

CHAPTER-VII

STRATEGIES & INTERVENTIONS CONTRIBUTING EMPOWERMENT OF DOMESTIC WORKERS

INTRODUCTION

Designing strategies is a significant instrument in strengthening and organizing women domestic workers who builds their association in achieving their rights. Strategic plans for them include internal goal-setting, human resource development strategies and organizational development strategies. When planning a strategy for domestic workers; the profile of organization, its strengths, weaknesses, the human and financial resources become things to consider. Some advocacy - strategies that are people intensive need to be undertaken i.e. having meetings with policy makers, social reformist, media personnel, community peoples, network peoples, government officials, employers, researchers etc. requires time, effort and little expenditure. Training is important in building the skills required for many strategic development activities.

Every time it is important to have certain information available about the beneficiaries, so as to work out how to reach them directly, physically and attitudinally. Once this is defined the information will be developed to be used with the beneficiaries to help them to change their thinking, behavior and practices to realize the objectives of strategy development. They chose to promote the knowledge of improving the employer-employee relationship which helped to reduce some of the problems faced by the two parties. It would be valuable to brain-storm the planning process and discuss the value of reaching different approaches.

Subsequently strategic planning is the act of creating short- and long-term plans. Domestic workers need to come together and work as one force in a systematized and well planned manner over a long period of time in order to: 1) Understand their circumstances 2) Uniting their views 3) Come to consensus on what their needs 4) Plan together how they will achieve their goals. While strategy planning for domestic workers, there are several components or tasks researcher have undertaken to build the strength and capacity to work towards the goals. These components include the suggestions of domestic workers, case studies of women domestic workers, interviews from functionaries of IDWS and Focus group discussion with community. An organised, disciplined and determined movement of IDWS shall greatly benefit from the sustained, effective and systematic application of these components into their work. These can be done simultaneously or one by one depending on the capacity of the women domestic workers and the timing of their strategies.

Women Domestic Workers Age Group and Educational Status

Formal education learning is classically divided into a number of educational Stages that is covering; early childhood education, primary education, secondary education and tertiary (or higher) education. The United Nations Educational, Scientific and Cultural Organization (UNESCO) is acquainted with seven levels of education in its International Standard Classification of Education system (ISCED i.e. from Level 0 (pre-primary education) through Level 6 (second stage of tertiary education). UNESCO's International Bureau of Education also maintains a database of country-specific education systems and their stages.

TABLE 7.1: Distribution of Respondents by their Age Group and Educational Status

	Age Group of Respondent	Educational Status			Total
		Illiterate	Up to High school	Above High School	
Age Group of Respondent	Up to 30 yrs.	26 40.0%	21 32.3%	18 27.7%	65 100.0%
	30 to 50 yrs.	120 59.1%	48 23.6%	35 17.2%	203 100.0%
	Above 50 yrs.	23 71.9%	9 28.1%	0 .0%	32 100.0%
Total		169 56.3%	78 26.0%	53 17.7%	300 100.0%

The table 7.1 is presenting the distribution between the age group and educational status which will be helpful in planning the strategies for the educational empowerment of women domestic worker members of IDWS. The present fact finds that overall 21.6 per cent domestic workers are in the age group of up to 30 years. Among them majority (40 per cent) are still illiterate and another large portion (32.3 per cent) are educated up to High school level but knowledge wise they have dropped down to more or less like illiterate category as for long time they are not in touch with any kind of educational system.

