

Annual Report 2020-2021

**Muskaan-
Parents
Association
for the
Empowerment
of
Persons
with
Intellectual
Disability**



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Everybody has a special talent, regardless of disability.

PRESIDENT'S REMARKS

The year 2020-2021 has gone by with full fury of pandemic though it could not shake the spirits of Muskaan team. We challenged ourselves to find new solutions to this totally unexpected situation created by total lockdown for a long period. Several online sessions were held with students to prepare them for covid protocol in everyday behaviour as well as providing them emotional support to deal with anxiety of parents as well as our students. During better periods, some of our students came to work in employment center of Muskaan and made products aided by vocational assistants and teachers. Rigorous measures were taken to keep the necessary hygiene of the environment. We did not want to lose our customers and kept everything afloat with great care. Our annual Diwali Utsav was held with online inauguration, and online portal helped in keeping touch with our clients and friends. This necessitated home delivery which we took up with utmost responsibility. My salute to the whole team guided by Ms. Mridula Sakle and Ms. Neera Chawla and Ms. Seema Chadha. Shifting of assisted living facility from Dera village to Muskaan Vsant Kunj and settling the residents and staff in the new



Dr Shanti Auluck,
Chairperson

environment was done successfully with great deal of persistent hard work. It meant new challenges and novel solutions, but the team did it. It is not a simple achievement that Muskaan team of teachers and senior management found creative ways to interact with students with regard to all the programs e.g. skill training, physical fitness programs & yoga, recreational activities and celebrations where students were fully involved as active participants. Some of our students started making gift bags at home. One strange impact of pandemic disruptions has been that parents and families have got used to their children not going out and a sort of comfort zone got created. Hopefully, they will come out of it and will rejoin their normal activities by coming again to Muskaan. It is important for the parents to put in efforts to re-inculcate necessary discipline in their sons/daughters. It will surely enrich their lives, promoting their sense of wellbeing, both of parents and children.

Mission, Vision & Values

Mission

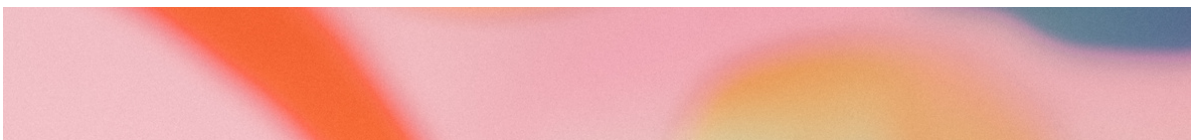
Muskaan creates and provides opportunities for capacity development of Persons with Intellectual Disability and their families, advocates for their rights and legal capacity, collaborates, facilitates and promotes the creation of an enabling environment and an inclusive society.

Vision

A society which recognises human diversity and respects the rights of all people irrespective of levels of abilities.

Guiding Values

- Alleviation of as much suffering and discrimination as possible.
- Dignity of all kinds of work, regardless of job titles.
- Thoughtful usage of all the resources including special care for cost effectiveness.
- Working with the spirit of mutual help and cooperation, sensitivity to the needs and feelings of others and team spirit.
- Creating and nurturing an environment which encourages each other's growth through the communication of positives and negatives in an honest, detached and sensitive manner.
- Integrity, transparency and humanistic values.
- Giving our best to our work motivated by internal rewards.
- Service to humanity without personal publicity.
- Healthy self-criticism, openness to new ways of thinking.
- Conflict resolution through caring and direct discussions with understanding.
- Promotion of democratic, decentralise, and participative decision-making.



2020-21 AT A GLANCE

Major Highlights

- Muskaan shifts to a new paradigm with the changing scenario: it adapted the digital medium/ platform for trainings & other regular activities including events
- Created Digital Resource Library for student training purpose
- Capacity building for Digital transformation done for teachers and families
- Four covid testing camps were organised during the period
- Developed Online Store in collaboration with VYAPAAR APP
- East Delhi Centre shifted from Sahibabad to Mayur Vihar
- Muskaan got into collaboration with some of the highly reputed
- Philanthropic organizations like:
 - Azim Premji Philanthropic Initiatives
 - Bank of America
 - Charities Aid Foundation, America
 - AIG Analytics Ltd.
 - Macquarie foundation
 - Bank of India

Collaboration with Azim Premji Philanthropic Initiatives and Bank of America

Muskaan had the good fortune of collaborating with two Philanthropic organizations in the year 2020 – Azim Premji Philanthropic Initiatives and Bank of America.



MUSKAAN'S DIGITAL JOURNEY

What began as the most fateful year in the history of humanity, turned out to be the biggest learning achievement for the team of Muskaan – Parents, Professionals and students alike. What looked like a never – ending hopeless situation was converted into hopeful smiles by the collaborative effort of Team Muskaan.

With the advent of the pandemic and the subsequent lockdown, Muskaan was forced to resort to digital mediums to reach out to its students and families to support them to adjust to the sudden change. For students who were so used to and comfortable working concretely, learning digitally was unimaginable; but where there is a will, there is a way and the Leadership team of Muskaan along with the teachers did not leave any stone unturned to have their way based on their will.

This also resulted in the need to find ways to continue the students' training as Muskaan's focus has always been its students. The challenge was to develop and integrate a technical infrastructure in place to facilitate the teaching and learning, which was initially started on WhatsApp video calls with the start of the lockdown

