Mission

As a Movement we commit ourselves to promote and ensure participation of domestic workers in their struggle for rights and justice. We empower domestic workers to fight against all forms of injustice and discrimination.

Vision

To create a just society for all women in domestic work, where they are treated with dignity and justice, their rights are upheld, they are recognized for the contribution they make towards the economy and development, their voices heard and recognized. We also envision a society where child domestic work is abolished and all children enjoy mainstream education and full childhood.

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An in-depth study of the United Nations about violence against women notes that ‘violence against women was not just a matter of random individual acts of misconduct but is deeply rooted in the structural relationships of inequality between women and men.’ In other words, the root cause of gender-based violence is the discriminatory mindset that does not accept and respect women as equals in all spheres of life whether at work, at home or in society. Such violence negates the human rights and fundamental rights of women guaranteed by our Constitution.

At NDWM, Gender based violence was the subject of several training programs across all states. It was intended to promote in all domestic workers zero tolerance to all forms of violence. One of the subtle forms of violence is economic violence which deprives domestic workers of their fair wages by downgrading their work as woman’s work which has less economic value. Even minimum wages are non-existent in some states or in others, they are lacking in fairness and routinely violated without any consequence to employers. In this scenario, NDWM has utilised ‘Rate cards’ as a medium of negotiating fair wages with employers. The move to form worker cooperatives is another step in the direction of economically empowering domestic workers. Skill based training directed towards upgrading skills of domestic workers or equipping them with practical inputs to run petty businesses in their after-work hours were added measures aimed at increasing their earning potential.

Although the benefits received by domestic workers from state social welfare schemes increased during this year, the general situation of social welfare boards for unorganized workers was unsatisfactory. The proposed Labour Codes, including the Social Security code are an exercise in furthering ease of business and control by Government and are not employee friendly. The National rally under the aegis of the National Platform for domestic workers demanded a roll back of these codes or a further examination by a Parliamentary committee. Publicity through like poster and signature campaigns, rallies, street plays, press conferences and Public hearings played an effective role in engaging employers, Government and society in an ongoing interface with domestic workers.
Child rights movement groups were active in developing nascent leadership skills, cooperation and teamwork and also make children aware of their rights and social responsibilities at an early stage. They play an important part in the movement by providing an effective antidote against child labour in domestic work.

Viewing the glass of NDWM’s progress as half full rather than half empty helps us to maintain the morale of our workers by reminding them of the Hindi saying, ‘Der hain, lekhin andher nahin’. (It is a matter of time, not of hopelessness.) Our sincere gratitude to our benefactors and well-wishers for their unstinted support and belief in the worthiness of our cause.

Francis Fernandes
Communication Officer

This season and the end of 2018 brings me close to each and all of you because between you and me and our movement there are thousands of reasons to thank for all what you made possible in 2018.

The yearly circles of a tree describe the power of growth. NDWM and CRM show new circles, new values, new relations, new life. Thanksgiving for me keeps the memory and connectedness. Thanks for the growing collaboration and life giving actions in the different states, National and International. Thanks to each one for the your contribution, wisdom and goodness in daily life, for your support and solidarity. A year ending is time to start a new. May the new year be every day a wonderful surprise. Our way as movement runs through tunnels but also over bridges. We can trust that now and then something strong and beautiful will grow, sometimes when we do not look, a white flower will grow. Continue to start where others give up, because the smallest seat in the earth needs only sun and water to burst into life unnoticed.

In difficult moments only by giving hands to each other, reaching between states and nations, we can move. And be sure there is Someone who gives a hand from above and pulls us up when we are tired. Then we celebrate solidarity, support by many, this year especially the 100 year anniversary of ILO that broke the slavery of domestic work. Wish You new hope and vision and new courage for every new step.

“May the good that I wish you Become what it is meant to be A blessing ...”
• After nearly 2 decades of persistent campaigning by NDWM and like-minded organisations, the Tamil Nadu Government notified the minimum wages for domestic workers on July 18, 2018 through GO 72 2 (D). However, the rates were disappointing as they are only marginally higher than the recommendations by an Advisory Committee nine years ago (Rs 39 per hour as against 30 per hour) for the skilled category.

• In Manipur, it was announced by the Labour Department that domestic work would be added in the schedule of employment and the rates for unskilled, semi-skilled and skilled workers would be fixed.

• In Maharashtra, a rate card for 3 years was published and disseminated among workers to enable them to negotiate with employers. This rate card was arrived at based on the recommendations of the 15th Labour conference and the Supreme court in the Raptakos case, as well as area wage surveys. Rate cards are also being utilised in Tamil Nadu and Kerala. This exercise has met with mixed reactions of resistance and acceptance from employers, but has initiated a dialogue on the rationale in fixing fair wages.

• In an effort to promote zero tolerance to violence at the workplace and at home, several training programmes were conducted in all states. Domestic workers were educated about legal remedies and urged to voice problems faced by them, instead of suffering silently.

• Formation of cooperatives continued to be an area of focus in Maharashtra, Bihar, Jharkhand and Tamil Nadu. Being a new concept, workers needed time and clarity on the functioning and benefits of cooperatives. While the cooperatives in Jharkhand continue to flourish, several cooperatives have initiated the process of registration after election of committee members in Maharashtra and Tamil Nadu.

• In Bihar 180 written contracts have been signed between employers and workers. This has not only led to better work relations but also helped to regulate terms and conditions of work.

• The advocacy teams in the Centre and the states achieved success in organising face to face meetings with 66 MPs and MLAs and 77 other Government officials to apprise them of the unresolved issues of domestic workers and to elicit support for their cause.

• Sustained visibility in the form of Press Conferences, TV and newspaper reports as well as street campaigns like rallies, street plays, poster and signature campaigns played an important part in creating favourable public sentiment towards recognising the productive roles and struggles of domestic workers.

• In 2018, 67 child workers were rescued and of those rescued earlier, 696 were in bridge schools, 265 in mainstream education and 128 were undergoing vocational training. Restoring their lost childhood will positively impact the rest of their lives.

