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Annual Report
Domestic Workers in India: An Overview

Up to 91% of Indian women in paid jobs make up a large part of India’s informal sector (Institute of Social Studies Trust, 2021). Placed officially by the government at an estimated 4.75 million workers, domestic workers in India form a significant proportion of this workforce. However, estimates from the International Labour Organisations place their true number at between 20 - 80 million workers.

Made up largely of women, domestic workers form a highly vulnerable group of workers in the country. According to an analysis of labour legislation in India in 2014 by Women in Informal Employment: Globalising and Organising, domestic workers are not included in the scope of several labour laws (now subsumed in the four Labour Codes) because of constraints in the definitions of the “workman”, “employer” or “establishment”.

In other words, domestic workers are employed in homes, which are considered ‘private spaces’, which excludes them from labour legislations that guarantee personal security and job safety.

The employment status of domestic workers is mostly disguised, ambiguous and not clearly defined. They often work without clear terms of employment. Anecdotal evidence available with the Network for the Rights and Voices of Domestic Workers - Delhi NCR, a coalition of seventeen organisations, Unions and civil society enterprises, suggests that the lack of identity proof as workers, impedes domestic workers’ access to state-sponsored schemes - an impediment that was faced by domestic workers even during the COVID-19 pandemic. Data available with the Network also reveals that most domestic workers in Delhi and Gurgaon are migrants, and either equal partners or sole breadwinners of their families.

Without state protection, domestic workers lack bargaining power in the workplace, and remain underpaid. As women, the work of domestic workers is often seen as a mere performance and an extension of their household chores, reinforcing discrimination in terms of wages and rights of women in India. Intersection of class, caste and gender at the root of their identities prevents domestic workers from working in safe and discrimination free workplaces. Even today, households rarely allow domestic workers to use their toilets, and continue to offer them food and water in separate utensils.
The resultant poverty, stigma and exclusion exacerbate the vulnerability of domestic workers to sexual and gender-based violence. Violence in their world of work, in their homes and on the streets is a routine experience. Pressures to provide for their families force them to bear it in silence.

The COVID-19 pandemic has made things worse. During the first wave informal migrant workers faced challenges on the most basic level of survival. A study conducted by Martha Farrell Foundation with domestic workers during the first wave of the pandemic found that migrant domestic workers were among the first working groups to lose their jobs. Acute food shortage, lack of information, access to quality healthcare services and safe portable water were other challenges they faced during this period. Under these circumstances many had little choice to accept jobs caring for Covid positive families putting their own health at severe risk. Labelled as “corona carriers”, those who continued to work faced extreme forms of discrimination by households and complexes.

Fear of a second wave of the pandemic and its impacts on the lives of informal workers continues to be conspicuous among women informal workers.
Introduction to the Project

The 'Women's Consortium For and By Women: Reclaiming Space, Voice and Agency' project is a joint initiative of PRIA, Women on Wings and SEEDS, supported by the Embassy of The Netherlands in India.

Under the project, each of the three project partners work independently in their respective locations and communities, and seek support from one another to complete specialized activities in the communities, to support informal women workers who have been adversely and severely impacted by the COVID-19 pandemic.

SEEDS, a grass-roots level initiative in the agro-economic industry of Kashmir, is supporting unpaid women farmers through the set up of a Resource and Support Center in Pulwama (Kashmir), empowering them with a platform for personal empowerment and growth through best-in-class agro-techniques, methodologies and principles.

PRIA* took forward its years of work supporting women domestic workers of Harijan Basti, Gurgaon, with the setting up of a Resource and Support Center run for and by women domestic workers, renamed by the women as ‘Sapne Mere Bhavishya Mera (My Dreams, My Future)’ with a vision of providing a safe space for empowering women informal workers living in Harijan Basti with voice and agency to overcome challenges collectively, and achieve aspirations.

Supported by the Netherlands Embassy in India, the consortium of three organisations (PRIA, Women on Wings and SEEDS), supported one another with technical expertise and support:

- PRIA, with support from the Martha Farrell Foundation, conducted gender sensitisation training sessions with women farmers working with SEEDS
- Women on Wings, an organisation working towards empowerment and support of women through the creation of jobs, supported PRIA and SEEDS with strategic support for economic empowerment and financial independence of women informal workers in their respective areas of outreach

*The project received knowledge support from Martha Farrell Foundation, experts on community based engagement with women and girls on GBV and SHW to facilitate sessions on GBV and participatory assessment.
The project goal was the set-up of a Resource and Support Center in Harijan Basti, Gurgaon for the empowerment of informal women migrant workers, largely domestic workers, living in the Basti.

