ANNUAL REPORT



VISION

Create an inclusive society where all stakeholders, particularly the vulnerable participate with full empowerment and gain equal access and control over services, resources, and institutions.

MISSION

Promote social inclusion and democratic governance so that the vulnerable sections – dalits and women, of our society, are empowered to effectively and decisively participate in mainstream development and decision making process.

UNNATI ANNUAL REPORT 2008-2009

This is the 20th Annual Report of UNNATI. Over the years, we have established as an issue-based, strategic educational support organisation, committed to fight social exclusion and discrimination, and promoting social accountability in governance. Vulnerability and poverty reduction guide all the interventions.

While the core activities are knowledge building, training, and advocacy, we also continue to work directly at the field level with the community and local organisations to experience, learn and synthesise insights on various issues. All initiatives are executed in a framework of collaboration and partnership for joint learning and sharing to empower people for demanding their entitlements, and enable service providers to deliver in a transparent and accountable manner. We work with civil society organisations (CSOs): community based organisations (CBOs), non-government organisations (NGOs), government, private sector institutions, and media. All the activities are carried out through three thematic centres:

Social Inclusion and Empowerment

Civic Leadership and Governance

Social Determinants of Disaster Risk Reduction

We continue to work primarily in the states of Gujarat and western region of Rajasthan. We sincerely thank all those who have provided us opportunity and support to carry out the activities during the year. We look forward to continued support to enable us to be relevant, effective and committed in fulfiling our mission.

Social Inclusion and Empowerment



This programme aims for the inclusion and empowerment of marginalised groups like *dalits*, tribals, women and persons with disability, and mainstreaming their issues in development. *Dalit* mobilising and organising programme in western Rajasthan is in its tenth year. Capacity of partners and *dalit* leaders has been built to raise issues of rights and entitlements. Community structures were created at the village and block level to provide legal guidance and hand-holding support. Over the last two years, efforts have been directed towards building women's leadership and training of paralegals to address issues of discrimination and atrocities. An internal evaluation was initiated for consolidating the learning and develop the future strategy.

Practise of gender mainstreaming has been an important concern. Interventions have been made to mainstream gender in our own and partners' programmes. A variety of learning tools and educational materials has been developed. Mainstreaming issues of disability has not yet gained due recognition. We are working towards creating an enabling environment and making it a civil society agenda.

Dalit Mobilising and Organising in Western Rajasthan

Dalit Rights Campaign (*Dalit Adhikar Abhiyan*) in western Rajasthan is a collaborative initiative with nine grass-root organisations and *dalit* community leaders. It is facilitated through 11 block level *dalit* resource centres (DRCs) in three districts covering 248 villages. Besides this, the programme reaches out to other areas to address and support cases of discrimination and atrocities. In all the villages under intensive mobilisation, *dalit* men and women's groups have been formed (3235 men and 3217 women members out of which 5832 are paid members through the DRCs). Key activities were as follows:

Mobilisation Campaign on *Dalit* and Women's Rights and Entitlements

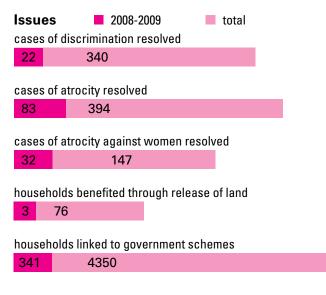
Mobilisation Campaign (Dalit Garima Yatra) was organised in 88 villages of western Rajasthan (November 2008) reaching out to 15,000 people. Issues like discrimination at public places, women and land ownership and land encroachment were raised. Fifteen hundred dalit men and women participated in *Ambedkar Jayanti* celebrations organised through DRCs. A mahila bhumi adhikar (women's land rights) sammelan was organised on March 24-25, 2009 at Pokharan, Jaisalmer in collaboration with partner organisations to generate awareness on the relevance of the issue and felicitate the women who have struggled to claim their land. Struggles of women on land entitlement was documented and published to build confidence and derive inspiration to take up the issue on a wider scale.

Five issues of 'Dalit Update', a quarterly bulletin, were published for providing educational support to the campaign. The issues covered are *dalit* ideology, cases of struggle on violence against *dalits*, women's land ownership campaign, and social justice laws and government programmes.

Raising Issues of Discrimination, Atrocities and Entitlements

In most of the public places of the intervention area, discrimination has been removed through community and legal actions. During the year, 140 cases of discrimination, atrocity, violence against women and land entitlement were taken up. Out of 22 cases of discrimination, 18 cases were resolved.

Efforts are being made to develop an alternate community level justice system as the formal legal processes are lengthy, expensive and complicated. DRCs facilitate a compromise between the parties and judgements are given considering prevailing legal aspects and local context. Seven cases were resolved through the DRCs.



Capacity Building for Strengthening *Dalit* Organising

Dalit leaders are regularly provided training on various aspects for their capacity building. Eleven DRC based training programmes covering 151 men and 102 women leaders were organised during April-May 2008 on access to government programmes and Prevention of Scheduled Caste/Scheduled Tribe Atrocity Act 1976.

Twenty four selected women leaders, fellows and staff members of DRCs attended a workshop on gender mainstreaming (February 4-5, 2009). Issues like role of women members in DRCs and challenges faced by them were discussed. Two trainings were organised for 70 leaders of women self help groups (SHGs) in July 2008 on functioning of SHGs. A workshop on Fact finding in the cases of Human Rights Violation (October 20-24, 2008) was organised at Jodhpur for 28 participants from 13 organisations. Mr. Henri Thipange from People's Watch facilitated the workshop.

For the last two years, field facilitators are being developed as paralegals in collaboration with Indian Institute for Paralegal Studies, Ahmedabad. This year, the second batch of 30 (20 men and 10 women) from 15 organisations attended the first workshop on role of paralegals, basics of the Constitution, administrative, judiciary and police set up. Support was provided in facilitating workshops on legal rights of *dalits* organised by Lok *Adhikar* Network and SURE for legal literacy and monitoring of food security programme, rights based approach, community organising and advocacy.

Multi-stakeholder Dialogues for Linkages with *Dalit Adhikar Abhiyan*

Several block level meetings were facilitated with lawyers, media representatives, government officials, elected representatives of *panchayats*, MLAs and the *dalit* leaders to build a wider

solidarity group to support the struggle and legal processes. Three candidates from different political parties shared their manifestos with the community leaders in a meeting in November 2008 at Balotra. A one-day seminar was organised on *Dalit* Organising in Western Rajasthan: Context and Possibilities in which 52 people from academia, law, village development committees, block level committees, partner CSOs and DRCs participated.