• CRM groups have made a difference to their neighbourhoods by taking up small civic causes like promoting cleanliness and approaching authorities for ensuring proper delivery of public services.
In 2018, basic and advanced programmes on labour rights as spelt out in ILO C 189 accounted for more than 50% of the programmes conducted. Specialised programmes on leadership skills were also conducted to equip local leaders to take on additional responsibilities in managing unions as well as conducting campaigns.

There was an increased focus on combating violence against women at the workplace and at home through disseminating information about available legal protection. These programs offered a forum to workers to share their stories and take appropriate action when faced with incidences of abuse.

As worker cooperatives offer opportunities to formalise the domestic work sector, states like Maharashtra, Tamil Nadu and Bihar conducted extensive awareness programs to enable domestic workers to make a reasoned decision to join and function effectively as members of these cooperatives.

<table>
<thead>
<tr>
<th>Types of Training Programmes</th>
<th>Number of Programmes</th>
<th>Number of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labour Rights, ILO C 189</td>
<td>142</td>
<td>10467</td>
</tr>
<tr>
<td>Formation of Co-operatives</td>
<td>42</td>
<td>1209</td>
</tr>
<tr>
<td>Laws on Sexual Harassment &amp; Domestic Violence, Gender Based Violence</td>
<td>23</td>
<td>2078</td>
</tr>
<tr>
<td>Leadership &amp; Personality Development</td>
<td>20</td>
<td>1221</td>
</tr>
<tr>
<td>Social Security &amp; Social Welfare Schemes</td>
<td>11</td>
<td>835</td>
</tr>
<tr>
<td>Health &amp; Hygiene</td>
<td>8</td>
<td>562</td>
</tr>
<tr>
<td>Advocacy</td>
<td>2</td>
<td>88</td>
</tr>
</tbody>
</table>

**IMPACT in 2018**

*NDWM’s Training & Capacity Building programmes are an investment in empowering domestic workers through need-to-know information and practical skills to enable them to be self-reliant and assertive in their relationships with family, employers, Government and society.*

253 programmes were conducted across 16 states

16490 domestic workers participated and benefitted

I have been working as a domestic worker for the past 18 years. I faced lot of problems in the workplace and at home. In those days no one came forward to think about domestic workers and their welfare. Since the past 6 months I came to know about the National Domestic Workers’ Movement. I became aware of many rights and laws through various training programmes. Earlier, I had a fear and anxiety to speak to my employer even when things were going wrong, thinking that they would remove me from the job. Now I have the strong support of NDWM and the union. So now I along with many domestic workers in my area I feel safe and secure.

**Alka,**
Domestic Worker, Delhi.
Skill Trainings

Employers are increasingly seeking domestic workers who possess multi-tasking skills. For example, employers look for domestic workers who can clean the house, use various household appliances, take care of the elderly, children and persons with disabilities, without close supervision. To enable domestic workers to upgrade their skills, NDWM conducted work skills development and income generating training programmes with the help of experienced professionals.

The work skills programmes were focused mainly on housekeeping, cooking, child & elderly care. Learning these skills not only enhanced the confidence of the workers, but also provided them invaluable inputs on the hygiene aspects of housekeeping, varied styles of cooking nutritious meals and the specialised needs of infants and elderly entrusted to their care. They could also command better wages for their multiple skills.

Many domestic workers look for opportunities to supplement their income by means of running income generating programmes in their after-work hours. Specialised programmes were conducted for such workers in food processing like making different types of pickles or savouries and making of herbal soaps and detergent powders. Basic accounting and inventory skills and business tips were also shared with the workers. Apart from raising their income levels, workers also profited from learning to manage their time and money wisely.

<table>
<thead>
<tr>
<th>Types of Skill Training Programmes</th>
<th>Number of Programmes</th>
<th>Number of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housekeeping</td>
<td>14</td>
<td>848</td>
</tr>
<tr>
<td>Cooking</td>
<td>25</td>
<td>1383</td>
</tr>
<tr>
<td>Elderly Care</td>
<td>5</td>
<td>268</td>
</tr>
<tr>
<td>Income Generation</td>
<td>13</td>
<td>227</td>
</tr>
</tbody>
</table>

I am the employer of Shilpa who belongs to the Domestic workers union Delhi. She shared about the organization in which she is member and all the provided to the domestic workers. I learnt about awareness training and the skill training given to them in order to improve their skills and bring them into the main stream. I am happy to know about your organization and all the trouble you take to fight for these workers. A few words about my employee - Ms. Shilpa: I am very happy with her work, sincerity, cleanliness and punctuality. Thank you for giving me a chance to know your organization through her.

Ms. Iqbal,
Employer, Delhi.
In June 2011, the Government of India was a signatory to ILO Convention 189, which clearly declared domestic work as decent work with undeniable labour rights on par with all other organized workers. Yet, comprehensive legislation guaranteeing legal protection of these rights has not received the serious attention and action that it deserves.

It was left to the lobbying and advocacy teams to ensure that these issues were persistently raised through all possible forums like personal contacts with legislators and memoranda to Government officials. Mass media coverage as well as street campaigns like rallies, poster and signature campaigns engaged the public at large to recognize the legitimate aspirations of domestic workers to be considered as productive workers and equal citizens.

**IMPACT in 2018**

*During 2018, NDWM continued lobbying for domestic workers’ rights with the Central and State Government authorities and bureaucracy.*

Some of the highlights were:

- 66 MPs and MLAs and 77 government officials met by Advocacy Committee members
- 182162 signatures gathered and submitted to political leaders, including the Prime Minister and the President of India
- 10 press conferences held and 66 journalists met
- 67069 post cards posted to PM and Labour Ministry
- 86657 posters and 7500 pamphlets distributed across the country to raise awareness
- 16,302 domestic workers participated in rallies, marches and demonstrations, to press for change

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Neela Limaye, Secretary, Maharashtra Mahila Parishad
Securing Social Security Benefits

The Unorganised Workers Social Security Act 2008, made it mandatory for every state to form welfare boards which would provide unorganized labour like domestic workers with benefits such as medical insurance, assistance with the education and marriage of their children and old age and disability pensions. However, till date only 6 states have Social Welfare Boards. This year saw an increase in the number of registrations but without any substantial benefits accruing from them, leading to disappointment among workers. Social welfare schemes continuing to be run by the states benefited workers, apart from newly introduced Central Govt schemes.

