

Celebrating Simple Joys



HAND BOOK

For Parents /Guardians

Muskaan - Parents Association for the Empowerment of Persons with Intellectual Disability (MUSKAAN-PAEPID)



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.

Objectives

- Provide comprehensive education and training, including vocational training and employment opportunities to persons with intellectual disability.
- Empower the parents through emotional support and appropriate information by organizing training workshops, lectures and counselling services etc.
- Create a safe and dignified life for intellectually challenged adults through an assisted living facility of a group home, especially when parents become old or pass away.
- Raise awareness in society about the capacities of persons with intellectual disability and to foster recognition and respect for their rights and dignity.
- Advocacy with the Government and other stakeholders to create adequate, appropriate and quality services and facilities for people with intellectual and developmental disabilities.

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.

MESSAGE

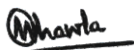
We are pleased to have you as a member of Muskaan family. As a member, you are an important part of our team endeavour. We hope that you will find your presence in Muskaan rewarding, challenging and productive. Every member has an important role in our organisation, and we value the ability and experience you bring with you to the organization. Your active participation in our mission is vital to the success of Muskaan.

This handbook is designed for the parents and family members of our trainees. The purpose of this handbook is to raise awareness about Muskaan, its services and programmes, creation of employment opportunities and other important information. We believe that the information given here will be used by parents/guardians in the interest of their wards with intellectual disability. We are open to receiving constructive feedback and suggestions from families in all our endeavours.

The content of this handbook is subject to change as and when necessary to remain in compliance with appropriate Government regulations and Muskaan's policy. The contents of this Handbook will be modified from time to time as per the business and organisation needs and amendments will be issued. Interpretation of the handbook by the management is final. If you need any clarification or further information on any aspect of this Handbook, you can get in touch with the Director.

We acknowledge contribution of each team member of Muskaan for contributing to this handbook either thro' content generation, experience sharing, designing or proof reading..

Wishing you all the Best.



Neera Chawla

Director



Diversity, not disability. Growth, not neglect.

In a leafy quarter of New Delhi lies a large circular building, awash in natural light, with its sounds of busy activity occasionally drowned out by an aircraft flying overhead, on its way to the airport. An energetic game of basketball is in progress in the circle enclosed by the building, while voices and snatches of conversation can be heard all over.

If you take a walk through the building, you will find a group of people in one room absorbed in painting clay lamps. In the next room, another group is busily engaged making and bottling pickles and preserves. A third room has people sizing, cutting, binding and decorating notebooks, files, envelopes and more. And near the entrance is a cheerful shop, where all these products are for sale.

This is Muskaan, an association set up to educate, train and create employment opportunities for people with intellectual disabilities. Each worker in each of the rooms has some form of intellectual disability, but with Muskaan's intervention, they are all employed in gainful activity, earning a stipend, doing the sort of work that people with normal intelligence do in other enterprises. Bringing meaning and purpose to their own lives, adding value to society.

Muskaan means 'smile' and you see a lot of smiles all over the campus. Smiles on the faces of the students and workers, smiles from the trainers and supervisors, smiles from the parents.

The Muskaan Method

When a new entrant reaches Muskaan, we first evaluate his or her level of disability and potential for training. Students are then streamed to different training courses and eventually, placed in one group engaged in an activity that they are best suited for. We understand that persons with intellectual disabilities are good in concrete thinking while they have a limitation in abstract thinking and academic learning. Through trial and error, experimentation and discussion, we have identified a range of vocations that our students can excel in.

The vocations that are taught and practised include making spices; block printing; making food products like cakes, cookies, pickles and preserves; making stationery items; making decorative lamps and candles; weaving cloth; making jewellery; processing flowers etc.

These products are sold through the Muskaan shop and an extensive marketing network that includes schools, colleges and corporate offices. Each worker earns a stipend from the sale proceeds.

We also place students in mainstream workplaces, provide on the job training and follow ups after employment.

But that is the final outcome. Before we can reach that level of participation, we put in years of education, coaching in life skills, confidence building and vocational training. Coupled with counselling and sensitising their families.

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Introduction

The human mind is designed for learning. The pace of learning and the ability to use that learning varies from person to person. Even people with intellectual disabilities can learn a great deal, when trained by professionals who understand the learning process and can correlate it to the realities of the world around us. The professionals at Muskaan can thus assist those who have difficulties in learning, comprehension and retention.

Intellectual disability means the inadequate development of intellectual or cognitive functions like attention, learning, memory, sensory-perceptual processing, conceptual learning, thinking and reasoning etc. Appropriate training can strengthen these functions and can make one a better learner. Persons with intellectual disability have immense learning potential along with the capacity to understand, feel, achieve and aspire. They are concrete thinkers and have problems with abstract thinking, which is required for academic learning. Just like everyone else, they need education, training and work opportunities to grow as an individual. We, as parents and teachers, need to understand how to facilitate the process of development which is usually not different from others. It requires optimism, a positive attitude and creative thinking on our part.

The key issue with intellectually challenged persons is their difficulty in absorbing information, including learning life skills. This has a cumulative effect on other areas of functioning as well. Appropriate training programmes at every stage of development help them to tackle the multiple challenges faced by them and their parents.

The past three decades of working with intellectually challenged adults in Muskaan Vocational Training & Employment Centre has reinforced our belief that once adequately motivated and trained, they learn and achieve much more than what is generally expected from them. Their keenness, enthusiasm and perseverance in learning and working, and their zest for life have been a source of inspiration for all of us.



Team Muskaan

About Muskaan

Muskaan is well-known for its pioneering work of providing vocational training and creating work opportunities to adults with intellectual disabilities. Our method has been acknowledged as an effective rehabilitation model, both nationally and internationally. Parents and professionals from organizations across the globe (including Europe, the USA, Canada, Australia, Mauritius, China, Japan, Singapore and Afghanistan) have visited Muskaan over the past few years and appreciated the various programmes being conducted at Muskaan.

Our experience of working with adults has encouraged us and demonstrated that when presented with the proper opportunity, students can learn various skills and become much more self-reliant and productive. It is not their disability, but the lack of proper training that forces them to live a life of deprivation and hopelessness.

According to world statistics, approximately 2% of the population all over the world have the condition of intellectual disability. Thus, Delhi alone would have more than two lakh people with this condition. Yet, there is a great dearth of adequate services in this field. It is shocking to know that even in the capital city of Delhi, not more than 3-4% people with intellectual disabilities have access to the needed services. This scarcity adds to the woes of the parents and their intellectually challenged children. It is important to recognise that whatever services are available in the society, have been created by parents, not the authorities. Vigorous advocacy by parents, families and professionals is needed to put pressure on the Government so that more such services come up in the future.