Knowledge Building

A study was undertaken to understand the status of discrimination in mid-day meal scheme in 50 schools of western Rajasthan. In one-third of the cases, school management or teachers accepted that parents of upper caste students or the students themselves objected to the common arrangements for serving the meal. It was evident that this remains a crucial issue. Twenty two cases of violence against women raised by us in the last three years were studied to understand the legal and social aspects and the enabling and hindering factors for a woman victim fighting for justice.

Partnership Building

Along with the mobilisation work, we derive our strength through our association with National Campaign on Dalit Human Rights (NCDHR), Suchna and Rozgar Adhikar Abhiyan, Indian Institute of Paralegal Studies, Navsarjan, Dalit Foundation, People's Watch and many others in terms of sharing of strategy and receiving thematic inputs. These associations are extremely valuable in making a bridge between the local level initiative and state and national level movements.

Mainstreaming Gender

Gender is a cross-cutting issue both at the programmatic and institutional level. A separate team is nominated from the existing programme teams to steer gender related activities. The overall effort is to build internal capacity to mainstream gender in programme implementation, evaluation, and human and institutional development process. The team also provides support to partner organisations on the basis of request.

Enabling NGO Partners to Mainstream Gender

Workshop based support was provided to partner organisations and programmes to facilitate reflection of staff personal beliefs and values and organisational and programmatic practices on gender issues. It also enabled to formulate gender perspective and familiarise with tools and techniques on participation of women in programmes, identify gaps and develop action plans. Gender sensitisation workshops were facilitated for programme teams of Sadguru Water and Development Foundation, Dahod, WASMO, Gujarat and Blind People's Association (BPA), Ahmedabad. We have been closely working with the Gender Resource Centre, an autonomous unit of Women and Child Development Department of Government of Gujarat. Participation in various training programmes and workshops provides opportunity to reach out to wider sections as well as enables us to work on different gender issues. An exercise was developed for role clarity and peer learning for Field Co-ordinators of the Multi-purpose Welfare Centres run by the Department of Women and Child Development.

Vishakha, Jaipur launched a campaign 'Naye Mard ki Nayi Soch' in seven districts of Rajasthan for sensitisation of young boys and men on gender issues. The campaign in Jodhpur was facilitated in collaboration with Meera Sansthan which reached out to 162 school and college going boys, four hundred and eighty three youth, Nehru Yuva Kendra members and panchayat representatives in 15 villages. The exercise reinforced our belief of engaging with men to reduce gender disparities.

Internal Capacity Enhancement

Two team members participated in an international workshop on 'Building Safer Organisations' organised by Humanitarian Accountability Partnership (HAP) during May 26-31, 2008 in Ethiopia. This workshop aimed to build the skills of NGO representatives on the process of conducting investigations into staff misconduct in situations of crisis. Using the learning, guidelines have been developed for investigation procedures into cases of sexual harassment at the workplace by the 'Gender Sensitivity and Equity Committee' within the organisation.

Livelihood Support for Women in Kutch

A craft based livelihood project among women was initiated after the earthquake in Gujarat in 2001. After eight years of various inputs to the women, skill assessment of 700 women embroiderers was conducted to grade their skills. In this process, 29 local stitches were documented. A portfolio of embroidered surface designs with the stitches, motifs, pattern, and layout were compiled and classified for future reference and design development. In January 2009, two workshops on skill upgradation cum production were organised to orient the crafts women to develop product oriented embroidery. As a part of skill enhancement and learning of the traditional embroidery skills for the young girls, family based training programmes were promoted.

Knowledge Building

To systematise knowledge and experience on gender sensitisation, learning tools were developed for development practitioners. The first in a series of four booklets on History of Women's Movement has been prepared for grassroots workers in Hindi and Gujarati in collaboration with *Sahiyar*, Vadodara. The first volume covers the struggle of women from ancient times to *Bhakti* movement in India.

A short film on 'Women and Land Rights' was prepared in Hindi for creating awareness on this issue with a special focus on the role of Panchayati Raj Institutions (PRIs) in enabling women to have greater access and control over land.

A compilation of training materials on gender sensitisation and planning has been initiated during the year. The printed version will be available in the coming year. This is ready reference material for grass-root level gender trainers.

Mainstreaming Disability

The primary objective of this programme is to uphold a spirit of inclusion among the civil society. A multi-disciplinary resource group formed also volunteer to conduct workshops, access audits and provide technical support for barrier free built environment. Development organisations are also oriented to include disability and make it part of their on-going work.

Capacity Building

UNNATI was one of the facilitating organisations to set up an 'Access Resource Group' in Ahmedabad to promote accessibility in the built environment. This Group was formed in 2004 and has been working on voluntary basis. This year the Group facilitated access audit of two campuses of Gujarat Vidyapeeth in Randheja and Sadra. A team of 10 persons with disabilities and young architects was oriented on the issue of barrier free environment to enable them to participate in the audits and promote the cause. Modifications by way of ramps and a barrier free toilet were made in the campus in Ahmedabad that was audited last year.

Need based support is provided to NGOs on developing perspective on disability as a development issue. An orientation was facilitated for ActionAid partners on 'Role of NGOs in Mainstreaming Disability'. BPA was supported for advocacy for incorporation of accessibility in educational institutions.

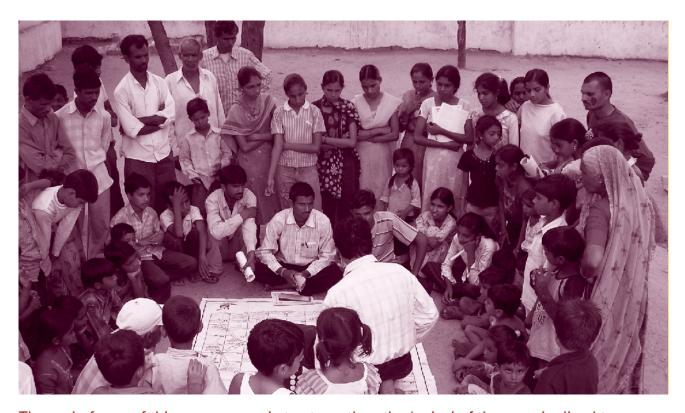
Financial support was provided to *Prabhat* Education Foundation, Ahmedabad: an organisation providing care to over 60 children with multiple disabilities for enhancing the accessibility of children to the centre based services. Inputs were provided to the team for adopting a result based approach and expand its community outreach.

