



Addressing Gender-Based Violence and Enhancing the Social Inclusion and Acceptance of Trans Persons in India

Pilot Phase – June 2017 – March 2018

Programmatic Report

1. Introduction and Background

In the wake of the 2014 NALSA Supreme Court decision, transgender communities in India have been given an unprecedented level of legal support and recognition. The NALSA decision has called not just for an end to gender-based discrimination against transpersons but also for increased social, political, and economic inclusion. From the development of transgender welfare boards to the reservation of seats for hijras in universities and government jobs, there has been an increased emphasis on amending the historic exclusion of gender minorities in India. More recently, the Lok Sabha and Rajya Sabha have approved versions of a bill directed to protect the rights of transgender persons in India.

Yet, the growing emphasis on producing more recognition and opportunities for transgender communities in India has not attended to the difficult and precarious situations that many transpersons face. Transgender communities have unequal access to basic services like Aadhar, PAN cards, and changes of identity proofs post transition. Moreover, we have found that despite the growing interest in hiring transgender candidates for various jobs many are not yet qualified enough to successfully merit employment. Healthcare avenues remain largely unsensitized to transgender needs and requirements as transgender issues are not discussed or even included in health curriculums. With no standardized protocols for sex reassignment and gender affirmation procedures, transgender individuals are left bereft of adequate healthcare provisions to address their unique needs.

The pilot phase of Project TRANScend, supported by Sapient India, kickstarted in June 2017. The project aimed to enhance inclusivity and acceptance of transgender communities in India through research and intervention into the socioeconomic and educational needs of community, skills and capacity building, sensitization of stakeholders (corporates and educational institutions), and providing the pathways to accessing services like Aadhaar cards, PAN, cards, changes of gazette details (name, gender, etc), and bank accounts. In its first pilot phase, the project was implemented in Delhi, Mumbai and Bangalore.

2. CBO Partners

In the three cities of Delhi, Mumbai and Bangalore, community-based organisations were identified as implementation partners for the project. These CBOs are existing partners of The Humsafar Trust (HST) on other projects and one of the primary reasons behind selection of the CBOs was to build their capacities.

The organizations that we partnered with are also members of the Integrated Network for Sexual Minorities (INFOSEM), a collective of 200 LGBTQ CBOs from across India. HST has played a pivotal role in the initiation and formation of INFOSEM and is the convener member. HST assists in the administrative processes of the network. INFOSEM has seven board members of which one is the Chairperson of HST, who continues to bring the voice of the INFOSEM network to HST organizational decisions.

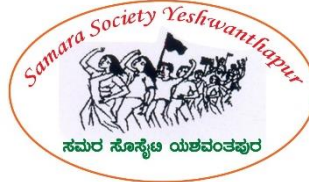
We worked with the following CBOs in each city.

Bangalore

Payana



Samara Society Yeswanthapura



Delhi

Kinnar Bharati



Pahal Foundation



Mumbai

Kinnar Asmita



Triveni Samaj Vikas Kendra



3. Goal and Objectives

Goal of the Project: To enhance social inclusivity and acceptance of transgender persons in India

Objective 1: Pilot a Transgender Needs assessment study focused on educational and socioeconomic needs.

1.1 Hold a TG Community Consultation and setting up of TAB (Transgender Advisory Board)

1.2 Pilot a Transgender needs assessment

Objective 2: Improve the advocacy capacities of transgender community organizations

2.1 Transgender Capacity Building Trainings and transgender welfare board set-up/strengthening

2.2 Transgender Skill Building Program

Objective 3: Sensitize Corporates and Educational Institutions across India on Transgender Issues

3.1 Develop Content for Educational and corporate sensitization

3.2 Conduct Sensitization at Corporate and Educational Institutes

Objective 4: Taking Follow Up on NALSA Judgment and develop an advocacy document to devise future goals and benchmarks for follow-up

4.1 National transgender consultation and development of a transgender advocacy action plan

4.2 Social entitlement and identity documents (PAN card, Aadhar card, Ration Card, Voter ID card, BPL card, Bank Account etc.)

4. Programmatic Outcomes

Objective 1: Pilot a Transgender Needs assessment study focused on educational and socioeconomic needs.

1.1 TG Community Consultation and setting up of TAB (Transgender Advisory Board)



Transgender representatives from partner transgender community-based organizations (CBOs) from Mumbai, Bangalore and Delhi and Transmen representatives from the three cities were called upon to consult on the initial phase of the project through a two-day consultation held in Mumbai.

38 participants from *Pahal Foundation and Kinnar Bharti* from Delhi, *Kinnar Asmita and Triveni Samaj Vikas Kendra* from Mumbai and *Payana and Samara Society Yeshvanthpura* from Bangalore and the **Transmen representatives were given an overview of TRANScend, the need for starting this project, its goals and objectives.**





Thereafter, the Research team at Humsafar explained the research component of the project in detail to the participants. The first day of consultation was primarily focused explaining the methods, tools, and monitoring of the needs assessment study on socio-economic needs of transgenders and obtaining inputs from the participants on the tools developed by the research team at Humsafar.

At the end of the first day, a Transgender Advisory Board (TAB) was set up comprising of representatives from all the partner CBOs and transmen representatives. The roles and responsibilities of TAB were outlined and discussed.