History of Muskaan

Muskaan is a story of collective will, determination and unwavering optimism. It was started in 1982 by parents and professionals, filling a void in the services and facilities required for children and adults with intellectual disability and their families. Initially, it was a loosely knit group of parents and professionals, unsure about the path to carry forward their mission. But with incessant learning, course corrections and building up a bank of experience, the journey of Muskaan slowly but surely, carved its way onwards.

Relentless hardwork, honest intentions and clarity of focus steered the growth of Muskaan. The team had one mission, to create growth opportunities and required services to enrich the lives of persons with intellectual disabilities (ID). To live a complete and dignified life, intellectually challenged children and adults need education, vocational skills, employment and other growth opportunities. But finding the right methods to achieve these goals was an immense challenge. Every step that we took in this direction taught us about its utility and value. Every achievement, big or small, kept strengthening our optimism and courage.

In 1989, Muskaan started an adult training and employment programme, widely acclaimed today for its uniqueness and quality, with three students and one teacher in a garage in Kalkaji, New Delhi. Today's Muskaan is the result of a long and adventurous journey of determination and passion, inspired by spirited and committed people and our students who have always remained the focus of our work. New ideas, research and experimentation guided the development of all projects and programmes at Muskaan.

Old Memories: The Journey began From 1982



Major Programmes

- Adult Training Programme
- Employment programmes
- Assisted living facility
- Family support services
- Awareness and advocacy

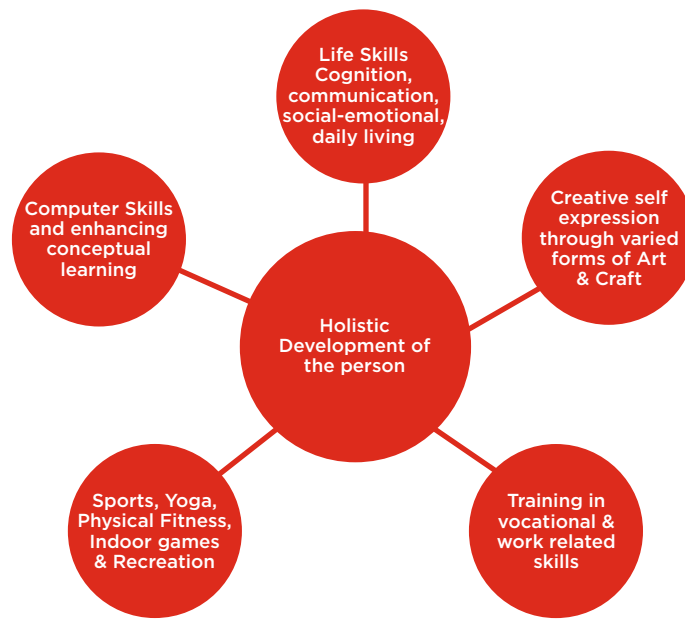
Adult Training Programme

Muskaan strives to support young adults with ID and their families, in multiple and comprehensive ways. It addresses the life cycle needs of individuals with ID keeping in mind, their varied levels of abilities. As is true with all of us, they need grooming in life skills, training in vocational skills, appropriate employment opportunities and long-term safe and dignified living arrangements. Muskaan supports families to deal with the changing needs of their wards. At the core of everything that we do are the young trainees, and all our plans and programmes revolve around the objectives of fulfilling their needs and aspirations, and helping them to lead a productive and dignified life.

Journey through various Training & Placement programs



Training programmes at Muskaan are divided into five major areas with clear objectives, curriculum and assessment and evaluation systems. The details of these programmes are given below:



Each of these programmes contributes to varied aspects of the students' development. The Life Skills Programme helps them to function optimally in everyday life. Computer technology makes conceptual learning interesting. Art and craft promotes creative self-expression and emotional well-being. Sports and physical training ensures health and physical fitness. Pre-vocational skills enhance productivity and employability.



Nature Walk (Gurugram Centre)



Cognitive Session



Following Covid Norms



Outing (East Delhi Centre)



Therapy Session

Our training programmes are aimed at capacity building of young men and women with intellectual disability, spanning severe, moderate to mild levels of disability. Muskaan has developed its training programmes with years of experimentation and immense care. Our programmes grew on the basis of our understanding of the needs and challenges of our students. They remained at the centre of this evolutionary process and guided all our efforts.

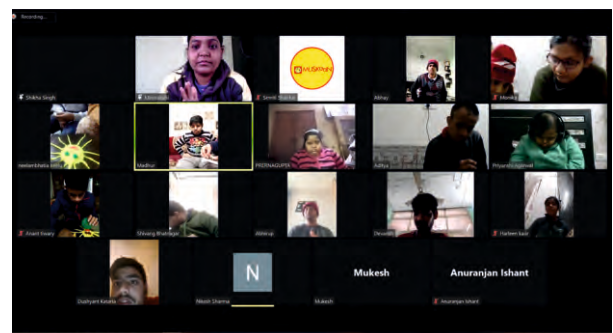
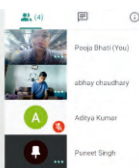
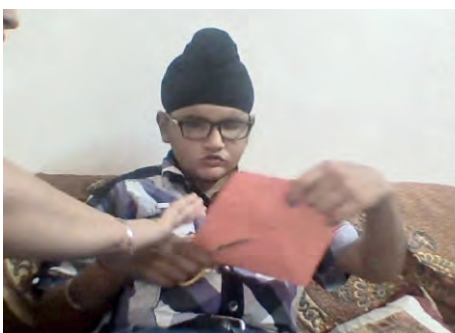
Continuing learning through digital platforms during the pandemic

The pandemic situation provided the Muskaan team with an opportunity to develop online teaching and learning for our students as well as families. It proved to be a boon, showing us ways to reach out to many more with the availability of online learning. We could scale up our efforts to reach out to those who do not have access to education and training institutes which are very few when compared to the need.

A pool of Digital Learning resources has been created in the form of videos, worksheets, and flash cards which are hosted on the Digital Resource Library with access to all teachers and families. This brought about a significant change in our online learning initiative. Similarly, online assessment methods have been created and students can be assessed for progress in learning.

Muskaan teachers have also been using virtual platforms for recreational and other fun activities for the trainees. The students can come together in large groups, perform according to their talents and share their experiences too. An interesting addition in this journey was virtual outings to places of interest. Along with this, we introduced interesting DIY (Do it Yourself) activities at home through a handbook which has been shared with all the families.

Over the years, our students have taught us many things. We learnt that it is not disability that holds them back from realising their true potential. But it is our inability to understand them, the lack of creative education and training programmes and the gross underestimation of their growth potential. Clarity of goals and constant review is the hallmark of our programmes.



