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# BUILDING RESILIENCE

Stories from interventions in India

In Partnership with

**NOKIA**



**Save the Children®**







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Stories from interventions  
in India

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## ABOUT THE PROJECT

Save the Children, India, and NOKIA have partnered to build resilience of vulnerable children and communities through improved access to social protection and initiatives to reduce disaster risks in five states (Andhra Pradesh, Bihar, Delhi, Rajasthan and Tamil Nadu) across India. The project focuses on leveraging technological advancement for improved delivery of basic services and enhanced capacity for action with village institutions. Information and Communication Technologies (ICT) form a key part of this project and will be used to deliver and connect Disaster Risk Reduction (DRR) and Social Protection. Information and Communication Technologies linked to mapping and network solutions lay the framework for targeting, tracking, linking and distribution of social protection entitlements. At the same time, this also enables the community and government to respond to a disaster rapidly and at scale.

The pilot phase of the project was implemented in 150 villages and 26 urban slums. A series of community level actions, research studies and district and state level consultations were conducted towards strengthening the resilience of children and communities. All activities initiated in the pilot phase provided critical information and learning, which in turn informed project design for the second phase that started

in September 2015 and is being implemented for a period of three years in 174 additional locations. In these two phases, the project aims to touch over a million lives across 350 locations in five states.

### **About this document**

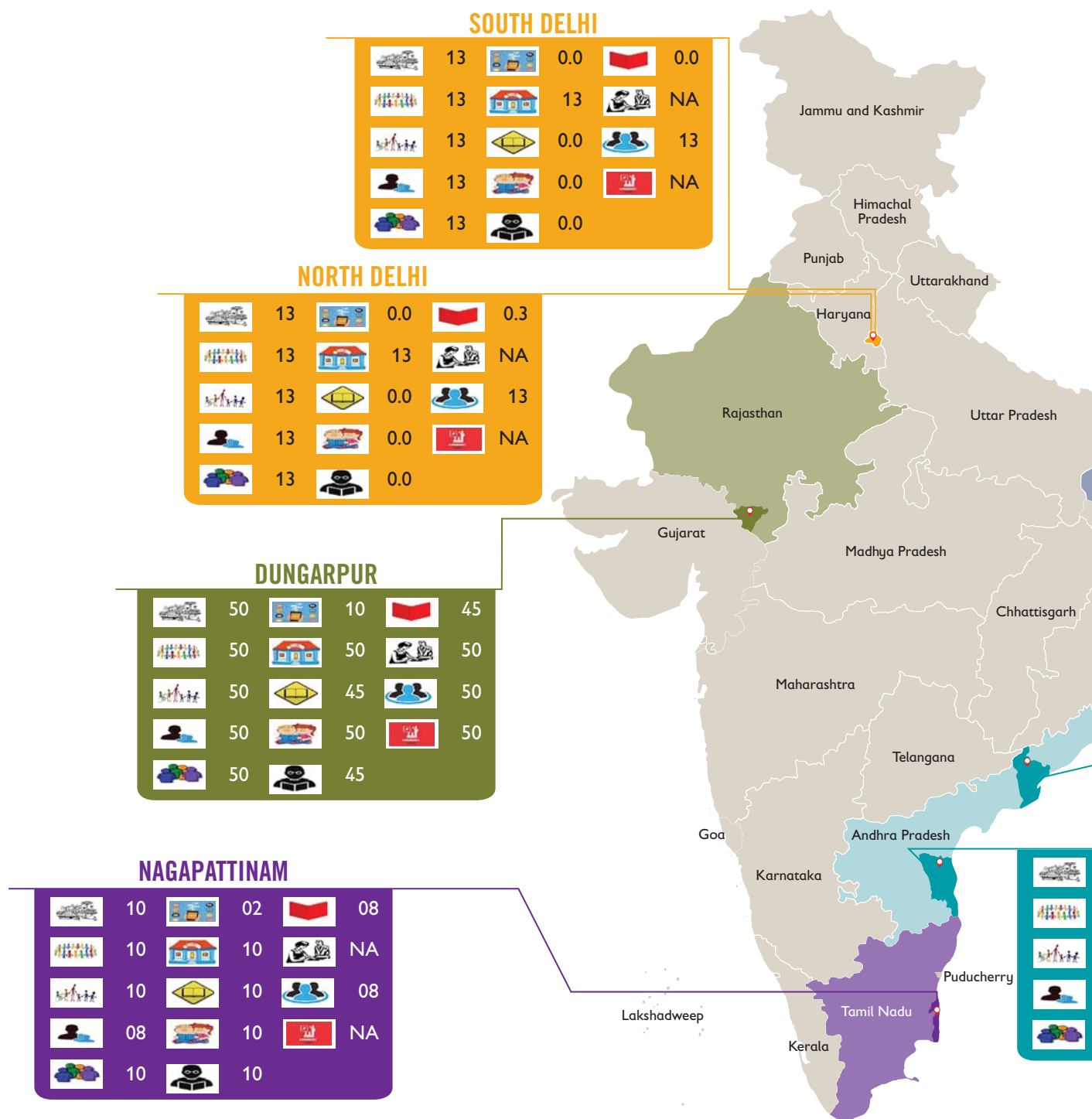
This document is a compilation of case stories from communities we have touched. It includes emerging successes from different interventions and examples of various vulnerabilities that the project seeks to address. It is hoped that the reader will gain an insight of the project and its various components through this document.