The objectives of the project were:

01. **Space, Voice, Agency**
   To provide a safe space, voice and agency to women domestic workers to mitigate exacerbated challenges of the COVID-19 pandemic faced by them and their families

02. **Capacity Building, Skill, Knowledge**
   Building capacities of women domestic workers with skills and knowledge to build leadership skills, their rights and entitlements, including dealing with gender-based violence and discrimination

03. **Planning Forward**
   Building resilience for a safer, more secure future
Harijan Basti in Gurgaon, a clustered settlement in the heart of Gurgaon’s posh Sector 42. The colony is inhabited in major part by women domestic workers who work in the high rise apartments nearby, and their families. Majority of domestic workers are migrants from neighbouring and far off states in North India.
Qualitative Project Impacts

01. For the first time in their lives, women domestic workers articulated their hopes and dreams through women-led and women-owned approaches.

02. Dispelling common “myths” around challenges of collectivising women migrant workers around economic activities, women migrant workers in Harijan Basti are now collectivised around individual and group growth with a shared vision of actualisation of dreams through the Resource and Support Center.

03. In a first, 25 women domestic workers collectively planned and have begun to implement a new business idea that they are set to launch, with other women in the Resource Center willing to support and encourage.

04. Women domestic workers in the Center have begun developing plans of establishing a Placement Agency from the Resource Center for and by women domestic workers, another first-of-its kind systematic arrangement to ensure dignity and safety in their world of work.
05. Women domestic workers are confident and able to step out of their comfort zones

06. For the first time for many women domestic workers, they have begun opening up about their lives, aspirations and fears

07. Women domestic workers are more aware and understand their choices in all spheres of life

08. More women domestic workers in the Basti have begun taking leadership roles and initiative - mobilising other women and organising meetings in the Resource Center

09. Women domestic workers were able to mobilise a relief operation for 750 families with essential lifesaving relief kits through the Second Wave
The project began in January 2021 for a period of one year. Women domestic workers who were part of the project undertook a journey of learning and empowerment through the Resource and Support Center. Some of the key activities conducted with and by women domestic workers are outlined below:

**Orientation Workshop**
On 29 January, 2021, a group of women domestic workers from Harijan Basti were identified, collected and oriented on critical aspects of the project, at the PRIA Head Office. Participants underwent capacity building training on data collection for collectivisation and needs verification using a mobile-based survey methodology. Research ethics, such as taking consent before clicking pictures, refraining from making any personal comments or remarks and not imposing own political viewpoints during the conversation were also emphasised, among other things.

**Mapping Community Resources: Feminist Transect Walk**
Women living in Harijan Basti participated in a transect walk in the colony, mapping homes, shops, lanes, major resources and influential residents of the colony. Led by women domestic workers, the transect walk drew participation from other women of the community, many of whom had never before seen every area of the colony before. While they knew of shops and landmarks they had frequented in the past, fear of their safety together with restrictions on their mobility in the household had prevented them from walking around the Basti. The women who led and participated in the exercise reported feeling a greater sense of self confidence, security and solidarity with one another after the completion of the exercise.

**Participatory Safety Mapping**
A detailed map was prepared for the first time of Harijan Basti based on participants’ observations during the transect walk. That the map was prepared by women residents brought to light many of their own lived experiences as inhabitants of the basti and moreover, they also presented a very detailed assessment of the basti through a safety lens. The session drew multiple conversations on the lives of the women, and their feelings of being invisibilised in their homes, communities and workplaces. “We are invisible!! Our government doesn’t see us, our employers don’t see us, but do we see us?” asked one domestic worker. The conversation also touched upon the fact that not being physically present (on a map) or in society (in community activities), thus far, had led to an invisibilisation of their identities and sense of ‘self’.
Needs Assessment Survey
Following participatory research principles, women domestic workers undertook a Needs Assessment Survey in February, 2021 to map informal women workers’ existing skill sets and aspirations for growth and change. Women also mapped out expected services and activities of the Resource and Support Centre. This assessment of felt needs and current status of women workers, co-created by domestic workers through a visualisation session, has resulted in the only such community-led, trauma-informed report on the challenges faced by informal migrant women workers in Harijan Basti. Some of the key challenges they highlighted included concerns for personal safety, job insecurity and lack of access to health services.

