

# 2021-2022 ANNUAL REPORT

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



Newly established Sattellite Center at Gurgaon

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## President's Remarks

Greetings from the Muskaan family

Last year was an era of gloom, with the pandemic adversely impacting all areas of our work, especially the constituency we deeply care about – our students and their families. Even then, we had continued in our mission of providing quality services and effective support to adults with ID and their families. This year in 2021-2022, we hit the ground running – not only fully resuming what we were doing in Pre-covid times such as continuing all our in person training and employment programs (with all necessary protocols) but also mainstreaming what Covid taught us such as digital teaching and e-curriculum development as well as forging ahead with new ideas, initiatives and partnerships.

Muskaan has grown; we now offer a full package of services, from training to employment to residential facilities for adults with ID. We have taken new admissions for training and found new avenues of employment for our young adults in this year. We have been recognized by reputed organizations like GuideStar, Azim Premji Foundation, and one Job role developed by us has been uploaded on a National Portal of SCPWD and we have increased our outreach including by opening new satellite center.

Our partnerships with stakeholders have increased in numbers and deepened in content – be it for employment opportunities, for awareness raising or in market linkages. We have continued to look beyond the 180 students enrolled with us and strived to make a change in the sector and to change mind sets in the community - by our advocacy efforts, media outreach and constant mutual learning and knowledge sharing with other NGOs and players in the sector.

None of this would have been possible without the support of the two pillars that Muskaan stands on – the staff and teachers of Muskaan and the parents of the Muskaan support group. A special acknowledgement to teachers of Muskaan who have shown a deep commitment to the cause of Muskaan in these trying times. We are also deeply grateful for all the support that the parents and the larger community regularly extends to Muskaan –by volunteering their precious time and services to Muskaan and by their donations (not just in cash and in kind but with words of love and encouragement).

As Muskaan celebrates forty years for inception and ten years of running a residential facility, our commitment to the cause of Muskaan has been strengthened. These milestones of effective and efficient functioning have reinforced our vision and mission and our deep dedication to changing the lives of our students for the better. Adults with Intellectual Disability have always been, and will be inspiration for everything we do – today, and in the future!!

Stay well and stay safe. Best Regards

Shalini Sinha  
President

## 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 recognizes human diversity and respects the rights of all people irrespective of levels of abilities.

### 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, decentralized, and participative decision-making.

## Major Highlights

- Muskaan shifted to a new paradigm with the changing scenario: blended mode of learning with work from home was introduced and experimented with
- A satellite center was opened in Gurgaon, Haryana in April 2021
- DLF became Muskaan's newest employment partner with students being placed in their DLF Aralias Club
- A Family Research project was undertaken by Muskaan under the guidance of Dr. Shanti Auluck
- Capacity building on various Management skills for Managers and Leadership Team

- Capacity building for staff on tools to help them develop improved digital Teaching Learning materials
- Muskaan website was given a makeover and the new website was launched in July 2021
- Muskaan got into collaboration with some of the highly reputed Philanthropic organizations like:
  - Azim Premji Philanthropic Initiatives
  - Bank of America
  - Charities Aid Foundation, America
  - Macquarie foundation
  - Lemon Tree Hotels Limited
  - Ahluwalia Construction Group
  - REC Limited (Formerly known as Rural Electrification Corporation Limited)

## Special Highlights

### Gurgaon Centre – A new beginning

Muskaan's mission of reaching out to all who need it's services led to the opening of its second satellite training center in Gurgaon.

With a batch of 7 students already on roll from Gurgaon, it was only obvious that Muskaan goes to them instead of the students travelling distances to avail the services. But the road was not easy. The tussle began around the end of February 2021, with finding a place that was spacious, welcoming, and offered a healthy environment for our students. The team visited several places, some were not in habitable conditions, some small and some had real high rents.



Finally, a friend of Muskaan agreed to rent their first floor. The place fit all the bills. It was exceptionally welcoming, huge with 3 big rooms, office space, kitchen, and a balcony big enough to do any outdoor activities. The house is surrounded by greenery on all sides, thanks to the beautiful garden maintained by the landlady, which also gives the students an opportunity to connect with nature.

The center was made ready to onboard students in April 2021, but the second wave of pandemic struck, and everything shut down along with our preparations to open this center. But with the blessings of all elders and the God almighty, we were able to open the center in July 2021 for the students.