Online classes

Employment Programmes

Training in work-related vocational skills must culminate in work and employment opportunities, which are extremely meagre for adults with intellectual disabilities. Muskaan recognised the critical role that work opportunities can play in enhancing their quality of life. With endless efforts, we have been able to find work opportunities for adults with varied levels of disability, ranging from severe to mild.

Our experience has shown the possibility of their employment through these avenues:

- Supported employment in mainstream companies and institutions.
- Supported employment within Muskaan and other NGOs.
- Placement in the activity-cum-art centre of Muskaan and other NGOs.
- Work from home.

Supported employment in mainstream companies and institutions

Experience has shown that 20-25% of adults with intellectual disability can be employed by mainstream sectors with requisite support. The rest of the adults with ID can become productive in supported employment, as they need higher levels of support. They can work effectively within Muskaan or other similar NGOs where the correct conditions are created for them to function at their best.

We share with great pride and satisfaction that since 2014 we have been able to place more than 40 students in mainstream companies and institutions. With a concerted drive to increase advocacy and awareness in the sector, society has gradually begun to recognise the capability of people with ID.



working at Country Inn hotel,



Working at lemon tree hotel



Working at Red fox hotel Aerocity ,



Working at Lemon tree hotel



Working at DLF Aralias

Muskaan is a training and employment partner for hotels namely DLF The Aralias Club, Country Inn & Suites, Four Point Sheraton, Di Ghent Cafe, Red Fox Group of Hotels and Lemon Tree Group of Premier Hotels who have employed our trainees as Guest Service Associates in the Food & Beverage and Housekeeping Departments. Corporates like Hindustan Petroleum, EgonZehnder and C B Richard Elis are also employing them in various jobs. Trainees of Muskaan have made a place for themselves through their diligence, sense of responsibility, good behaviour and efficiency in their work.

Supported employment within Muskaan

60-70% of people with IDs can find meaningful work opportunities in the supported work centres. At Muskaan, we have set up a variety of production facilities, where our students make a vast range of products, which have won the appreciation of the buyers.

Presently, the vocations available at Muskaan are: Bakery, Sweet and Savoury Production, Food Processing, Chocolate Making, Preparing Spices, Paper Craft, Block Printing, Diary and Slip Pad Making, Decorative Candles and Diyas, Retail Sale Assistance, Café Assistance, Handwash Preparation etc.

Over the years, we have found this to be the most successful model as it provides employment to more people at one point of time. It also allows for the required adaptation of the production processes and support from the trained supervisors.

Constant research and experimentation at Muskaan have led to the development of nine separate vocational units where the students receive training in pre-vocational and vocational skills. Vocational training follows the model of on-the-job training. The maximum capacity of each of these vocational units is twenty students totalling to a hundred and eighty students in all.

Well-defined criteria have been developed for the placement of students in a supported employment centre, after the completion of training in vocational skills. Once they are placed, we continue to work on the enhancement of their skills. They are also provided with a suitable monthly stipend.

In the vocational units, 200 different products are made which are sold by our sales and marketing team through a personalised marketing system. The Muskaan team of staff, parents and volunteers contact schools, colleges, and offices to put up sale counters for one or two days. The neighbourhood community is very fond of our products and buys them from our regular sale counter located in the Muskaan premises. Diwali is a major occasion for selling our products, especially decorative diya and candles.

Some of the major buyers of Muskaan products namely cookies, brown bags, candles, tea lights, gift stationery, folders, note pads etc. are:

Lemon Tree Hotels, Fabcafe, Metrological Department of India, Indian Social Studies Trust, Chefs United Foods Pvt. Ltd., Courtyard Marriott, Tripti Foods, Granny & Me, Genesis, Competent Software Pvt. Ltd, Veg Gulati Restaurant, Times Internet, Country Inn & Suites, BlooNimbooVoyages, Sardar Patel Vidyalaya.

Apart from the above, many individuals, event management groups and others are placing their orders for invitation cards, birthday cards, gift packing and more from Muskaan.



Masala Unit



Diya Decoration (Diya & Candle Unit)



Bakery Unit



Stationary Unit



Food Processing Unit



Candle Unit



Making of Handwash

Placement in the art and activity centre of Muskaan

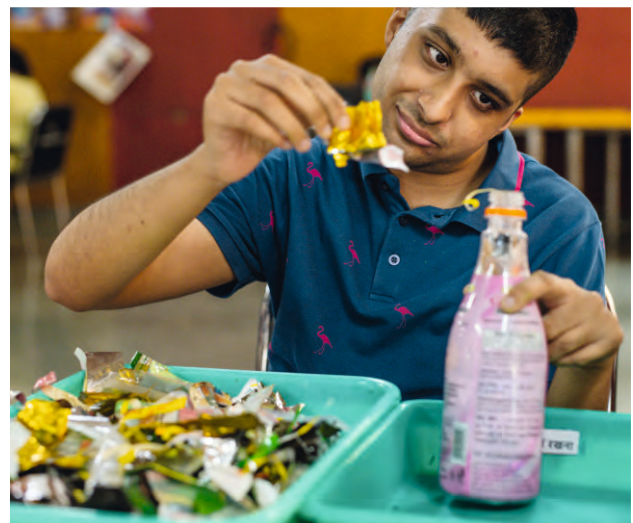
The Muskaan team believes that everyone can learn and work meaningfully, including those with high support needs. Thus our art and activity centre evolved as a model parallel to the supported work centre for such adults. It allows much more relaxation and support for individual needs. At the same time, it creates opportunities for the students to work and engage in meaningful, productive activities at their own pace. Vocations available here are: Stringing (making hangings, jewellery, wind chimes etc.), Stencil Painting, Flower Drying, Solar Drying (Vegetables and Leaves), Waste Bin Liners, Papier Mache etc.

Candidates with high support needs in Muskaan are placed in the art and activity programme. Here, the focus is to enable them to achieve self-reliance through life skills training and simple vocational skills along with art and craft. However, those who learn and adapt well may also be placed in the supported employment programme of Muskaan. Presently, the maximum capacity of this centre is thirty students.

The candidates who are not ready to join the regular programme of Muskaan are provided with home-based training, designed to meet the needs of individual candidates. Monthly follow-up is done to assess their progress in learning. This is a preparatory programme that may culminate in regular admission within Muskaan.