The second day focused on developing an action plan for the implementation of rest of the three objectives.

The first session focused on identifying the corporates and educational institutes in Bangalore, Delhi and Mumbai respectively which could be approached and the sensitization activities could be carried out. The CBOs and Transmen representatives of each cities worked together to ensure that they could mutually work out the feasibility of the activities.

The next session was on capacity building needs of transgender CBOs. The CBOs listed the current thematic areas they work on and have their capacities already developed vis a vis those where they require support for building their capacities on.

The participants discussed on skill building needs of the community in the next session. The participants also deliberated on the feasibility of skill building courses in their geographies, number of community members interested and the support that they needed to network with the training providers.





The workshop ended with a detailed discussion in creating and strengthening Transgender Welfare Boards in different states. Zainab Patel, a policy analyst at UNDP, Bangkok, facilitated the session.

1.2 Transgender needs assessment

Background

While we could conjecture as to the various structural limitations that transpersons face, we had very little data about the educational qualifications and socioeconomic backgrounds of the transgender community in India. Beyond legal and anecdotal documentations of violence and discrimination, there has been little data to formally surmise the plight of transgender persons. While some studies have endeavoured to take a census or calculation of the number of hijras and transgenders in India (UNDP 2011), these studies do not give us additional information on indicators related to socioeconomic or educational conditions. With a hypothesis that pervasive under-education and systematic discrimination in bureaucratic settings prevents many transpersons from making the most of the favourable NALSA ruling, we conducted this study to formally and systematically assess the current status of transpersons in India.

This research study aimed to ascertain the current needs of transgender persons as well as to begin building a more expansive archive of data about transgender populations that can be useful for research, policy, and future fundraising opportunities.

Methodology

This research project was a mixed-methods, qualitative and quantitative survey that combined both survey and oral history/interviews in order to produce a nuanced picture of the experiences of transgender persons in India. Participants were self-identified transgender and gender non-conforming persons. Populations interviewed and/or surveyed were those accessing services and/or connected with the CBOs selected under TRANScend.

This research project involved multiple phases. The first phase of this study consisted of a literature review and document analysis of existing material on transgender populations in India. Thereafter, the community consultation (detailed in the previous section) was carried out in order to get a better understanding of the community, number of Transwomen and Transmen and ways to reach out to them. The aim of sharing was to inform the community about



the study and seek their cooperation. The tools for qualitative and quantitative survey were also finalised in consultation with the community.



Following this, individuals from within the community were trained as community researchers in a 3-day intensive training program conducted by the Research team at Humsafar. Two research investigators were appointed at each site to collect data. The training program focussed on ethics of research, informed consent, qualities of good investigator, how to conduct field study, questions and skip logic, data quality and time management. This was accompanied by role play and practical training.

These community researchers conducted quantitative survey with **518 transpersons and qualitative in-depth interviews with 17 transpersons in Bangalore, Delhi and Mumbai. Of these, 371 survey forms and 12 IDIs were accepted and analysed.**

Results

The results of the study are shared in the detailed research report and presented during the national dissemination.

Challenges

Since, it was the first time for most of the research investigators from the partner CBOs to conduct scientific social research adhering to quality parameters passed by HST Institutional Review Board (IRB), several survey forms and IDI recordings ended up being rejected. The data collection process also took a much longer time than anticipated.

A major challenge faced was that we were not able to reach the desired number of transmen in each city. The only exception in this case was Delhi, where one of our partner CBOs collaborated with **TWEET Foundation**, a Delhi-based trans group which has significant participation of transmen. One of the investigators in Delhi, for the needs assessment, was a transman from TWEET Foundation, **Aarav Singh** who was able to take quantitative surveys and IDIs of the desired number of transmen as required by the study.

Way Forward

Given that there has been growing mobilization to include transgender persons in business ventures and schemes from beauty to shop-keeping to coding, we have found that limited information about the capacities, needs, and qualifications of transgender persons makes the kinds of schemes designed potentially obsolete, but also produces systems and interventions that may be neither applicable nor useful for transgender persons. It is our hope that with this data about the state of transgender persons we can begin to make more informed policy decisions and suggestions.

Objective 2: Improve the advocacy capacities of transgender community organizations

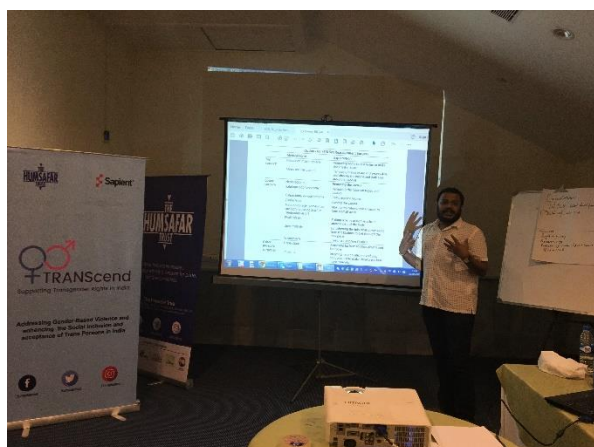
2.1 Transgender Capacity Building Trainings and transgender welfare board set-up/strengthening

In addition to the training of Research investigators, two more capacity building workshops were conducted. The themes for these workshops emerged from the initial community consultation and were expressed to be immediate needs by the partner CBOs, crucial for organisational growth. **A total of 63 transpersons, representatives from the partner CBOs and Transmen representatives from the three project sites, attended these 3 workshops.**

Workshop on Legal Awareness and Advocacy

This workshop, conducted in Bangalore, focussed on legal awareness and advocacy strategies. A total of 23 transpersons from Mumbai, Delhi and Bangalore attended this workshop.