Knowledge Building

Our experience of facilitating civic response to mainstreaming disability was documented and published. The document titled 'Civil Society Engagement for Mainstreaming Disability in Development Process' seeks to share learning and suggestions for CSOs desirous of integrating disability in their work and highlights the role of civil society in promoting the inclusion of persons with disabilities.

As part of the core team of DIPECHO project implemented by Handicap International (HI), support was provided for preparation of a training manual on Mainstreaming Disability in Disaster Risk Reduction for managers and field practitioners.

Civic Leadership and Governance



The main focus of this programme is to strengthen the 'voice' of the marginalised to hold the local bodies in both rural and urban areas (panchayats and nagarpalikas) to deliver basic services in a transparent and accountable manner. In the current year, activities were undertaken around key government programmes like National Rural Employment Guarantee Schemes (NREGS) Right to Information (RTI) and Jawaharlal Nehru National Urban Renewal Mission (JNNURM). Efforts have also been made to train government officials, elected representatives and NGOs to build their capacity on participatory programme planning and monitoring.

Initiatives in Rural Areas

Strengthening Panchayati Raj Institutions (PRI), particularly capacity building of women and dalit elected representatives is the core focus of this programme. We have been working closely with State Institute of Rural Development (SIRD) in both Gujarat and Rajasthan to contribute to the capacity building process in a strategic manner. We are also working with citizen leaders so that social accountability measures are institutionalised at the village level.

Building Civic Leadership

The capacity building of citizen leaders has been continuing intensively in three districts of Gujarat and Rajasthan for their social and political empowerment. During the year, seven trainings were conducted to orient 174 citizen leaders (135 men, 39 women) on monitoring of basic services, effective implementation of National Rural Employment Guarantee Act (NREGA) and Right to Information (RTI) Act. 34 selected citizen leaders were also oriented (July 16-17, 2008) on interpersonal and communication skills in collaboration with CHARKHA - a Development Communication Network in Gujarat, so that they could document positive cases occurring at the village level and utilise the media for wider outreach.

As a result of the orientations, citizen leaders organised seven awareness camps on NREGA and RTI at the village level and monitored the process of registration of households under NREGA. Some citizen leaders were identified as RTI educators and their capacities were developed to facilitate camps in their *talukas*. Around 1500 people visited the camps organised at fixed locations and 70 applications were filed demanding information. Need-based plan was facilitated in four *panchayats* of Sabarkantha and Ahmedabad districts. After identification, citizen leaders and *panchayat* representatives prioritized the needs at the *panchayat* level and approved the plans along with the budget.

Enabling NGO Partners to Practice Social Accountability

During the last three years, several tools for

promoting social accountability have been demonstrated with the aim to educate, empower and enable the involvement of various stakeholders, especially local self governance institutions. To facilitate CSOs to work on social accountability through PRIs, a Training of Trainers (TOT) was organised (February 4-7, 2009) for 24 participants from 12 organisations in Gujarat. The training had classroom and field component. On the last day, the participants were able to witness a gramsabha for social audit called by the gram panchayat. Eight of these organisations have been practising social accountability in the functioning of Public Distribution System, primary school education, anganwadi and National Rural Employment Guarantee Scheme (NREGS).

Based on experiences of promoting civic leadership in governance framework, TOTs are being conducted every year since the last three years. This year one TOT each was conducted in Gujarat in which 21 participants (11 women and 10 men from 10 organisations from May 22-24, 2008) and Rajasthan in which 26 participants (6 women and 20 men from 15 organisations during December 9-11, 2008) participated.

Capacity Building of PRIs

As part of IGNOU, MoPR and UNDP project on 'Capacity Building of PRIs through Multi-Mode Training Intervention', a series of two-day trainings were organised for *sarpanchs* and *gram sewaks* from four districts of western Rajasthan. A workshop was organised for the Block Development Officers of the State in collaboration with IGPRS (SIRD) on December 22, 2008 to understand the issues in strengthening PRIs.

A lesson learnt workshop was organised for UNDP-GOI-GOR sub project 'Capacity Building of Elected Representatives' on April 25, 2008 at Jaipur. This project was implemented during 2005-07 in all the blocks of Jodhpur district. The key components of Panchayat Resource Centre (PRC) as an instrument for continued capacity building of PRI representatives has been highlighted as the most appropriate mechanism.

Capacity Building of Social Justice Committees (SJCs)

Capacity building of SJCs has been piloted in Sabarkantha and Ahmedabad districts of Gujarat. This has led to formation of *taluka* and district level networks. It may be highlighted here that the Gujarat Panchayati Raj Act has provision for formation of SJC to uphold the rights of Scheduled Caste and Scheduled Tribe in development programmes. A study was initiated in Idar *taluka* of Sabarkantha district on the process of formation of the committee and their effective functioning. Part of the study report is published in Participation and Governance (Vol. 1, No. 2, July 2008) PRIA, New Delhi. All the committees have been regularly contacted to review and plan their activities.

Strengthening Associations of Women Elected Representatives (WERs)

Political space for women and *dalit* leadership has been a major concern. It is now established by various field practitioners that associations of WERs is a strong instrument to empower by promoting peer level learning and solidarity. With this perspective, WER associations were promoted in four *talukas* of Gujarat to serve as a platform for learning, sharing and interface with different stakeholders. A district level orientation was organised for selected WERs and women leaders (November 14, 2008) to develop their perspective on gender equity. Twenty-five WERs and women leaders attended a state level workshop (December 3-5, 2008)

organised in collaboration with PRIA to understand issues related to women's empowerment, domestic violence, National Rural Health Mission (NRHM), Total Sanitation Programme (TSP) and role of women leaders in improving the quality of basic services. These women's associations regularly celebrate women's day, take up campaign on girl child education and eradication of female foeticide. Some of the association members act as citizen educators and organise RTI camps in their areas.

Partnership with Government on NREGA

At the request of Rural Development Department, orientations on NREGA was facilitated for about 3000 government officials and PRI elected representatives in seven districts of Gujarat. The sessions covered the main provisions of the Act and provided perspective on need-based planning and social accountability. The materials developed (films and booklets) in the previous year has been used in these training programmes. We were also approached by the district administration of Dangs to orient government officials and NGOs on July 23, 2008 as a prelude to facilitating social audits for NREGA in the district.

Several trainings were facilitated for the State Institute of Rural Development (SIRD), Gujarat on social audits and NREGA for Taluka Development Officers (TDOs) and *taluka panchayat* engineers (October – December 2008). A session on social audit under NREGA was also facilitated through SATCOM, for elected representatives, *talatis* and grams *sevaks* on February 27, 2009.