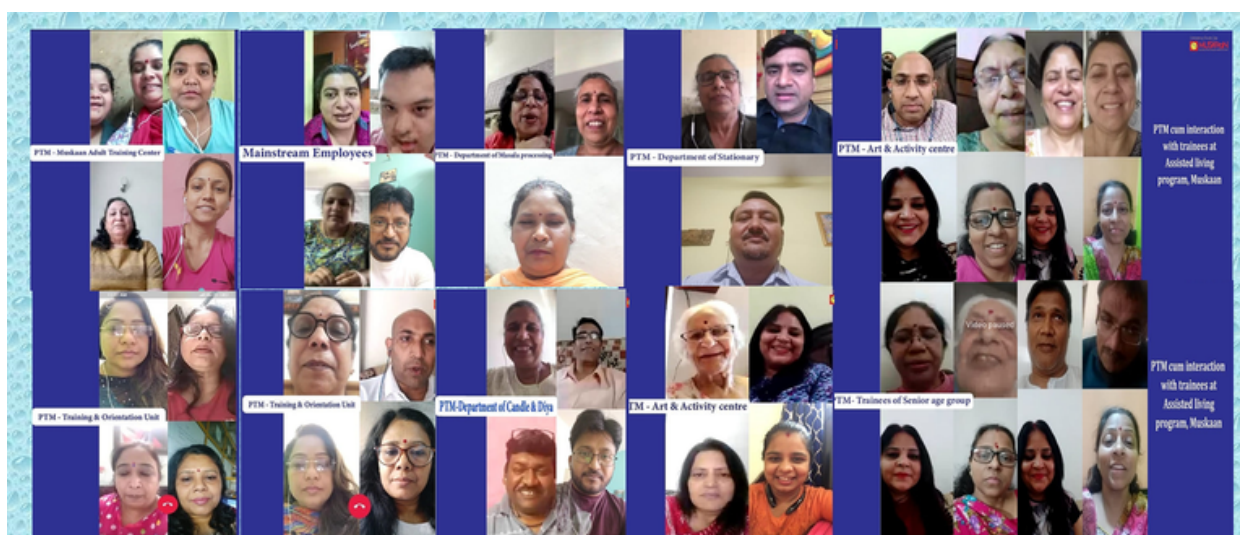
From hi hello to building routines to implementing the already learnt skills in a newer way - during the initial period of lockdown, everything was done on WhatsApp video calls

Numerous videos were created to impart life skill as well as physical training to maintain the emotional well -being (by keeping them engaged in the activity at their pace) and physical well-being of the students.





Regular Online classes



PTM cum Interactive Session

Hopping on to the opportunity bandwagon, Muskaan built and increased the capacities of both staff and students. From WhatsApp video calls, we moved onto Google Meet and Google Classrooms and created our own pool of digital resources which we now call our Digital Resource Library with pride. People who had never thought beyond concrete teaching were now implementing digital innovation in its true sense.

There was a need to get a more reliable and capable technical infrastructure in order to increase functionalities and efficiency.

Use of various Tech devices by Students- Tablets, Smart phones, Laptops, Scanners, Copier & Printers

Tabs were introduced to the students' learning pedagogy right before the lockdown. The outcome of the same was highly encouraging. It motivated us to introduce this mode of learning to all students. This idea could not be fully implemented due to the lockdown, but subsequently Tabs were used by staff and students (issued by Muskaan for students who did not have a medium to attend online classes) to conduct and attend online classes.

Training of students on above devices for cognitive skill enhancement & Vocational training/Employment

To substitute the communication system with a formal infrastructure, we verified and activated the Google for Non-profits account for Muskaan, which gives organizational product plans for multiple Google products: Google Workspace for Non-Profits, YouTube for Non-profits, Google Ad Grants. After configuring various administrative settings, official IDs using Muskaan's domain on Google Workspace, were created

All interactions including classes, therapy and physical fitness sessions, celebration of events, and other training workshops happened online through the above-mentioned platforms. This helped maintain students' learning and

skill development despite the pandemic's isolation conditions and allowed Muskaan's students and parents to stay connected with their teachers and each other. While many students were assisted by their parents/siblings to use technical platforms, some had become independent on features like muting/unmuting themselves, sharing their videos etc.

Use of technology by Staff members to increase efficiency in their work e.g.

To onboard the teachers and employees of Muskaan on the newly created technical infrastructure and the resource library:

- 4 technical training sessions for all teachers and staff, for the above-mentioned technologies were conducted.
- 7 technical training sessions for all parents of students of Muskaan on the new technical infrastructure were conducted.
- Provided technical support to teachers, students and parents to successfully use the new infrastructure.

Presently, teachers own and drive the online classes, meanwhile also providing back feedback to the IT team, thus informing the future technical roadmap of Muskaan.

Digitization of Curriculum

Since the classes were happening online, a new pedagogy was needed to impactfully drive learning amongst the students. Thus, a lot of teaching-learning material was created to be used in the online medium. This material was created on different topics and the content was made in different formats

The formats were:

1. Flashcards on various topics/ areas such as Academics, Sports and Recreations, Personal Adequacy, Communication, Cognition and Motor Skills
2. Videos on various areas such as Academics, Sports and Recreations, Personal Adequacy, Communication, Cognition, Vocational skills, Covid appropriate behaviour and Motor Skills
3. Worksheets based on the flashcards and social stories to assess learning among the students.
4. Social Stories to deliver learning on social behaviour and safety.

All the above material, along with links to relevant external resources are provided in a structured and systematic manner, providing access, through Google Shared Drives and Resource Maps on Google Sheets.

The above material is also shared with parents through links, to keep them updated and equipped with the resources

Regular online assessments are conducted to judge the impact of the pedagogy on students and understand the effectiveness of the resources. Based on these assessments and teachers' feedback, the material is updated and expanded.

Digital Resource Library: Muskaan has created multiple digital libraries with various resources for different target audiences.

- **Student Resource Library-** This contains all the teaching learning material created by Muskaan teachers and curated by researching external available sources. This material aims to improve the learning outcomes among the students and provide a reliable and verified repository for teachers to pick from when teaching new concepts. Implemented on Shared Drives on Google

- **Teacher Resource Library-** This library contains resources like training videos, webinars and other links and videos that can be used for teachers' training and skill development

Effective use of Website and Social media platforms for awareness generation

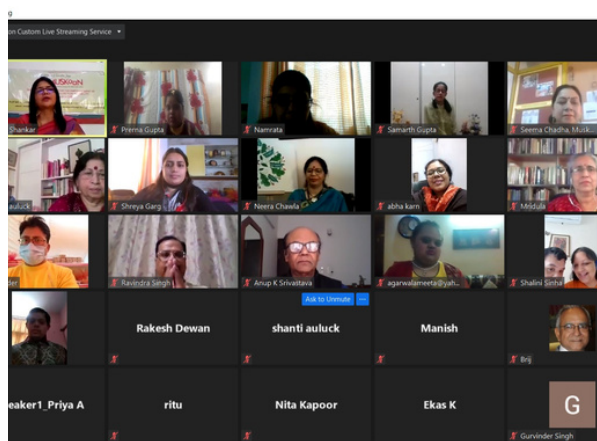
To make the online presence of Muskaan more effective and widespread, multiple measures were taken to improve the social media and website content and strategies:

- Initially Muskaan was on Facebook and Instagram. These platforms have been extensively used for awareness purposes and branding of Muskaan. With the use of platforms like G-Suite (Google Meet) and Zoom, major events could be conducted online. Also, YouTube live streaming of the events was tried and successfully executed.
- Muskaan also added LinkedIn to its social media platforms. It is being developed and used for formal purposes and networking. Currently, the free version of each of these is being used, which comes with limited functionalities. Updating them to paid versions like Facebook for Business will give us many additional options such as Shops on Instagram (to create an online store for Muskaan's products), boost posts on the platform for reaching a wider audience etc.
- New content and campaigns on existing social media accounts was developed and made more accessible such as:



- Strategizing and planning the revamp of the website to:
 - # Include more content
 - # Make content more attractive and user-friendly
 - # Restructure and redesign to make the website accessible
 - # Increase periods of information updates on the website
- Another initiative in the same direction was to conduct a Social Media Campaign toward the World Down Syndrome Day, in collaboration with an external agency.

During the Diwali Sale of 2020, the online store of Muskaan was introduced which is hosted on the Vyapaar app platform. A browsable store, with all Muskaan products (pictures, price and description), was created and the link shared with the wider public to place orders.

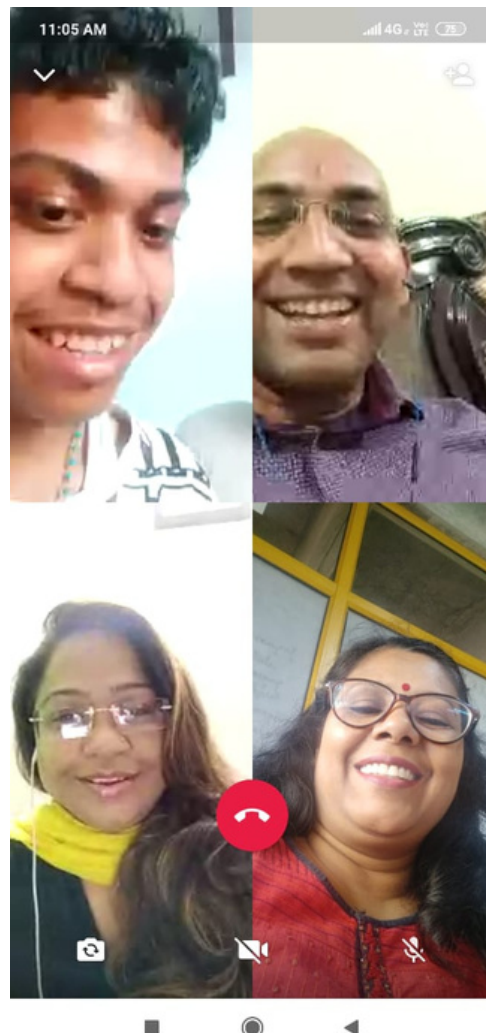
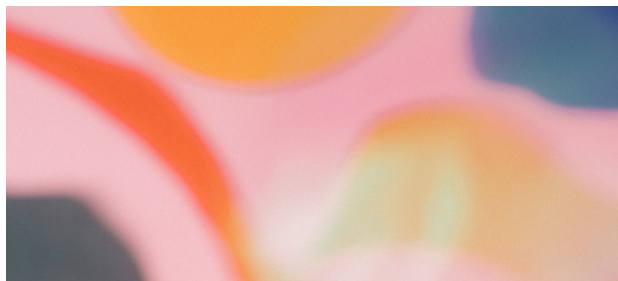


STUDENTS PROGRAM

Training & Orientation – Vasant Kunj

This is the first program designed for the students once they complete the admission process and are formally inducted into the Muskaan family. The orientation program lasts about 6 weeks and the subsequent training program lasts anywhere between 6 to 12 months depending upon the learning capacity of the student.

Broad details of this program during the year 2020-21 are shared below:



Number of Students	Challenges faced due to the pandemic	What Muskaan did to overcome the challenges	Number of online sessions conducted
48	Due to the pandemic the admission process came to a complete halt. There were no new admissions and no graduations of students from training to the employment models could happen.	Muskaan found ways to conduct online assessments. Students were oriented and accustomed to Muskaan virtually. Students were moved from orientation to training and appropriate training program was developed for them.	2257 (Life Skill, Pre-vocational, Physical Training and Therapy)



Outing T&O & EDC

Satellite Centre – East Delhi Centre

The East Centre was shifted from Sahibabad to Mayur Vihar, which is a more accessible location for residents of East Delhi. The training program here too continued online due to the pandemic and students engaged in a host of activities to keep up with the changing times.

Broad details of this program during the year 2020-21 are shared below:



Number of Students	Challenges faced due to the pandemic	What Muskaan did to overcome the challenges	Number of online sessions conducted
10	<p>There was a sudden halt in the routine of the students which created insecurity and anxiety.</p> <p>No new admissions could be done due to the lockdown</p>	<p>Teachers reached out to the students and parents via video call to address issues being faced</p> <p>An online training program was developed for students by the teacher in coordination with the Program mentor.</p> <p>The admission drive was started once the centre was shifted to Mayur Vihar</p>	626 (Life Skill, Pre-vocational, Physical Training and Therapy)

SWC

The Supported Work Centre is the major model of employment for Persons with Intellectual Disability. The students are employed in various units like Candle & Diya, Masala, Food Preservation, Stationery and Food & Beverage. The students placed in Masala, Food Preservation and Food & Beverage units undergo strict training to follow all FSSAI Norms.

Broad details of this program during the year 2020-21 are shared below:

Number of Students	Challenges faced due to the pandemic	What Muskaan did to overcome the challenges	Number of online sessions conducted
85	<p>Students placed in the Supported work centre are used to working and the sudden lockdown and shift in their routines left them confused.</p> <p>The other challenge that was visible was the longevity of the lockdown which could lead to students forgetting the learned skills.</p>	<p>Teachers along with the Associate staff members met each student virtually one-on-one to address their confusions and anxieties and explained to them that even they were in their homes and no one was going to Muskaan. At the same time, they came up with activities which would help the students retain the learned skills while being engaged and productive at home</p>	1351 (Life Skill, Pre-vocational, Physical Training and Therapy)

Pilot Project



Product Development & Marketing

Even though no products were made by the students from March – June 2020, we began with the sale of our products from July 2020. We had products made by our students before March 2020. Initially the products sold were made by the students before the lock down. We started receiving orders from nearby areas and started home delivery of the products with SOP for packing and delivery. This helped us in reviving our contacts with the customers, who have supported us in our journey of making our Supported work Centre a reality.