Day 1 of the workshop began with a session on NALSA judgement, TG Bill and Section 377. The session was facilitated by a legal expert from Alternative Law Forum, a collective of lawyers based in Bangalore, 'that integrates alternative lawyering with critical research, alternative dispute resolution, pedagogic interventions and more generally maintaining sustained legal interventions in various social issues'. The participants clarified their doubts on the ramifications of NALSA judgement, TG Bill and Section 377 and an interesting discussion ensued on what should be points of advocacy on these on the behalf of the community. The participants also asked questions on different aspects of the Beggary Act, Obscenity Act and Section 36(A) of Karnataka Police Act which affect the lives of transpersons.



The next session focussed on legislations (or the absence of them) on Sex Reassignment Surgery in India and the Mental Healthcare Act, passed in Lok Sabha on March 27, 2017. This session was conducted by HST TRANScend team.

The first part of the session focussed on the issues faced by transmen and transwomen due to an absence of standard guidelines for SRS in India. There was also a discussion on different accepted procedures and sites for SRS which have proved to be credible in the absence of standard guidelines and the need to increase awareness about the same within the community. The second half of the session talked about the newly passed Mental Healthcare Act and what are the implications of the same for the community. The clauses in the Act which prohibit electro-convulsive therapy for minors and give an individual right to make an advance directive that states how they want to be treated for the illness during a mental health situation offer scope for redressal in case of corrective therapies and treatments that seek to change a person's gender identity and sexual orientation.

Day 2 of the workshop was dedicated to discussions on effective advocacy strategies. The first session of the day focussed on an introduction to advocacy and the steps undertaken to prepare and execute effective advocacy initiatives. The next two sessions focussed on sharing of the corporate and educational manuals with the participants. Since the participants included project officers from the



TRANScend partner CBOs, these sessions primarily aimed at a holistic understanding of how to go about conducting sensitisation and awareness workshops with corporates and educational institutions as mandated under the project.

The workshop ended with the participants presenting role plays on conducting advocacy activities with various stakeholders using the strategies discussed in the previous sessions.

Workshop on Transgender Welfare Boards, Media and Social Media

This workshop conducted in Delhi focussed on creating and strengthening Transgender Welfare Boards (TWB), effective use of social media in branding and running campaigns and effective interaction with print and electronic media. It was attended by 25 transpersons from Mumbai, Bangalore and Delhi which included representatives from TRANScend partner CBOs and transmen representatives.

The day started with the CSR head of Sapient India, Chetna Kaura, talking about Sapient and its CSR work. The first session of the workshop focussed on creation and strengthening of Transgender Welfare Boards. The session began with a group activity on how do the participants define a TWB, why is it deemed important, what should be the composition, scope and activities of a TWB, how is it funded, what should be its structure, its tenure and eligibility of members and its sustainability plan. The groups were segregated based on cities of the participants and hence they came up with insights from their respective states and regions. This was followed by discussions on Tamil Nadu Transgender Welfare Board, lessons from its functioning and how to address the challenges and loopholes it entailed.



Second half of the day focussed on media and social media. The first session in the second half included presentation of the best practices on media and social media developed at The Humsafar Trust over the years. The different channels through which HST manages its external communication - Press (calls, releases, conferences, Media briefings, letters to the editor, Editorials), Events, Radio, Television, Website, Facebook, Twitter, YouTube, LinkedIn, Instagram, WhatsApp, Newsletters were demonstrated with screenshots and examples. This was followed by a group activity in which different CBOs created and presented their own organisational strategy for different media and social media platforms. Finally, the media policy of The Humsafar Trust was shared with the participants.



On the second day of the workshop we invited industry experts as facilitators. The first session on effective use of social media in branding and running campaigns was conducted by Anand Jha, Head of User Experience in Times Group. This session focussed on how to run campaigns, importance of hashtags and frequency and content of social media messaging. A major challenge that emerged in this session was a wide variance of levels of understanding and usage of social media among the participants. This was addressed by demonstrating basic activities like creating an

organisational Facebook page, Twitter account, uploading photographs of events and activities on different social media platforms and creating Google Alert.

The next session was conducted by a senior journalist, working as Associate Editor in Hindu Business Line, Preeti Mehra. She talked about the considerations and precautions needed while interacting with media in order to not only prevent misrepresentations of the community but also safeguard individual's interests in the light of the fact that irresponsible use of a person's story and identity can have serious ramifications to their personal safety and life.



2.2 Transgender Skill Building Program

In order to maximize the recent legal protections and reservations afforded to members of the transgender communities, many basic skills need to be in place. Thus, we facilitated enrolment of transpersons in various skills building programmes and workshops. The CBO partners conducted an internal exercise to assess the needs of the populations they worked with and accordingly identified service providers and institutions in their cities. An important part of this process was to sensitize institutions conducting these courses and ensure that the transgender persons are able to become part of the skills development programs without being subjected to issues of stigma and discrimination.

