resolution in acute situations.
- Preventive and promotive group sessions and workshops.
- Caregiver engagement, awareness, and training.

Through these services, the project aims to enhance residents' emotional well-being, strengthen coping mechanisms, and support rehabilitation and reintegration with families and society.



✓ IMPACT Major Themes of the Project

- **Emotional Regulation & Resilience -**
 - Helping residents manage anger, anxiety, and stress through relaxation techniques, mindfulness, JPMR, and DBT.
 - Encouraging self-awareness and future orientation through goal-setting and life skills sessions.
- **Psychoeducation & Awareness -**
 - Workshops on sexuality, identity, and exploration (including sessions on POCSO, STIs, consent, contraceptives).
 - Sessions on pregnancy care and hygiene, especially for teenage mothers.
 - Mental health awareness workshops for both residents and staff, breaking stigma and myths.
- **Life Skills Training -**
 - Assertiveness, communication, and conflict resolution.
 - Time management, academic discipline, and school routines.
 - Manners orientation and social etiquette sessions for children.
- **Creative & Therapeutic Interventions -**
 - Art-based activities: mandala art, string art, pulse art, rangoli, diya painting.
 - Dance Movement Therapy (DMT) to enhance body awareness and self-expression.
 - Music and recreational activities: karaoke, tambola, passing the parcel, movie screenings.
 - Group exercises such as the compliment circle, hand-painting, and gratitude chart to foster positivity and peer support.
- **Family Engagement & Caregiver Support -**
 - Family counseling sessions to strengthen reintegration.
 - Regular interactions with welfare officers and caregivers to align on vocational, educational, and emotional rehabilitation pathways.



Impact and Observations

Service Utilization

- Hundreds of residents benefitted across Children's Homes, Observation Homes, Aftercare Homes, Nari Niketan, Short Stay Homes, Bal Niketan, and Balika Greh.
- Regular psychiatric consultations and follow-ups improved diagnosis and treatment adherence.
- Group workshops and creative therapies became highly valued by residents, increasing participation rates.

Psychosocial Improvements

- Enhanced emotional regulation (reduction in self-harm, improved anger management).
- Increased self-esteem and positive peer interactions through structured group activities.
- Greater future orientation and hope as residents articulated personal goals and aspirations.
- Therapeutic interventions reduced isolation and fostered a sense of belonging within homes.

Case Progress

- Residents with histories of trauma, depression, and self-harm demonstrated measurable improvements.
- Example: One adolescent with severe trauma symptoms showed significant recovery through a mix of relaxation therapy, Gestalt techniques, and psychoeducation.
- Example: Another resident with repeated institutionalization showed marked progress using DBT and Gestalt "empty chair" work, leading to reduced self-harm, improved family communication, and eventual reintegration.

Observations by MHU Team

- Residents respond positively to interactive, creative, and play-based interventions.
- Sessions that combine psychoeducation with storytelling or art tend to have deeper retention.
- Family engagement remains a key factor in sustaining progress post-institutionalization.

Mental health services at NCR Biotech Science Cluster, Regional Centre for Biotechnology

In keeping with our mission to promote mental health and wellbeing, we made a big partnership with the NCR Biotechnology Institute this year. We offered the institute's employees and students complete mental health support through this collaboration, concentrating on resolving their particular difficulties and boosting their general resilience. The program was designed to foster a culture of mental health by offering monthly workshops, frequent individual treatment sessions, and ongoing involvement.



Key Activities and Approach

1. Monthly Workshops:

We conducted interactive workshops throughout the year on self-reflective topics that equip participants with essential skills. These workshops covered themes such as Fostering Resilience, Team Building, Setting Boundaries and Mindfulness. Designed to encourage introspection and skill development, these sessions received positive feedback and became a cornerstone of the initiative.

2. Individual Therapy Sessions:

A dedicated team visited the institute three days each month to offer one-on-one therapy sessions. Over the year, nearly 300 individual sessions were conducted, providing tailored support for diverse mental health needs.

3. Reduced Stigma:

Addressing stigma around mental health has shown significant progress over time. Initially, there was resistance as participants hesitated to seek therapy or share their concerns due to the associated stigma. However, through consistent efforts to ensure confidentiality, foster a nonjudgmental environment, and build trust, the perception has shifted. As an independent third party organization unaffiliated with the management, we have successfully gained the trust of residents. Today, we observe a marked reduction in stigma, with individuals being more willing to approach us for support and actively engage in follow-up sessions.