The center was bustling with activities as the students received training onsite. They enjoyed their classes; nature walks and meals together following all covid safety guidelines. They celebrated festivals together and made friends with each other.

The Gurgaon center is now fully operational and accessible with a stairlift at the premises and is waiting to provide services to many more who are in need.

## Collaboration with Adobe Inc

Muskaan applied for the Adobe Pro-Bono residency project via Nasscom. Adobe Pro-Bono Residency program is an initiative by Adobe Inc. where Adobe partners with NGOs, to technically and strategically assist them to move forward with their endeavors. A team of Adobe volunteers is assigned to each selected NGO. The team works with the NGO for 3 months, where deliverables are decided in the first week of the partnership and then work progresses as mutually decided between Adobe Team and the NGO.

Muskaan was one of the 15 NGOs selected out of hundreds of applications received by NASSCOM and Adobe.

Muskaan partnered with the Adobe to develop a Marketing Strategy for the products produced by the students employed at the Supported Work Centre within the Muskaan premises. The team assigned to Muskaan consisted of a Sales & Marketing Executive, a Global Sales Head and a person with expertise in E-commerce.

After a collaborative experience of 3 months, the Adobe team came up with a strategy for the marketing of Muskaan's products which could easily be implemented on ground by the team. The strategy not only included price variations but also explained the effective use of the social media for brand marketing.

## Family Research Study – On going

The research study was done to examine the experiences of families having members with intellectual disabilities and the support services they required to nurture the growth of the child/adults with ID. There is hardly any research in India on this issue and expert intervention is minimal in large parts of our country including rural and urban population. Ground level survey is essential for advocacy efforts as it would form the foundation for policy level suggestions to concerned depts of the Govt. The research study will also contribute towards the growing body of knowledge in the disability sector.

100 families have been interviewed and data is being analyzed. The report would be ready by March'23.

## Students' Programs:

Students' programs at Muskaan Head office and the two Satellite centres – East Delhi and Gurgaon were affected from April 2021 to July 2021 due to the second wave of the covid pandemic. The students and teachers were given an off for the month of May and June 2021 as many staff and student families were affected.

A team of managers came together to create "Do it Yourself handbooks" for students so that students could find meaningful engagement at home with the facilitation of their families. The handbooks also aimed at providing important information that could be used by the students and their families.

Muskaan officially opened for students from August 2021 after all students and staff got vaccinated. However, for families that were skeptical about sending their children, online classes were conducted to continue their training and effort was made to keep in touch with them.

Broad details of the blended learning program during the year 2021 - 22 are shared below:

### 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.



Number of Students	Challenges faced during the period	What Muskaan did to overcome the challenges	Number of online sessions conducted
18	Due to the second wave the admission process and the training of the students was affected. There were very few new admissions and no graduations of students from training to the employment models could happen.	Do It Yourself booklets were created and circulated for students to be facilitated by parents	1110 (Life Skill, Pre-vocational, Physical Training and Therapy)
	Muskaan re-opened but several parents were hesitant in sending their students to the campus	Muskaan started a blended (online & onsite) learning program so that no student is left behind	



Satellite Centers

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. Gurgaon center started working full-fledged near North Cap University with ten students.



Birthday celebration at East Delhi center & Gurgaon center

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
17	Due to the second wave the admission process and the training of the students was affected. There were very few new admissions and no graduations of students from training to the employment models could happen.	Do It Yourself booklets were created and circulated for students to be facilitated by parents	1510 (Life Skill, Pre-vocational, Physical Training and Therapy)
	Muskaan re-opened but several parents were hesitant in sending their students to the campus	Muskaan started a blended (online & onsite) learning program so that no student is left behind	



Regular Activities



Parent Meeting



Outing



## Supported Work Centre

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 2021-22 are shared below:

Number of Students	Challenges faced due to the pandemic	What Muskaan did to overcome the challenges	Number of online sessions conducted
76	Due to the second wave the training of the students was affected. Graduations could not take place since students were unable to complete their training program	Do It Yourself booklets were created and circulated for students to be facilitated by parents	1379 (Life Skill, Pre-vocational, Physical Training and Therapy)
	Muskaan re-opened but several parents were hesitant in sending their students to the campus	Muskaan started a blended (online & onsite) learning program so that no student is left behind. There was a refresher training for all students in the blended mode which helped them re-visit their skills and re-adapt to the working environment	

## Product Development and Marketing

During this year our focus was to revive the skills of our students and increase their production capacities. On the other hand, reviving markets and being in touch with schools and corporates.