Flower plucking



Preparing Eco bricks



Stringing



Making table runner and mats with Jute painting and designing

CRITERIA FOR PLACEMENT IN EMPLOYMENT MODELS			
Employment Model/Parameters (Skills)	Supported Employment in Mainstream companies and institutions	Supported Employment within Muskaan	Art & Activity
Daily living skills	Independent	Fairly independent	High/medium support needs
Communication	Fairly independent	Fairly developed communication	Alternative communication
Socio-emotional maturity	Good maturity level- Can handle emotions in social situations	Fair maturity level - Can manage emotional expressions in social situations	High /medium support needs
Cognition	Medium/high - Can take	simple decisions	Medium/highLow/medium
Work ethics	Excellent	Good	Fair
Team work	Excellent	Good	Fair
Working hours	08-09 hours	04-05 hours	01-02 hours
Quality consciousness	High	High	Low
Adaptation to change	High	Moderate	Low

ROLE OF MUSKAAN IN DIFFERENT EMPLOYMENT MODELS			
Employment Model / Role	Supported Employment in Mainstream companies and institutions	Supported Employment within Muskaan	Art & Activity
Muskaan's Role	<p>Before Placement</p> <ul style="list-style-type: none"> • Meeting the employer on their site • Visit the employment site, identify possibilities • Job mapping on site • Identification of candidates through assessment and sharing their details with the employer • Orientation of families to the demands of open employment • Interaction of candidates with the employer • Final selection of candidates 	<ul style="list-style-type: none"> • Identification of candidates through assessment • Orientation of families to the demands of supported work centres • Training of candidates in required life skills • Re-structuring of training modules, if required • On the job training with required modifications and aids • Regular reviews with parents 	<ul style="list-style-type: none"> • Training of candidates in required life skills • Re-structuring of the training modules • On the job training with required modifications and aids • Continuous communication with parents • Regular reviews and follow-ups • Refreshing of learnt skills • Job mapping for new roles

ROLE OF MUSKAAN IN THE EMPLOYMENT

Employment Model / Role	Supported Employment in Mainstream companies and institutions	Supported Employment within Muskaan	Art & Activity
	<p>Sensitisation of employees of the company</p> <ul style="list-style-type: none"> • Familiarisation visits of the candidates to the employment site • Training of candidates in the required life skills <p>During Placement</p> <ul style="list-style-type: none"> • Re-structuring of the training module • On the job training with required modifications and aids • Continuous communication with the parents and employer • Regular reviews with the employer and parents • Regular sensitisation sessions with co-workers • Completion of training, followed by employment <p>After Employment</p> <ul style="list-style-type: none"> • Regular reviews and follow-ups even after employment • Refreshing of learned skills • Job mapping for new roles • Re-training for new skills 	<ul style="list-style-type: none"> • Refreshing of learned skills • Job mapping for new roles • Re-training for new skills 	<ul style="list-style-type: none"> • Re-training for new skills



ROLE OF PARENTS IN THE EMPLOYMENT OF THEIR WARD			
Employment Model / Role	Supported Employment in Mainstream companies and institutions	Supported Employment within Muskaan	Art & Activity
<p>Role of Parents -</p> <p>First of all, parents must value their ward as a young adult, beginning his or her career. They must pull their mindsets out of the school-going or charity mode.</p>	<p>They must be willing to:</p> <ul style="list-style-type: none"> • Provide commuting facilities • Manage timelines of work routines • Respect the employer, managers and co-workers • Respect the training team • Value the work being done by their ward • Follow the given Do's & Don'ts strictly • Provide the requisite support during the training schedule • Respect the employing agency's status as a business house and not expect sympathy for their wards • Motivate and facilitate their ward to sustain the employment 	<p>They must be willing to:</p> <ul style="list-style-type: none"> • Provide commuting facilities • Manage timelines of work routines • Respect the training team • Value the work being done by their ward • Follow the given Do's & Don'ts strictly • Provide the requisite support during the training schedule • Support the marketing of Muskaan products 	<p>They must be willing to:</p> <ul style="list-style-type: none"> • Provide commuting facilities • Manage timelines of work routines • Respect the employer, managers and co-workers • Respect the training team • Value the work being done by their ward • Follow the given Do's & Don'ts strictly • Provide the requisite support during the training schedule • Support the marketing of Muskaan products



Work from home

This is a new model being experimented with, by the Muskaan team and a few parents. The pandemic has forced all of us to work from home and the same applies to our adults with intellectual disabilities. This can be an initiative of the family supported by Muskaan or a programme initiated by Muskaan based on the capacity of the family and the candidate to work from home.

Muskaan's Role

- Regular support and facilitation
- Regular reviews and follow-ups
- Refreshing of learnt skills
- Job mapping for new possible opportunities
- Re-training for new skills

Role of Parents

First of all, parents must value their ward as a young adult, beginning his or her career. They must pull their mindsets out of the school-going or charity mode.

They must be willing to:

- Manage timelines of work routines
- Respect the training team
- Value the work being done by their ward
- Follow the given Do's & Don'ts strictly
- Provide the requisite support in the work schedule
- Provide the raw materials required
- Support the sale of items produced

For availing the above services, you can apply by filling up the Application form in Annexure-5

Email or post it to us at the address given in end of the Handbook and we will revert back to you.

Alternatively you can call up muskaan office and fix an appointment to meet us.

Assisted Living Facility(ALF)

MUSKAAN with its long experience of working with adult men and women with intellectual disability has been acutely aware of their need for a quality residential facility when parents become old or pass away. This inspired Muskaan team to start a residential facility with an aim to build a model facility that can be replicated elsewhere in India.

ALF is being run under the Gharaunda scheme of National Trust since 2012. It is a huge responsibility that has been created by a highly committed team ready to take challenges which may arise in such an undertaking. We have successfully created this model of “a home away from home” with the support of parents and professionals to provide loving & caring environment of a family with opportunities for living a fuller life.

Besides the normal living space for in-door recreation area, the complex has plenty of open space for the residents for recreation, sports, gardening and other outdoor activities.

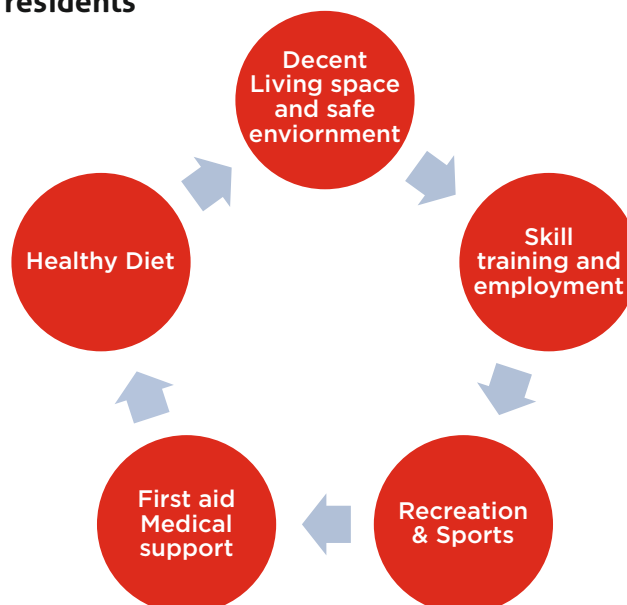


Aims & Objectives

Respect for diversity is the core value of Muskaan. Rights based approach and empowerment through training and skill building is our guiding philosophy. In consonance with it we would work towards the following aims and objectives:

1. Providing life-long safe and dignified living to its residents at an assured quality, adopting an approach that moves away from the 'care model' towards an empowering model of 'assisted living'. It follows the prescribed standards mentioned in the "Minimum Standards for Residential Facilities" prepared by National Trust and the document can be downloaded from the link:
http://www.thenationaltrust.co.in/nt/images/stories/Other_New/minimum%20standard%20for%20residential%20facilities%20with%20scoring.pdf
2. Provide all residents the required (same) services without any discrimination
3. Enable the residents to become self reliant in daily living to the best of their abilities. They would be encouraged to assist in taking care of the common facilities (e.g. cooking, gardening, cleaning and organizing recreation activities etc.) to whatever extent possible.
4. Involve the residents in planning and decision making on issues that directly affect their lives. They will be encouraged to work as a team following an approach of mutual support and participation among residents, staff and volunteers according to each one's strengths and skills
5. Provide the facilities for skill training and work opportunities
6. Provide opportunities for a fuller life through outings, recreation, sports, art, music, celebration of festivals and social interactions etc.
7. Encourage the participation of Parents/Guardians of the residents in various programs of residential facility
8. Seek the cooperation and expertise of Volunteers from varied professional background so as to enrich our programs and enhance the physical and social environment.

Services enjoyed by the residents



How to avail the above service?

Though the ALF doesn't have any vacancy, still you can submit your request letter for being added to the waiting list. Request letter should give full personal details of your ward and family, copy of the Disability certificate, Copy of the aadhar card of the ward and parents/guardian, life journey of your ward and, Why do you need this service?

Models coming up

1. Facilitation center for other NGOs or parents groups. This service will provide support in planning, monitoring, training of beneficiaries and staff.
2. Independent living training
3. Respite care
4. Training of caregivers to support parents and other NGOs.

Family Support Services

Parents and families are the biggest support for children. They need to create a nurturing environment where every child can grow to become a decent human being, able to attain her or his fullest innate potential.

We, at Muskaan, strive to support the parents and families in multiple ways. We recognise that the entire family must work together to respond to the needs of the family member with ID and help her or him to grow into a productive individual.

Parents' training Intellectual Disability programmes at Muskaan are important platforms for interaction, which help the parents and families to understand the nature of intellectual disability and its impact on the person. It covers several areas of development, highlighting the ways of facilitating fuller development of various abilities.

We create platforms and opportunities where parents can share information amongst themselves and learn from each other's experiences as well as draw strength from the peer group. Within these parent groups, parents learn that their problems are not unique, they are not alone and together they can create better opportunities for the benefit of their children. Many mothers volunteer within Muskaan and willingly support other parents by sharing their own learning experiences.

Muskaan also provides counselling support to the parents as well as facilitates the process of obtaining disability certificates, legal guardianship and other benefits of Government schemes. Parents from Delhi & NCR as well as other parts of India visit this facility regularly to seek guidance and counselling. Seeing young adults with intellectual disability receiving training and working in employment centres opens up the minds of visiting parents and visitors about their capabilities.

Types of services provided

- Counselling and guidance
- Facilitation
- Financial support
- Training
- Information through newsletters

How to avail these services?

- Counselling and guidance. You can meet our counsellors by prior appointment from the Muskaan office.
- Facilitation. Call up the Muskaan office to speak to our Facilitator, Family Support Services for any guidance on availing Government schemes (Annexure-1)
- Financial Support. Apply to the Director in writing for the support required with reasons for support along with valid income proof documents and any other documents as asked for by the Muskaan office. We have a subcommittee in Muskaan that looks into these applications to take the required decisions. The family is called for a meeting with this subcommittee if required. Support is provided for one financial year and is to be applied for again if required.
- Training. Various training workshops and webinars are organised by Muskaan to build the capacities of families to understand their ward better and manage their challenging situations. Family members are also nominated for training organised by other agencies.
- Information through newsletters. Quarterly newsletters are published to share highlights of Muskaan's services, development in the sector and experiences of different stakeholders along with knowledge articles.
- Our lives as parents can improve only when our children can have a good quality life. That can happen only when we develop unconditional acceptance of their uniqueness and work towards providing a nurturing environment and necessary growth opportunities.



one to one counseling



Parent Teacher Meeting

Helpful tips for parents?

Here are a few tips for the parents and families to keep in mind, which are based on learning experiences of parents and professionals:

- Enable your child to learn simple daily living skills that can enable them to become self-reliant.
- Simplify tasks so that he/she can learn better. Break them into smaller and simpler steps initiative.
- Be patient. Perseverance on your part will be extremely important for their progress.
- Give as many successful experiences as possible. Use your judgement, pick up the skills, which they are ready to learn and teach them that skill in smaller steps. Keep encouraging them to work. Acknowledge their attempt and hard work.
- Take care of his/her feelings and emotions. You may see certain undesirable behaviours that may take time to go away. He/she may keep doing things that you tell them not to do. A caring attitude, discipline, firmness and patience will bring a change in behaviour.
- Treat your child just like any other child. They need to be loved, recognised, praised, respected and encouraged to learn various tasks of everyday life.
- Overcome your embarrassment. It can be extremely harmful to you as well as your child. Your negative emotions should not be directed towards your child. It will impact their progress.
- Respect and value your child. When others see the way you treat your child, they will follow. Others may be inconsiderate at times. But you focus your energy on your child and keep up the zeal. We may not be able to change others but we can definitely try to change our own attitude and behaviour.
- Take your child with you whenever possible. It can be going to the market, to meet friends or to any other social situation. It is only when you take him / her to public places that he/she will be able to learn social behaviour.
- Though raising a child may be a demanding challenge, do not forget to look after yourself. Live a normal life like going out, meeting friends, attending social functions, entertainment and engagement with one's own interests and hobbies.
- Promote the integration of children with disabilities in regular schools and ask for a teacher who can work with your child. Be a vocal advocate for your child through proper communications and negotiation skills and defend your child's right to a proper education.
- Find out the skills your child is learning at school. Find ways to apply those skills at home. For example, if the teacher is going over a lesson about money, take your child to the market and help him count the money to pay for your groceries.
- Find opportunities in your community for social activities, such as festivals and other celebrations, recreation centres, sports etc. These will help your child build social skills while having fun.
- Talk to other parents whose children have intellectual disability. Parents can share practical advice and can provide emotional support to one another.
- Be a proud parent of their accomplishments. Admire the beauty of his/her purity, simplicity and innocence. Those with intellectual disabilities have a special light within them - let it shine.