Since our students were keen to get back to work and the situations didn't permit the same, a work from home mechanism was developed to provide work to the students from the comfort and safety of their homes.

Diwali is one of the most important occasions for Muskaan as we reach out to more than 10,000 people through our products creating awareness about capabilities and capacities of our persons with Intellectual Disability. This year too we wanted to reach out to as many people as possible. Production was started for Diwali by the Teacher's Associates along with a few students at Muskaan and some students working from home. Production of Food products was done at Muskaan only following all FSSAI and hygiene norms.

Few students came to work at Muskaan to make Mathi, pickle etc. Other products such as gift bags, brown paper bags, Diya painting etc. was distributed to student workers at home. All workers were encouraged to set up a small workplace at home and work at specific timings every day. They were given daily targets and asked to report regarding their work during the online sessions with teachers. All the workers were very happy with this structure of work as they were also working from home as their other family members.

Our Diwali Bazaar was inaugurated virtually. This was attended by our parents, students, and friends of Muskaan. Few students came to Muskaan for Diya lighting and Ganesh Vandana. A stall was set up with all products in open area at Muskaan. Students who came to Muskaan for inauguration explained about products virtually to all participants and invited everyone to buy products made by them.

For sale of products an online store was started on Vyapar App. Link was sent to all the customers in our data base. This included schools, colleges, corporate, donors, friends of Muskaan and customers who visited us during previous Diwali. We had a very good response, 5400 people visited the store and we received 140 orders online in a period of 8 days. We were able to reach approximately 7000 households.

We did not receive any bulk orders due to lockdown. Our sale of products was also less. We managed to be in touch with our customers and sent them products through home delivery. This effort was very important for us as sale of products generates work for our students. We all have worked diligently since more than three decades to make a good customer base, who have supported us in our journey. This effort was appreciated by all.

During this year our focus was to keep our students meaningfully engaged at home and being in touch with our customers.

Pilot Project

Muskaan partnered with the Skill Council for Persons with Disability in 2019 to develop models that can be replicated PAN India for People with Intellectual Disability. The two models chosen were – Guest Service Associate (for Mainstream Employment) and Pickle Making Associate (for Sheltered/ Supported Employment). The pandemic and the subsequent lockdown forced everyone to go online. Our students who had undergone training in these models were waiting for their assessments to be done, which got delayed due to the lockdown. Not wanting to waste more time, SCPwD suggested that the assessments be conducted online. For teachers and students alike, this seemed unimaginable.

Motivating themselves, team Muskaan, took this as a once in a lifetime opportunity to prove to the world that the PwIDs were as capable as any other person. Training sessions for topics were conducted, worksheets created, ideas exchanged between Muskaan and SCPwD to make this online assessment a success. Performing beyond expectations, both the batches cleared their online assessments with flying colours setting a benchmark in the field of Intellectual Disability.

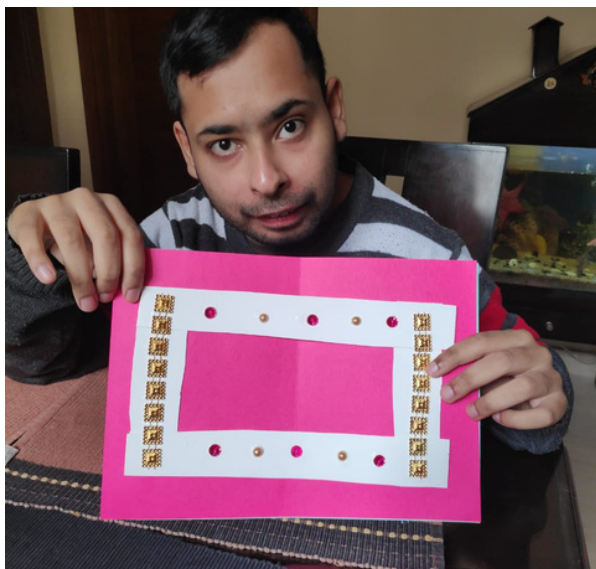
total of 15 students gave the online assessment for F & B Service Associate and 16 students appeared for the online assessment for Pickle Making Associate. A one-of-a-kind feat was achieved by the collaborative efforts of Team Muskaan, Parents and Professionals

ART & ACTIVITY

This unit employs and trains the students with high support needs. Believing in the fact that each person is capable, this unit was created to engage our high support needs friends and help them live a productive life with dignity.

Broad details of this program during the year 2020-21 are shared below:

Number of Students	Challenges faced due to the pandemic	What Muskaan did to overcome the challenges	Number of online sessions conducted
40	Students with high support needs, require physical attention at all times; grabbing their attention for even the shortest duration of time in online sessions was one of the biggest challenges for the teachers of this group	The teachers persisted, innovated themselves for every session, did not let frustration or irritation creep in and slowly and steadily built the attention of the students few minutes at a time. Towards the end of the year, the students were able to attend long sessions online, which also included celebrations and virtual tours of many places	281 (Life Skill, Pre-vocational, Physical Training and Therapy)



Mainstream Employment

Some students are trained and employed in the F & B department of various hotels. This has been of the most successful partnership between Muskaan, Parents and the Employing agencies. Students placed here are treated at par with the others and receive similar benefits as their peers.

Broad details of this program during the year 2020-21 are shared below:

Number of Students	Challenges faced due to the pandemic	What Muskaan did to overcome the challenges	Number of online sessions conducted
32	Students placed in the mainstream were used to working 9 hours a day and with everything shutting down they were suddenly home – bound. With fear of losing their jobs to worries of the future, anxieties crept in	Teachers engaged the employment partners to address the queries and worries of the employed students. At the same time, activities were identified to keep them engaged at home and continue practicing the learned skills	281 (Life Skill, Pre-vocational, Physical Training and Therapy)

Celebrations

The important thing regarding celebrations is not that we are throwing a party, but rather that we are coming together as one society and one world, to celebrate together. We celebrate many different events, and yet all such celebrations bring people together in peace, harmony, and unity. All such holidays make us forget the troubles we face and allow us to be happy and experience the peace that is required to improve and help the world. And so, in the troubling times of the pandemic, celebrations brought the Muskaan Family together, whether online or onsite.