Diwali is one of the most important occasions for Muskaan as we reach out to more than 8 to 10 thousand 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. We had our Diwali Bazaar in Muskaan premises but did not have any sale at different venues. Production was planned in all units and specially Food units as we were expecting good orders for our Mathi, and Namakpara. This brought in joy to all our workers as they were again working to their full capacity. During this time more and more students became regular.

Our Diwali Bazaar was inaugurated by Mr. Ahluwalia, Ahluwalia Construction. This was attended by our parents, students, and friends of Muskaan. During inauguration students presented Ganesh Vandana. Our Chief Guest also shared encouraging thoughts with our students, parents & staff. We had different stalls for Bakery, Masala, Diya & Candle, Stationery and Art products. We had good footfall during Diwali bazaar. We had around 800 people visiting us during this time. We also had a small gathering of different groups coming for Diwali shopping e.g. parent groups of units, inner wheel club, teachers from Ramjas School. We also got a big order from Taj Palace Hotel, Dhaua Kuan for gift pouches and Diyas.



Sale of products continued through our online store hosted on Vyapar App. Link was sent to all the customers in our data base. This helped the customers who were not able to reach Muskaan due to various reasons. We had around 4000 people visiting our store online.

We managed to be in touch with our customers to invite them to Muskaan and sent them products through home delivery. This effort was very important for us as we were reviving our sales after covid lockdown. 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.





## ART & ACTIVITY CENTRE

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 students with high support needs 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
30	Students with high support needs, always require physical attention; 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	1110 (Life Skill, Pre-vocational, Physical Training and Therapy)
	Onboarding students in January 2022 after almost 2 years of being at home	Muskaan made elaborate preparations for welcoming the students with high support needs. Since this group is more susceptible to infections, all covid precautions were undertaken and followed diligently.	





## 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 2021-22 are shared below:

Number of Students	Challenges faced due to the pandemic	What Muskaan did to overcome the challenges
42	Students placed in the mainstream continued to be at home till the hospitality industry opened again. Business dropped and there was fear of students losing their jobs.	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
	Hospitality Industry re-opened but with many restrictions and new protocols in place	Muskaan along with the employment partners continuously held online training programs to keep the students updated about the new norms and protocols. Students got back to their workplaces in December 2021 with a renewed enthusiasm and vigor

## Student Events

Celebration means to make moments / occasions memorable. So that, whenever we think about that, multiple pictures and stories of that day come to our mind and give a good and happy feeling to our heart. These little-little celebrations make our life easier and joyful. So, we celebrate every moment of life to give reason to ourselves to be happy ever. Throughout the year, we come together to celebrate various types of occasions & festivals differently

Sl no	Name of the event	Date	Mode of the celebration
1	Summer fest	31 <sup>st</sup> May-11 June	Online- When the pandemic was on its rise, we planned a summer fest for students to engage them meaningfully. Which included 12 DIY activities and two workshop on Microgreens & Clay designing. It also included: fun games, paper craft, culinary art, art & craft and fun with color.
2	Independence Day	13 <sup>th</sup> August	Flag hoisting done in all three centers while following all the norms of covid
3	Raksha Bandhan	20 <sup>th</sup> August	Celebrated in all units & in satellite centers as well
4	Janmashtami celebration	27 <sup>th</sup> August	Janmashtami celebrated with full enthusiasm at the head office together
5	Teachers Day	5 <sup>th</sup> September	Teachers' day celebrated in all units as usual. Apart from that the new EC team arranged high tea for all teachers and had a healthy gathering which helped us to know each other better.
6	Diwali inauguration	26 <sup>th</sup> October	Diwali Bazaar was formally inaugurated by Mr. Ahluwalia on 26th October 2021. After a year,

			Muskaan returned to its bloom but observing all safety norms.
7	Diwali celebration	1 <sup>st</sup> & 2 <sup>nd</sup> November	Diwali celebration held for students and staff members. Like every year Diwali poojan was done & they got Diwali gift.
8	World Disability Day	3 <sup>rd</sup> December	A fun fest event was organized and everyone enjoyed the day filled with masti, fun & party
9	Christmas Celebration	24 <sup>th</sup> December	Christmas was celebrated at all centres with full fun
10	Republic Day	26 <sup>th</sup> January	Event organized a day before along with flag hoisting where two students - Arpit & Eeshna did speech presentations
11	Valentine Day	14 <sup>th</sup> Jan	Celebrated with fun games
12	Holi	17 <sup>th</sup> March	Like every year a colour fest was organized in the campus.
13	World Down syndrome Day	21 <sup>st</sup> March	Muskaan has done a massive drive for awareness generation at more than 15 sites to mark the World Down syndrome Day.