Visualisation Workshops
Women domestic workers participated in two visualisation workshops in January and March, 2021. Drawing from their own experiences, women spoke about the challenges that the COVID-19 pandemic had had on their lives. Hunger, loss of livelihood and mounting bills were key challenges. They expressed a need for alternative sustainable livelihoods that could buttress their income and tide them through future lockdowns or pandemics. Based on this need, a brainstorming session was facilitated to further understand what this would entail. At the session, women stated clearly that they would like to use their skills to gain economic stability, they spoke of starting small businesses to sell snacks, handicrafts, pickles and embroidery work.

Focus Group Discussions
The purpose of the resource centre was carefully crafted by the women domestic workers themselves through their participation in the several Focus Group Discussions over this period. It was settled that the centre would act as a safe space for collective deliberation, sharing, learning and action to address existing challenges. The group meetings also turned out to be great spaces for women to destress and bond as women.
आशाओं का उत्सव : International Women's Day Celebration

Women domestic workers of Harijan Basti celebrated International Women's Day on 8th March with ‘आशाओं का उत्सव’ (a Festival of Aspirations). Planned and led by women domestic workers themselves associated with the Resource and Support Center, the festival was one that was full of love and solidarity, zeal, enthusiasm and enjoyment.

Over 100 women from the Basti and their children attended the festivities. The festival was stocked with resources to support art and craft projects, legal and medical help desks, games for the children of the basti based on the map prepared by women domestic workers and a family portrait corner. Children opened the event with a special dance performance, and participated in art and storytelling sessions with resource persons who had been invited to the event.

While organising the event, women learned how to plan, manage and execute large community level events, that included aspects of mobilisation, logistics keeping covid protocols in mind.

Women who attended the event expressed how it was a much-needed break from their daily lives and gave their frayed mental health some respite.
The second wave of COVID-19 had devastating impacts on the lives of women informal workers everywhere, most significantly domestic workers. At a point when they had barely recovered from the impacts of the first wave, women once again found themselves without jobs and livelihood support.

During this time, in partnership with PRIA and the Martha Farrell Foundation, women domestic workers of the Resource and Support Center in Harijan Basti organised and conducted a community-wide Relief Kit donation drive, for and by women domestic workers. The women spearheaded the entire process - from needs assessment through telephonic and door-to-door visits, to drawing up lists of requirements and sharing with PRIA and MFF, and ensuring proper, contained and COVID-safe distribution of relief kits when they arrived in the Basti.

Women domestic workers also supported MFF in data collection and evidence building on their lives in the Second Wave, contributing significantly to the only existing report on the impacts of the Second Wave of COVID on the lives of women domestic workers in Delhi and Haryana.

The women also undertook awareness campaigns on preventative measures and the importance of vaccination in the community. Audio clips with information on COVID and government relief schemes were distributed to the larger community.

Their efforts led to 750 life-saving relief kits being distributed to women domestic workers in the Basti, with dry ration, sanitary and basic medical supplies.
Participatory Learning Sessions
Participatory Learning Sessions were conducted with women domestic workers to build an understanding about sex and gender, socialisation and patriarchy, gender-based violence and sexual harassment at workplace. The themes are highly relevant to the lives of domestic workers, as they face routine sexual harassment in the personal, professional and public spheres. The sessions were designed to be catalysts in enabling women to identify and understand the intersectional nature of the issue of sexual violence and gender, and be able to discuss and report such issues without fear or shame. Women who participated in the sessions also expressed an inclination to discuss the issues of violence with their daughters to ensure their safety.

Listening and Learning Circles
Four listening and learning sessions were organised through the year, for women domestic workers to come to the center, speak with and listen to each other. During some of these sessions, women would sing, draw or stitch while sharing their experiences. In one session, participants decided to stitch paintings made by women domestic workers on International Women's Day into one single canvas. Each square painting on the canvas represents a sliver of the women's dreams and the canvas overall represented women's commitment to living life on their own terms.