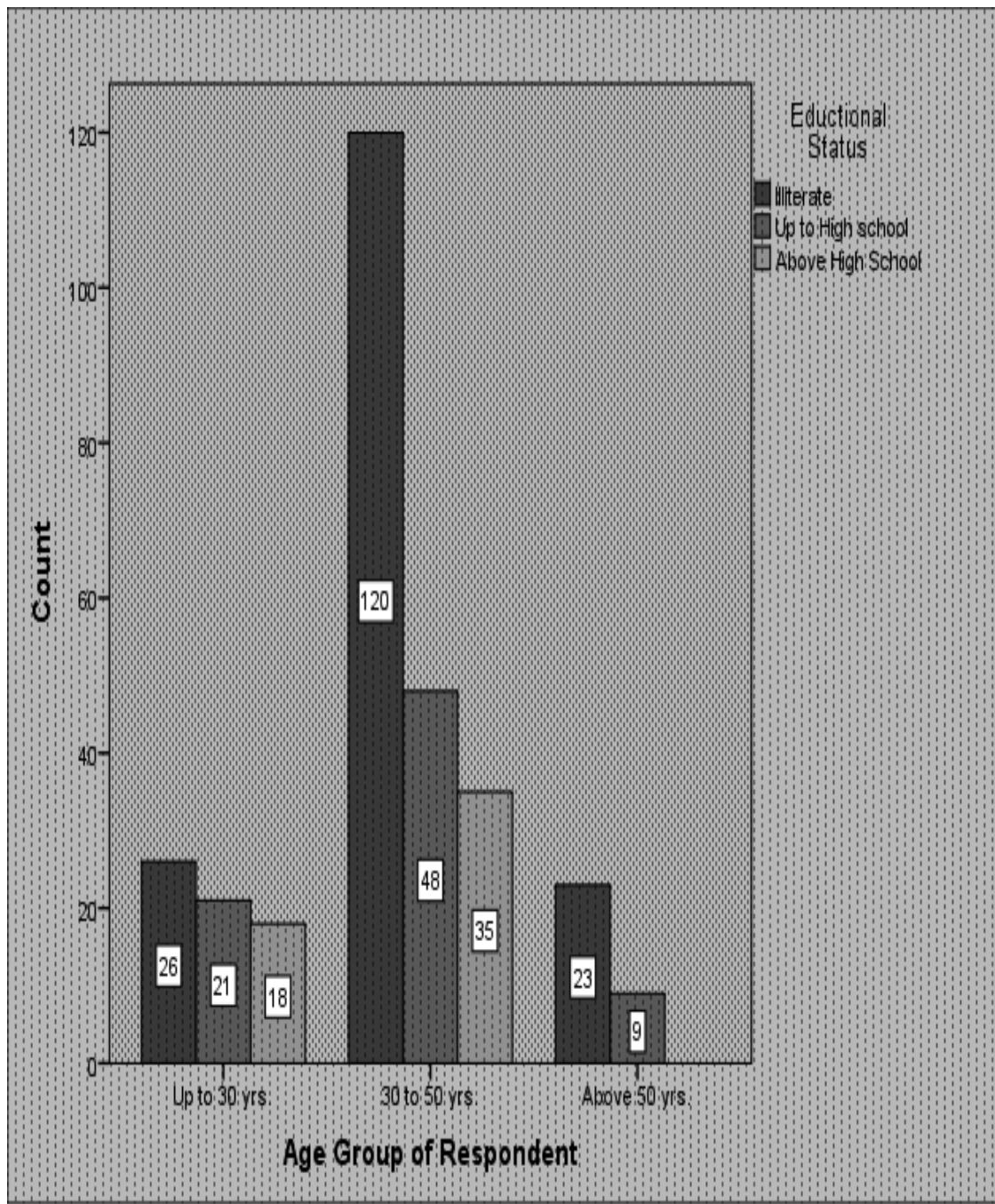
Eventually, a biggest strength around 67.6 per cent women domestic workers are in the age group in between 30 to 50 years. Among them too a very big number 59.1 per cent are still illiterate and 23.6 per cent are educated up to High school. Another big number of domestic workers in this age group (35 women; 17 per cent) even educated up to more than High school level.

In the above 50 years category the trend is similar to above said categories i.e. 71.9 per cent are illiterate and 28 per cent have studied up to High school level.

Thus the scope for strategic intervention projects that 40 per cent of youthful domestic workers and 59 per cent of middle aged women are illiterate, for them Adult education center with the help of State Resource Center for Adult Education should be initiated at the earliest at community level where they could be made literate.

Another magnified population of domestic workers is in the age group up to 50 years are 23 per cent of overall and they have studied up to High school level. They need a continuing education program immediately as they all are dropping down fast to lower level of education, as because of lack of accessibility to continuing education resources.