## MAP OF THE PROJECT



Data as of March 2016



## NALANDA

	25		05		24
	25		25		25
	25		25		20
	24		25		25
	24		25		

## KHAGARIA

	25		05		00
	25		24		25
	25		00		20
	20		25		25
	00		25		

## EAST GODAVARI

	20		04		20
	20		17		NA
	20		20		20
	20		20		NA
	20		20		

## NELLORE

20		04		20
20		20		NA
20		20		20
20		20		NA
20		20		

Andaman & Nicobar Islands

	Nokia Target Village
	Children's Group
	Child Protection Committee
	School Disaster Management Committee
	Village Disaster Management Committee
	Panchayat Disaster Management Resource Centre
	School Disaster Management Resource Centre
	Disaster Risk Reduction Plans
	Child Poverty & Vulnerability Mapping Review
	Participatory Vulnerability & Capacity Analysis Review
	School Disaster Management Plan
	Social Protection Camps
	School Task Force Committee
	Awareness raising on Social protection and application process

## A SECOND CHANCE AT EDUCATION

### RETURN TO EDUCATION

Raising awareness on social protection schemes is undertaken through various mechanisms; one to one discussions are held at the individual level while group discussions with community institutions (*anganwadi* workers, mother's groups, PRI and ULB members) and Social Protection Camps at village/ *panchayat* level work at the community level. IEC materials on different schemes and the process by which these can be accessed are vital issues on which information is disseminated.

S. Venky enjoyed school. He loved the routine of going to school each day, sitting in a classroom with other children and learning lessons. Tragically, his life-circumstances were such that this joy was short-lived. His illiterate parents, had no option but to withdraw Venky from school and engage him in their traditional occupation of fishing to help meet the basic needs of the family. So, Venky had to drop out of school and become a child labourer.

When Save the Children conducted a child poverty vulnerability mapping exercise in Nellore Rajahmundry, Venky was identified as one of the children who had dropped out of school and worked as a child labourer. In order to address the issues of exclusion from social protection schemes, Save the Children and its partner in the area had established a mobile exhibition van which went around the villages, manned by staff whose mandate was to create awareness about social protection schemes and education. The vans drew the attention of a large number of people, including Venky, who was enthused by the prospect of education and the supporting schemes that would enable his return to schooling. Supported by the mobile exhibition van staff, Venky was able to convince his family not only about the benefits of education but also about the schemes they could avail to help in his return to school.



Photo Credit: Save the Children

*S. Venky with a friend going for work. He will soon join the school*



# A DARING RESCUE BY THE TASK FORCE OF WHITE KUPPAM

## RESCUE BY 7 TASK FORCE MEMBERS

Communities are the first responders in any disaster, especially in remote areas where disasters are recurrent. Under this project, Task forces with representation from various demographic sections of society have been formed in different communities and equipped with training and materials to respond swiftly and save lives. Trained on a variety of tasks, such as search and rescue, first aid, camp management, early warning and psycho social care, these groups are designed to serve as the community's bulwark against disaster.