Most of the festivals were celebrated online be it Janmashtami, Raksha Bandhan, Independence Day, Christmas or Republic Day. Occasions like Teacher's Day was also celebrated online.

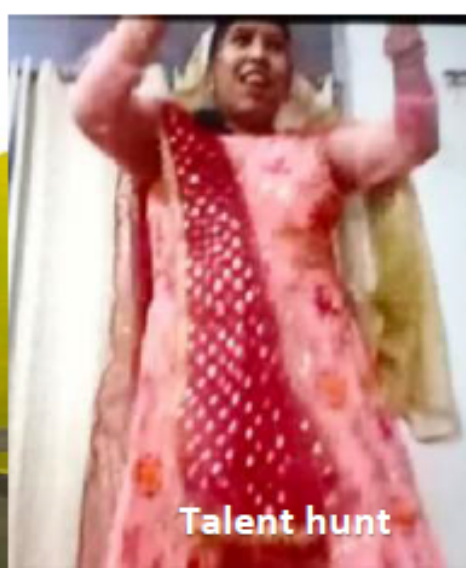
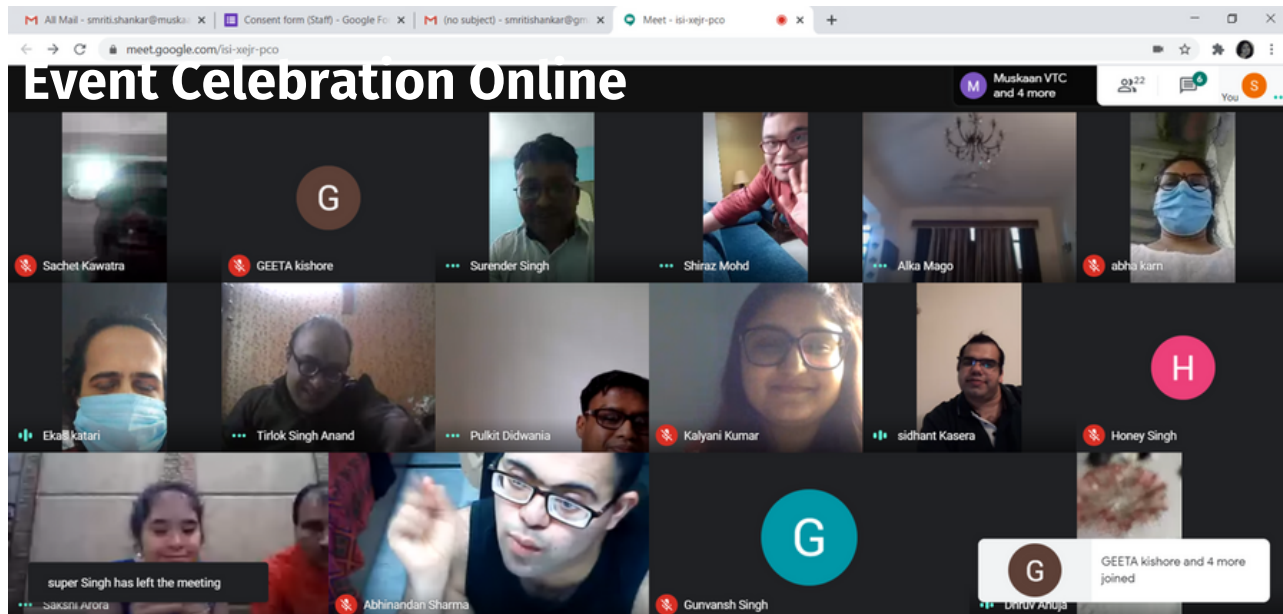
Diwali being a very important part of Muskaan was inaugurated in a first ever online event. Chief Guest for the event was Mr. Ravinder Singh, CEO, Skill Council for Persons with Disabilities and the Guest of Honour was Mr. Anup Srivastava, Former CEO, Skill Council for Persons with Disabilities. A few students came on campus for Diya lighting to formally begin the Annual Diwali Utsav. The students explained to the audience the products on sale and encouraged everyone to buy them whether from campus or through the online store.

The New Year celebration is always said to bring hope for the future. After a gloomy 2020, the staff and students of Muskaan welcomed 2021 with a week-long Winter Fest. The fest included sharing of how our friends celebrated the new, learning new art skills like the mandala art or making beautiful artifacts and also going back to remembering the Covid Appropriate behaviour.

Just like Diwali, the World Down Syndrome Day celebrated on the 21st of March every year is also an important event for Muskaan. With the decline in covid cases and ease in norms, Muskaan celebrated the Down Syndrome Day both online and onsite with a small Vasant Utsav, welcoming the Spring season.



Online Events Outdoor & Indoor



While this campaign was intended for the outside world, Muskaan also wanted to celebrate the day internally with its family of students, parents, staff, and executive and other members, so a small fete keeping all Covid protocols in mind was organized on the Muskaan campus. Along with this a 21-day social media campaign celebrating 21 stars of 2021

Other Major Programs

ALF

**LIFE IS ABOUT CHANGE. SOMETIME IT IS PAINFUL AND SOMETIME IT IS BEAUTIFUL.
BUT MOST OF THE TIME IT IS BOTH.**

This year was a year of changes, some positive and some negative. Due to the COVID pandemic Muskaan's Vocational training and Employment centre was closed though online classes were happening. Everyone was confined to home due to complete lockdown. Guardians of a few residents due to fear, took their wards home, though a few continued to live at Muskaan's Assisted living facility at Dera village. During the Pandemic living with residents, was a bit challenging, especially ensuring that they do not get exposed to the virus though they are always ready to learn and always go beyond one's expectations. To deal with the unexpected COVID pandemic Dy. Director underwent an Online 15 days Course on 'COVID Awareness' hosted by WHO approved by RCI. It was a learning time, the staff was also gathering information on condition, effects, preventive safety measures. We created the SOPs to check the contact points and manage our behaviors.

Due to the lockdown, we could not get the service staff and managed with two caretaker's families living on campus. As the government announced the partial opening of services, we arranged to keep our other service staff on campus. Though it was very difficult for staff to live away from their families in the mid of Pandemic spread. They gave their full support and lived on campus continuously for 3 months. Later with relaxations in the norms from the government, staff followed the weekly roaster and the residents joined us back.