Workshop on Right to Information
Babita Rani, a paralegal consultant, conducted a training session with women domestic workers on the Right to Information (RTI) Act. Through the session, participants learned about the act in the context of their fundamental rights. Using real-life examples in line with participatory methodologies, the facilitator described the kinds of RTIs that can be filed and the process of filing them.

Workshop on Labour Laws
Women domestic workers participated in a workshop on Labour Laws and their rights as workers under the Indian Constitution. Facilitated by Ms. Anita Kapoor (Secretary of the Shehri Mahila Gharelu Kamgar Union), the session focused on India's role and commitment under the ILO Convention in Geneva, and the resultant rights and social security benefits guaranteed to them as women and workers.
Developing Business Plans
Taking forward the vision and commitment of women domestic workers to seek alternative sustainable livelihood options, program staff associated with the project received training from Women on Wings, on planning and launching small entrepreneurial ventures with women domestic workers. Following this training, domestic workers participated in:

- Assessing results of needs assessment survey
- Revisiting the visioning Exercises
- Structured Focus Group Discussions to share and learn from analysis
- Self-led discussions on creating a business plan and seeking alternative work opportunities

Together, based on the learnings that emerged through these exercises, the women have proceeded to develop a business plan. SWOT analysis of customers and competition, marketing strategies, financials and resource availability were all assessed in the process. The following ideas have emerged:

**Stage 1**
With a target audience that comprises their employers, women domestic workers will make handmade cloth bags, purses, tiffin boxes.

Women have also decided to divide tasks for creation of these products between themselves: some are responsible for procuring raw material, some tasked with stitching, others with packaging and still others with communications and sales.

**Stage 2**
Weekend cloud kitchen serving wholesome meals to residents of condominiums in the vicinity

**Stage 3**
Employment agency run for and by women domestic workers

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**Financial literacy training with SEEDS**
Project team also supported domestic workers in organising a training of trainers workshop on financial literacy towards ending gender equality for women attached to SEEDS's program under the Consortium project. The workshop focused on aspects of budgeting, savings, freedom of choice and decision and practices for overall financial wellbeing. Program staff also introduced the participants to participatory training methodologies for conducting the sessions.
Chronicling a Year Long Journey

At the close of the project, domestic workers associated with the Resource and Support Center in Harijan Basti, Gurgaon, gathered at the PRIA head office, to celebrate milestones and share their journey with one another along with domestic workers who are part of Martha Farrell Foundation’s project in NCR. Twenty two women participated in the day-long event. Women shared their experiences of conducting and participating in the various events over the year.

They also discussed their business idea with other domestic workers, along with their new business vision of launching a Cloud Kitchen from the Basti to make lunch and dinner available to other domestic workers and residents in the neighbouring high-rises. Domestic workers from other areas shared their thoughts on the stories presented to them.

The event was educational and enjoyable at the same time, and rang with a spirit of laughter, aspiration and hope.
## Snapshot: Project Numbers

<table>
<thead>
<tr>
<th>Event/Category</th>
<th>Numbers</th>
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<tbody>
<tr>
<td>Total Outreach</td>
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<tr>
<td>Needs Assessment Survey</td>
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<tr>
<td>Transect Walk and Participatory Map Making</td>
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<tr>
<td>Orientation Programs</td>
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<tr>
<td>Focus Group Discussions</td>
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<tr>
<td>Visualisation Sessions</td>
<td>2</td>
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<tr>
<td>Public Events</td>
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<tr>
<td>Outreach: COVID Relief</td>
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<tr>
<td>Outreach: COVID-Related Information and Awareness</td>
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<tr>
<td>Capacity Building Workshops</td>
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<tr>
<td>Listening and Learning Circles</td>
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<tr>
<td>Participatory Learning Sessions</td>
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<tr>
<td>Informal Meetings and Visits</td>
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<tr>
<td>Impact Assessment (Chronicling a Year-Long Journey)</td>
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Key Learnings

The year long project led to several key takeaways:

01. Women domestic workers have aspirations and dreams for building better futures for themselves, but societal structures, norms and economic pressures prevent them from being able to unlock their potential to achieve these. Working towards desired change, agency and voice is an ongoing process and different for every woman.

02. Women domestic workers do not want their children, especially daughters, to continue to face the same cycles of discrimination and violence as they have had to. Education, soft-skill training to build self-reliance of daughters was a priority.