A unique incident occurred in which our trained Task Force Group of White Kuppam, Vakadu Mandal, Nellore District, saved seven fishermen from drowning in the sea on 29 June 2015.

It was around 8:00 p.m. when Mr. Mamidi Srinivasulu received a phone call from his relative, a commissioned worker in a Tamil Nadu based fishing trawler boat, saying that he and six other colleagues were in danger as their boat was sinking about 15 nautical kms off the White Kuppam coast. Mr. Srinivasulu immediately activated the village *kapus* who declared an emergency and gave the call for the Task Force's Search and Rescue Team to mount an operation to search for the distressed trawler.

Despite the poor light and stormy sea, nearly 30 youth of the team went out to sea and battled the waves in search of the drowning people. It took many hours, but at last they were successful in rescuing all seven members of the sinking fishing trawler. They had informed the concerned marine police station based at SHAR, but, by 1:00 a.m. before the marine police reached the spot with life boats and other equipment, the Task Force had rescued the seven fishermen and brought them to White Kuppam.

Save the Children project staff along with local community mobilizers conducted the follow-up of the incident and had discussions with community/task force/*kapus*, and the marine and coastal police. With the support of the concerned officials, the rescued fishermen were sent back to their respective villages.

The Task Force of White Kuppam had previously performed a mock drill that had prepared them well to conduct a search and rescue operation so they were able to effectively respond to the distress call from the endangered trawler.

The incident indicates the efficient humanitarian response and convergence with government services, proving that a community based approach for Disaster Risk Reduction can be effectively implemented in future.



Task Force of White Kuppam

## THE STRUGGLE FOR A SINGLE DROP!

### WATER SCARCITY

Risks such as flooding and cyclones immediately spring to mind when thinking about communities living on India's eastern coast. Inadequate access to potable water is a vulnerability that goes unnoticed – communities in these areas struggle to find sufficient quantities of safe drinking water due to issues of salinity and poor public infrastructure that lead to increased health risks as well as financial and time costs. Understanding these underlying vulnerabilities that result from development deficits is essential to obtaining a complete picture of the risk profile facing communities.



*Women collecting water from the open well*

Acute water scarcity affected the communities of three coastal villages of East Godavari district. Already hardened to the problems of seasonal flooding and cyclones, the people of these villages, mostly the women, face the arduous task of walking 5–8 km every day to collect water from a leaking pipeline which serves as their primary source of drinking water. In a display of ingenuity in the face of this crisis, the community created a shallow dug open well to harvest the seepage from the pipeline which flows below. However, the quality of water available at this source is compromised due to a variety of factors (it is open and unprotected, provides insufficient quantity and access is difficult) leading to a multiplication of vulnerabilities.

In an attempt to get better quality water, women and girls from the community line up for hours near the community overhead tank that supplies water for only two hours every three days. In the wait for water, girl children often miss going to school.

After repeated pleas to the government, tanker water is provided once every three days but this remains grossly insufficient, covering the needs of only 15 per cent of the families.

The water crisis is also felt at Balusu Thippa, the only school in three villages. Its water storage tank is so badly contaminated that the water quality from a nearby pond is considered a relatively safer alternative!



*Women lining up to collect water from the over head tank*



# COMMUNITY STANDS FOR CHILDREN'S SAFETY AND PROTECTION

## PRIORITIZING CHILD SAFETY

Child Protection Committees (CPC's) are mandated to ensure "no child rights violation" takes place in the community. Like Children's Groups, they are also an important part of every programme of Save the Children. In a series of sessions conducted with these groups, they are oriented towards their roles and responsibilities – these include identification and mitigation of risks faced by children, thereby making them active contributors to the process of Disaster Risk Reduction at the village level.

Photo Credit: Save the Children



*Drainage construction by the community*

Tucked away in the chronically flood affected Khagaria block of North Bihar, the tiny village of Bhiriya, inhabited mostly by Maha Dalits lacks basic amenities. The village has no electricity; the hand pumps that serve as primary water sources

are contaminated with iron and arsenic; the only primary school is poorly maintained and has two nonfunctional toilets owing to the lack of running water.