**Play with colours (Holi)****Raksha Bandhan at ALF**



**Janmashtami at EDC**



**Independence Day at ALF**



**Christmas celebration Vasan kunj & Gurgaon**



**Other Major Programs**

**Assisted Living Facility**

Shifting location of a project such as Assisted living for persons with intellectual disability was challenging. The residents of Muskaan Assisted living facility had initial challenges in accepting the new location as they were attached to the space which became a very important part of their living. After shifting to Vasant Kunj from Dera village, residents still wished to go back as they were habitual of living in an open space of 4 acres for 10 years. They missed their gardening activities, as they used to enjoy growing vegetables and taking care of the fruit trees. It is fun to pluck fruits from trees. Being close to nature is also a stress reliever.

At the same time residents also realized that they were relieved from travelling 13 kilometers from Dera village to Vasant Kunj center for employment,





especially in extreme winter and summer. Due to no traveling residents get more time for morning activities and have fresh cooked meals. After 6 months they are enjoying their new location as it has more scope for interaction with the society and enriching environment. Parents also find Vasant Kunj center more accessible than Dera village as it is centrally located.

From the point of view of managing the project, While the project was at Dera village, most of the staff was from the local area, where they didn't have to use public transport to reach the workplace. But now since

the distance had increased, 4 of our staff members resigned, whereas one staff altogether relocated his family to Kishangarh but rents are higher than Dera village. Two staff members who continued services had to spend Rs.2000 to Rs.3000/per month on travel. Understanding the issues, management approved extra payment for the staff to manage the families and continue working with the project. Hiring and training new caretaker staff was challenging. In this situation, the staff of vocational and employment projects supported this facility which was a boon as the residents were already familiar with them.



After the relief from the second COVID 19 wave, residents celebrated Christmas arranged by a parent family. Having safety measures in place we celebrated birthdays, Independence Day, and Holi.

Last year, one of our resident's mother passed away on 22<sup>nd</sup> March '21 and she was his only guardian. They lived in a rented house. The landlord informed Muskaan about the death and with great difficulty we traced our resident's maternal uncle's family. It was very difficult to make them agree to do the last rituals and cremation. Next day, Muskaan, a relative and landlord checked the documents of the family and found a big amount of movable property papers. Seeing this, the landlord tried to take advantage of the situation and didn't allow Muskaan to bring the resident back to the Facility. Same day Muskaan reported this situation to the court of state Disability commission for persons with Disability, Delhi to take custody of the resident. Immediate and appropriate action helped Muskaan bring back the resident to the Assisted living facility. However, the relative and the landlord took away all the documents. For Muskaan, the life of the resident was more important. Though the mother had a huge movable property but didn't trust any relative nor the organization where she gave her son for lifelong care. Muskaan is putting all its efforts and resources to fight for his rights through the State Disability commissioner's office.

This case gave us an understanding that when one is running a residential facility for lifelong care, one should take necessary information about the financial arrangements the parents are leaving behind for the use of their ward to safeguard the future of the person with disability in aftercare.



## Awareness and Advocacy

**Awareness:** Although awareness is a continuous process, it is done on a regular basis through different forums and modes, social media, Visits, Employee Engagements, sale of products etc. Apart from these two awareness events are held every year.

### To Mark World Disability Day

1. Held Seven days campaign on Face book & Instagram. Highest engagement, 86 post likes & 75 reactions (organic) 679 people reached
2. Organized Fun Fest on campus, Employees from Four Point by Sheraton participated in the event along with our friends & their families.

### To Mark World Down Syndrome Day

1. awareness campaign online for 18 days highest reach during campaign was 660 organically
2. Muskaan has done a massive drive for awareness generation at more than 15 sites to



mark the World Down syndrome Day.