ILLUSTRATION NUMBER 7.1
Women Domestic Workers Age Group and Educational Status



Women Domestic Workers Caste and Educational Status

The earlier period has been characterized by a substantial worldwide educational expansion. However population remains India's most prominent problem. Indian society experiences from substantial inequalities in education based caste and ethnicity. India is not only divided on the basis of caste but also on community, further the issue gets deeper when one comes to know that it is divided on the basis of educational status as well.

TABLE 7.2: Distribution of Respondents by their Caste and Educational Status

	Caste of the Respondent	Educational Status			Total
		Illiterate	Up to High school	Above High School	
SC	122	39	25	186	
	65.6%	21.0%	13.4%	100.0%	
ST	14	12	6	32	
	43.8%	37.5%	18.8%	100.0%	
General & OBC	33	27	22	82	
	40.2%	32.9%	26.8%	100.0%	
Total	169	78	53	300	
	56.3%	26.0%	17.7%	100.0%	

The table 7.2 is presenting the scope of educational empowerment with caste based ethnic groups. As the caste is one of the important factors to decide identity, reputation and prestige of domestic workers in their work place. The study finds that overall 56 per cent are illiterate, 26 per cent have educated themselves till High school level and 17 per cent of domestic workers have studied above High school education.

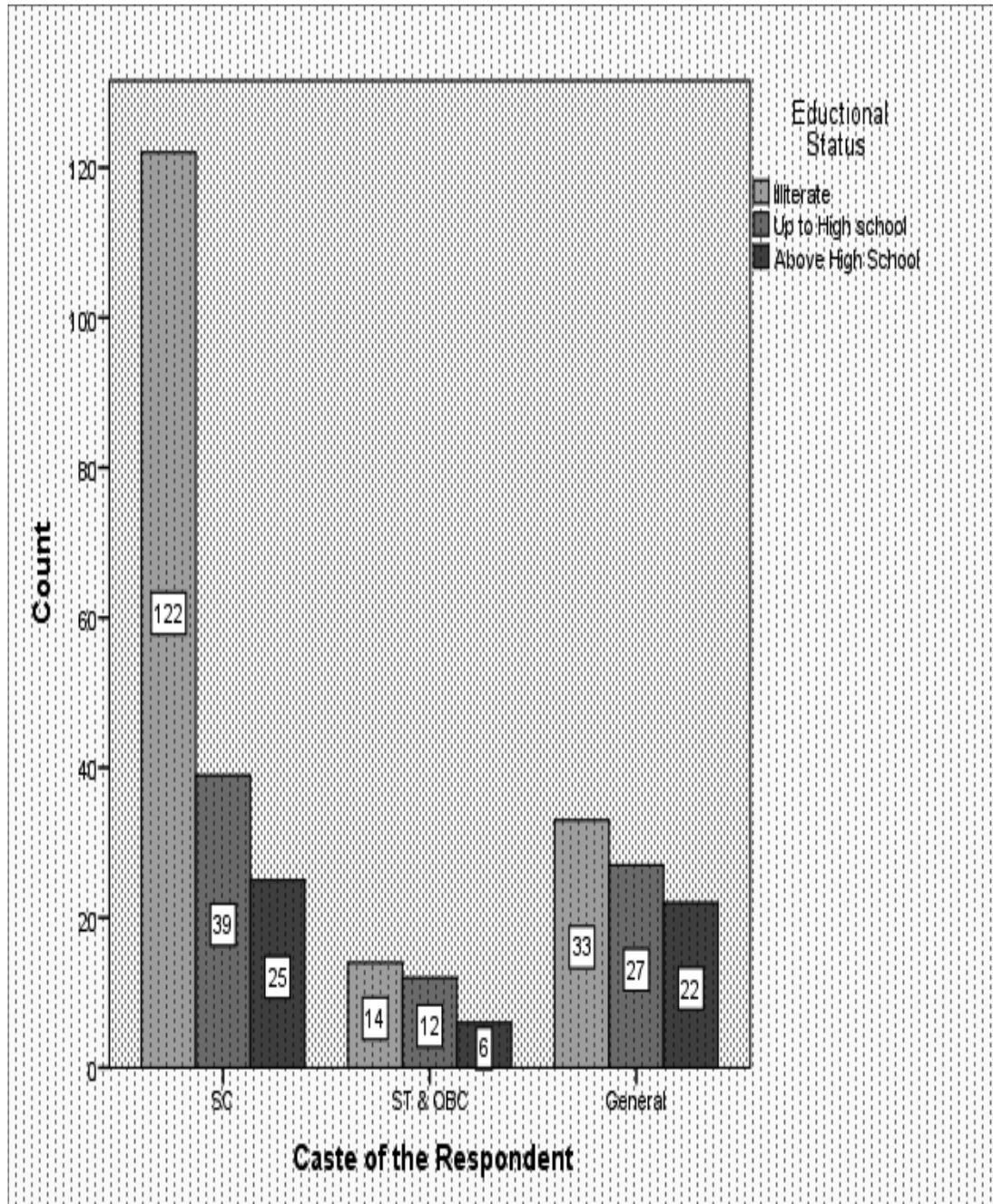
Simultaneously the education when concerning on the caste status shows that 62 per cent domestic workers are from Schedule caste category among them a big chunk of 65.5 per cent have never involved themselves in any kind of educational process. So this is the group considered as severe vulnerable category of the society. Another 21 per cent are educated up to High school and 13.4 per cent are above high school level.