Despite all these problems, improving the school has become a priority for the community. The Nokia project staff facilitated many sessions of the Child Protection Committee, which comprises both adults and children, and motivated them to seriously take up their roles and responsibilities in working on children's issues. The CPC evaluated the problems related to the school. The school, built on low lying land, was vulnerable to flooding post heavy rainfall and this was a source of concern to the community as it had earlier led to the death of a child. Problems like skin diseases, etc. continued to afflict the students. The CPC, helped by the project staff, worked out a system to improve the existing drainage with the installation of a drainage pipe that reduced flooding to a great extent.

The CPC will monitor the functioning of the drainage system in the coming monsoon and resolve any problems of flooding that may occur. This initiative has set an example and given impetus to other CPC's in the area.

## IDENTIFYING VULNERABILITIES THROUGH MAPPING EXERCISES

Through the Nokia supported project, Save the Children has been able to map and identify vulnerable households in Delhi and take a step towards building resilience in the community. Manisha's story illustrates their success.

Photo Credit: Save the Children



*Manisha with her grandmother at Navjeevan Camp*

“I cook, wash clothes, clean the house and look after my brother and sister,” says 10 year old Manisha when asked about her daily routine. Manisha lives in Navjeevan camp near Govindpuri, Delhi, with her father, a 15 year old brother, two other siblings and her grandmother. Her mother died of tuberculosis

three years earlier, since when her partially blind grandmother has been taking care of the children. Her father, Rajinder, works as a vegetable seller leaving home early to load his cart with vegetables and returning only late in the evening. The meager income her father earns is not entirely used for the



upkeep of his family. Due to negligence on the part of the elders and the economic condition of the family, Manisha and her eldest brother dropped out of school after their mother's death, although two younger siblings still attend a nearby *anganwadi*.

According to Manisha, her brother merely loiters around with his friends before returning home in the evening. "Nobody has time to enrol the child in the nearby government school, though Manisha is keen to rejoin," said a neighbour. Although Manisha's grandmother is 65 years old, she does not avail the senior citizen's pension or widow's pension to which she is entitled. Had she done this, the regular and assured flow of funds into the household would have helped to ease the financial burden and may even have enabled Manisha to go to school.

"I will complete all the household chores after I come back from school," says an excited Manisha, when asked how she would manage the house if she returns to school. Through Save the Children's intervention, Manisha has been enrolled and now is eagerly waiting for the summer holiday to end so she can start going to school again.

Using the CPVM tool of Save the Children, with help from NOKIA, 17 out of 650 households, have been identified as vulnerable households in the Navjeevan Camp. The ambit of the project extends to two districts in Delhi—North and South-East districts. CPVM focuses on Disaster Risk Reduction (DRR) and social protection by using technology and seeks to solve the problem of vulnerable children such as those who are

economically weak and/or with disabilities (physical and mental); victims of child abuse and labour, by organising regular visits to their families and initiating one-on-one discussions after mapping, identifying and interviewing all the 'vulnerable' children. The aim is to mobilize and facilitate their access to government schemes and services and build resilience by linking them to schemes and child benefits to which they are entitled. For example, helping Manisha's grandmother to seek her widow or senior citizen pension, could markedly improve the condition of their household.

## DELHI-CPVM

Childhood Poverty and Vulnerability Mapping (CPVM) is a participatory process to understand the issues pertaining to children in a particular community. It not only supports capturing of relevant information and data for programming purposes, but also helps to initiate a dialogue with the community. CPVM includes a mapping tool followed by a household survey. The mapping process provides an overview of childhood poverty, whereas the survey tool is used to capture household-level information that informs specific programmatic interventions. In slums where a large number of vulnerable migrants reside, and often fall through the net of social protection schemes, this tool is critical for identification of vulnerable individuals.

## FENDING FOR THEMSELVES

### SOCIAL PROTECTION SCHEMES PROVIDE HELP FOR THOSE MOST IN NEED

Access to social protection programmes and schemes provided by the government can significantly reduce risks and vulnerabilities of children and their families, thereby contributing to their overall resilience. An important component in the project is to reduce barriers to access of Social Protection Schemes amongst identified vulnerable individuals. For this, a number of activities are carried out including awareness campaigns, Social Protection Camps and individual discussions to facilitate and raise demand on social protection.