- a) Trainees went out to neighborhood in different directions to reach out the communities to spread awareness
- b) Awareness in all lemon tree hotel
- c) Awareness Event at DLF Aralias

We reached out to 2000+ people approx. through awareness drive offline.  
(photos on back cover)

Social Media link:

<https://www.facebook.com/MuskaanPAEPID/>  
[https://www.instagram.com/p/CW\\_PqTKvHT\\_/](https://www.instagram.com/p/CW_PqTKvHT_/)



## Family Support Services

Covid 19 second wave started taking its toll beginning April 2021. This wave was too dreaded, there was scarcity of services and facilities to deal with the situation. People with disabilities and their families were the most vulnerable as none of the hospitals were equipped to treat a person with disability especially, with severe developmental disability cases. Having a child with the severe disability being affected, authorities didn't take their admission to the hospitals or dedicated centers and neither allowed their family members to help in the hospital. Situation was worse in the beginning of May '22 and the whole Social sector also raised its voice. Muskaan with its best resources reached out to the PWDs and families.

We tried to extend our support to the families in need. It was not limited to interactions with the parents or families only. We also created/procured the infrastructure (oxygen cylinder, concentrator & other equipment) to support the families. We connected to health facilities & other networks and provided referrals to families in need.

Muskaan also prepared a medical isolation room and equipped it with the support from Inner wheel Club Dist. 301 ladies and a parent member of Rotary club. We received two medical beds, sanitizers, masks, two oxygen concentrators of 5 lt. and 10 lt. and one 10 kg Oxygen cylinder. Also, created a whatsapp group with our doctor's group, who gave consultations to the staff, students and families.

Government started giving the second dose of vaccination to the targeted groups. We also coordinated with local vaccination centers and doctors and facilitated second dose of vaccination to all the residents and staff.

The following table provides data on various inputs under the program

One to one Counselling	53
Case conference	1
Guidance regarding different issues & govt schemes through various means	79
Family Interaction sessions regarding Issues families facing during pandemic and identifying support needs, developing support network.	5 sessions attended by 89 parents approx..

Five Parent training session organized online on different topics like Understanding challenges, growth, communication, emotional issues, Government schemes etc. with Dr Shanti Auluck, Ms. Manavi Jalan, Ms Ranjana Pandey & Mr. Pankaj Maru	Attended by 387 + family members benefited with the session
Parent teacher meet	10
Parents orientation	6 (Two each in East centre, Gurgaon centre & Vasant kunj centre respectively)
Periodic parent interactions of Mainstream employment	6
Covid Vaccination	1
RAPID COVID Test camps	2
Newsletter published	4
Other sharing about different workshop, policies, programs etc	24 approx.
Facilitation in health insurance Niramaya	36
Note: Apart from above all the team members extended their support to the families whenever they needed, like managing their emotional needs due to the various challenges of the pandemic.	

## Capacity Building of Professionals and Other Organizations

### Internship Program

Students from various universities came for internship to Muskaan. These universities include: **Narsee Monjee Institute of Management Studies - Mumbai, Tata Institute of Social Sciences - Mumbai, Action for Autism - New Delhi, International Management Institute - National Capital Region, Flame University - Pune and Soil Institute of Management - National Capital Region.**

Students were assigned projects which they completed during their internship periods. These projects involved interacting with the students, staff and the management. The projects ranged from doing case studies to profiling of students and working with them to develop an understanding of how to impart them appropriate skills.

Feedback of students is mentioned below:

#### NMIMS - Mumbai

The service models that Muskaan has been able to develop with limited resources and government support is a commendable feat. Muskaan's objective is to maintain its dual role: A responsive and efficient organization and the catalyst for social change. Being able to achieve these objectives is a demanding and ever continuing process.

I got an insight into the challenges the students face in their day-to-day lives and discovered how Muskaan helps them to overcome those challenges. Irrespective of the challenges and struggles, I found the students and residents a happy bunch of people, and that was a beautiful thing to witness.





People are the first thing that make an organization. The main reason behind the success of Muskaan has been its people too. It's very easy to assume that we can make/start an organization the very next its idea is incepted but its only when you study about their years of struggle you realize how challenging it can be. Starting from a garage to a wonderful infrastructure, the journey is one that can only be achieved by a great team. Speaking to the team at muskaan I realized how every individual brings something special to the table.

While researching Muskaan's journey, I realized how much effort goes into building an organization from the ground up. Overcoming difficulties and maintaining motivation in difficult times is what has made Muskaan the NGO it is today. I'd like to thank Muskaan for the opportunity to work with them, and for providing me with skills and experiences that will serve me well in the future.