Consecutively 43.8 per cent Schedule Tribes are illiterate and are therefore double vulnerable in the contemporary urban society. Around 56.3 per cent tribal domestic workers are said to be educated one.

In the General and OBC category similarly 40 per cent are illiterate and 59.7 per cent are educated slot.

So, accordingly there is a need of an adult education center in the community, where more than half of the domestic workers (56 per cent) can be made literate, for gaining further respectful occupational and life experiences. An additional community level Library is required for remaining 43.7 per cent educated domestic workers who can cope up with the down fall of the educational status and quality of them.

ILLUSTRATION NUMBER 7.2
Women Domestic Workers' Caste and Educational Status



Women Domestic Workers' Caste and Involvement in Type of Domestic Work

Every day, all over the world, lakhs of domestic workers, mainly are women care for the things families value the most: children, homes, parents and neighbors. The care they makes all other work possible for thousands and thousands of families throughout the world. The work is physically and emotionally needful and many domestic workers work for long-long hours to provide quality care for employers. Every day, domestic workers bring professional skills and experience into the homes of their employers. Most of people think domestic work is easy and they do not value the labour, but work is work — no matter what kind of job it is.

TABLE 7.3: Distribution of Respondents by their Caste and Involvement in Type of Domestic Work

Caste of the Respondent	Involvement in Cooking		Total
	Yes	No	
SC	71 38.2%	115 61.8%	186 100.0%
ST	12 37.5%	20 62.5%	32 100.0%
General & OBC	42 51.2%	40 48.8%	82 100.0%
Total	125 41.7%	175 58.3%	300 100.0%

	Involvement in Caring Child & Elderly		Total
	Yes	No	
Caste of the SC Respondent	18 9.7%	168 90.3%	186 100.0%
ST	7 21.9%	25 78.1%	32 100.0%
General & General	4 4.9%	78 95.1%	82 100.0%
Total	29 9.7%	271 90.3%	300 100.0%
	Involvement in Washing Clothes		Total
	Yes	No	
Caste of the SC Respondent	86 46.2%	100 53.8%	186 100.0%
ST	10 31.2%	22 68.8%	32 100.0%
General & OBC	33 40.2%	49 59.8%	82 100.0%
Total	129 43.0%	171 57.0%	300 100.0%
	Involvement in Washing Dishes		Total
	Yes	No	
Caste of the SC Respondent	144 77.4%	42 22.6%	186 100.0%
ST	16 50.0%	16 50.0%	32 100.0%
General & OBC	55 67.1%	27 32.9%	82 100.0%
Total	215 71.7%	85 28.3%	300 100.0%