Till September-October residents enjoyed celebrating all the festivals and Birthday parties. During the lockdown our team continued to maintain touch with the families and the residents who were at home with parents. We worked on capacity building of our staff as well as the parents. We learnt to use WhatsApp video calling, Google duo, Google meet, Webex, Microsoft meet and zoom. Various Life skill and art activity sessions were given to them OFFLINE and Online both. A routine was set, they were completely involved in cleaning the spaces and the products brought from the market for daily use. Daily discussions on the current COVID situation helped them to be mentally prepared to follow the protocols. Residents didn't feel locked into their rooms as they were able to freely move within the complex. The campus had an area of 3-4 acres; therefore, they continued to enjoy playing games and sports. We also continued to have on campus celebrations for Festivals & birthdays.

Most of the residents in last 9 years with the training have become productive members of the facility. Two of our residents, Ms.Beena and Ms. Bindu Kapoor took complete responsibility of the Laundry work and earned money to spend on their personal needs.

Construction of additional accommodation at Muskaan, Vasant Kunj centre that was being created to shift all 17 residents from our Assisted living facility running at Dera Village was delayed due to complete lockdown. As a result of continued persuasion and dialogue with Delhi Government, Lease was extended only till April 2021. Therefore, we moved the project to Vasant Kunj in January 2021 in a semi-finished condition. Residents joined back at the new accommodation in February' 21. It took almost 3 months for the residents to accommodate at the new place. They are happy at the new accommodation as travelling in summers in Bus was too challenging. This place is more accessible & enriching.



Family Support Services

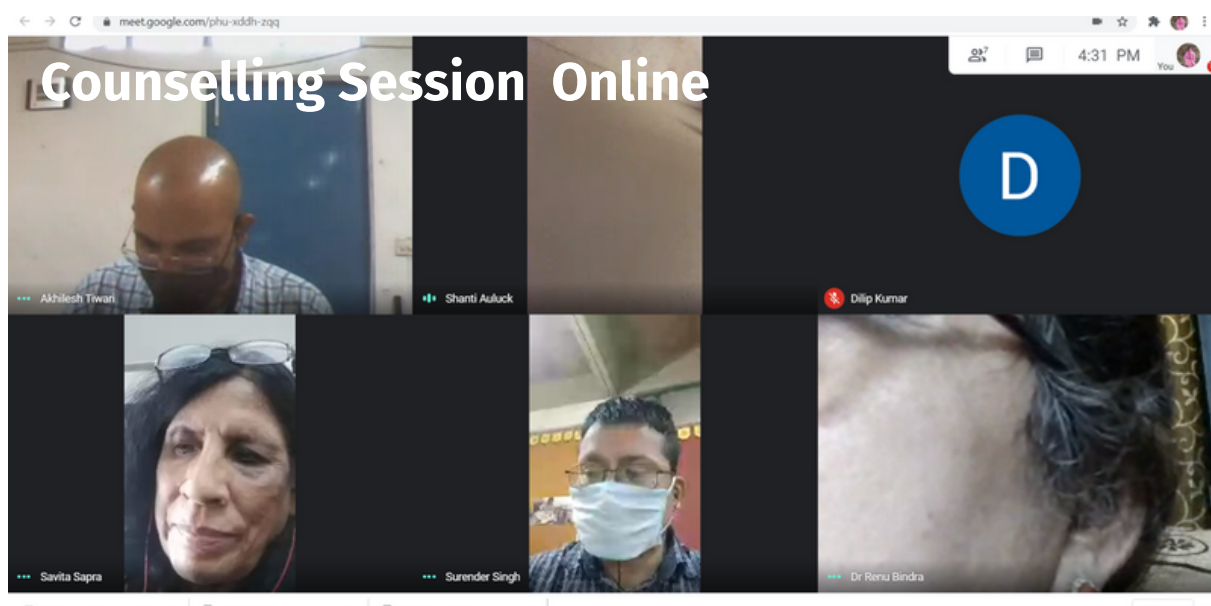
Muskaan has always striven to support the parents and families in various ways. This year too when the unknown and unseen struck, Muskaan continued to support its families and parents in whatever way possible.

The major focus of the interactions with the parents or families was to support them to help their wards understand the situation and adapt to it. The initial few months were spent in guiding parents/ families

- to ward off confusions and replace them with facts for their son/daughter
- to ease anxieties by means of dialogue
- to set a routine as a regular pattern helps our friends focus better

Various training sessions were held by Muskaan to equip the parents to use Google Workspace as the new mode of communication and training. These sessions helped parents get used to the new platform which was then used for online learning by the students.

Apart from this, 4-6 parents attended approximately 4 trainings on various topics by external agencies. These trainings included sessions on Alternative & Augmentative Communication, COVID Awareness by WHO, Life Skills and Ready for Employment and Building Friendship & relationship.



Counselling & Guidance	467
Family engagement sessions regarding Covid	66
Family Engagement - Otherwise	385
Rapid Surveys	2
RAPID COVID Test camps	2
Training Sessions organized by Muskaan for Technical capacity building	7
Family Training Program by external agencies	4
Newsletters	4

Awareness

With the world coming to a standstill, all physical awareness activities and events also came to a sudden halt. When everything shifted online, so did the outreach. Muskaan became active on social media (Instagram and Facebook). Posts about how our friends were being productive during the lockdown engaged the audience. Posts about their work, learning and achievements became a regular feature. Social media was also used to create awareness about Covid Appropriate Behaviour through special messages sent out by our friends. The outreach increased and so did the awareness.

Another feather in the awareness cap was introduction of the online store on the Vyapaar app. With online shopping becoming the new trend, Muskaan also found a way to continue sales of its products, which is imperative to the continuous workflow for the students. This online store helped us connect back to the old customers and also create some new ones. Since products were being home-delivered, a thank you from our friends was also sent in the form of a smile (Muskaan), which further propelled the awareness bandwagon.

Muskaan engaged its employment partners by organizing Employee Engagement sessions, which gave the employment partners a chance to interact with their employees and give & receive hope about a better future together. 34 such sessions were conducted over the year.