### **TISS, Mumbai**

Intellectual and developmental disability was the new arena for all three of us to explore pertaining to livelihoods. But, through the vision of Muskaan, we could gauge how disability can be embraced as diversity and how we can advocate in bringing the marginalized intellectually disabled population to the mainstream from the realm of the periphery.

We were fortunate enough to get an opportunity to interact with our friends at Muskaan through online classes despite the barriers of the pandemic. It was an extremely overwhelming experience to share space with them, to know them better and to be a part of unalloyed joys spread by them.

Furthermore, the entire staff of Muskaan has been extremely approachable. We didn't realize that we were connected in the online mode. The regular interactions that we had with all of you in the last couple of weeks made us feel as if we are also an indispensable part of the organization. We were amazed to witness the kind of camaraderie each one of you shared with all three of us that made us feel as if we are home.

All this is just a short elucidation of our learnings and reflections but, the experience is extremely memorable that will be cherished always.

### **Empowering PARIVAAR – National Confederation of Parents Organizations (NCPO)**

Parivaar approached Muskaan to share their valuable experience and knowledge of the last 40 years of working with Persons with Intellectual Disability (PwIDs) with the intention of educating its trainers who were working in different remote parts of the country in the same field.

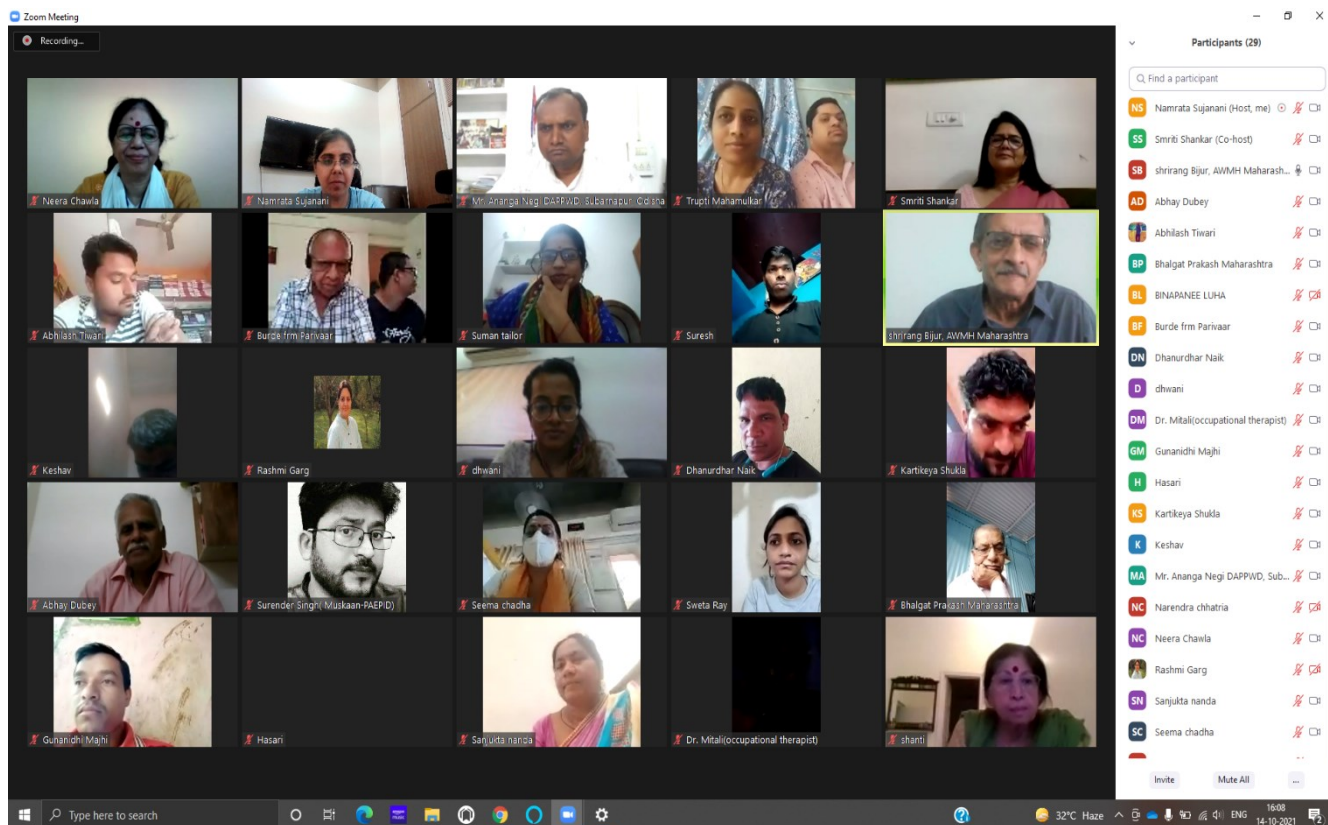
Parivaar requested Muskaan to conduct a crash course for its trainers. The course was distributed in 3 days with 2 – 4 sessions per day along with doubt clearing sessions. The entire workshop was conducted in an online mode. Resource persons from Muskaan took these sessions. The sessions conducted were on the following topics:

- Understanding Intellectual Disability

- Training & Employment programs for Persons with Intellectual Disabilities
- Personal Adequacy: Learning to Manage oneself at workplace for Personal Needs & belongings
- Work Readiness skills: Learning Responsibility, Endurance & Task completion
- Learning Etiquettes for Social Communication
- Keys to successful employment in Supported Work Centre: Creating structures & adaptations in working environment, Role of Marketing to focus on Targets, Timelines & Quality during training
- Keys to successful employment in Mainstream Workplaces: Reasonable Accommodation, Workplace Solutions, Sensitization of Co-workers and On the Job Training
- Assessing & Enhancing Fine motor Skills
- Awareness about self & Environment, Self-regulation of emotions
- Enhancing Cognitive skills for Simple decision making & Problem-Solving skills

More than 30 trainers attended these 11 sessions facilitated by 10 staff members from Muskaan. This was a feat in itself for Muskaan as we conducted our first online training for an NGO. The trainers took back an understanding of what is most important in the life of a PwID and how that can be achieved.

Muskaan has always believed that no one should be left behind and this “Training of Trainers”, that would benefit around 500+ Persons with Intellectual Disabilities, is a big step in achieving this objective.



## Governance

### Executive Committee Members

S. No	Name	Title
	Dr. I.C Verma	President Emeritus
1	Dr. Shanti Auluck	Chairperson & Founder Member
2	Ms. Shalini Sinha	President
3	Ms. Ann Jose Varavukala	Secretary
4	Mr. P.P. Kapahi	Treasurer
5	Mr. Rakesh Dewan	Executive Member
6	Mr. Brij Chandiramani	Executive Member
7	Dr. Pragati Ganjoo	Executive Member
8	Mr. Rakesh Dhall	Executive Member
9	Ms Alka Mago	Executive Member
10	Ms. Malini Dhir	Executive Member
11	Dr. (Ms.)Shashi MotiLal	Executive Member
12	Ms. Romy Soin	Executive Member
13	Ms . Neera Chawla	Executive Member
14	Ms. Nita Kapoor	Nominated Member
15	Ms. Seema Chadha	Nominated Member



## Team Muskaan

### Leadership Team

Shanti Auluck
Neera Chawla
Seema Chadha
Mridula Sakle
Abha Karn

### Managers

Tapan Adak
Reena Tiwari
Honey Pasricha
Surender Singh
Smriti Shankar

### Consultants

Namrata Sujanani - Project Co-ordinator
Dhwani Jain - Program Officer/ Counsellor
Nikil Augustine - Digital Transformation
Shailaja Ranjan Raj - Human Resources
Prakriti Chawla - Research Assistant
Swapna Punn - Administration (East Delhi Centre)
Shreya Garg - Digitization of Muskaan services

### Sr. Special Educators

Akhilesh Kumar
Rashmi Garg
Sukhdev Kohli
Savita Sharma
Shigufta Bano
Nutan Sharma

### Special Educators

Usha Khalko
Arvind Kumar
Pooja Bhati
Alka
Meenakshi
Vani
Shikha Singh
Sonali Bambania

### Administrative Team

Sushma Trehan
Dhiraj Pant
Dinesh Chand
Pradeep Singh

### Vocational Assistant

Hema Arya
Vijay Pal
G Jaya Rao
Sushma Baz
Bhawani Shankar
Dilip
Prakash Chand
Subhash
Kavita
Manoj
Akash
Jitender

### Caretakers

Probir Adhikari
Sonia
Sarvesh
Dev parkash
Sushmita

### Housekeeping

Kamesh
Om Pal
Ram Dulare Yadav
Kashi
Rohit
Dinesh

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