Impact and Outcomes

By the end of the year, we observed a notable shift in attitudes toward mental health within the institute. The stigma around seeking help diminished significantly, and participation rates in both workshops and therapy sessions increased. The workshops provided participants with practical tools to manage stress, improve focus, and navigate challenges effectively. The individual therapy sessions offered a safe space for participants to address personal concerns, contributing to their emotional well-being and productivity.

Mental Health Curriculum with Sanskriti School

The year 2024–25 was another exciting chapter in the journey of the **Manas Mental Health Curriculum** at Sanskriti School, now over a decade strong. What began in 2012 as one-time workshops on mental health and life skills has grown into a rich, year-round curriculum woven seamlessly into the school's academic life. The program supports students through the many transitions of growing up, navigating physical and emotional changes, shaping their identity, building respect and discipline, learning to communicate effectively, and managing relationships and peer pressure.

Each year, an expert panel reviews and refines the sessions with valuable feedback from students, teachers, and parents. The most rewarding part, however, remains the students' voices. Their feedback continues to affirm how meaningful and relevant the curriculum is, not only in their studies but also in their everyday lives, friendships, and self-understanding.

Empowering Women to Shine & Aspire (EShA)- SIDBI

The project was to provide an opportunity to the marginalized women/girls to become economically independent by providing them skills to secure employment opportunities/livelihood. The vocational training initiative was launched to address one of the most critical needs of young women residing in institutional and community care – economic independence and employability. Recognizing the barriers many of these girls face in accessing mainstream educational and professional opportunities, Manas Foundation partnered with SIDBI to provide market-relevant vocational training through YMCA.

The objective was two fold:

- 1.** To equip participants with practical skills aligned to industry demand, thereby improving their prospects for sustainable employment.
- 2.** To foster confidence and self-reliance, enabling young women to transition from dependency to agency in their personal and professional lives.
- 3.** Through this initiative, 43 young women were enrolled in certificate courses designed not only to impart technical expertise but also to nurture resilience, ambition, and future readiness.

Key Highlights of the Year

1. Participation: 43 girls enrolled and successfully completed the program.

2. Courses Offered:

- Air Travel Agent Personnel (6 months, certificate course) – training participants in aviation industry protocols, customer handling, and travel operations.
- Graphic Design (6 months, certificate course)– equipping participants with digital creative skills, preparing them for freelance or agency-based work.
- Stenography (6 months, certificate course)– strengthening administrative and clerical capacities to meet demand in government and private sectors.

Work Done

1. Course Selection & Alignment: The project team worked with SIDBI to identify certificate courses that matched both participant aspirations and current job market trends. This ensured relevance and practical benefit.

2. Enrollment & Monitoring: The girls were enrolled in structured courses, with consistent monitoring to track attendance, participation, and performance.

3. Financial Support: All course fees were covered by the project, including the final installment, which removed financial stress and allowed the girls to focus entirely on learning.

4. Continuous Coordination: Regular communication was maintained with SIDBI to resolve logistical challenges, track progress, and follow up on pending certificates.

5. Non-Academic Engagement: Counselors provided encouragement and motivation throughout the courses, helping participants sustain interest and overcome self-doubt.

The initiative has had a multi-layered impact:

- 1. Skill Development:** All 43 participants gained industry-recognized certifications, positioning them strongly in the job market.
- 2. Economic Empowerment:** Vocational training provided the girls with a clear pathway toward financial independence, breaking cycles of dependency.
- 3. Confidence & Self-Reliance:** Completing the course and clearing examinations gave participants a strong sense of achievement and agency over their futures.
- 4. Broadened Horizons:** Exposure to fields such as aviation, design, and administration expanded participants' career imagination and aspirations.
- 5. Future Readiness:** The program has opened up opportunities not just for immediate employment but also for further higher education and entrepreneurial ventures.
- 6.** One of the most visible outcomes was the shift in self-perception. Many girls entered the program unsure of their abilities but emerged with a renewed sense of purpose and determination. Their success reflects not only skill acquisition but also the growth of resilience, motivation, and professional ambition.