163 transpersons were enrolled in 17 skill building programs in Delhi, Mumbai and Bangalore in the pilot phase of the project.

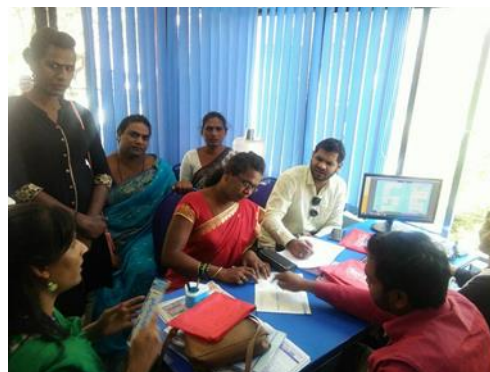
Bangalore

A total of 88 transpersons were enrolled in the following skill building courses in Bangalore and Hyderabad.

- 12 and 20 community members enrolled for entry-level Beauty and Wellness Course provided by VLCC Institute of Beauty and Nutrition Bangalore and Hyderabad respectively. (One of the partner CBOs further partnered with a transgender group in Hyderabad, considering high levels of interest in the course shown by the community in Hyderabad). This course is being provided free of cost and has been made available for the community as a result of a collaboration between The Humsafar Trust and Beauty and Wellness Sector Skill Council (BWSSC), a non-profit organization formed under National Skill Development Council (NSDC)

to promote skill development in the Beauty & Wellness Industry. We also conducted sensitisation workshops for both VLCC staff and BWSSC members on transgender issues.

- 13 members were enrolled in a basic Computer Course and 13 in Spoken English Course provided by Network for Information and Computer Technology (NICT) which is a Service Centre Agency for the Common Service Centre Project under National e-Governance Plan (NeGP).
- 20 transpersons were enrolled in a driving course conducted by Bhavani Motor Driving School in Vidyaranyapura, Bangalore. The school will also facilitate the process of getting a learners license made for the community members
- 10 members were enrolled in Spoken English course conducted by The Cedars



Delhi

50 transpersons were enrolled in the following courses in Delhi.

- 10 community members were enrolled in a Spoken English Course provided by DAIIT Education, an ISO 9001:2008 certified institute.
- 10 community members registered for a basic Computer Course provided by OM Computer Institute, which provides computer training to socially downtrodden and economically weaker sections of the society
- 30 community members enrolled for a basic Computer training course

Mumbai



In Mumbai, the partner CBOs found it extremely difficult to enrol community members in regular courses and programmes. However, community showed considerable interest in entrepreneurship-oriented skills like liquid embroidery and kundan work, imitation jewellery designing and making and baking cakes. 24 transpersons were trained in Mumbai

under these workshops. These workshops were organised under a woman “Entrepreneur Mela: Exhibition cum sale and Skill Development workshops” by SNDT Women’s University, Mumbai. The Mela was also an opportunity for entrepreneurs to showcase their skills. One transperson Avika had put a mehndi stall under TRANScend and showcased her mehndi design skills to several people who visited the Mela.



1 transperson, Harshini, enrolled in a basic Microsoft Office course, after she got recruited by Jones Lang LaSalle Incorporated (JLL), an American professional services and investment management company specializing in real estate. This recruitment was a result of a sustained advocacy by The Humsafar Trust, in which JLL is being supported to adopt trans-inclusive policies to create a conducive environment for transpersons like Harshini. (Read more about Harshini's story in the section on Success Stories)

Objective 3: Sensitize Corporates and Educational Institutions across India on Transgender Issues

As corporates and educational institutions seek to be more inclusive towards transgender employees and students, we have found that there are still knowledge gaps that persist even within supportive institutions. These gaps diminish the mission of broader inclusivity. Thus, one of our primary objectives was to make these spaces safer for transgender co-workers and students through targeted sensitization programs.

3.1 Develop Content for Educational and corporate sensitization

Drawing from the work done by The Humsafar Trust to create awareness on gender and sexuality in health care set ups, legal spaces and with other stakeholders, we developed more specialized content to target educational institutes and corporations, especially around issues of transgender inclusion.

There were two manuals developed emphasizing the specific nuances that transgender persons experience in educational and corporate spaces.



These manuals include an overview of the context that makes it challenging for transpersons to feel safe and welcomed in corporate or educational spaces and the damaging impact such an environment has on the lives of transpersons in India. Thereafter, these manuals talk about the basic concepts around sex, gender and sexuality that makes it easier to understand the needs, challenges and specific vulnerabilities of the transgender community. The manuals also suggest policies for workplaces and educational institutions that can prevent discrimination, stigma, harassment and violence faced by transpersons, make the spaces more inclusive and enable transgender people to live fulfilling lives without having to conceal or suppress their gender identities.