In Dungarpur district of Rajasthan state, children live in poverty, facing multiple vulnerabilities that compromise their wellbeing, development and the fulfillment of their rights. Working children are common here and many also migrate to other states to work as wage labourers. Children contribute to household incomes both directly and indirectly, working in agriculture related activities, cattle grazing, looking after younger siblings, household work, and working at hotels and roadside restaurants. This practice has a detrimental impact not only on children's education and health, but also renders them vulnerable to risks involved in the difficult travel across state borders, abuse and working in precarious conditions. Save the Children conducted a Childhood Poverty and Vulnerability Mapping study which indicates that 2,316 families are vulnerable and 1,960 children of these families face multiple vulnerabilities.

A poignant story from the area is that of the courageous 65 year-old, Manshi Bamaniya of Shivapura village of Dungarpur district. When her grandchildren were left destitute following the death of their father and abandonment by their mother who remarried, this old lady took it on herself to look after her four grandchildren. To help the family survive, the eldest grandchild, 15 year-old Rahul, became a wage labourer and through

his meager daily earnings and Manshi's old age pension scheme, this grandmother – grandson duo have ensured that the younger children's education remains uninterrupted.

Save the Children heard about this family during the Childhood Poverty and Vulnerability Mapping (CPVM) exercise. Subsequently, when a Children's Group was formed in Shivapura village, they ensured that these children were included. They attend the monthly meetings along with other children and are sensitized on various issues, such as basic rights, importance of education, etc.

The Save the Children team will be working intensively with all the members of this family.



15 year-old Rahul at work before the intervention



## EVOKING COMMUNITY PARTICIPATION



Gramsbaha meeting at PDMRC center – Mandwa village, Dungurpur District.

The Panchayat-level Disaster Management Resource Centres (PDMRCs) set-up as part of the pilot project by Save the Children have proved that technology can be a huge enabler for development. Earlier, participation in panchayati raj institution (PRI) meetings was minimal and the gathering was limited mostly to PRI members. However, since October 2015, Save the Children, in partnership with NOKIA, has been working on building resilience using disaster risk approaches, social protection and technology measures. Under the component of technology, Save the Children setup 10 PDMRCs, each equipped with a 40 inch solar panel, inverter and central processing unit. The entry of digital technology into the PRIs dramatically changed the community's interest in PRI meetings. The meetings are now conducted using audio visual resource materials to communicate ideas and spread awareness amongst the community. As a result, PRI meetings and functions have become vibrant and are enthusiastically attended by the communities.

For example, the monthly *gram sabha* meeting conducted by the PRI at Mandwa village of Dungurpur district is regularly attended by more

than 150 people, a number never even anticipated earlier. The community made appropriate use of technology and connected local cable to the PDMRC where they now listen to the prime minister's monthly speech "Maan ki Baat". The PDMRC helps the community in disseminating information about social protection schemes such as MGNAREGA, Jal Swavalamban scheme, online ration card, Swach Bharat Abhiyan, and others. Information on how to access these schemes is also made available, following which the basic eligibility for such schemes, their benefits and how to access them are discussed with the community. Thought provoking videos on child labour and other social issues are also shown to generate awareness in the community. The PDMRCs play a key role in generating early warnings and ensuring community preparedness during emergency situations. The community has appreciated Save the Children's initiative in setting-up a technology based resource center while PRI members have found the PDMRC a useful information tool that helps them in serving their community in an effective way.

## BRIGHTENING THE FUTURE FOR ORPHANED CHILDREN



*Suresh with his grandparents outside his house*

Suresh is a 12 year old orphan who lives with his grandparents in a small village of Mandwa Panchayat. He studies in class 7, while his 14 year old sister studies in class 9. Suresh's grandparents earning as wage labourers are thin on the ground. In addition, they get Rs. 500 each under the old age pension scheme and Rs. 2,000 cash benefit under the Palanhar scheme for each of the children. They also have a very small land holding on which they produce some crops for household consumption. Suresh's grandfather is an alcoholic so the children are looked after by their grandmother alone. In addition to Suresh and his sister, the grandmother also looks after the three children of her widower son who lives nearby.

Although Suresh is enrolled in school, his household responsibilities are immense, including drawing water from the hand pump, grazing cattle, fetching firewood for cooking and washing utensils in his uncle's home. As a result, Suresh is irregular in school. His hygiene is poor and he is under-confident, stammering shyly if asked a question. His low self-esteem makes him a loner without many friends in school. His aged grandmother has limited resources and skills to encourage him to a better way of life.