The vocational training initiative stands out as a **milestone achievement** of the year. With 43 young women completing their certificate courses successfully, the program has not only built technical capacity but also instilled **confidence, resilience, and hope**. By ensuring all financial commitments were met and maintaining strong follow-up with SIDBI, the Foundation has laid a firm foundation for these girls to step into the workforce with dignity and preparedness.

This initiative demonstrates how **strategic skill-building, when coupled with psychosocial support, can transform lives**. The coming year will focus on **bridging training with real-world opportunities**, ensuring that these young women are not just certified but truly **empowered to shape their futures**.

Cluster development for green service providers to promote gender responsive e-mobility – MicroSaveConsulting (MSC)

As part of our commitment to fostering safe, respectful, and inclusive workplaces, Manas Foundation conducted a gender sensitization training program, in collaboration with MSC, with guides and captains of the Capital Region Urban Transport (CRUT), Orissa. The training was designed to increase sensitivity and respect toward women colleagues, while equipping participants with practices and behaviors that contribute to a safe, equal, and supportive professional environment. The trainings were conducted in four districts of Orissa- Bhrampur, Sambalpur, Raeurkela, Bhubneswar.

A total of 124 guides participated from 3 districts- Bhrampur, Sambalpur and Raeurkela while 210 managers, accountants and supervisors participated in the meeting from Bhubneswar district. Out of which, 76 participants attended and provided structured feedback, offering valuable insights into both the program's strengths and areas for improvement.



Key Highlights of the Training

- **Strong Satisfaction:**

- 61.84% rated the training as Excellent
- 26.32% as Very Good,
- and no participants rated it Poor.

This indicates a clear majority found the training meaningful and impactful.

- **Content Relevance:**

- 59 participants found the training Highly Relevant, and 16 found it Relevant.
- Only one participant rated it Not Relevant, underlining the appropriateness of the training modules.

- **Trainer's Effectiveness:**

- 58 rated the trainer as Highly Effective and 12 as Effective.

This reflects the facilitator's ability to engage and build trust while leaving some scope for more inclusive engagement strategies.

- **Clarity of Materials:**

75 out of 76 participants found the material clear and understandable, demonstrating strong design and delivery of training resources.

Sessions that Resonated Most

- Understanding Gender Dynamics – 32 participants highlighted this as the most impactful, signaling the importance of addressing stereotypes and power structures.
- Creating a Supportive Work Environment and Practical Scenario Role-Play – 13 each, reflecting appreciation for real-world and interactive elements.
- Collaborative Teamwork (10) and Effective Communication (8) also emerged as valued skills for workplace equality.
- The feedback emphasized that interactive, hands-on sessions such as role-playing were particularly effective in deepening learning and shifting perspectives.

Behavioral Shifts Reported

- Respect and Equality: 70 participants expressed commitment to treating women colleagues as equals.
- Over-Helping Tendencies: 14 participants indicated they would “help women more, even if not asked.” While well-intentioned, this highlights a subtle gap in understanding true empowerment versus protective behavior.
- Remaining Bias: 6 participants admitted to treating women differently because of their gender, showing the need for continued sensitization and reinforcement.

IMPACT

- The training was highly successful in raising awareness, shifting attitudes, and reinforcing the importance of equality in workplace culture. Participants left with:
- Improved understanding of gender dynamics and the ways unconscious bias influences workplace behavior.
- Enhanced confidence in applying respectful practices to daily interactions with female colleagues.
- Greater appreciation for supportive teamwork and effective communication as essential tools for safe environments.
- This initiative has created a strong foundation for cultural transformation within CRUT, where respectful and equal treatment of all employees becomes a shared responsibility.

The **gender sensitization training** demonstrated that structured, participatory, and relevant training can create measurable attitudinal shifts. With more than 88% of participants rating the training as Excellent or Very Good, the initiative has clearly resonated. Going forward, embedding this training as a recurring and organization-wide practice will ensure that the values of respect, equality, and inclusion are deeply rooted in workplace culture.

Police Training

The training aimed to address gender discrimination prevalent in society and improve the professional conduct of police personnel when dealing with female victims/survivors of crimes against women.

Key Focus Areas

1. Gender Sensitization:

Discussed persistent gender discrimination and societal stereotypes affecting women in India. Emphasized equal rights and the importance of breaking traditional norms, such as denying women property rights or limiting their participation in the workforce. Highlighted discriminatory practices, such as the societal cycle of frustration and biased perceptions of "ideal" gender roles.