3.2 Conduct Sensitization at Corporate and Educational Institutes

The manuals created under TRANScend formed the basis of a module developed to conduct awareness and sensitisation workshops in the three project sites of Mumbai, Delhi and Bangalore. The format of the workshops typically included a discussion on how gender binaries and gender stereotypes disproportionately impact the lives of transpersons, a basic understanding and clarification of the concepts of sex, gender and sexuality and personal narratives of representatives from the transgender community. **A total of 35 workshops were conducted (15 with educational institutes and 20 with corporates) with 1089 people attending these workshops.**

Bangalore

The maximum number of workshops were conducted in Bangalore, owing to a larger pool of corporates and educational institutions to reach out to. Below is a brief overview of the 13 workshops conducted in Bangalore:

Educational Institutes

Indian Institute of Management- Bangalore

The Indian Institute of Management Bangalore (IIMB) is a leading graduate school of management in Asia. The workshop conducted on gender awareness and sensitisation on transgender issues was attended by 24 students from the 2017-18 batch of one year full-time Executive Post Graduate Programme in Management (EPGP). Chandni Gagana and Christy Raj from Payana shared their experiences and journeys as a transwoman and a transman respectively.



Azim Premji University – Bangalore



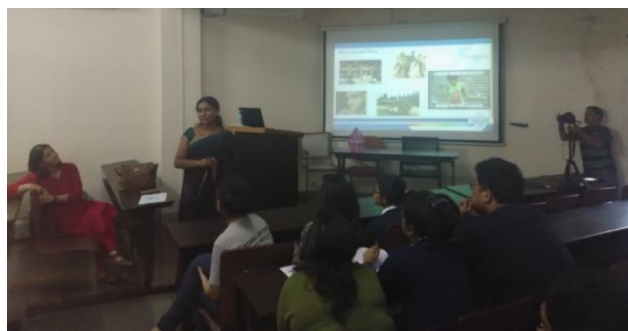
Azim Premji University in Bangalore is a not-for-profit University which was 'founded as one of the key responses to the constraints and challenges that the [Azim Premji] Foundation encountered both within and in the environment, and as part of a larger strategy to contribute to the Education and Development sectors in the country'. The workshop conducted on gender awareness and sensitisation on transgender issues was attended by 89 students from post-graduate programmes in Education,

Development, Public Policy and Governance and Law and Development. Shalini and Sonu Niranjana from Payana shared their experiences and journeys as a transwoman and a transman respectively.

National Law School of India University

The National Law School of India University (NLSIU) is an institution of legal education focusing on undergraduate and graduate legal and policy education in India. It was the first National Law University to be established in India and still holds the foremost position among law schools in India. 19 L.L.B and L.L.M students attended the workshop conducted on

gender awareness and sensitisation on transgender issues. Sowmya Raj and Christy Raj from Payana shared their experiences and journeys as a transwoman and a transman respectively.



Mount Carmel College – Bangalore



Mount Carmel College is a premier institution for women's education in Bangalore. 36 students from first and second years of Msc. In Human Development attended the workshop conducted on gender awareness and sensitisation on transgender issues. Ranjitha and Kumar B. from Samara Society Yeshvanthpura shared their experiences and journeys as representatives of the community.

KLE Society's Law College – Bangalore

KLE Society's Law College at Bangalore, is a premier law school in South India, recognized by the Bar Council of India and affiliated to the Karnataka State Law University, Hubli. 121 students from different years of their LLB education attended the workshop conducted on gender awareness and sensitisation on transgender issues. Priyanka and Kannan from Samara Society Yeshvanthpura shared their experiences and journeys as a transwoman and a transman respectively.

Corporates

VLCC Institute of Beauty and Nutrition – Bangalore and Hyderabad



VLCC Institute is a leader in Beauty & Wellness training. It has successfully trained more than 75000 students so far and takes pride in providing state-of-the-art infrastructure, market relevant courses and qualified and well-trained faculty. Since, members of the transgender community in Bangalore were to be enrolled in the entry level programme offered by the institute under the TRANScend skill building component, a sensitisation programme on transgender issues was organised. In Bangalore, the workshop was attended by 22 staff of the VLCC

institute and 2 members from BWSSC which was facilitating the delivery of the skill building

programme. Rose and Christy Raj from Payana shared their experiences and journeys as a transwoman and a transman respectively.

TRANScend partner Payana also connected a group in Hyderabad called Udbhav, working of transgender issues, to the skill building program facilitated by BWSSC. Hence, another awareness and sensitisation program was organised at VLCC Institute in Hyderabad. The program was extremely successful and had wide coverage from local media as well.



Infosys – Bangalore

Infosys Limited is an Indian multinational corporation and a global leader in technology services & consulting, helps clients in more than 50 countries to create & execute digital transformation strategies. 2 sensitisations were conducted at the Bangalore office of Infosys. The first one involved representatives from the Diversity and the HR team. The module was explained to them and their doubts on transgender issues were clarified.



The second session had a wider audience. Employees from Infosys Pune also participated in the session through teleconferencing.

HP – Bangalore

HP is an American multinational enterprise information technology company. 3 workshops on gender awareness and sensitisation on transgender issues were conducted at a Bangalore office of HP. The first one was a 'mock' session with the training and D&I team of HP. The second session was organised with the larger HR and D&I team and the third session was conducted with employees from different departments.



Kiwings

Kiwings is a Bangalore-based start-up that offers top-notch learning solutions through designing training modules to accelerate productivity. A workshop on gender awareness and sensitisation on transgender issues was conducted with senior management of Kiwings. They agreed to partner with The Humsafar Trust on designing training contents on HIV and gender awareness.