Representatives of 39 panchayats from Luni panchayat samiti in Jodhpur district, Rajasthan were oriented about social audits under NREGA (August 3-30, 2008). Interactions on NREGA were facilitated between the community and panchayat, and block level government officials in some villages of Jodhpur district.

MAKING SPACE: AN ENQUIRY INTO WOMEN'S PARTICIPATION IN LOCAL POLITICS IN RAJASTHAN: KEY FINDINGS

Popular Perceptions towards Women's Leadership in PRIs

Although women's reservation in *panchayats* provides opportunity for political participation, the traditional power structure based on caste and patriarchy continue to view women's leadership as tokenism and dysfunctional.

Deliberative spaces like the *gramsabha* and *panchayat* meetings are not gender neutral. Ward *sabhas* and *mahila gramsabhas* have remained largely dysfunctional.

Low Access to build Political Legitimacy

Functionaries of the political parties do not see women as vote banks but as secondary members of the party. Typically, women have poorer direct links with the political parties and their links are mostly through men in the family.

Local politics has an embedded culture in which men regulate the entry and exit of women in political spaces, and regulate the ways in which politics should be practiced. Women who manage to 'gatecrash' are vulnerable to slander and aspersions cast on their integrity. This also builds dummy candidature negating women's identity.

Women's domestic life has considerable influence on their political efficacy. The location of power within the family and not with the individual has a debilitating effect on women's legitimacy as leaders and they find it difficult to build a political constituency and seek re-election. However, early exposure to politics, political discussions and political parties through the family, help in creating interest in politics and has a positive influence on future political involvement.

Backlash for Independent Assertions

Women struggle hard to put forward an alternate agenda that favours the women and excluded. Decentralisation has a political character; hence promoting gender equity and equality in decentralisation involves political processes such as advocacy, negotiation, collective mobilisation, and contestation that remain far away from women's control. Those who assert, face backlash through no-confidence motion, slander and abuse.

Need for a Fresh Approach for Capacity Building

Having legal and policy frameworks in place is not sufficient since several other factors affect women's political participation. In addition to introducing measures of reservations, capacity building efforts need to address local women's priorities through networking, support structures and looking at practices and beliefs that are disempowering to women.

Knowledge Building

A short film on processes of Social Audits has been developed based on our field experiences highlighting the key processes, data analysis framework and public accountability mechanisms. Three booklets on importance and processes of social audit and simple formats for data collection, analysis and verification of information were developed in Gujarati. These are unpublished documents developed for public education.

A documentary film titled 'Making of a Citizen Leader' was developed in Hindi and Gujarati with English subtitles based on our initiatives of citizenship building. The film highlights learning and impact of the intervention as well as efforts made by the citizen leaders to bring transparency and accountability in local governance.

Three issues of the bulletin 'Swaraj Update', in Hindi, have been published on RTI, NREGA and Social Audits. These were published in collaboration with IGNOU, MoPR and UNDP and disseminated to all the three tiers of panchayats in Rajasthan.

An action research was conducted during 2006-08 in four districts of Rajasthan under the theme 'Making Space: An Enquiry into Women's Participation in Local Politics in Rajasthan'. The findings of the study were shared in two conferences organised by IDRC in Nepal, August 6-9, 2008 and in Mexico, November 18-22, 2008 under its global research agenda on 'Decentralisation and Women's Rights in South Asia'. The findings were also shared at a State Consultation in Jaipur on December 15, 2008 with civil society stakeholders, media and the government. The study highlights the barriers to political participation of women which continue to exist after three electoral terms. It also examines the capacity building initiatives and puts forward an argument for a feminist pedagogical approach.

Partnership Building with NGOs and Academia

Support for orientation of PRI representatives and *gramsabha* members were provided to MAHITI, World Vision, CHRI, SETU, ANJALI and CEE. Half-day orientation was facilitated for students of Master in Social Work (MSW) - Part I of Gujarat Vidyapith and one day for Patan University on PRI. One MSW student from Bhavnagar did internship at UNNATI on the issue of bottom up planning.

We are part of a National Platform to Promote Decentralisation (NPPD). This platform has been formed to facilitate collective voices and influence stakeholders to strengthen local processes/ bodies.

Initiatives for Urban Areas

The aim of this initiative is to create a public debate and dialogue on the issue of people centered urban development. There is a need to demystify the urban planning and implementation process so that the poor and the disadvantaged gain appropriate space for their participation. In urban development, the participation of people remains at the consultative level. Our effort is to work with various institutions at different levels to find out mechanisms of empowered participation in urban development process.

Promotion of Social Accountability

Citizen Report Card (CRC) is a tool to build social accountability. It can be used to assess the quality of basic services from the citizen's or users' perspective. A five-day training (February 23-27, 2009), facilitated by resource persons from Public Affairs Centre, Bangalore was organised for 21 NGO representatives. CRCs have been initiated on the services of water supply, sewerage system and garbage disposal in nine small and medium towns of Gujarat in collaboration with NGOs who participated in the training.

Urban Infrastructure Development Scheme for Small and Medium Towns (UIDSSMT) and Integrated Housing and Slum Development Programme (IHSDP) schemes under JNNURM aim to provide housing and basic services to slums and the marginalised sections of small and medium towns. It is generally observed that the poor slum dwellers remain invisible and neglected while plans for city development are made. Training was organised on February 21, 2009 for key functionaries of NGOs to orient them on JNNURM. This was the first orientation on the mission for NGOs. Focus was on the process of preparing City Development Plan (CDP) and Detailed Project Report (DPR). Seventeen participants from 13 NGOs participated and they plan to monitor the process of implementation of these schemes in their work area. A study has been initiated in 10 towns to understand the process of implementation.

A study was initiated in May 2008 in three slums of Jodhpur city to engage the citizens at the bottom of the service delivery chain to demand better services and make the service providers accountable. The community took up the monitoring of basic services. The reports are being used to demand for better services and also to advocate for the inclusion of these groups in the CDP. Another study on urban poverty was taken up in three slums of Jodhpur city in July 2008 to understand urban poverty from the perspective of the poor.

An Urban Resource Centre (URC) is functioning in Jodhpur. The URC acts as linkage point for poor and the marginalised groups to access information on various government social security schemes and provide support to citizens to access better quality basic services. Forty people were facilitated to avail the benefits of various schemes. A study was carried out in March 2009 to understand the level of access of social security schemes for the slums. This study reveals that a large number of below poverty line (BPL) families, the elderly, widows and persons with disabilities are not able to access the social security schemes that they are entitled to.