2. Professional Conduct in Handling Female Victims/Survivors:

Ensuring psychological preparedness of officers to handle cases with empathy, confidentiality, and respect. Providing a safe and comforting environment for victims to share concerns. Involving female officers, counselors, or relatives during interviews to maintain a supportive atmosphere. Techniques to conduct sensitive questioning, balancing open and evidence-based queries.

3. Crisis Intervention:

Training officers to assess the lethality and acute stress symptoms of victims after incidents. Emphasized preparing for worst-case scenarios and ensuring victims feel secure during interventions. Closure of cases systematically, ensuring victim satisfaction.

4. Role Play and Practical Scenarios:

Demonstrated the registration of complaints and subsequent steps in handling domestic violence (DV) cases. Highlighted systematic processes, including medical assistance, proper documentation, and planning further actions such as arrests.

Discussions and Activities

- Warm-up activity to build rapport among participants.
- Engaging discussions on gender stereotypes, societal norms, and laws related to crimes against women.
- Real-life examples shared by officers to understand challenges and situational compulsions in their duties.

The Gender Sensitization Training for Police Personnel resulted in enhanced awareness of gender issues, improved professional conduct, and the adoption of victim-centered approaches in handling cases of gender-based violence. Officers gained practical skills in crisis intervention, empathetic listening, and sensitive questioning, ensuring a safe and non-intimidating environment for victims. Discussions on legal frameworks, combined with role-play exercises, empowered participants to handle complex scenarios confidently while maintaining ethical standards. The training fostered collaboration, reflection, and a commitment to challenging societal norms and stereotypes. By promoting empathy, sensitivity, and professionalism, the program contributed to building a gender-sensitive police force, enhancing public trust, and aligning with Manas Foundation's mission to create a safer, equitable society.

Mental Health Awareness Training Program- Smiles Foundation

The Mental Health Awareness Training Program with Teachers was conceptualized to strengthen the capacity of educators in recognizing and responding to the mental health needs of their students. Teachers are often the first point of contact for students experiencing emotional or psychological distress. With this in mind, the program sought to build teachers' knowledge, skills, and confidence to identify early signs of mental health issues, apply appropriate classroom strategies, and refer students to support services when needed.

Implemented by **Manas Foundation** in partnership with **Smiles Foundation**, the program focused on reducing stigma, promoting open conversations around mental health, and cultivating supportive school environments. The training also introduced educators to stress management techniques, coping strategies, and principles of suicide prevention to better equip them in addressing both student and teacher well-being.

Relevance of training	Enable Response	Build Capacity	Raise awareness	Shift Attitudes
Deliver meaningful, engaging, and practical training	Improve teacher's use of support strategies and referrals	Strengthen ability to identify and support students in distress	Increase understanding of children's mental health issues and impacts	Improve teacher's mindset and knowledge around mental health

The program originally aimed to reach over 10,000 teachers across 200 schools in six Indian states. However, between September 21, 2024, and March 31, 2025, the training was delivered to 2,046 teachers and 296 students across 53 schools. This gap in reach was primarily due to a combination of operational and external constraints. The overall duration of the project was relatively short, and the list of schools and proposed workshop dates were provided by the implementing partner, often at the last minute, which limited planning and coordination. Additionally, external factors such as examination schedules during February–April and the onset of the summer break further restricted available windows for conducting the sessions. Despite these limitations, the sessions were successfully conducted and facilitated by psychologists to ensure quality engagement.

To assess the effectiveness of the training, an external evaluator conducted a **rapid assessment** using a **mixed-methods approach**. This included:

- Analysis of **pre- and post-assessment** data from participants
- A **follow-up survey** with a representative group of trained teachers
- **Qualitative methods**, such as Focus Group Discussions (FGDs) and Key Informant Interviews (KIs) with teachers, school principals, and the implementing team

All findings were mapped against five core learning objectives to understand the impact of the training, surface implementation insights, and inform future programming.

Processes

To achieve the training objectives, the Manas Foundation developed a 3-hour training module tailored to the contextual realities and awareness levels of school teachers. The training aimed to enhance educators' understanding of mental health and its impact on students' well-being. It equipped teachers with practical tools for stress management, coping strategies, and early intervention techniques, while fostering a supportive and stigma-free school culture where students feel safe discussing mental health and accessing help.