ANNEXURE - 1

Annexure-1: Schemes and benefits provided by the Government for Persons with Intellectual Disability

To practice any rights & to avail any benefits one needs to have Disability Certificate in the first place

Procedure for obtaining Certificate

- Parent of a person with disability, or a person himself, should approach to the District hospital with their request for obtaining Disability Certificate.

Please carry the following documents: -

- Copy of Identity card of the person with disability and two photographs, showing the part of disability in case of physical or multiple disability
- Copy of all medical and psychological reports available.
- Aadhar card.
- Birth Certificate
- Address proof can be electricity/ phone bill, lease etc.

In Delhi, hospitals are marked area wise so one can get certificate only from the hospital that caters to their locality

- Dr. Ram Manohar Lohia Hospital- New Delhi District & Central Delhi District
- Guru Teg Bahadur Hospital- Northeast District
- Lok Nayak Hospital & G B Pant Hospital- South District
- Janakpur Super Specialty Hospital & Deen Dayal Hospital- West District
- ALL India Institute of Medical Science – Southeast District
- IHBAS---Institute of Human Behavior & Allied Sciences- East, Northwest District & North District
- Safdarjung Hospital- & VMMC- Southwest District
- Lady Hardings Medical College & Hospital- Outer Districts

Unique Disability Id & Disability Certificate Online
(<https://www.swavlambancard.gov.in/>)

Application: Person with disability may apply for issue of the Card online.

Documents required for online application

- Scanned copy of recent color photo.
- Scanned image of signature (Optional)
- Scanned copy of Address Proof (Aadhar/Driving License/State Domicile)
- Scanned copy of Identity Proof (Aadhar Card/PAN Card/Driving License)
- Scanned copy of Disability Certificate (Only for those Persons with Disability who have been issued disability Certificate is by the competent Authority)

The national trust for welfare of persons with autism, cerebral palsy, mental retardation and multiple disabilities act, 1999 (<https://www.thenationaltrust.gov.in/>)

Disabled persons have the right to be placed under guardianship appointed by the 'Local Level Committees' in accordance with the provisions of the Act. The guardians so appointed will have the obligation to be responsible for the disabled person and their property and required to be accountable for the same.

Legal Guardianship

Process for appointment of Guardian

- As per section 14(1) of National Trust Act "a parent of a person with disability or his relative may make an application to the Local Level Committee for appointment of any person of his choice to act as a guardian of the persons with disability".
- Process- Apply online on National trust website

Documents Required

- Birth Certificate
- Disability Certificate
- Proof of Residence
- Consent Form of Parents in case of sibling/organization taking guardianship
- Photograph of the PwD with the proposed guardian
- Meeting will be called from DC office
- Person with Disability & Proposed guardian with original paper
- Approval of guardianship
- Duly signed Certificate will be uploaded
- The process takes three months approx.

Niramaya – This scheme is to provide affordable Health Insurance

Process: Application form is available on website of National Trust, but Niramaya enrolment can be done only through registered organization of National trust

Required Documents

- Filled form
- Disability certificate
- Birth certificate
- Income certificate
- Photocopy of bank passbook
- BPL card for bpl category
- LG certificate if PWD is under legal guardianship of any other person /institute
- Two Passport size photo of PWD
- Photocopy of Aadhar card
- Address proof (it can be any photo id card, electricity bill, lease etc)

- Fees for enrolment 500 for general category, 250 for BPL with BPL certificate, No fees for PWD having LG other than parents with LG certificate

Renewal of the Niramaya to be done every year it can be done individually from National Trust website

Fees for renewal is Rs. 250 for general, Rs. 50 for BPL and no fees for the PWD having LG other than parents

Other Schemes

Disability Pension

Approach the SDM office / Local MLA.

Documents required

- Filled Application form
- Disability certificate.
- Bank Account of the child in its own name.
- ID proof of the parent e.g. ration card or voter ID card or passport
- If the child is in school or employed, then he should have been in that institution for minimum of 2 yrs. A certificate stating his present position should be received from there.
- 3-4 Photographs of the child.
- legal guardianship certificate

***The pension comes directly in the joint bank account with the PWD.**

Rebate in Income Tax

- Deduction Under Section 80U of Income Tax Act, 1961 for disabled persons – The Income Tax Act, 1961 provides deduction u/s. 80 in pursuance of which an individual (Indian citizen and foreign national) who is resident of India, and who suffers from not less than 40 per cent of any disability is eligible for deduction to the extent of Rs. 50,000/- and in case of severe disability to the extent of Rs. 1,00,000/-.
- Budget 2015 proposed to amend section 80U to raise limit of deduction in respect of a person with disability from Rs. 50,000/- to Rs. 75,000 and for person with severe disability from one lakh rupees to one hundred and twenty-five thousand rupees.
- Deduction u/s. 80DD for expenses on maintenance/ medical treatment of disabled dependent – Government of India has in order to provide some relief to those who have a dependent with disability or sever disability provided some relief's from Income tax under section 80DD of the Income Tax Act, 1961. Deduction allowed under this section is Rs. 50,000 if disabled dependent is not suffering from severe disability. Deduction allowed goes up to Rs. 1,00,000 if disabled dependent is a person with severe disability.

Railway Concession

- IR grants concession in train fares to four categories of disabled persons, i.e., (i) orthopedically handicapped/ paraplegic persons who cannot travel without an escort, (ii) mentally retarded persons who cannot travel without an escort, (iii) completely blind persons and (iv) totally deaf and dumb persons (both afflictions together in the same person). One escort along with each such passenger is also granted the same element of concession.
- **The element of concession for the first three categories is 50% in AC 2-tier & AC First Class, 75% in other classes of Mail/Express fares and 25% concession in AC Chair Car and AC 3-tier Class of all inclusive fares of Rajdhani and Shatabdi trains.**
- **The applicable concession for the fourth category is 50% in Second, Sleeper and First Class. These concessions are admissible for any purpose on single journey tickets. In case of Season tickets, 50% concession in First and Second Class is granted.** Amenities to make stations and service buildings more friendly

Bus Pass

All routes of DTC but not valid for AC buses

Documents required

- Copy of disability certificate
- ID proof- election card or passport copy or ration card copy. or ID proof of the school or work center
- One form from the local SDM office has to be taken and filled

After filling the form, it has to be deposited at the SDM office. They will give a card which has to be taken to the DTC centers.

DTC Bus Pass form is to be filled-up which is available at all 33 respective manual & computerized pass sections. The price of the form is Re. 1/-

Rs. 15 towards cost of ID Card-cum-Bus Pass shall be payable for issuing the Photo ID Card-cum-Bus Pass. They are valid for 6 months.