The Central Government has now proposed a new Social Security code, which would cater to both organized and unorganized labour. A major disadvantage would be the high rate of monthly deduction of 12.5% for both sectors, as domestic workers get much lower wages compared to organized labour. NDWM along with allied organisations has demanded a relook at the Code by the Government, as its provisions would place a heavy burden on domestic workers, without offering them corresponding benefits.

Benefits received through social welfare & other schemes:

<table>
<thead>
<tr>
<th>Type of Schemes</th>
<th>Number of Beneficiaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kanya Vivaah Yojana/ Single mother</td>
<td>114</td>
</tr>
<tr>
<td>Old Age Pension/ NPS/ Madhu Babu</td>
<td>109</td>
</tr>
<tr>
<td>Widow Pension</td>
<td>18</td>
</tr>
<tr>
<td>Student Scholarship</td>
<td>253</td>
</tr>
<tr>
<td>Medical/ Health Benefits/ Megha Insurance</td>
<td>177</td>
</tr>
<tr>
<td>Family Death Benefit Scheme</td>
<td>7</td>
</tr>
<tr>
<td>Differently Abled Pension</td>
<td>23</td>
</tr>
<tr>
<td>Maternity Benefit/ Janani Suraksha Yojana</td>
<td>17</td>
</tr>
<tr>
<td>Pradhan Mantri Ujjwal Yojana</td>
<td>103</td>
</tr>
<tr>
<td>Pradhan Mantri Awas Yojana</td>
<td>18</td>
</tr>
<tr>
<td>Adult Literacy Programme</td>
<td>200</td>
</tr>
<tr>
<td>MRGK Benefit</td>
<td>200</td>
</tr>
</tbody>
</table>

From the time I came to know about the Domestic workers Movement I became a part of it. My employer had terminated me from the job, but through the support of the NDWM staff and the training programs, I picked up courage to ask for my rights. My employer understood me and called me back for work. Through the movement I have received many chances to represent NDWM outside the state. I am recognized, loved, understood and whenever I approach sisters or the staff they are ever ready to help me.

Tipuii,
Domestic Worker, Nagaland.
I have employed many domestic workers since many years. There is a difference in the working of the domestic workers who are part of NDWM - MP. I experienced a tremendous change in the domestic workers once they join the union. In the beginning I used to call our domestic workers lady or woman. Now they are requesting us to call them by name. They have improved their way of dealing and do neat work. The domestic workers inform us when they take leave and employ other domestic workers in their place for the absent days.

Ms. Usha Talibuddin, Employer, Madhya Pradesh

Status of registrations with unorganised workers Welfare Boards:

<table>
<thead>
<tr>
<th>State</th>
<th>Number of Registrations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maharashtra</td>
<td>2174</td>
</tr>
<tr>
<td>Goa</td>
<td>1700</td>
</tr>
<tr>
<td>Tamil Nadu</td>
<td>1341</td>
</tr>
<tr>
<td>Jharkhand</td>
<td>1772</td>
</tr>
<tr>
<td>Odisha</td>
<td>354</td>
</tr>
<tr>
<td>Bihar</td>
<td>1411</td>
</tr>
</tbody>
</table>

**IMPACT in 2018**

NDWM’s efforts in educating domestic workers about relevant welfare schemes and assistance in applying for them enabled them to secure social security benefits.

Some highlights:

- **1887 domestic workers received social security and social welfare benefits**
- **Rs. 38,01,400 disbursed via social security and welfare schemes**
- **18 domestic workers will benefit from subsidized housing under the Pradhan Mantri Awas Yojana**
Promoting Safe Migration

Overseas Migration

As Tamil Nadu is one of the largest centres for overseas migration especially to the Gulf countries, NDWM conducted 42 pre-departure programmes covering 4,250 migrants during the year. In close collaboration with Government agencies, these migrants were guided to understand the importance of proper work contracts with their overseas employers to guard against being exploited. They were also provided basic information about the local culture and language of their workplace and contact resources for securing support in cases of abuse.

35 illegal agents were identified and booked based on complaints filed by migrants who were duped by them. NDWM was also instrumental in processing 65 cases of migrants facing problems and repatriating free of cost the mortal remains of 11 workers to their families in India.

Interstate Safe Migration programmes

<table>
<thead>
<tr>
<th>State</th>
<th>Migrants Covered by Awareness Programmes</th>
<th>Community Meetings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tamil Nadu</td>
<td>110</td>
<td>40</td>
</tr>
<tr>
<td>Nagaland</td>
<td>7000</td>
<td>25</td>
</tr>
<tr>
<td>Bihar</td>
<td>800</td>
<td>3</td>
</tr>
<tr>
<td>Odisha</td>
<td>41</td>
<td>3</td>
</tr>
<tr>
<td>Delhi</td>
<td>500</td>
<td>5</td>
</tr>
</tbody>
</table>

We greatly appreciate NDWM’s rooting in communities through their dedicated staff while being connected at the state and national level through larger platforms. It truly reflects their conviction that struggle for social justice needs to be approached at multiple levels.

Esther Mariaselvam, Regional Manager, Action Aid India, Tamil Nadu
IMPACT in 2018

At the interstate level, there is an increase in the number of migrants who want to escape agrarian distress or crippling poverty and seek employment in large cities. They are most vulnerable to being preyed on by traffickers both within and outside the country. NDWM was at the forefront of promoting safe migration programmes for such migrant domestic workers.

Some of the highlights of work done for migrants:

• 8500 migrants were identified and covered by programmes providing vital information required to safeguard themselves from unscrupulous agents and employers. Community meetings in villages and towns also involved the family members and other potential migrants to understand the pitfalls of trafficking.

• 10 agents were identified and action taken against them.

• Vigilance committees were formed at village levels to maintain records of migrant workers and monitor their status in the cities.
Networking

Through its various programmes, NDWM aims for sustainable social change. From its inception, it has not worked in isolation, but sought to network with likeminded organisations to achieve this broader objective. This has resulted in a rich exchange of ideas and practices as well as helped to forge a united front to pressurise Government, especially to bring about much needed legislative reform.