Key Activities

- **PPT-Based Delivery:** A comprehensive presentation was used throughout the session to structure content visually and aid understanding
- **Discussion-Based and Fun Activities:** Included myth-busting exercises and reflective group conversations on topics such as common mental health disorders and early identification of signs in students
- **Role Plays:** Teachers engaged in scenario-based exercises to simulate real-life interactions with students facing mental health challenges, building confidence through practice
- **Case Studies:** Participants analyzed detailed student scenarios to discuss potential interventions and apply conceptual knowledge in context

Key Learnings

- **Importance of Mental Health:** Exploring how students' mental well-being influences academic performance and overall development
- **Reducing Stigma:** Addressing prevalent myths and fostering open, non-judgmental discussions around mental health in the classroom
- **Recognizing Warning Signs:** Understanding early behavioral cues that may indicate emotional or psychological distress

- Common Mental Health Challenges: Gaining familiarity with conditions such as anxiety, depression, ADHD, and substance abuse, along with their impact on students
- Supporting Student Well-being: Learning resilience-building techniques and classroom strategies to promote emotional safety and coping
- Maintaining Healthy Boundaries: Developing an empathetic approach while preserving one's own emotional well-being to prevent burnout
- Referring to Professionals: Identifying when a student may need external help and knowing how to connect them to appropriate support systems

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)

“Sustainable Urban Mobility – Air Quality, Climate Action, Accessibility”

There was an opportunity to test if public transport can be made more gender diverse and responsive by adding more female workforce to the public transport systems and sensitizing the current workforce on gender-responsive behaviours. The program aimed to create a transformative change in the working and service environment of public transport systems, creating a conducive environment for women to become equal partners in workforce participation and in use of the transport service.

The provision of this opportunity was taken up by Manas Foundation based on the consulting contract between **GFA Consulting Group GmbH and the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)**.



Proposed Approach for the Coming year

For effective implementation of the project and to facilitate the process of creating safer public transportation for women the project will aim towards building a cadre of conductors and drivers who are responsive towards safety of women and their rights and freedom to access public transportation and public resources. Towards this end the design will apply a multipronged approach as described below:

1. Capacity building of drivers and conductors on physical, interactive, and customer-facing skills. This would take into account the different challenges and barriers the team faces during commuting passengers, the needed coping skills and other essential skills to make public transportation safe and accessible being empathetic to the unique needs and vulnerabilities of commuters particularly women

- Each training session would entail themes on which knowledge and awareness of the participants shall be built and they would be equipped with pragmatic tools to apply the learnings in their professional and personal life.
- Some of the topics would be communication skills, conflict resolution, decision making, empathy, standard operating procedures during typical situations arising during the commute, impact of unsafe transportation on specially women and other vulnerable groups.
- Apart from this the workshop will engage participants on various laws pertain to safe transportation, laws on safety of women and other vulnerable groups. The participants would also be equipped with an SOP and safety audit tool using which they would implement safety measures in public transportation.
- Each training session would be of 4 hours based on the number of themes identified as per the agreed curriculum and sessions would be held in a group of not more than 40 participants to ensure effective learning and participation.
- The curriculum designed would be interactive through use of activities, AV tools and other experiential learning techniques. The key themes covered under the curriculum shall be
- Skill building in customer-facing and service roles (communication, conflict- resolution, problem-solving, etc);
- Confidence building amidst the crowd, stress, shifts, etc.
- There would be a team two trainers- one senior from the head office technical team of Manas Foundation and other trainer would be from respective state, who is well conversant with the local language and context.
- The curriculum framework shall be developed and shared with GIZ team, based on which the detailed curriculum shall be developed

2. Support Group of drivers and conductors shall be facilitated once two months by the team of two trainers. The support group will create a peer support amongst these drivers and conductors and also serve as an opportunity and learn and share from each other's experience while on the job. This would also entail bringing them together on virtual platforms such as what's app so that there are formal spaces for them to reach out to each other from support and extend as well to each other. These groups initially shall be moderated by the trainers from Manas but gradually members from the group shall be motivated to lead these spaces.

3. Standard Operating Procedure for management of emergencies, unforeseen situations so as to ensure minimum uniform practice by all conductors within the prescribed ambit of their role.