Save the Children has linked Suresh to the Palanhar Plus programme. During the sessions designed under the programme, the project staff will work with him to improve his confidence, self-esteem and communication and offer him psychosocial support to interact better with the world around him, including his care givers; focus on improving his health and hygiene status; and guide him towards developing a vision for his future. His grandparents too would be given support under the Palanhar Plus programme in terms of providing skills and knowledge to support the child's psychosocial and health needs. This approach will help Suresh to become confident and integrated socially so that he can adopt positive values and discipline techniques and express and cope with emotions. The Palanhar Plus programme has reduced the vulnerability of Suresh and other children like him.



## A TIMELY INTERVENTION

### PEER SUPPORT THROUGH CHILDREN'S GROUPS

Children's Groups remain an integral component of Save the Children programmes. There are manifold objectives to forming Children's Groups. The teams conduct monthly meetings with Children's Groups which include vulnerable children from the community. Development of the children's understanding of child rights and other related issues are built through these sessions. These Children's Groups in various places have been playing an instrumental role in identifying and resolving issues that affect children, such as identifying vulnerable children (out of school, children in labour) and approaching key stakeholders to bring them into the mainstream.

Fourteen year-old Boobalan, a resident of South Street Village of PR Puram Gram Panchayat of Nagapattinam District, struggled to support both himself and his younger sister as the *de facto* head of his household as his father was an alcoholic and their mother had passed away. Hence, food and shelter became critical problems for the children. Since their father would not work, often their only source of nutrition was the midday meal they got at Punitha Mickel Middle School, PR Puram, where both children were enrolled. In addition, they were unable to benefit from different housing schemes as they did not have a 'patta' for the land, nor could they access the Public Distribution System as their ration card was damaged.

Boobalan dropped out of school and started working on road construction sites, earning Rs. 2000 per month in order to meet the shelter and food needs of his household. His father would often take away his earnings and spend them on alcohol. Seeing no way out, Boobalan even contemplated suicide.

It was at this point that the 'Tajmahal' Children's Group, formed under the NOKIA project, intervened in Boobalan's life. They prepared a detailed letter to the Child Protection Committee member and the

Ward member of the village, presenting Boobalan's case and demanding that economic support be provided to Boobalan's family; that they should be facilitated to access schemes for construction of a proper house; and above all, that Boobalan should be able to rejoin school. The project staff counselled Boobalan, who was able to rejoin school. The Child Protection Committee member facilitated reissuing of the ration card which enabled them to avail free rice and other rations under the PDS, and was base document for availing other government subsidies. He also committed to support Boobalan's father under the MGNREGS rural employment scheme.

Through this intervention of the Children's Group, Boobalan's problems were alleviated.



*Boobalan's sister outside their hut*

## THROWING THEMSELVES A LIFELINE

### MAKING VILLAGE DISASTER MANAGEMENT COMMITTEES (VDMs) EFFECTIVE

A core component of empowering local communities to respond to disasters and risks is the formation and strengthening of community institutions. One hundred fifty one Village Disaster Management Committees have already been formed across five states at the *panchayat* level and empowered to plan and take action to mitigate risks and respond effectively in disaster situations, often by leveraging existing resources available with local self government.