In early 2008, training on Solid Waste Management (SWM), was provided to officials and elected representatives of Urban Local Bodies (ULBs). During September 2008 and January 2009 visits were made to seven ULBs to analyse the situation of SWM practices in these cities after the training. Meetings were held with the Chief Officers, President, Chairman of Sanitation Committee and Sanitary Inspectors and in the slums to identify gaps in the current practices. A brief note was shared with Gujarat Urban Development Corporation and Municipalities in April 2009. This served as a pilot for a study that has been now initiated on the status of SWM in all the 161 small and medium towns in Gujarat.

Drawing Lessons on Citizenship Building

Developing citizen leaders is a core strategy of the governance programme. To draw the lessons on the process of developing citizen leaders in urban areas, selected members were identified to document their journey. This was initiated as a part of collaborative learning process with PRIA, New Delhi. To exchange the citizenship building experience, a team from South Africa and Brazil visited to interact with citizen leaders during February 21-27, 2009. Two members of UNNATI along with PRIA delegates visited Brazil to learn on civic engagement in 'Participatory Budget Preparation and Building Social Movements.'

Six media fellowships were given to journalists from the Gujarati and English mainstream newspapers to document cases on urban initiatives, which build people's participation in governance. This initiative is been done in partnership with CHARKHA (Gujarat). Twentynine features and news clippings in Gujarati and English have been published on urban initiatives in cities and towns and on problems faced by the urban poor.

Partnership with Municipalities for Mainstreaming Participation

UNNATI has been selected as the anchor NGO under the JNNURM at the national level for establishing the City Technical Advisory Group (CTAG) and City Technical Volunteers Corps (CVTC) for Ahmedabad, Rajkot, Surat and Vadodara cities of Gujarat. Consultations were facilitated for Rajkot in collaboration with State TAG and Rajkot Municipal Corporation on October 21, 2008. This was the first consultation held in Gujarat for establishing the committee. Eighty-two participants from municipal corporations, NGOs, academia and community participated in the event.

A daylong consultation was organised by Municipal Corporation and CEPT (Ahmedabad) on January 19, 2009 at Surat. During the first session, the revised City Development Plan (CDP) of Surat was shared. This was part of the follow up of the 12 community consultations held in March 2008 to revise the CDP of Surat. During the second session the CTAG and CVTC were formed. More than 200 persons from Municipal Corporations, NGOs, academia, business groups, community and members from the national and state TAG participated.

Partnership Building with NGOs and Academia

An international seminar was jointly organised with Jamia Millia Islamia, New Delhi, on 'Contours of Media Governance' during December 8-10, 2008 at New Delhi. It mapped the global media policy, tried to critically analyse the policies and regulations that govern various forms of media and looked at media as a tool for improving governance. A presentation was made on social audits and RTI in the context of NREGS.

Six participants from CSOs in Cambodia visited Gujarat for understanding the various tools of social accountability. Visits were organised to PRIs and ULBs where report card, social audit, proactive disclosure and participatory planning had been taken up. Exposure visits were organised for two teams of 20 participants each from Seva Mandir, Rajasthan in collaboration with SAATH, Ahmedabad, to understand the initiatives in urban areas. 20 students from Karve Institute of Social Work, Pune visited to understand the social accountability tools in the development sector.

Social Determinants of Disaster Risk Reduction



The focus of the programme has shifted from responding to disasters, to facilitating learning and action for disaster risk reduction and capacity building of emergency response practitioners. Vulnerable groups, NGOs, CBOs and PRIs are the major stakeholders of the capacity building initiaitives on community managed disaster risk reduction (CMDRR). The current focus is on creating and systematising community risk assessment processes for easy replication and integration with development plans. Interventions related to water and fodder security for building drought resilience of *dalits* in western Rajasthan is one of the main field level interventions. This year we got an opportunity to directly work in flood affected communities of Bahraich district of Uttar Pradesh in collaboration with Sahbhagi Sikshan Kendra (SSK), Lucknow for an ECHO supported programme for 11 months.

Disaster Risk Reduction

We facilitate adoption of sustainable and affordable innovations in the field and research to promote community based practices for disaster risk reduction. The activities include action research on current community practices, documentation of best practices and research and advocacy on disaster response policies and packages.

Rehabilitation and Reconstruction related Interventions

Most vulnerable groups from the areas affected by the earthquake in Gujarat had remained deprived of housing benefits owing to various reasons. One hundred fifty-six women headed households, widows, persons with disabilities, chronically ill, the elderly, economically and socially vulnerable families, from 11 villages identified in consultation with the community, were provided housing support. Houses were insured by a nationalised insurance company to cover risk of natural calamity for 15 years.

Community Managed DRR

Western Rajasthan which is part of Thar desert region continuously faces shortage of drinking water. In summer months, the government provides water tankers. The dalit families not only are not able to access drinking water as they do not have water tanks to store, but also face discrimination even when government supplies water through tankers. Twenty eight households identified by the community were supported to construct 12 individual level water tanks and two community tankas covering 16 households in two villages. Ten villages have been covered for providing support for different water harvesting structures for the dalit communities. Community level water committees and revolving fund have been created for maintenance of these structures. These water storage structures harvest rainwater. To strengthen the drinking water availability in all seasons, particularly in drought period and summer months, support has been given to purchase a tractor and tanker for setting up a community managed water distribution mechanism. This initiative has been linked to the dalit mobilisation programme and the DRCs are provided support to develop water distribution routes, fixing and collection of contribution, and maintenance with a clear business model. The overall purpose is not only to make quality drinking water accessible but also to address the issues of women's drudgery and age-old caste based discrimination.

To make *dalit* communities more resilient in the face of droughts, this year, a new component, pastureland development was introduced along with the work of water harvesting and water supply. Thirty eight vulnerable families identified through community consultation and wealth ranking exercise was supported for horti-pasture development. The initial assessment showed that if vulnerable families in the desert areas are able to grow fodder and fruit based trees, they can improve their income through dairy and sale of fruits. Farmers constructed water harvesting structures (tankas) with catchments (agor) in their plots. Trainings, exposure and on-field inputs were provided for soil testing, fencing and plantation. Survival rate of the plants is 85 percent. The small and marginal farmers, at whom this programme is targeted, say that 'now we are tied to our field, even in the worst period the entire family will not migrate'. A new hope is being created. It needs to be mentioned here that the NREGA programme has been used to build tankas, and with little additional support like fencing and technical help, many farmers can adopt horti-pasture development in the most hostile environment in the Thar desert.