Advocacy

Advocacy efforts during this year were made by sending out letters to the Ministry of Social Justice and Empowerment, to the Honorable Prime Minister and to the Chief Minister of Delhi to provide for the not just Persons with Intellectual Disability but People with Disability in general.

The letters were aimed at making the Govt. whether state or national, aware about the conditions and situations about PwDs and how the lockdown will impact their already impacted lives. The letters also intended to request the authorities to create provisions for easy access to medical and /or other facilities required for smooth day to day living.

Dr. Shanti Auluck also requested for uniformity in pensions and increase in the ex-gratia amount for them to be increased from Rs.1000 to Rs.5000.



Capacity Building of Other NGOs and Professionals

In this year not much could be done due to the pandemic, but 3 interns from Narsee Munji Institute of Management studies. These students aligned with the mission and vision of Muskaan and worked on a project for website improvement. In the process, they learnt a lot from Muskaan. Their testimonials say it all.

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→ 13 A

the session, I was so scared that how will I and my Ishi and Ashutosh will manage the session without p of the facilitators. But all fear went away when we teracting with them. The students were so ned and enthusiast that we could not feel that we eracting with them for the first time and that too in tual mode. The one hour session got passed in like minutes. We all enjoyed a lot with our friends at an or we can say Stars of Muskaan and it was very able session for three of us. We wish all the stars a g and bright future ahead. In the End, I would Like to all the dignitaries of Muskaan NGO to have such a at we can organise the sessions independently and us this wonderful opportunity

SHASHANK GARG



FILM NEGATIVE

FILM NEGATIVE

→ 14

→ 14 A

Prior to the session, I thought we would face coordination issues in the online environment. But the students were very cooperative and nobody spoke out of turn. The students made sure that they were on mute when others were speaking/performing activities and this enabled healthy class participation. We got the chance to speak with everyone from the Employment Class and engage them in various activities. I was amazed at the enthusiasm with which they participated in the activities. At the end of the session, we were thanked by many students and I was grateful to know that they enjoyed the activities. I would like to thank all the members of Muskaan, especially Surinder Sir for giving us the opportunity to host this session for our friends.

ASHUTOSH SHANBHANG



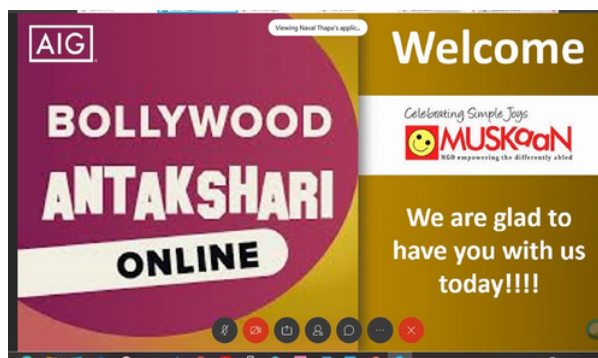
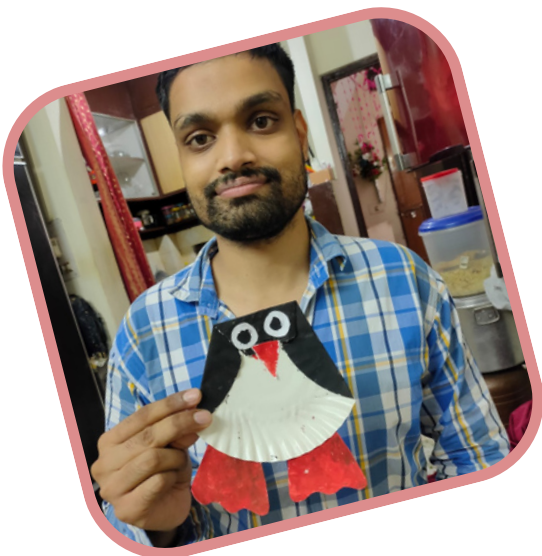
FILM NEGATIVE

is the first time we directly interacted with the ents and also solely managed the class. We had seen nder sir conducting a fun filled session and so wanted atch the level. The amount of enthusiasm the students was overwhelming. By yesterday's session they had ed raising hands to answer and muting themselves n not asked to talk. Their simple coordination made it for us to conduct the activities. Towards the end, they super excited and kept telling us how much fun they making me realise again, that one should look for oiness in the little things in life also.

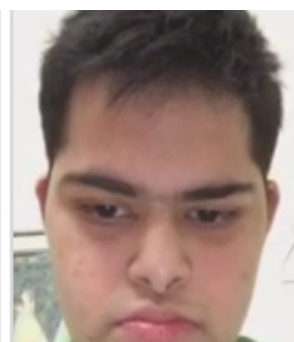
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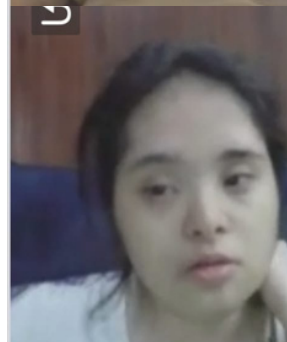
Online Employee Engagement Progra