03. The process of transformation of, with and by women domestic workers does not end here. It is an ongoing and constant process. With women domestic workers as active players in the project, however, continuing and sustained efforts in the community has been ensured.
04. Women domestic workers do not want their children, especially daughters, to continue as domestic workers. They want better education, friendly neighborhoods, proper sanitation, and safety for their children. The Pandemic has severely impacted the studies of their children - many have dropped out of school, many do not afford an online education system. The quality of education has always been the issue and during the Pandemic it has further exacerbated.

05. Women domestic workers are very proud of their work because as they say "we enable other people to work by working in their homes". Women domestic workers want to be treated with respect, dignity, professionalism and safety at work. They want adequate wages, paid leaves and social security benefits as regular employees.
Reports and Learning Material

Links to Reports and Project Updates:
15. The journey is beautiful than the Destination... https://www.pria.org/update-sapne-mere-bhavishya-mera-women-domestic-workers-envision-a-sustainable-future-30-224
Posters and Learning Material (hard copies will be submitted separately)
Daily Planner and Information Booklet for Domestic Workers (hard copies will be submitted separately)
Keep my existence under the wraps if you will, but I refuse to be invisible!

Sorita Devi

I was 16 years old when I got married. My husband, at 14 years, was barely half a child than I was at the time. But that was the custom in my village in Bihar those days. I got married and for a while, I lived in my husband’s parents’ home. Those were hard days for me. I conceived two children while I lived with them- my oldest daughter, who is nearly twenty years old now, and a male child, whom I lost to a miscarriage.

I remember vividly that one day when I was nursing my daughter who was small at the time, my mother-in-law told me to do a few chores. I told her that I would do it after I finished feeding my daughter. I am not sure what it was she heard, or what it was she got upset about, but the next thing I knew, she and my brother-in-law began beating me in his rage, my brother-in-law even kicked me in my stomach. I was pregnant at the time, and I think that was the climax that I lost my baby. I was in excruciating pain for days, and nobody spared any attention to me, not even my husband. I was also too ashamed to tell my parents.

For three months, I carried a dying child inside my uterus. I was severely malnourished and hungry all the time- my in-laws were not feeding me enough. The nursing together with the pregnancy was taking its toll on me. After four days of hunger, I could not take it anymore. I ran away to my parents house, with just Rs. 25 in my pocket.

Child Bride to Businesswoman and Community Leader: How I Turned My Life Around using Sui and Dhaga

Akholema Bibi

My name is Akholema Bibi. I am a 48-year-old small business owner living in Harjan Bhatti, a small, overcrowded settlement nestled amongst the high-rise apartments of Gurgaon’s Sector 42. I belong to Raigarh, a village in Malti, West Bengal, where I was born and raised. I am one of two siblings, both girls. My father was a labourer, needed support in the running of the house and given that he had no sons, he decided to get me married.

I was just nine years old when I was married to my cousin. As is the custom in my community, he came to live with us after marriage and began to work in the house and support my parents. He was eighteen years old when we were married, double my age.

My marriage changed my life in many ways. For one, it put a stop to my formal education. I was in Grade nine when I was taken out of formal school and put in a religious school. Back then, schools didn’t teach English to students until Class five, so I never really learnt the language. I started to teach me to read and write while I was afraid of even talking to my husband. I think the first time I really spoke to him was when I was four years old, the years after our marriage.

And once I learnt to open my mouth and speak, my marital life was never peaceful. We began to have several arguments and fights, which has continued throughout the years. Of late, my husband has begun drinking, which has made matters worse.

By the time I was seventeen years old, I was a mother to four children. When I found out I was pregnant with my fourth child, I told my mother I didn’t want to carry the child to term. But she asked me to not terminate my pregnancy in the hope of having a second son. My fourth child also turned out to be a girl and I loved her with all my heart.

My husband traded another woman and sent me and the children to his parents’ house. He shrugged off his responsibility and left us in his parents’ care. His parents were not well off. There was no money coming into the house, I was worried about my children’s futures, who would take care of them? Ultimately, he had no regard for my shoulders. My life has supported my husband despite all that he was doing. When I did object, they told me “How dare you say such things to our son?”

That’s when I decided to take matters into my own hands.