Internationally, NDWM is affiliated with IDWF (International Domestic Workers’ Federation) which has 68 other affiliates comprising of organisations in Asian, African, Pacific, Caribbean, European, Latin American and North American countries. It is through the efforts of all these international organisations, that 25 countries have already ratified ILO convention 189.

Highlights of the networking initiatives in 2018 are listed below:

- NDWM participated in the National Rally at Delhi organised under the auspices of National Platform for Domestic workers which witnessed a gathering of over 37 trade unions and women’s organisations and 6000 domestic workers who marched demanding comprehensive legislation on social security and withdrawal of draft social security code being proposed by Ministry of Labour & Employment, Government of India.

- In Tamil Nadu, NDWM along with Unorganised Workers’ Federation hosted a consultation along with 25 Trade union officials for discussing and organising a protest rally of workers against the proposed Labour Code. A conference on living wage for unorganised workers was also convened by All India Democratic Women’s Federation supported by NDWM.

- In Orissa, Jan Shiksha Sanstha, Child line and several NGOs along with NDWM partnered in handling trafficking cases of girls and their rehabilitation.

- Together with Nazareth Hospital Workers Union, MECL Workers union, Health workers Union, Meghalaya Progressive state Hawkers and Vendors association, All Meghalaya Domestic Workers Union led a signature campaign for withdrawal of proposed Labour Codes.

- On Human Rights Day at Madhya Pradesh, NDWM along with Vishwas organised a rally demanding equality to every section of society.

I know NDWM-MP as I have an office in Indore. I have taken sessions on rights of women and labor classes and various Acts and have interacted with the domestic workers during my sessions. NDWM-MP makes real efforts to help the domestic workers to gain dignity from their work and that they approach the Government departments and officials for with memorandums to fix minimum wages, to constitute social welfare Board and to have weekly holiday and to include them in the labor law. I am in close contact with the Coordinator and staff who are working for the empowerment of domestic workers in Madhya Pradesh.

Mrs Shanno Shagufta Khan, Advocate, Human Rights Law Network. MP
• NDWM supported Citizen’s Initiative forum, Women’s organisations and Justice and Democratic Forum to organize a protest and hunger strike against abuse of children at Government supported shelter homes in Bihar.

• NDWM collaborated with Eastern Naga Mothers Association for Identifying child domestic workers in Nagaland

• In Maharashtra, NDWM along with Maharashtra Mahila Parishad held a Dharna Andolan demanding labour rights of domestic workers during the monsoon session of the Assembly at Nagpur.

• Together with Sark Foundation, NDWM took the lead for joint action in handling cases of domestic workers at Varanasi.

My mother is a domestic worker and my father is a labourer. I am the eldest in the family with two sisters and two brothers younger to me. I studied till fifth standard and left school because of my financial and family problems. I was taking care of younger sisters and brothers at home while my father and mother were going for work. One day a CRM staff member visited my home. I shared my family problems and also that I wanted to study but my parents don’t send me to school. The staff member met my parents a few times and my parents agreed to send me to school. Now I am studying in the 8th standard. I also joined the child participation group and I am very happy in the group.

Puja Kumari,
CRM group member,
Uttar Pradesh

NDWM is committed to protecting children from the evil of child labour, especially in the area of domestic work and restoring their childhood and rehabilitating them through proper education. In this task, it works in cooperation with police and Government child welfare agencies to identify and rescue children and provide shelter and counselling services, before handing them to their families. Older children are provided vocational training so that they can equip themselves with employable skills after completing their education.

<table>
<thead>
<tr>
<th>Identified Children</th>
<th>Rescued/Rehabilitated</th>
<th>In bridge schools</th>
<th>Supported mainstream education</th>
<th>Vocational Training</th>
<th>Awareness campaigns</th>
</tr>
</thead>
<tbody>
<tr>
<td>1129</td>
<td>67</td>
<td>696</td>
<td>265</td>
<td>128</td>
<td>170</td>
</tr>
</tbody>
</table>
ChildLine is a 24 hours toll-free telephone (1098) phone-call-based service for children in distress. This is a project to extend emergency help to children in difficult circumstances funded by the central government. On receiving phone calls from general public intending to help children, the staff at NDWM’s Ranchi office follows up the calls and helps the child in distress until the case is brought to a reasonable conclusion. ChildLine functions under the guidance of a child welfare committee (CWC) at the district level to bring the case being attended to its conclusion.

In 2018, Childline actively participated in spreading awareness about child labour and child trafficking in and around the railway station by organising signature campaigns, performing street plays and holding meetings with coolies and vendors working at the railway station.

### Cases handled by Railway ChildLine

<table>
<thead>
<tr>
<th>Children Lost</th>
<th>Abandoned</th>
<th>Child Labour</th>
<th>Runaways</th>
<th>Begging</th>
<th>Trafficked</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>46</td>
<td>2</td>
<td>5</td>
<td>65</td>
<td>3</td>
<td>98</td>
<td>286</td>
</tr>
</tbody>
</table>

### Number of cases attended by Childline Ranchi

<table>
<thead>
<tr>
<th>Children Lost</th>
<th>Abandoned</th>
<th>Child Labour</th>
<th>Runaways</th>
<th>Trafficked</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>19</td>
<td>52</td>
<td>100</td>
<td>6</td>
<td>198</td>
</tr>
</tbody>
</table>
Child Participation Programmes


Promotion of child rights and child participation are viewed by NDWM as the best means to ensure that children especially those from disadvantaged backgrounds develop a sense of self-worth. Through their training programmes and their projects, they feel empowered to channelize their energies for the good of society.

**IMPACT in 2018**

**NDWM’s 223 CRM groups with 4402 members in 10 States conducted the following activities:**

- **Children in Tamil Nadu** protested against a bus fare hike, planted tree saplings and initiated a clean-up drive in a locality after their campaign for clean surroundings was ignored. They also lobbied for rain water harvesting and setting up of dustbins in local areas. In Bihar children took part in a meeting with political parties on World Day against Child labour. They also participated in street plays, a Human chain and demonstrations against child labour.

- **In Maharashtra,** children learnt about the functioning of the Child Welfare Committee and also visited the anti-trafficking unit at Mantralaya.

- **In Nagaland,** cleanliness drives were conducted in 4 colonies and persons suffering displacement after a fire were helped with basic necessities.