*VDMC members with a lifebuoy obtained from the Fisheries Department*

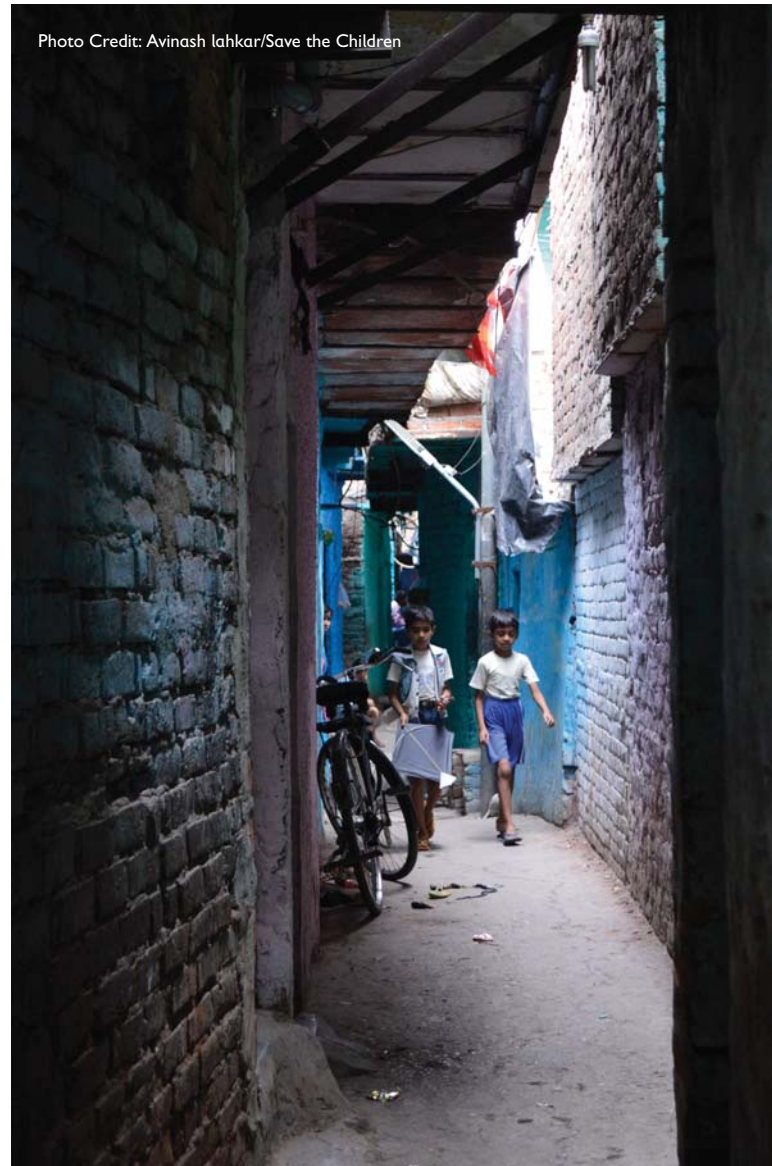
Meenavour Colony is a fishermen's village under the Thirupoondi East Panchayat of Nagapattinam

district. After the formation of a Village Disaster Management Committee (VDMC), comprising different stakeholders in the village, the body decided to focus on disaster management and preparedness during fishing. Even though the fishermen were skilled seafarers, improved safety emerged as a major need. The VDMC identified lifebuoys as a crucial tool that could reduce risk for fishermen at sea. In a perfect example of leveraging government funded schemes for reducing risks, they collected applications from different fishermen and approached the fisheries department with their request. They managed to obtain lifebuoys for those fishermen with BPL cards, free of cost. Till date, 52 fishermen have received lifebuoys and thereby have reduced their vulnerability during fishing. Their success in this initiative has emboldened the community and other VDMC members, who are now motivated in their drive to obtain their entitlements.

# GLOSSARY

<b>CG</b>	Children's Group
<b>CPC</b>	Children's Protection Committee
<b>CPVM</b>	Childhood Poverty and Vulnerability Mapping
<b>DRR</b>	Disaster Risk Reduction
<b>ICT</b>	Information and Communication Technologies
<b>MGNREGA</b>	Mahatma Gandhi National Rural Employment Guarantee Act
<b>PDMRC</b>	Panchayat Disaster Management Resource Centre
<b>PDS</b>	Public Distribution System
<b>PRI</b>	Panchayati Raj Institutions
<b>PVCA</b>	Participatory Vulnerability and Capacity Analysis
<b>SDMP</b>	School Disaster Management Plan
<b>SDMRC</b>	School Disaster Management Resource Committee
<b>SPC</b>	Social Protection Camps
<b>STFC</b>	School Task Force Committee
<b>ULB</b>	Urban Local Bodies
<b>VDMC</b>	Village Disaster Management Committee

Photo Credit: Avinash lahkar/Save the Children



The risks of fire and earthquake are everyday realities for people living in urban settlements like Navjeevan Camp, with narrow lanes and unsafe buildings.



Photo Credit: Avinash Iahkar/Save the Children



In Partnership with  
**NOKIA**



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