Annexure 2: Admission Policy

Criteria for Admission

- **Age: 16-30 years (submit DOB Certificate)**
- **Intellectual & developmental disability (submit Disability Certificate)**

Admission Process

1. All requests for admission are forwarded to our admission counsellor. In the first meeting, an application form is filled by the family and the counsellor interviews the guardians/caretakers to get information about past interventions and present concerns. The family is counselled regarding the specific needs they have and the candidate's name is registered for the next step.
2. An orientation programme is conducted for all the applicant families about Muskaan, its Vision, Mission, Objectives and Values. Families are also given a brief about Muskaan's journey over the past decades and the role of families in this journey. They are also informed about the programmes being offered at Muskaan, admission criteria, submission of documents, contribution and the assessment process. After this, they are asked to register for the assessment process by completing the due submissions.
3. The candidates whose registration process has been completed are called for first phase of assessment for a period of 5-7 days. During this period, the objective of the assessment is to understand the support needs of the candidates for learning in a structured environment. Identify the learning styles, capacity to adapt to new situations, status of functioning in daily life activities, cognitive and communication skills.
4. During this period, a home visit is done by teachers of Muskaan to gain familiarity with the home environment, key persons influencing or playing an important role in the candidate's daily life.
5. The guardians or primary caretakers are called to Muskaan for a training programme of two days. The objective is to re-orient their understanding about their ward's capacities and rights. They are also made aware of strategies to deal with their challenging situations in a more constructive manner. Participation in this programme is mandatory for at least two members of the family.
6. Once assessment is completed, a report is shared by the assessment team with the programme committee. Based on the selection criteria, the candidate is offered a seat in our Orientation Programme for 6-8 weeks or the case is referred for family counselling.
7. The Orientation Programme is aimed at developing an in-depth understanding of the student and family. During this programme, the student is given a complete orientation to the Muskaan environment including the people, facilities and norms. Efforts are made to motivate them to come regularly to Muskaan.

Documents Required for Admission

Mandatory Documents

1. Copy of the birth certificate of your ward.
2. Copy of the disability certificate.

3. Copy of identity proof of the parents/ guardians and if available of the ward (voter ID, Aadhar card, passport, driving license, school leaving certificate, any Government ID card with photo).
4. Residence proof of the guardian / parent (ration card, passport, copy of passbook of any nationalised bank, voter ID, copy of electricity bill, telephone bill, landline).
5. Previous medical records of your ward.
6. Six passport size photos of the candidate.
7. Copy of the PAN card (of the parent/guardian).
8. Aadhar card.

Required/ Other Documents

1. Copy of railway concession certificate.
2. Income proof of parents/ guardians (copy of Income Tax return/ salary slip/pension slip).
3. BPL card / EWS card in case of low income group family (if not made, please get it done).
4. Legal guardianship certificate (if not made, please get it done).
5. Previous training / school records of the last 3 years.

Points to Ponder

- Muskaan believes in providing opportunities for enriched life to adults with intellectual disabilities. It does not run on the philosophy of "day care" or simply keeping them "busy". We strive to provide a good life to our young men and women by organising opportunities for training, work, extracurricular activities and recreational facilities. We also strive to instil dignity of labour.
- Learning and working are means of enhancing self-respect and a sense of achievement.
- Under-expectations and over-expectations, both hinder development and functioning.
- Our students can learn and improve their behaviour and social skills only by the joint efforts of parents and teachers.
- Most behavioural and emotional problems have their roots in their interactions at home.
- Aggressive behaviour is the manifestation of frustrations.
- We need to respect their adulthood.
- Examining our perceptions and attitudes combined with sensitivity and patience is the key to bring about a change in a person.
- Firmness without anger is likely to get the best results.
- Persons with intellectual disability, like all of us, differ in their temperament and interests. We should recognize that and respect their individuality.

Muskaan constantly strives to break general biases and myths regarding the intellectually challenged and limiting mindsets.

Annexure 3: Rule Book

Dear Parents,

We have brought out a few points for your consideration, which are based on our long-term observations. You would agree with us that an organisation can work effectively only when its members follow certain discipline and take care to meet some minimal expectations.

We feel it to be appropriate to share such thoughts with you in writing. Our main focus is always to enhance the quality of life of our young men and women, which can be achieved only by training and capacity building. We teachers along with parents have to constantly strive towards that to build a better future for our students.

Various issues like attendance, punctuality, transport, health, hygiene, interaction with teachers etc. have been taken up below for your kind consideration.

Attendance – Punctuality

- Regularity of attendance (not less than 80%) is essential for effective training of our students.
- Information about leave should be notified to the office in writing or email.
- Trainees should reach Muskaan at 9.00 a.m.
- Please inform the teacher in charge for any planned trips before making reservations.
- Continued absence without information for two weeks will be treated as unwillingness to continue with the admission.
- Please send prior written information if your son / daughter needs to go early on a particular day. This is to be done for the safety of the person. We request you to avoid early departure unless it is urgent.
- Please restrain yourself from taking your ward along with you, if you have come to Muskaan for any meeting or event.

Transport

All parents have to make either independent or pool arrangements for transportation of their wards to and from Muskaan. The Muskaan team will follow up with the parents' coordinators to ensure smooth and safe transport for the students.

Transport guidelines for the students

- Kindly register the escorts/ drivers in the office.
- Please inform in writing about any change in escorts.
- Please drop the trainee at the gate on time and inform the guard on duty.
- Similarly, pick up the student only from the gate.

Hygiene/ Cleanliness

We expect all the trainees to observe the following habits:

- Fingers and toenails should be clean and cut.
- Ears should be clean.
- Hair should be properly washed and combed.
- Bathe daily.
- Daily change of socks, undergarments and handkerchief.
- Neat and clean attire.
- Shaving daily.
- Appropriate and polished shoes.
- Must carry an apron, a hand towel and a diary in their bag.

For the girls:

- Low-neck dresses should be avoided.
- Dupattas should be pinned up properly.
- They should preferably wear trousers or salwar kameez.
- Footwear should be comfortable, of an appropriate size and style.
- Girls should be prepared for their monthly periods. If your daughter requires assistance, kindly talk to the teacher about it.

Lunch

- Lunch box, napkin, spoon, cup and water bottle should be clean and should be washed and checked every day.
- Food should be proper, nutritious, suitably packed and in the appropriate quantity according to the age and health of your ward.

Contribution

- The contribution should be deposited by the 10th of the designated month. There is a late charge of Rs 50 per day.
- Contribution has to be paid for all 12 months.
- It is mandatory that the payment should come by cheque. In case of difficulty in paying quarterly, please contact the office.

- Any information regarding the contribution should be obtained from the Accounts Department.
- If the contribution is not deposited by the due date and you have not sent any written information regarding the delay, we will be forced to send a notice to you. If you do not comply with the notice, the admission of your son or daughter will have to be cancelled.
- Your cooperation helps us in keeping our records in order.