- **CRM groups in Madhya Pradesh** organised visits to District and High Courts to learn about the judicial system.

- **Awareness programmes were held in schools and community halls,** on child rights and the aims of child rights groups and child participation programmes.

“**I am happy to be a part of the Child Rights Movement, through which I got the opportunity to attend many training programmes on leadership skills, personality development, communication skills and social analysis. I gained self-confidence, self-knowledge and high esteem with a positive outlook on my career as part-time domestic worker and part-time student. I successfully completed my class X examination during this year 2018, through my self-interest and hard work.”**

Adaline Merwin,
CRM Member, Meghalaya
CRM Groups in 2018

I used to see children gathering in my compound. They would sing, learn and enjoy themselves. One day I too attended it, and I realized how lucky my child is to know his rights, mix with people, take a lead, meet people and help others. Today I am happy and grateful for NDWM-CRM.

Ms. Savitri,
CRM child’s Parent, Nagaland
Due to the private nature of their workplaces, domestic workers are vulnerable to various forms of abuse at the hands of employers. This situation is further aggravated by the fact that there exists no formal employer-employee contract and no legal protection in terms of wages and working conditions. Moreover, many of them come from economically depressed backgrounds and are subjected to domestic violence. With the knowledge of their rights and backing of their fellow workers, they are able to withstand such crisis situations. Legal aid is also provided to them in their hour of need.

Some of the successful interventions are listed below:

• This DW was working as part time worker in a hotel. The employer made her clean the vessels, wipe tables, and wash and cut vegetables. But he paid her only Travel Allowance of Rs. 300/- instead of Rs. 6000/- he promised. The case was taken up by the union members. The union leaders submitted a letter to the owner and warned him that if they did not pay, the case would be taken to the employment minister. Later the hotel owner paid the promised amount.

• The DW worked for 3 months and was not paid her salary even for a month. Whenever she asked, she was promised it would be given the following week. Later the employer told that her he was going out of the state and after returning he would pay her 3 months’ salary. The employer was intimated that the matter would be taken to police by the union. Immediately the DW was paid one month’s salary and after a week she was paid the remaining amount.

• A domestic worker was falsely accused of stealing a gold chain and money from her employer’s house. She was beaten up and taken into police custody. She had not been paid salary for 3 months. After the union leaders approached the employer, he agreed to pay the whole salary in a week’s time and she was released from the police station.

• A domestic worker’s husband was beating her regularly, as he had a drinking habit. An oral complaint was lodged with the police station. The
police station called her husband through the women’s cell connected with the police station. A promise of good behavior was given by the husband.

- A girl child domestic worker was abused and assaulted by her own uncle. A case of POCSO was filed in the session court and a medical examination report was submitted. The accused was convicted for the sexual assault under the Act. The girl was rehabilitated and asked to stay with her grandmother.

- A 16-year-old girl domestic worker was cheated and beaten up by her employer, after serving him for 10 years without any payment. The case was referred to CWC. The CWC referred the matter to the SDM for further processing. The SDM documented her story and filed a case, which is under trial.

- A girl domestic worker had been working with a family as a domestic worker for a period of 9 years. She was promised that the employer would take care of her education and also the expenses of her marriage in view of the service provided by her as child labourer. This was a case of bonded labour. Her case was referred by the union to the SDM who noted her statement. The labour office agreed to provide legal support to fight the case.

- For carrying out household chores like cleaning, cooking, washing utensils a domestic worker was promised Rs. 2000/- per month. In the month of March 2018 due to some urgency she had to take leave from work. Later when she asked for her salary, the employer cut her salary for 15 days. She kept on asking him but he refused to pay. In the end she brought the issue to the notice of the union. The staff called up to the employer through the union number and discussed the matter requesting him to clear her salary immediately. The employer not only paid her unpaid salary but gave her an increment in her salary with 4 days leave per month. Hence, she continued her work in the same house.

### Cases handled in 2018

<table>
<thead>
<tr>
<th>Type of Cases</th>
<th>Number of Cases</th>
</tr>
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<tbody>
<tr>
<td>Domestic Violence</td>
<td>21</td>
</tr>
<tr>
<td>Non-payment of Salary</td>
<td>18</td>
</tr>
<tr>
<td>False accusation of Theft</td>
<td>12</td>
</tr>
<tr>
<td>Physical Assault/ Sexual Harassment</td>
<td>5</td>
</tr>
<tr>
<td>Rescued from Employer</td>
<td>9</td>
</tr>
<tr>
<td>Unfair dismissal</td>
<td>6</td>
</tr>
<tr>
<td>Child Sex Abuse</td>
<td>2</td>
</tr>
<tr>
<td>Defamation</td>
<td>1</td>
</tr>
<tr>
<td>Property Disputes</td>
<td>1</td>
</tr>
</tbody>
</table>
I am fifty-two years old now. I have four children. My husband is a mason. I am working as a domestic worker for last ten years. I joined the movement in 2015. When I had not joined the movement, I did not know anything about domestic worker’s right, minimum wage, sangathan, union etc. I was thinking there is no one who can listen or support me. But now through the movement I know so many domestic workers. Now I feel that movement is there to listen and support me. I am very happy in the movement.

Kanti Devi, Domestic Worker, Uttar Pradesh.

National Level Rally by NPDW and Lobbying for National legislation

The National Platform for Domestic workers (NPDW), a networking body in which NDWM and NDWF are members, organised a Public Event on August 2, 2018 in Delhi to demand that the Government of India should enact National Legislation for the domestic workers and withdraw the proposed Labour Codes, as they are not labour friendly. There was a rally and public programme, which was addressed by six Members of Parliament and attended by over 6000 workers from all states.

Prior to the rally, several meetings were held by the National Platform for Domestic workers on March 26 and May 28 at Delhi and June 30 at Trivandrum. Meetings were attended by participants from several states and unions and representatives from Central unions, AICTU, SEWA, INTUC and AIDWA. Detailed critiques of the new Codes replacing the existing labour laws were discussed. Labour unions would therefore oppose this Bill or at least demand that it goes to the Parliamentary Standing Committee. It was decided that the NPDW would write to the Labour Minister with objections and demand that this Bill be sent to the Parliamentary Standing Committee.