Community Managed Disaster Risk Reduction (CMDRR) processes have been initiated in many villages. CMDRR plans were facilitated in Dabar

Bhatia village of Barmer district in Rajasthan and Kharol wandh, Ner and Baniyari villages of Kutch district in Gujarat to demonstrate community risk assessment process and its linkage with development plan of the village. The plans focus on drought response and mitigation. Kharol wandh is a settlement of pastoral community in the Banni region with limited infrastructural facilities. The need for community rescue (multi-purpose) shelter was articulated during the process of CMDRR planning. The community allotted land and contributed labour. The government department has started an anganwadi as well as a pre primary school in the rescue centre that is maintained and managed by the community. Three community drinking water resources were repaired. Storage capacity of a pond was increased by increasing its catchment area and de-silting. A protection wall was constructed for judicious use of water. The community has developed its mechanisms to maintain and protect the pond.

Special Project on DRR in Bahraich district, Uttar Pradesh

Bahraich district of Uttar Pradesh is a high flood risk zone. During the 2007 flood, houses in the affected area were severely damaged and people suffered heavy loss of crop and livestock. A pilot project on risk reduction to flood was undertaken in five panchayats of Kaisarganj in Bahraich in collaboration with Sahbhagi Sikshan Kendra, Lucknow. For the first time we worked on an ECHO supported project through Malteser International. Besides various project related learning, a high quality system adherence was developed on project management. The main objective of the project was to build the capacity of the community and gram panchayats on preparedness to meet flood risks. As demonstration, low-lying houses and drinking water hand pumps were raised above the flood level. Under this, 60 houses and 40 hand-pumps were raised. All this work has been done through cash for work programme and use of local material and technology. After this

project, it has been observed that *panchayats* are increasing the height of hand pumps through different government programmes and making the drinking water sources safe. Five *panchayat* level task forces were promoted for flood rescue and first aid and equipped with five mechanised boats, 30 manual boats, 60 life jackets, 30 lifebuoys and five mike systems for response to floods. Training for flood rescue and first aid were provided to the community level task forces.

Disaster Risk Coverage through Insurance

Promotion of insurance has been one of the core areas of the initiative for disaster risk reduction in western Rajasthan. This is being carried out in collaboration with VIMO SEWA (an initiative by SEWA, Gujarat for providing insurance coverage to the poor) and covers health, life and asset insurance for the family. The product has been designed considering the needs and capacity of poor women and the mechanisms for claim services is easy and accessible. 502 households (around 2000 members) were covered and 13 claims were facilitated.

Promotion of Appropriate Technologies

To promote low cost appropriate technology and income generation benefits, mason guilds have been promoted in both Gujarat and Rajasthan. These teams are provided stabilised soil block making machines along with training. In Rajasthan, various types of roof construction technology and installation are demonstrated.

Capacity Building

Thirty-five representatives from 17 NGOs of western Rajasthan and 29 participants from 11 NGOs of Gujarat participated in two three-day trainings (August - September 2008) to develop understanding on DRR approach and linkage with development initiatives. During May 19-20, 2008, 15 organisations attended training on developing strategies for risk transfer at community level facilitated by VIMO SEWA.

Partnership Building with NGOs, Academia and Government

We hosted the meet of 10 Cordaid India partners working with a CMDRR approach in drought, flood, earthquake, cyclone and tsunami affected areas during November 2008. Visits were organised to our field areas in Jodhpur and Barmer to examine the risk and vulnerability assessment framework. The discussion with the partners provided greater clarity in the process and approach of CMDRR.

District Disaster Management Plans (DDMP) of Barmer and Jodhpur were studied and district level consultations were held (January 7 and March 3, 2009 respectively in Barmer and Jodhpur) for better civic engagement in preparedness and response. The workshops were chaired by the respective District Collectors.

Two day consultation to mainstream DRR approach in development programmes was organised in Kutch, Gujarat during March 24 - 25, 2009 with NGOs, civil society, CBOs and PRI representatives. 45 representatives from 20 organisations participated. The main purpose was to develop a common understanding on issues, approaches, response and challenges on DRR initiatives. As a continuation of this, the need for improving organisational level disaster preparedness (OLDP) was emphasised. A peer review process was initiated with 18 NGOs with experience of responding to disaster to assess competency, experience and resource base. This exercise will help in identifying relevant NGOs for different kinds of activities, whenever it is needed. The outcomes were shared during a regional consultation on March 25, 2009 at Bhachau, Kutch.

A state level workshop on 'Commons,
Communities and Conservation' was jointly
organised by UNNATI, Krapavish – Alwar,
GVNML – Jaipur, CENSE – Jaipur, FES – Bhilwara
and OXFAM India Trust during January
23 – 24, 2009 at IGPRS, Jaipur. The objective of the
workshop was to develop collective understanding
on issues of community grazing land and
developing long-term collaboration amongst
NGOs of Rajasthan on issues of commons. 52
participants from 28 organisations participated.

A regional workshop was organised in collaboration with SPHERE India, OXFAM and PGVS during March 13-14, 2009 at Ahmedabad on 'Enhancing Quality and Accountability in Humanitarian Action'. 32 participants from 14 NGOs, INGOs and other academic institutions participated.

Partnerships have been developed with Central Arid Zone Research Institutes (CAZRI) for sharing and learning on land based fodder and livelihood security in western Rajasthan with Gujarat State Disaster Management Authority (GSDMA) for study and research related to legislative and policy issues in disaster management, National Alliance for Disaster Risk Reduction (NADRR) and SPHERE India. We have also been associated with an advocacy group, Owner Driven Reconstruction Collaborative with the Prof. V.C. Menon as the Chair and other members National Disaster Management Authority (NDMA) and Government of India. The other members of the group represent UNDP, SEEDS, WHRU-SUPSI, Hunnarshala, ACHR, Kutch Nav Nirman Abhiyan and People in Centre. It is a joint initiative to develop a policy framework and demonstrate field implementation with key principles of owner driven construction. For the rehabilitation of Kosi flood affected areas, a colleague was deputed to Saharsha in Bihar to work and learn about owner driven reconstruction (ODR) process.

Knowledge Building

A set of visual aids on understanding vulnerability in the context of DRR (Booklet and DVD) has been developed in popular form for use in trainings and community level educational camps. It will enable practitioners to generate discussions at the community level in their efforts for building support systems for disaster preparedness and mitigation. In addition to this, a tool kit has been developed for community level risk assessment.

The school safety initiative in Gujarat aims at creating awareness and promoting a culture of disaster risk reduction within the school communities. Initiative in Jamnagar district of Gujarat undertaken by GSDMA (with assistance from SEEDS) and the District Collectorate was documented as an innovative practice. Documentation of experiences of IDEAL and

other institutions in post Gujarat Earthquake in health surveillance has been undertaken with a purpose of deriving learning from practices.