Delhi

A total of 9 workshops were conducted in Delhi, 6 with corporates and 3 with educational institutes.

Educational Institutes

Bharati College – University of Delhi



Bharati College is one of the top women's colleges in West Delhi, affiliated with the Delhi University. 33 students attended the workshop on gender awareness and sensitisation on transgender issues. The workshop was facilitated by representatives from Kinnar Bharati.

Delhi School of Photography

Delhi School of Photography, located in Kalkaji, New Delhi, offers specialised courses covering all genres of photography from basic to advanced photography learning. 25 students, teachers and other staff members from the institute attended the workshop on gender awareness and sensitisation on transgender issues conducted by transgender representatives from Pahal Foundation.



Focus Skills Academy



Focus Skills Academy is a soft skill training centre based in Khanpur, New Delhi. 22 students, teachers and other staff members of the academy attended the workshop. The facilitators not only clarified doubts around sex and gender and concepts on hijras and other transgender identities, there was also a discussion on rights and facilities that should be made accessible for transpersons, like gender-neutral toilets, equal job opportunities etc.

Corporates

VLCC Institute of Beauty and Nutrition – Kamla Nagar and Kirti Nagar



Two sensitisation workshops were conducted in two branches of VLCC Institute of Beauty and Nutrition in Delhi, NCR preceding the possible enrolment of members from the community into their entry-level Beauty and Wellness Course facilitated by BWSSC. 54 staff members from VLCC attended the two workshops.

Aegis – Delhi

Aegis is a leading global business services provider of customer experience management. A workshop on gender awareness and sensitisation on transgender issues was conducted by The Humsafar Trust in collaboration with Kinnar Bharati in the Delhi office of Aegis. 29 employees from Aegis attended this workshop.



Vertex – Delhi

Vertex is an integrated end- to end solution provider across Business Process Outsourcing, Customer Management Outsourcing and IT Services, serving host of clients across many sectors. A workshop on gender awareness and sensitisation on transgender issues was conducted by Kinnar Bharati at its Delhi Office. The workshop was attended by 34 employees of Vertex.

Konexions Back Office Services Pvt. Ltd.

Konexions Back Office Services Pvt. Ltd. is a business process outsourcing company which provides Field Operations, Voice Based Outsourcing, Back Office Services to several global companies. A workshop on gender awareness and sensitisation on transgender issues was conducted by Pahal Foundation at their Lajpat Nagar Office in New Delhi.

Insight Customer Call Solutions Ltd. (ICCS)

ICCS is a call centre service provider for BPM and BPO services based in New Delhi. A workshop on gender awareness and sensitisation on transgender issues was conducted by Pahal Foundation at ICCS.

Mumbai

A total of 9 sensitisations were conducted in Mumbai (5 with Educational Institutes and 4 with Corporates and other workplaces).

Educational Institutes

Shri. MD Shah Mahila College – Mumbai



Shri. M. D. Shah Mahila College of Arts and Commerce offers women's education to the largest number of girl students in the entire western suburbs of Mumbai. It is affiliated to SNDT Women's University. A workshop on explaining the concepts of gender and sexuality and creating awareness on transgender issues was conducted by advocacy team of The Humsafar Trust, in collaboration with members from CBO partner Triveni Samaj Vikas Kendra. 109 students from various disciplines attended this workshop.

Netaji Junior College – Ulhasnagar Thane

Netaji High School and Junior college located in Ulhasnagar, Thane is a pre-university, aided minority college offering Arts and Commerce courses. A workshop on awareness about gender and sexuality and sensitisation on transgender issues was conducted for around 150 pre-university students by the TRANScend HST team in collaboration with CBO partner Kinnar Asmita.



Samadiya College of Arts and Commerce, Bhiwandi



Samadiya College of Arts and Commerce, Bhiwandi is a non-aided college managed by Bhiwandi Weavers Education Society and affiliated to the Mumbai University. 40 students from different disciplines, teachers and the college principal attended the workshop on gender awareness and sensitisation on transgender issues facilitated by the TRANScend HST team in collaboration with CBO partner Kinnar Asmita.

Kishinchand Chellaram College

Kishinchand Chellaram College (popularly known as KC college) is one of the premier institutions affiliated to the University of Mumbai and recognized by Government of Maharashtra. A workshop on sex, gender and sexuality along with discussions on the NALSA judgement and transgender issues was conducted by the TRANScend HST team.



Dr. Bhanuben Nanavati College of Pharmacy



Dr. Bhanuben Nanavati College of Pharmacy is one of the top most Pharmacy Institutes in the State of Maharashtra situated in Mumbai, Vile Parle West. The college is affiliated to University of Mumbai and approved by the All India Council for Technical Education (AICTE), Pharmacy Council of India (PCI) and International Pharmaceutical Federation (FIP). A gender sensitisation workshop was conducted in its Mithibai College Campus by the TRANScend HST team.