To create awareness about the code and to seek public support, NDWM and NDWF launched a signature campaign on May 1 and collected 1,50,000 signatures from 16 States. The signatures were submitted to the Prime Minister’s office and the Labour department on August 2, 2018. Posters were displayed in slums and public places in local languages to give wide publicity. A press conference was organised in 14 States and received wide media coverage.
The NDWM advocacy team met around 20 MPs from July 30 to August 1, to invite them for the rally. Some of the MPs endorsed the petition of the NPDW. They also met prominent leaders like Shri. Sitaram Yechuri and Shri. Rahul Gandhi. One of the MPs, Mr. Vincent Pala raised the issue in the Parliament during the zero hour. During the winter Parliamentary session, a delegation from NDWM and NDWF met around 15 MPs to gather support for a National legislation for DWs. One of the MPs Shri. Tiruchi Siva sent questions to the Labour Ministry, enquiring if the Government was setting up any mechanism to regulate the conditions of domestic work in India and whether the current regulations comply with the ILO prescribed standard. The Ministry had responded that a draft National Policy was under consideration with the provisions of including domestic workers under existing legislations, enhancing their skills and providing them the right to form unions and associations and the right to minimum wage and social security. The MP also promised that he would introduce a Private Members Bill.

**Coordinators’ Meet**

The President, National Coordinator along with State Coordinators and staff held their annual meeting at Chennai on July 8 at St Thomas International Centre. Fr Felix, President, NDWM, in his address likened the different states of our operations to unique flowers, that linked together formed a beautiful garland, spreading its fragrance all around. He ended on a note of hope that through the inevitable ups and downs, the movement would journey forward and grow in strength. This was followed by a presentation by Ms. Ankita on Domestic Workers’ Skilling Council which arranged for the certification of domestic workers. During the following session, State Coordinators and staff shared the good practices adopted by them and the challenges they faced and how they overcame them. They also drew up a fresh plan of action for the rest of the year.

**Bringing women under one umbrella as a group is a hard task but grouping working women is a herculean task. NDWM has done a marvelous task of creating unions for the domestic workers in various parts of Tamil Nadu. This organization unites the domestic workers together and creates awareness among them of their legal rights and takes up their issues and rightful claims with state as well as union government and various issues were settled. Domestic work is a labour oriented physical work but with low payment. Some of the domestic workers also face sexual harassment at work place. This organization not only gives awareness programme for the domestic workers but empowers them.**

**K. BalaBharathi,**
All India Democratic Women Association (AIDWA), Tamil Nadu
I have been a domestic worker for the last 10 years. When I came to know about NDWM working for the rights of the domestic workers I did not believe saying many of them come and cheat us the poor people and they don’t do anything, but still I joined in the union and attended few meetings then I gained the confidence.

On 18th June I attended the Domestic Workers Day celebrated at Tigidi. For the first time I came to know that there is a Day for us which is also celebrated. There were a good number of domestic workers who participated. I was wonderstruck looking at that crowd. The very next day I called the Delhi office and expressed that I want to work with NDWM and give awareness to the women who ignore those really work for their welfare.

Ms. Arzoo,
Domestic Worker, Delhi

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National Level Training for Co-ordinators and the Federation Leaders

The fourth Executive Committee meeting of the National Domestic workers’ Federation (NDWF) was held at St. Thomas International Centre, Chennai on July 6 and 7, 2018. The gathering comprised members of the Executive Committee and the President, National and State Coordinators and staff members of NDWM. On this occasion, talks and discussions were also held on Domestic worker co-operatives, Social security Code, Workplace sexual harassment and violence and occupational hazards faced by domestic workers.

The session on domestic worker Co-operatives was facilitated by Lix Roj. He explained that the main aim of the co-operatives was to further economic empowerment and democracy. They could enter into individual tri-partite agreements, between, co-operative, employers and domestic workers and initiate income generating activities and share in the profits. The example of the Jharkhand Cooperative was shared in detail.

Sr. Clara discussed the occupational hazards faced by domestic workers in an interactive session. Some of the problems faced were skin allergy, back pain, gastric problems, anemia, asthma and headaches. These were aggravated by allopathic drugs or self-medication. Sr. Clara proposed that workers could also use alternative therapies like reflexology and had practical demonstrations.

In the afternoon session the State executive members shared the initiatives taken by them at the Federation level and the ideas put forward by them to strengthen union activities in their states during the last year.

On the following day the session on Social Security code was facilitated by Ms. Geetha from the Unorganised Workers’ Federation. She explained that the Government was in the process of replacing 44 labour laws by 4 codes namely Wage
Code, Industrial Relations Code, Social Security Code, Occupational Health and Safety Code. All 4 Codes were meant to simplify the existing Labour laws, but ended up watering down workers’ rights, in order to promote ease of doing business.

The Social security Code would replace 15 existing Social Security Acts. The main problem is that it interferes with all the existing Welfare Boards. There will be only one single Social security Board for both organized and unorganized workers in every State. This would make the numbers dealt with by this Board huge and difficult to manage. Deductions towards the Social security Fund would be 12.5 % from workers and 17.5 % from employers. This rate of deductions would affect unorganized labour in a big way.

The need was felt to organize the workers and create awareness about the Code and launch a signature campaign in support of their stand and also contact Opposition MPs and the Petitions Committee of the Lok Sabha, so that the bill is sent to a Standing Committee for review. The session ended with a discussion and sharing on what Social security benefits should be made available to domestic workers.

**Regional Trainings:**

**Southern Regional Training**

Regional training for 48 NDWM staff and the domestic workers’ leaders from Karnataka, Kerala and Tamil Nadu was organized in Don Bosco College in Chennai on April 21 & 22, 2018. The topics covered in the training included Reflect Circle, Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013, Labor code and Occupational health.

In the session on Reflect Circle, Mr. Devaneyan, a director of Thozhamai trained the participants on how to form a reflect circle of 15-20 members discussing issues existing in their area affecting their day to day life and then work together to find solutions. At the end of the session, participants from Karnataka, Tamil Nadu and Kerala discussed their key problems and resolved to start reflect circles in their area.