4. Impact Assessment would be an integral part of the proposed design in order to measure the efficacy of the proposed intervention design. This would entail quantitative and qualitative parameters as follows:

- Number of drivers and conductors meaningfully participating in the programme (training and support group sessions)
- Pre and post training assessments or exit assessments (as agreed)
- Survey with a sample of conductors/driver to evaluate the gain in knowledge, application of knowledge in their professional sphere and need for more support/intervention

Mental Health and Psychological Support services- Azad Foundation

The mental health workshops and counseling sessions were conducted **in collaboration with Azad Foundation with three cohorts across three regions of Delhi—East, South, and North.**

The primary aim of this workshop was to empower women above the age of 18 by enhancing their understanding of mental health, fostering self-awareness, and developing emotional regulation strategies. The session was designed to help participants recognize the impact of emotional well-being on their overall mental health and daily functioning. By providing them with practical tools and knowledge, the workshop aimed to improve their ability to navigate personal and professional challenges effectively.

Azad's Women With Wheels (WWW) programme aims to empower women by offering them non-traditional livelihood opportunities. With this initiative, women undergo training to work as professional drivers, enabling them to achieve economic independence and challenge traditional gender norms. The programme includes driving lessons, Skill++ modules such as on gender, self-defence to combat gender-based violence, communication skills, English-speaking skills, and professional behaviours and etiquettes. Violence against women and girls (VAWG) results in multiple negative consequences on women's and girls' mental health and well-being. For this reason, survivors of VAWG may require acute and, at times, long-term, mental health care. Therefore, prioritising mental health and psychosocial support services (MHPSS) in VAWG response is crucial to ensure that survivors receive a comprehensive and quality response package that meets their needs.

With this in the backdrop, Manas Foundation took the initiative to design and implement tailored mental health interventions to approximately 500 young women from across three communities in Delhi, North Delhi –Model town , Near Metro station of model town, South Delhi- Nehru Enclave, East Delhi- Jagatpuri, Near Marble market, with the following objectives-

- **To capacitate young women in the three communities towards enhancing their self-awareness, improve emotional regulation, develop coping strategies, strengthen interpersonal skills and promote decision making skills**

- Offering one-on-one counseling sessions immediately after each workshop for those who seek support
- Conducting two virtual OPD sessions per cohort to provide additional individual mental health interventions.
- By utilizing storytelling, group discussions, role-plays, and guided reflections we aim to enhance engagement and learning.



Structure and Execution

The workshop and counseling sessions were conducted as a comprehensive 3.5-hour mental health workshop plus 3.5 hour of individual session, covering all key topics related to mental health, self-awareness, and emotional regulation. The over-all itinerary included:

- A structured discussion on mental health awareness, emotional resilience, and coping mechanisms.
- A guided meditation session to promote relaxation and mindfulness.
- An open forum for participants to ask questions and share their experiences.
- A follow-up segment comprising individual counseling sessions for personalized guidance.

Observations during the Workshop

- Participants displayed a keen interest in learning about mental health, actively engaging in discussions and asking insightful questions.
- Many women expressed curiosity about emotional regulation techniques and ways to manage stress in their daily lives.
- There was a high level of interaction, with participants showing eagerness to understand the role of counseling and its benefits.
- The workshop created an environment where participants felt safe to relate the content to real-life situations, openly sharing personal stories of emotional struggles, societal pressures, and challenges affecting their mental well-being.
- Many attendees expressed a newfound awareness of how their mental health influences their decision-making, relationships, and overall quality of life.

Individual Counselling sessions

- The sessions were conducted after the workshop to address the psychological needs of the participants individually.
- Many volunteered for the sessions, and several recurrent themes emerged, such as, domestic challenges, problems in interpersonal relationships, financial and legal struggles, emotional and psychological barriers, workplace safety and social stigma, etc.
- All these concerns were addressed utilizing in depth therapeutic approaches such as supportive psychotherapy, CBT, solution-focused approach, trauma informed psychotherapy etc. Every intervention was tailored to each individual's needs and challenges.

Implementation Plan

The proposed plan for the upcoming year includes the delivery of workshops and individual sessions for the three existing cohorts of Azad Foundation. Each cohort will engage in a structured three-month program, with multiple cohorts running across the year to ensure continuity and reach. The participants will be young women from three different communities, with each cohort comprising 35–40 members.