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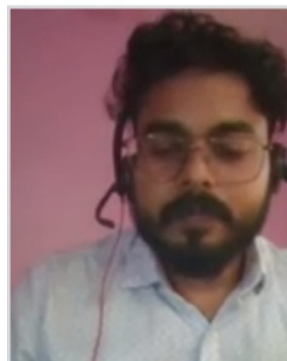
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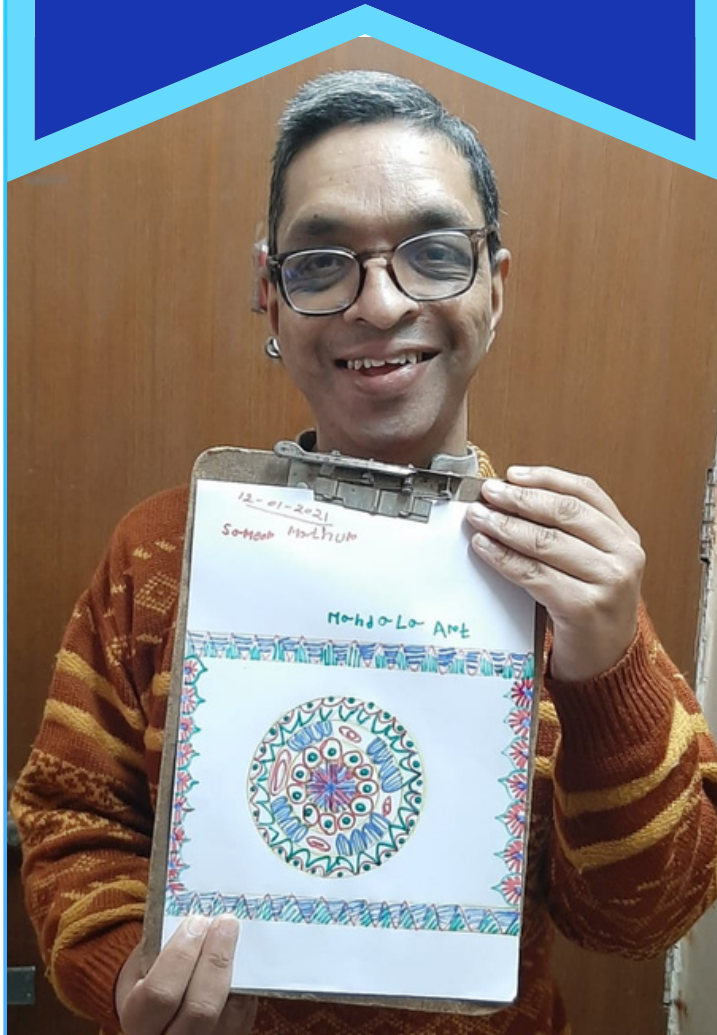
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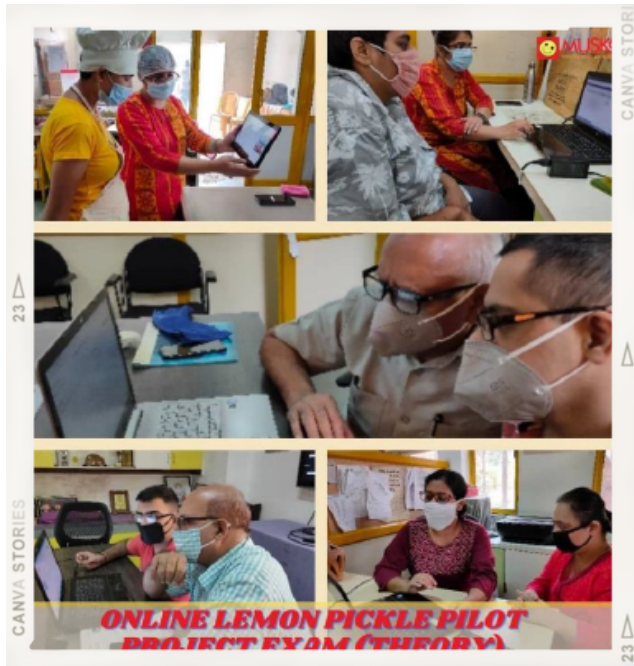
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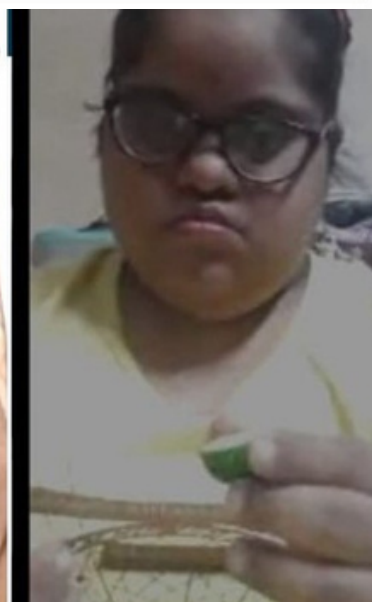
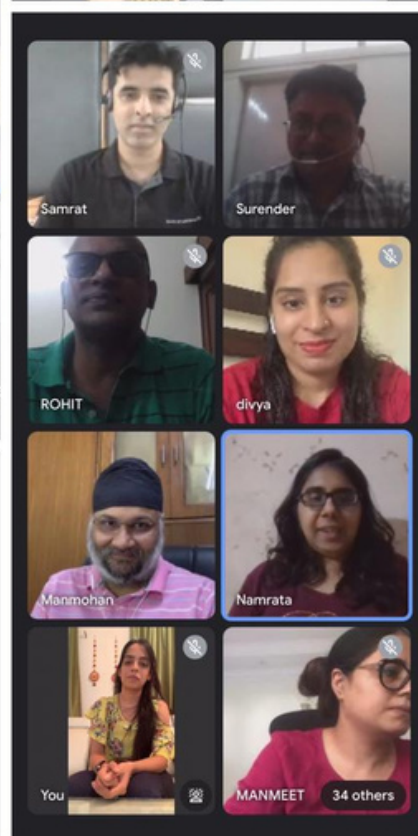
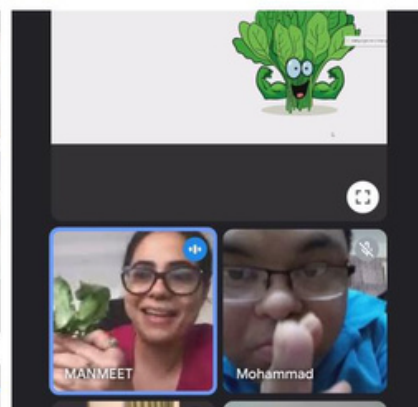
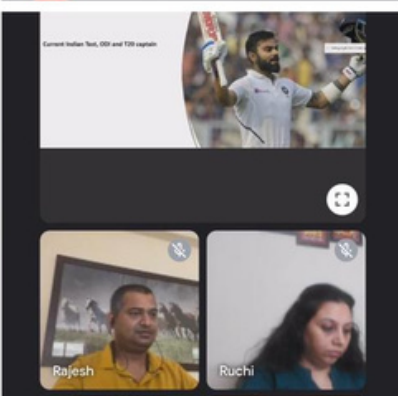
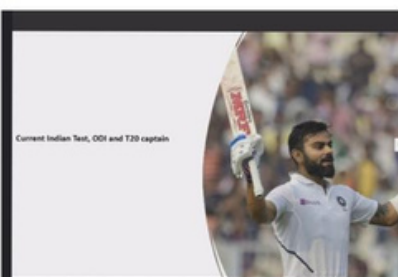


Residents of assisted living follows the corona norm and spread awareness too.....



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Samrat Sethi is presenting





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