The session on Sexual harassment of women at workplace was facilitated by Ms. Ramapriya, a High Court lawyer. After explaining various provisions of the Act, she discussed the procedures and the need for timeliness and completeness in giving details to make the complaint solid and authentic. An online complaint box could also be utilised for complaints about sexual harassment issues at the workplace.

The session on Labour code was facilitated by Ms. Geetha, a social activist. Her insights and inputs motivated the participants to raise their voices against the new Labour code. She urged the participants to fight for cancellation of this Labour code before it comes to existence, as the codes do not protect the rights of workers and stands with the employer alone.

The final session on Occupational health was facilitated by Ms. Geetha of Action aid. After screening a one-minute video portraying the problems faced by the domestic workers, she made the group to think about physical, mental and social health issues in the workplace.
Northern Regional Training

55 Participants participated in the Northern region training program held in Mumbai on November 27 and 28. The topics covered included Housing Rights, Domestic Workers Skill Sectoral Council, Gender based violence and Leadership Skill. Mr. Raju Bhise facilitated the session on Housing Rights and pointed out that housing is more than a secure dwelling. It also impacts a worker’s capacity for work as it affects her productivity due to associated issues like safety, hygiene and proximity to schooling and medical facilities.

He explained in detail the Pradhan Mantri Awaas- Yojana (PMAY) through which full housing was proposed to be made available to all citizens by 2022. The PMAY (Urban) seeks to address the housing needs of the urban poor, including slum-dwellers, through slum rehabilitation and affordable housing. He urged domestic workers to learn more about relevant legislation and details of SRA projects in which they were involved, to prevent exploitation. Those having own houses should ensure registration of their pattas to prove their ownership and eligibility for affordable housing.

Ms. Ankita of Domestic Worker’s Sector Skill Council, Delhi shared the details of the training imparted to DWs in order to obtain certification of their skills. The types of training imparted includes Housekeeping, Care giver for children and elderly and Cooking. Certification and helps domestic workers to negotiate for better wages with their employers.

In the final session of Day 1, participants were divided into groups based on their states to discuss their new activities, achievements and challenges during 2018. On Day 2, Mr. Ashish facilitated the session on Gender based violence through pyramidal social structure in India. He highlighted the gender-based discrimination,

I am very happy that National Domestic Workers Movement is working for the rights of the domestic workers. I am happy that NDWM is working for the poor marginalized people. I support the issues and demands of the domestic workers. I hope one day they (DWs) will get their rights

Abhay Shriwastav,
Employer, Uttar Pradesh
men dominated society and their impact on the women. In the concluding remarks the facilitator encouraged participants to break their silence and share with their fellow workers instances of gender-based violence, so that such types of violence are stopped through public pressure.

Mr. Raju Bhise conducted a session on ‘Leadership’. He explained the types of leadership by means of diagrams of fish formations and the situations in which they were useful. He summed up by elaborating on the essential qualities of a leader. In the final session, the participants were once again divided into groups to draw out an action plan to undertake new initiatives in the areas of Gender based violence, Leadership skills and Housing.

North East Level Staff Training and Capacity Building

A three day North East Regional Domestic Worker’s Animator’s Meet training and capacity building was organized on September 25 to 27, 2018. The participants involved were animators and coordinators from Nagaland, Manipur, Assam and Meghalaya. The objective of this training programme was to create awareness of issues related to women and children happening in and around the North-East, educate the participants about Government acts and policies and upgrading their knowledge in dealing with cases of domestic workers.

Invited speakers spoke at length on topics ranging from Legal awareness, Human Trafficking, Unionisation, Harassment at the workplace, Social Security Code 2018 and skill training.

The training sessions also involved ice breaking and sharing sessions on problems faced by the animators in their own state. The program ended with evaluation and planning by participants in their respective groups.

Eastern Region Training at Patna

Participants from Jharkhand, Odisha and Patna participated in this regional program. Ms. Sharad Kumari, the program officer of Bihar Action Aid shared with the group about the ill effects of globalization and privatization on the lives of ordinary people. The session was thought provoking and workers were urged to fight discrimination and consumerism.

On the second day the program dealt with social security schemes provided by the Bihar, Jharkhand, Odisha and the Central government and how to avail them. The group participated with enthusiasm to learn and share with the co-workers. The group shared about few schemes at the state level and discussed their availability and challenges in procuring benefits under these schemes.
International Programs

During 2018, NDWM participated in the following International Programs

• ILO Convention on ending violence and harassment on the world of work from May 28 to June 8, in which the proposed Convention on ending violence and harassment in the world of work was discussed.

• Abu Dhabi dialogue meeting in which 60 Participants from 16 countries discussed topics like the labour recruitment process, comprehensive information and orientation programme for migrants, skill harmonizing, and the future of the domestic work, regional consultative processes and policy documentation of Gulf countries labour markets.

• Consultation on the Global compact in February 2018 for Migration to set out a range of common principles and commitments among member States regarding international migration in all its aspects and offer a framework for comprehensive international cooperation.

• South Asia Regional Consultation on the Global Compact for Migration organized by MFA in Nepal from March 21 to 23. Trade Unions and CSOs were invited to provide inputs on the Zero Draft plus of the GCM and strategize the engagement with their governments.

• Consultation on International Labour Migration to identify the main forms of GBV faced by domestic workers in Asian countries.
The former president of the United States of America once said about the labour movement: “It was the labour movement that helped secure so much of what we take for granted today.” That type of labour movement requires a dedicated force to achieve the required goals. As Labour Superintendent, I connected with NDWM activities through sister Lima and observed that they had started the labour movement especially for the most vulnerable section of the working force, especially for women domestic workers. I hope certainly by this magnitude we can achieve the required goal.

With best wishes
Ranvir Ranjan,
Bihar.
I have three domestic workers working in my house. My domestic workers who are members of the union are getting training from the organization and that information is helpful in my work. They have been trained about cooking, health and hygiene, economic planning and because of these programs my domestic workers have learnt many things and increased their self-confidence. I can see the cleanliness in their work. Also, they now know the importance of education and are sending their children to good schools. My request to the union is that they should always stand with domestic workers for their rights.