Study on 'Status of Common Property Resources' (CPRs) was undertaken to understand current issues and how relation of various social groups with CPRs impact livelihoods of rural poor. Some good practices undertaken by the government and non-government agencies in western Rajasthan were also documented. Process documentation of OXFAM India Trust IRDP programme in western Rajasthan being implemented with six grassroots organisations for the last seven years was undertaken to capture various processes (related to work on fodder and drinking water security, women empowerment and dalit organising), challenges (at community and institutional level) and impact.

PERSPECTIVE BUILDING OF DEVELOPMENT PRACTITIONERS AND KNOWLEDGE RESOURCE CENTRE

Capacity building of staff of NGOs and large scale development projects on the issue of participation, programme planning, documentation and organisational management has been one of our core functions since inception. Though we do not have a funded project on capacity building we continue to offer programmes on various capacity building themes. Many times educational events are organised on request by partner organisations.

Five-day Training of Trainers (TOT) on 'Participatory Training' was conducted during October 13-17, 2008 for 29 (16 men, 13 women) participants from 18 CSOs to orient them to the principles of adult education and participatory methods with focus on inclusion of vulnerable groups in community processes.

Three-day training on perspective building was conducted during January 21-23, 2009 at Ahmedabad for volunteers under a pilot scheme of the Development Support Agency of Gujarat (DSAG), Tribal Development Department for building the capacity of volunteers to undertake development initiatives in scheduled areas. The training sought to build a social inclusion perspective and develop skills in proposal formulation.

A workshop was organised during Sept 15-17, 2008 at Jodhpur to develop participants' understanding on concept and tools of result based management. 21 participants from seven organisations participated. The Knowledge Resource Centre (KRC) aims to consolidate learnings of the organisation and that of the partners and present them for wider learning in user friendly formats. Support has been extended to various programmes/activities to produce materials with inputs related to content, design and production. During the year, 973 booklets, periodicals, and CDs were disseminated. The reference unit has 6400 books and 112 periodicals/ newsletters on various themes.

Meetings of the Senior Management Team (SMT) for sharing, planning, monitoring, and coordination of activities are regularly convened. A four-monthly bulletin VICHAR in Hindi and Gujarati was published on current issues and debates covering the themes of citizen's initiative for promoting social accountability, global warming, current development challenges confronting South Asia and communalism, reconciliation and peace. This has been disseminated to 1800 CSOs.

WAY AHEAD

UNNATI has completed 20 years and the last strategic plan was developed in 2003-04 with two thematic centres: (i) Social Inclusion and Empowerment and (ii) Civic Leadership and Governance. Viewing the increasing engagement on disaster issues, a separate centre on Social Determinants of Disaster Risk Reduction was established in 2007-08. This programme was phased out of the Social Inclusion Programme. In the coming year, we are planning to undergo a strategic plan and organisational restructuring to realign the programmes with a coherent structure. The initial reflections indicate that while we continue to work under the three themes, there is a need to focus more on educational activities. The other area which requires further reformulation is derived from our work on citizenship building. It is viewed that social accountability through citizen leaders can be a major focus. It is too early to announce the thematic areas and we hope the strategic planning will help us in shaping the new direction.

Along with our work in partnership with CBOs, NGOs, PRIs and ULBs, there has been an increasing association with the

government. In terms of the funding, we have experienced increasing access to governmental resources. As it is known, use of government resources does not provide much flexibility compared to donor based programme grants. This challenge needs to be tread carefully looking into outreach, coverage and impact. Two new projects have been initiated with the Government of Gujarat. The first project is on teaching English as second language to students of class 8 in the scheduled areas in Gujarat through SATCOM. It will provide additional inputs to 8000 children to enhance their confidence and ability in using English language. The second project is on making NREGS effective by setting up a cell in the Rural Development Department. This programme covers the entire state by providing thematic inputs to the government on different components of the programme.

We are privileged to receive collaborative support from a wider spectrum of development actors. We are sure this will further strengthen us in our work on vulnerability and poverty reduction.

FINANCES

Balance Sheet as at 31.03.2009

SOURCES OF FUNDS	31.03.08	%	31.03.09	%
Capital Fund				
Corpus	50.00	10	50.00	13
Capital Account	250.34	53	272.30	69
	300.34	63	322.30	82
Current Liabilities				
Unutilised Fund	159.15	34	52.66	13
Sundry Creditors				
Doree Revolving Fund	11.42		17.38	
Development Fund	1.84		3.38	
Others	1.38		0.97	
	14.64	3	21.73	5
	173.79	37	74.39	18
Total	474.13	100	396.69	100

APPLICATION OF FUNDS	31.03.08	%	31.03.09	%
Fixed Assets	230.53	49	218.21	55
Balance in Hand				
and in bank				
Saving Bank Account	47.23	10	56.16	14
Fixed Deposits	188.21	39	113.88	29
	235.44	49	170.04	43
Advances				
Tax Deducted at Source	4.05		4.53	
Deposits	2.15		2.76	
Others	1.96		1.15	
	8.16	2	8.44	2
Total	474.13	100	396.69	100

Rupees in Lacs

Income and Expenditure Account for The Year Ended 31.03.2009

EXPENDITURE	31.03.08 %		31.03.09	%
Direct Project Expenses				
Rural Development	73.64	16	72.78	16
Research	13.53	3	9.65	2
Training and Workshop	22.00	5	33.74	7
Education Materials	7.00	2	8.94	2
Relief and Rehabilitation	26.88	6	0.00	0
Disaster Preparedness	126.57	28	152.52	33
Support to PRI	12.10	3	6.40	1
Disability	0.15	0	0.00	0
Donations	0.00	0	2.14	0
	281.87	63	286.17	61
Salary and Honorarium	76.78	16	86.90	19
Administrative Expenses	46.83	10	49.53	10
	123.61	26	136.43	29
Depreciation	23.90	5	24.30	5
Excess of Income	29.27	6	21.95	5
over Expenditure				
Total	458.65	100	468.85	100

INCOME	31.03.08	%	31.03.09	%
Grant Received (Net.)	400.03	87	415.44	89
Contribution				
Materials	0.56	0	0.68	0
Training Fees	0.30	0	1.00	0
Vehicles	17.77	4	14.85	3
Honorarium	5.31	1	12.23	3
Others	15.09	3	12.64	3
	39.03	8	41.40	9
Profit on Sale of Vehicles	0.02	0	0	0
Interest				
On Saving Bank Account	0.91	1	1.69	0
On Fixed Deposit Account	18.61	4	10.23	2
On Income Tax Refund	0.07	0	0.06	0
On Personal Loan	0.00	0	0.03	0
	19.59	5	12.01	2
Total	458.65	100	468.85	100

Complete Audit Statement Available on Request

Highlights

INCOME

Grant

During the year Echo-Mint project grant was received. The project period was 1-3-2008 to 28-2-2009. This project was in partnership with Sahbhagi Shikshan Kendra, Lucknow and the implementation was carried out at Kaisarganj (UP). In Indian account, a grant of six lacs was received from Indira Gandhi National Open University for capacity building of Panchayati Raj Institutions.