Corporates

Pradhan Mantri Kaushal Vikas Yojna (PMKVY)

Pradhan Mantri Kaushal Vikas Yojana (PMKVY) is the flagship scheme of the Ministry of Skill Development & Entrepreneurship (MSDE). The objective of this Skill Certification Scheme is to enable a large number of Indian youth to take up industry-relevant skill training that will help them in securing a better livelihood. The TRANScend HST team, in collaboration with CBO partner Triveni Samaj Vikas Kendra, conducted a gender sensitisation workshop at the PMKVY centre in Mumbai.



Manch TV – Ulhasnagar



Manch TV is a local online entertainment channel. The TRANScend HST team, in collaboration with CBO partner Kinnar Asmita conducted a sensitisation programme with the staff of Manch TV which was widely covered by local newspapers as well as a first of its kind dialogue on transgender issues.

Yuva Parivartan

Yuva Parivartan, a project by Kherwadi Social Welfare Association, provides livelihoods to underprivileged youth. The TRANScend HST team, in collaboration with CBO partner Triveni Samaj Vikas Kendra, conducted a gender sensitisation workshop for Yuva Parivartan staff. A total of 26 people attended the workshop.



Sofitel – Mumbai

Sofitel is a French luxury hotel with chains all over the world. The HST team conducted a gender awareness workshop in its Mumbai branch located in Bandra Kurla Complex in the light of

the fact that Sofitel had expressed interest in hiring transgenders for front office jobs.

Other sensitisations

The TRANScend HST team also conducted sensitisation workshops with other stakeholders beyond corporates and educational institutes and in states beyond the TRANScend project sites.

Maharashtra Police Academy, Nashik



Maharashtra Police Academy, (M.P.A.), established in 1906, is a pioneering institution providing basic training to the Deputy Superintendents and Sub Inspectors of Police of Maharashtra. The I.P.S. officers on joining the cadre are also given orientation training here. The training academy has incorporated a module on Sexual Orientation, Gender Identity and Human Rights of gender and sexual minorities in training curriculum for police officers. The Humsafar Trust was invited to deliver this training on

gender awareness and TRANScend HST team members talked about their personal journeys and experiences.

Thane District Legal Services Authority – Bhayandar

The TRANScend HST team members along with several transgender right activists talked about issues pertaining to rights of transgender people at a seminar held by the District Legal Services Authority, in association with the Thane (rural) police in Bhayandar.



Thane District Court

The TRANScend HST team conducted a gender and sexuality awareness workshop at Thane district court with judicial officers and police officials.

Aizwal University



The TRANScend HST team members participated and conducted a gender and sexuality awareness session in the Aizwal University, organised by the School of Social Sciences.

Participants' Feedback

The training today was terrific. ~~but~~ Transgender men are not even taken into consideration was something that never crossed my mind, even though transwomen problems are still a bit vocal.

The most important and prominent thing about the session was that Acceptance plays a very vital role in the life of not just a trans. person but also on any other person. Acceptance comes from within.

It was a very good session, Interactive.
I basically learnt about the Gender Identity and that one should decide of what they are and be happy. Acceptance of one self and is important.

I learnt the most about ~~trans~~ the issues faced by Transmen. I have had some familiarity with the issues faced by transwomen, but Christie's story was eye-opening for me.

I was not aware of Transmen, NAACSA Judgement, Section 377, I thought some are the other way they are leading life. But the issue is that they won't get any respect and not identified as they are. I am glad to know this information.

I was unaware of the gender spectrum.

The session introduced to so many layers of impression, anatomy & identity.

"My gender identity is what I think it is, and nobody else!" 😊

Learned the personal experiences that were shared during the session.

I learned about difference between gender roles, gender identity and sexual identity. I even learnt about difference between sex and gender.

Objective 4: Taking Follow Up on NALSA Judgment and develop an advocacy document to devise future goals and benchmarks for follow-up

4.1 National transgender consultation and development of a transgender advocacy action plan

A two-day national consultation will be held with around 100 community persons and stakeholders in Delhi to disseminate findings and best practices from the project, discuss possible next steps and expansion, and to develop an advocacy action plan. This advocacy action plan will form the basis of potential follow up activities and offer a guide for future practices and activities for partner CBOs as well as CBOs that may not have been part of project activities.

4.2 Social entitlement and identity documents (PAN card, Aadhar card, Ration Card, Voter ID card, BPL card, Bank Account etc.)

The project aimed at making 500 Aadhar cards and 500 PAN cards available to transpersons in Delhi, Mumbai and Bangalore in their preferred gender identity. However, this proved to be one of the most challenging tasks owing to a multitude of bureaucratic and systemic barriers.

Most of the transpersons do not have any identity proofs in their preferred gender identity which results in inability to get Aadhar card. This ironically leads to a vicious circle since no other identity or social entitlement documents can be made without an Aadhar card. We further faced other challenges like Aadhar centres not being functional for the most part of the project period in all the three cities and PAN card application process still doesn't recognise the option of third gender.

However, we managed to get **557 social entitlement and identity documents made for transgender individuals in Bangalore, Mumbai and Delhi.**

Bangalore

In Bangalore, we made a headway due to sustained advocacy with local corporators and MLAs. CBO partner Samara Society Yeshwanthpura reached out to local MLAs and corporators to get letters from them as identity proofs for Aadhar application for transpersons residing in their respective constituencies. We aim to apply this strategy to other cities as well in the future.