Archana Joshi,
Employer, Maharashtra

In Nagaland, around 600 domestic workers of Dimapur converged to commemorate a day of solidarity to protest the discrimination they face at their workplace. Chief Judicial Magistrate Ajongba Imchen, urged them to fight for their rights lawfully and assured them free assistance from the Dimapur.

Domestic Workers Week 2018, was celebrated in Meghalaya with several events including a pamphlet distribution campaign, a panel discussion and a signature campaign. Different government departments and institutions like schools and colleges of both public and private sectors were contacted by the workers.

600 members of NDWM, Odisha attended IDWM celebrations. A public Meeting was organized at Shining Club Rourkela. After speeches by the invited special guests, a few domestic workers gave their testimonies and expressed their demands and views to the Government.

IDW Day was observed at Perumbakkam relocation site in Chennai in which 300 women participated. Certificates were given to women who underwent skill training in housekeeping,
jointly organised by NDWM, Action Aid and Apollo Medskills. Speakers dwelt on the minimum wage issue. Domestic workers performed a small skit depicting their vulnerability and stigma associated with their work. In Dindigul, 50 domestic workers participated in a symbolic protest, in which the participants wore aprons, held flags and raised slogans demanding their rights and calling on the Govt. to show quick affirmative action.

In Kerala, IDW day was celebrated with around 428 participants in attendance. On this occasion, the speakers dwelt on health and domestic workers’ rights.

At Delhi, 190 domestic workers attended the IDWD program. The chief guests concentrated on the topics of advocacy and labour laws. A street play was staged on labour rights.

Bihar celebrated with a week-long program which consisted of area wise awareness rallies, cooking competitions, a public meeting and a signature campaign. On June 19, around 500 migrant workers and domestic workers marched on the road fighting back the 43 degrees heat wave demanding their rights.

A Press Conference was organized by Karnataka NDWM to mark the day. 30 different press channels members were present. 12 domestic workers including the staff interacted with the Press personnel during this event.

NDWM Assam observed a weeklong celebration with a poster campaign involving cycle and auto rickshaws, a public function and a peer exchange programme. The members expressed the joy of being together in one profession and at the service of others for earning their daily bread.

Ranchi witnessed a gathering of 500 domestic workers with memoranda placed before Government officials. The domestic workers also presented several colourful entertainment programs.

“I appreciate the movement for taking initiative to work for the domestic workers. I shall continue to support the movement to strive for success so that domestic workers are empowered through recognition in public, develop skills, get justice and are prevented from different types of unjust treatment in the society”

Mrs. Caroline Laloo, Employer, Meghalaya
In Goa, IDW day was organized at the area level with the guest speaker dwelling on C 189 and worker rights and social security benefits available to workers.

Maharashtra organized a ‘Domestic Workers Sankalp Melava’, focusing on amendments to the Maharashtra Domestic Workers Welfare Board Act-2008. 1500 domestic workers participated in the rally and the public meeting. The event got wide media coverage. Ten newspapers and four TV channels covered the event.

On IDW Day, 300 domestic workers gathered at Akhada Basti Sector 11, Udaipur. The celebration included speeches, a cultural program and a signature campaign.

A press conference was organized in Madhya Pradesh at Press Club with the participation of media personnel and domestic workers to reach their voice to the public and Government.

World Day against Child Labour

In Nagaland 120 teachers from different schools and children participated in the program. It was a day to express concern and raise voices against child labour and to campaign for a healthy and safe generation.

89 participants gathered to create awareness to students on child labour and ban children in domestic work in Meghalaya.

Children in domestic work from different areas of Rourkela, Odisha gathered for the event. The speaker asserted that children should know their individual rights, and develop leadership qualities and take up social responsibilities at an early age. Around 300 children including former child labourers gathered to celebrate through action songs and a street play.

At Udaipur domestic workers’ children and their parents met for the event. After the event, children spoke about the anti-child labour program to children working in a shop.

In Madhya Pradesh, 49 children gathered to hear a talk on safety measures to be observed on social sites, followed by an exposure visit to the district court.

I reside in Dongri, Dahisar (E), Mumbai. We are 5 sisters in our family. My father left us because we are all girls and he wanted a boy in our family. My mother takes care of all family members. She is a domestic worker and my elder two sisters are also domestic workers. I also help my mother in her work.

One day I got information from my friends that someone would visit our area to meet children who are in domestic work and to teach us about child rights. We had a meeting where I participated and got information about CRM. For the first time I understood that children have special rights. I decided to continue and bring more new members into the movement. Later I was elected a leader and took responsibility of the group. For me it was very difficult to handle children in group meetings, trainings and exposure visits, but slowly I got confident. I also participated in the national level child protection policy making workshop where I met many new friends from different parts of India. The organization help us to continue our education, by giving financial support and emotional or psychological help.

The group has given me hope for a good future. Earlier I blamed myself for my father leaving and wished I was a boy. Now I feel proud that I am a girl with equal rights.

Rohini,
CRM Member, Maharashtra
Domestic workers hint at poll boycott against govt apathy

State has been ignoring implementation of schemes mandated for them

By Suresh Golani

They cook, wash utensils, sweep floors and scrub clothes — domestic workers who take care of all our daily household chores continue to remain the most underpaid and overworked workforce in most parts of our country. The situation is no different for the thousands of domestic workers in the twin-city of Noida-Bhayandar, who have finally upped the ante for their long-pending demands of equal pay, social security, old age pension, insurance and maternity protection.

In order to press their demands, domestic workers from across the state, under the aegis of the National Domestic Workers Movement (NDWM), will participate in the day-long conclave in Thane to mark the International Domestic Workers’ Day today.

While speaking to media persons in Bhayandar, a delegation of householders led by Anju Lodge, hinted at the possibility of domestic workers taking a decision to boycott all upcoming elections if their demands are not met. “It is an irony that despite collecting annual fees from thousands of domestic workers, the government is reluctant to implement mandated schemes for them. This will not be tolerated anymore,” said Lodge.

It should be noted that the International Labour Organization (ILO), which met in Geneva in 2011, has passed the domestic workers convention with a large majority of member countries, including India, voting in its favour.

However, despite ratification, the actual implementation has remained on paper under the garb of Labour Code on Social Security which has been postponed by the central government authorities for some time.
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