Interaction with the Teacher

- As far as possible, please avoid calling the teachers at their residence.
- Kindly communicate with the teachers in writing as far as possible.
- We have kept the last Friday of each month, between 3.30 pm to 5.00 pm for interaction with the teachers. Please take prior appointments for the same.
- Any queries regarding the programme or any other observation or information should be routed through the Muskaan office.
- Please check the diary every day. Please send the material or information promptly whenever requested by us.
- Please do not walk into the work or training units without permission.
- If you have any messages for the staff or trainee, please contact the office and kindly wait there.
- All visitors are welcome but kindly contact the Administrative Officer to make the appropriate arrangements.

Extracurricular Activities/ Excursions

- Our students often participate in events organized by Muskaan and other organisations. All these are very important for the all-round development of the students as they provide opportunities to exhibit their talent. We will send prior information regarding these events. Please ensure that your ward is not absent for any of these events.
- Please cooperate in picking up and dropping the students for these special events whenever required.
- Teachers in Muskaan and parents are partners in providing skills for a good quality of life to our students. A fair amount of sharing is necessary to completely understanding them. Therefore, whenever we schedule such interaction with you or whenever you need such sessions because of difficulty with your son or daughter, please take them up with due urgency.

Annexure 4: Exit Policy

- **Age:** After attaining the age of 40 years, there should be a review of medical needs, safety needs and emotional needs. In case any of these are acting as a barrier in the performance of the student in the daily routine of Muskaan, a call for exit can be taken.
- **Health Condition:** At any age, if the student has to remain absent frequently due to health issues, a meeting with the family is to be called. In case the medical condition is not manageable along with the regular routine at Muskaan, a call for exit can be taken. The family's cooperation in this matter will be an important indicator for decision-making.
- **Maladaptive Behaviour:** At any age, if the student engages in any maladaptive behaviour which is harmful to self / others/ the environment, then appropriate arrangements for counselling and intervention for the student and family members to be recommended either in Muskaan or outside Muskaan. In case the behavioural condition is not manageable along with the regular routine at Muskaan, a call for exit can be taken. The family's cooperation in this matter will be an important indicator for decision-making.
- **Absence from Muskaan:** At any age, if the student remains absent for more than 15 days without any prior written information to the Muskaan Office, a call for exit can be taken. Secondly, if the student takes frequent leave from Muskaan for avoidable reasons, a call for exit can be taken. The family's cooperation in this matter will be an important indicator for decision-making.
- **The Family's Conduct:** At any time, if the Muskaan management discovers any misconduct on part of the family (any member) which is against the ethos and values of Muskaan or can cause any damage to the organisation, a call for exit can be taken.
- The students who are absent for long periods in the year will be called only for recreational activity in the art and activity centre. No planning and reporting will be done.

Note: In all the above situations, efforts are to be done by Muskaan to counsel the student and the family before taking the final call for the exit. In case of non-improvement in the situation, the case should be put up before the Sub-committee of Executive Committee for Programmes for discussion. After which, a written information to be sent to the family informing them about the decision of the Muskaan management.

The decision of the Muskaan management will be final in case of an exit.

PARENT'S/GUARDIAN'S RECEIPT AND ACCEPTANCE

I acknowledge receipt of the Muskaan PAEPID Parents' Handbook.
I understand that it is my responsibility to read and know its
contents.

I have also read and understood the Muskaan PAEPID Parents'
Handbook.

Signature _____

Name _____

Date _____



CONFIDENTIALITY POLICY AND PLEDGE

Any information that a parent/guardian learns about Muskaan PAEPID, or its members or donors or partners, as a result of association with Muskaan PAEPID that is not otherwise publicly available constitutes confidential information. You may not disclose confidential information to anyone who is not associated directly with Muskaan PAEPID or any other persons who do not need to know such information. The disclosure distribution, electronic transmission or copying of Muskaan PAEPID confidential information is prohibited. Any such person/family who discloses confidential Muskaan PAEPID information will be subject to disciplinary action (including possible separation), even if he or she does not actually benefit from the disclosure of such information.

I understand the above policy and pledge not to disclose confidential information.

Signature:

Print Name:

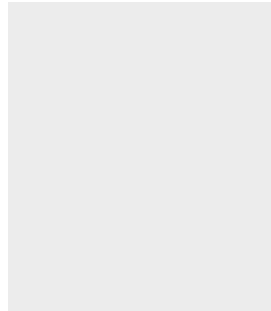
Date:

Please sign and return to the Director



Annexure 5: Application Form

Date: _____



Part 1

A. Demographic details

Applicant

Name _____

Date of Birth _____ Age _____ Gender _____

Diagnosis (attach a copy of Disability certificate)

Residential Address: _____

Pin code: _____ Nationality _____

B. Details of family members :

	Father	Mother
Name		
Age		
Education		
Professional qualification		
Occupation		
Office Address		
Phone / Mobile no		
Email id		
Income		

No. of children _____

Young Adult's position among siblings _____



Sibling details

S. No.	Sibling 1	Sibling 2	Sibling 3	Sibling 4
Name				
Age				
Mobile Number				
Email ID				
Educational Qualification				
Occupation				
Income				
Marital status				

Any other relative staying with the family_____

Whether you have taken the following benefits:

Disability certificate,	
Health Insurance under Niramaya for your ward/young Adult?	
Guardianship,	
Railway concession,	
Disability Pension	
Family pension	
UDID	
Aadhar card	
Pan Card	
(If yes, submit a copy of each)	

C. Other details

Service required by the family/ person

Training

Counselling

In what ways will you be able to contribute to Muskaan’s mission?

Awards and recognition to Muskaan

- National Award by the Ministry of Social Justice & Empowerment in 2006 for its outstanding performance in the field of Welfare of Persons with Disabilities.
- National & State Award by Godfrey Phillips in 2006 in recognition of an Exceptional Act of Social Courage.
- Best Annual Report award given by CSO partners' annual award for outstanding annual report in 2008.
- Best Parents Association working in the field of developmental disabilities given by the National Trust, a statutory national body of the Ministry of Social Justice & Empowerment, Govt. of India in 2011.
- Best Local Level Committee award given by the National Trust in 2011.
- The Helen Keller award for creating employment opportunities for intellectually challenged people, given by NCPEDP & SHELL in 2011.



Awareness & Advocacy : The Sector of Intellectual Disability needs to do great deal of awareness & advocacy because the society including government is not aware of the lack of services, opportunities required for development of children and adult with ID



"All parents joining Muskaan are required to contribute their services in all the above projects including raising financial resources for running its services."

Celebrating Simple Joys



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