Contribution

Contributions consist mainly of rent, recovery from vehicles used in different projects and contribution for honorarium and income from resource centers. For current year 41.40 lacs as against 39.03 lacs for the previous year.

Interest

During the year Interest income is less to the extent of 7.58 lacs. This is mainly on account of withdrawal of Fixed Deposits on maturity for the project expenses.

EXPENSE

Disaster Preparedness

Disaster Preparedness expense has increased on account of construction/renovation of shelters at Kaisarganj (UP) and houses in areas affected by the earthquake at Bhachau (Kutch).

Support to Panchayati Raj Institutions

Support to PRI expense has reduced on account of less grant received.

BALANCE SHEET

Fixed Assets

There is an addition of 12.32 lacs.

This is on account of purchase of vehicle (one), air conditioners (five),

furnitures and computers mainly at Jodhpur Resource Centre. However due to depreciation, the total Fixed Assets are less than the previous year.

Bank Balances and Fixed Deposits

The fixed deposits and bank balances are less by 65.40 lacs. This is on account of withdrawal of fixed deposits amount for the project expenses.

Current Liabilities

Unutilised Funds

The liabilities as on 31-3-2009 for different projects are 52.66 lacs as against 159.15 lacs on 31-3-2008. This is on account of completion of various projects and expenses incurred on these projects.

Doree Revolving Fund

As on 31-3-2009 the total fund is 17.38 lacs compared to 11.42 lacs as on 31-3-2008. This is due to sale of doree products of 5.96 lacs (approximately).

OTHER TRANSPARENCY COMPLIANCES

Governance

Members of the Governing Council

Name	Gender	Position on	Meetings
		Board	held and
			attended
Dr. Rajesh Tandon	M	Chairman	-
Mr. Binoy Acharya	M	Member Secretary	1
Prof. Debi Prasad Misra	M	Member	1
Ms. Sharmishta Jagawat	F	Member	1
Ms. Sophia Khan	F	Member	1
Ms. Lata Kachwaha	F	Member	-

Cost of International Travel by Staff during the year

Name and	Destination and	Gross	Sponsored
Designation	Purpose	Expenses	
Mr. Binoy Acharya	Combodia	-	PRIA
Director	Facilitate Training		
Hitendra Chauhan	Dhaka		Oxfam
Chief Operating Officer	Attend Workshop		
Tapas Satpathy	Ethiopia	1.12	HAP
Programme Manager	Attend Workshop		
and Geeta Sharma			
Programme Executive			
Kirit Parmar	Malaysia	0.37	JICA &
Programme Executive	Attend Workshop		ADRC
Alice Morris	Kathmandu	-	IDRC
Programme	Attend Workshop		
Coordinator			
Mr. Binoy Acharya	Bangkok	-	UNDP
Director	Facilitate Evaluation		
Alice Morris	Mexico	0.60	IDRC &
Programme	Attend International		UNDP
Coordinator	Conference		
Mr. Binoy Acharya	Combodia	-	PRIA
Director	Facilitate Training		

Accountability and Transparency

Distribution of Staff According to Salary (March 31, 2009)

Salary plus benefits paid to staff	Male	Female	Total
<-5,000	10	-	10
05,001-10,000	14	3	17
10,001-25,000	15	5	20
25,001-50,000	2	2	4

Remuneration of the three highest paid staff members

Rs. 29,520 Rs. 35,300 Rs. 22,520

Gender Disaggregate Data of Staff Members

Gender	Paid	Paid	Paid	Volunteers
	Full Time	Part Time	Consultants	
Male	40		1	
Female	9		1	
Total	49		2	

Remuneration of the lowest paid staff member

Rs. 4,000

Identity and Values

UNNATI is registeresd under the Societies Registration Act 1860, Delhi (Registered on 31.05.1990 vide no. S/21030).

UNNATI has also been granted FCRA from Ministry of Home Affairs (Registered on 13.07.1992 vide no. 04191061).

Registered Office

G 1/200, Azad Society Ambawadi Ahmedabad 380015

Auditors

Charnalia Bhatia & Gandhi B 14, Lajpat Nagar III New Delhi 110024

Bankers

Bank of Baroda Panchavati Branch Ahmedabad 380006

Bank of India Paldi Branch Ahmedabad 380006

OUR DONOR PARTNERS (2008-09)

ASHA for Education

CORDAID

Dan Church Aid

The Ford Foundation

Society for Participatory Research

In Asia (PRIA)

State Institute of

Rural Development (SIRD)

DVV International

Hivos

Malteser Hilfsdienst e.v.

Oxfam (India) Trust

Vibha

United Nations

Development Programme (UNDP)

International Development

Research Centre (IDRC)

Indira Gandhi National Open University

This Annual Report was designed by Abhijith K R, undergraduate graphic design student at National Institute of Design, Ahmedabad, as part of publication design course, under the guidance of Tarun Deep Girdher, associate senior faculty, Graphic Design.



Co-ordinating Office

G 1/200, Azad Society, Ahmedabad 380 015. India Tel: +91-79-26746145, 26733296 Fax: +91-79-26743752

Email: psu_unnati@unnati.org

www.unnati.org

Promotion of Local Self Governance - Gujarat

702, SAKAR IV, Opp. M. J. Library
Ashram Road, Ahmedabad 380 006. Gujarat
Tel: +91-79-26583305, 26588958
Email: plsgunnati@gmail.com

Facilitation Centre for Reconstruction

Navagam, Bhachau, Kutch 370 140. Gujarat Tel: +91-2837-223294

Email: unnati_kutch@sancharnet.in

Rajasthan Programme Office

650, Radhakrishnan Puram, Near Laharia Resort
Chopasni Pal bypass Link Road
Jodhpur 342 008. Rajasthan
Tel: +91-291-3204618

Email: unnati@datainfosys.net