Below are the social entitlement and identity document applications facilitated in Bangalore by partner CBOs:

Type of document	Number of transpersons
Aadhar Card	30
PAN card	55
Voter ID	57
Karnataka Government WCD loan	54
Bank accounts	24
BPL Ration card	13
Caste certificates	4
Gender certificate	5
Name change in gazette	2
Total	244

Mumbai

In Mumbai, majority of the transpersons could get their Voter ID cards made because they already had Aadhar cards made before the process of obtaining Aadhar changed last year.

Below are the social entitlement and identity document applications facilitated in Mumbai by partner CBOs:

Type of document	Number of transpersons
Voter ID	266
PAN card	19
Aadhar Card	5
Bank Account	3
Total	293

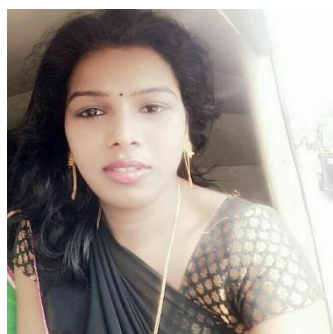
Delhi

CBOs in Delhi found it the most challenging to get the identity and social entitlement documents made. 10 PAN cards, 9 Aadhar cards and 1 bank account was facilitated by the partner CBOs.

5. Success Stories

Below are a few success stories of individuals whose lives were impacted due to the work done under TRANScend pilot phase. Due consent (in the language known to them) was taken from these individuals to share their photos and testimonials with a larger audience.

Story of Harshini Mekala



Harshini, an MA in Economics, is a transwoman staying in Malwani, Mumbai. She has been associated with Triveni Samaj Vikas Kendra for the past several years. She moved to Mumbai after she lost her parents started her life as a sex worker to earn livelihood. She came across Shreya, TRANScend Training Officer, from The Humsafar Trust and got to know about a job opportunity at JLL. After several rounds of interview, she was selected. She is also undertaking a course under TRANScend on Microsoft Office to brush her Excel skills.

In her own words –

"I am very thankful to our community leader Chandni Haji who supported me for my job and my mother at Triveni Samaj Vikas Kendra, Vasavi who encouraged and motivated me. I am also thankful to my lovely sister Shreya and Koninika Madam from HST who supported me in getting this opportunity at JLL.

I feel very happy reaching this goal and I feel very proud since now I am independent."

Story of Shravani



Shravani is a transwoman based in Bangalore. She is associated with Payana. She got to know about the computer course facilitated by Payana under TRANScend from Sowmya, TRANScend, Project Officer at Payana, and joined the same. She considers it an excellent opportunity since she wants to get a formal job.

In her own words –

"I started learning computers free of cost. I am really happy that I finally started a computer course. I have got confidence. Being a transgender, I am proud to say that I can handle computers"

Story of Spatika



Spatika is a transwoman from Bangalore. She has been associated with Payana and got to know about TRANScend from Sowmya and Yash in Payana. They motivated her to get a Below Poverty Line Ration Card made under the project. They also helped her with the application process and helped her get the BPL Ration Card made. Spatika did not have a ration card or any identity document as a transgender.

In her own words –

"This is my first identity card as a transgender and I am proud of it"

Story of Saranya



Saranya is a transwoman based in Bangalore and associated with TRANScend partner Samara Society Yeshwanthpura. She did not have an Aadhar Card and a Voter ID card. She has studied only till class 8th and didn't know where to go to apply for these. SamaraYes helped to get her Aadhar and Voter ID card made. This further enabled her to get a bank account opened in Canara Bank.

In her own words –

"I am confident and I have security. Earlier, I used to keep all the money which I got from basti, with me as cash. There was a risk of losing the money to police or others who demanded and threatened. Now I save money. Now I have an Aadhar Card and a voter ID card and for the first time I will vote in the state elections. It makes me feel very proud and I felt that I am a citizen of India."

Story of Chitra



Chitra is a transwoman based in Bangalore. She got to know about TRANScend from Samara Society Yeshwanthpura. SamaraYes helped her apply for loan under a scheme of Women and Child Department in Karnataka Government. She is also in the process of getting a Voter ID card and residence certificate, the process of which she was unaware of earlier.

In her own words –

"I am planning to start a saree business using the loan I got. Now I can do business. That makes me feel proud."

6. TRANScend Team



Shreya Reddy – Capacity Building Officer



Pearl Daruwalla – Advocacy Officer



Nilofer (Mangesh Maske) – Monitoring and Evaluation Officer



Hitesh Patil – Finance Office



Shwetambara – Project Manager



Murugesan Sivasubramanian – Project Director



Vivek Anand – Project Mentor, CEO – The Humsafar Trust

Behind the scenes... (People who made it all possible)



Ashok Row Kavi – Chairperson, The Humsafar Trust



Alpana Dange – Research Head



Shruta Rawat – Research Manager



Ramesh Jagtap – Finance Manager



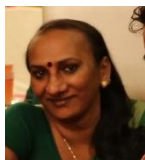
Koninika Roy – Advocacy Manager



Urmi Jadhav – Research Assistant and TG point person



Yashwinder Singh – Project Manager, CONNECT



Sowmya Gupta – Deputy Project Manager, CONNECT



Brian Horton