	Involved in Massage Work		Total
	Yes	No	
Caste of the SC Respondent	8 4.3%	178 95.7%	186 100.0%
	ST .0%	32 100.0%	32 100.0%
	General & OBC 1.2%	81 98.8%	82 100.0%
Total	9 3.0%	291 97.0%	300 100.0%

The table 7.3 is emphasizing the present status of domestic worker's engagement in domestic work. In this table caste of the respondent is considered as Independent variable and 'Engagement in domestic work' is considered as dependent variable. In all 62 per cent of the total respondent belongs to Schedule caste category among them majority 61.8 per cent are not involved in cooking activity, about 27.3 per cent are from General category among them all most half (51.2 per cent) are placed in high profile domestic work as cooking, the scenario of workers belonging to Schedule tribes category is similar to that of Schedule caste category.

In case of involvement in Caring Child & Elderly, study finds that 90.3 per cent of overall are not given responsibility of this particular type of work but among those who are assigned of such kind of responsibility are mostly of Schedule tribe category. The least category of population to perform this type of task belongs to the category of General one (4.9 per cent).

Washing clothes is another major activity which is considered as basic function of any domestic house hold. The picture projected in this regard finds that almost the involvement of fifty-fifty portion with the specific task. Very specifically 46.2 per cent Schedule caste category are engaged in this function while 40.2 per cent General categories are occupied with. About one out of three Schedule tribe persons are working on the same.

Washing dishes is another low profile domestic work considered in any Indian house hold. Overall 71 per cent domestic workers are intensively engaged in this type of work. Among them

majority 77.4 per cent Scheduled caste workers are occupied with this act. Around 67.1 per cent General category workers are washing utensils as their main job. Half the Schedule tribes categories are assigned and rest half are detached from doing the performance.

The study finds that massage task performed by others is not at all popular in the present society. Merely 3 per cent families allowed the domestic workers to do the particular task and rest major (97 per cent) population of any caste category are left out to do so.

As conclusion it could be emphasized that working with person and work other than cleaning is considered as high profile work in a house hold, like: Massage, Cooking and Caring child & elderly are considered as high profile domestic tasks which is highly paid in comparison to other cleanliness based domestic works. The society is still orthodox in nature so these tasks are less assigned to the people other than their own caste (owner). In additional way it also saves owners money directly as less money is spent and a set of domestic work is been performed by the workers, this saves time and energies of family members so they try themselves to do these high profile domestic work, developmental or whatever hobby based work which they enjoy most. Subsequently this makes miserable condition of women domestic workers by paying less money for a set of domestic work as considered as low profile one. As a strategic intervention IDWS could also make this aspect as an activity to work upon. An intensive awareness generation campaign for this form of un-touchability needs to be launched for those families who maintain domestic workers. With this every set of domestic work should be charged equally and it should be varied as per the number of family members in the house hold.

Women Domestic Workers' Membership in any Association other than IDWS and Year of Joining in IDWS with Benefits from IDWS

Indore Domestic Workers Solidarity Movement has been determined to bring about transformation in the society's understanding of domestic work since 2006, through multiple awareness campaigns, rallies, advocacy and lobbying etc. Being an organization it strongly upholds domestic workers rights based approach towards their development. This movement has given stand to domestic workers to voice their opinions to the government.

TABLE 7.4: Distribution of Respondents by their Membership in Association Other than IDWS and Year of Joining IDWS with Benefits from IDWS

Member in Any Group Other than IDWS	Year of join	Benefits from IDWS							Total
		Ration Card	Aware about the Govt. Scheme	Self Identity	Domestic Worker Card	Other	No benefit	All benefit	
Yes	2006-2009	3 8.1%	0 .0%	5 13.5%	1 2.7%	2 5.4%	17 45.9%	9 24.3%	37 100.0%
	2010-2013	12 19.0%	14 22.2%	1 1.6%	4 6.3%	1 1.6%	22 34.9%	9 14.3%	63 100.0%
	After 2014	5 23.8%	6 28.6%	0 .0%	1 4.8%	1 4.8%	4 19.0%	4 19.0%	21 100.0%
	Total	20 16.5%	20 16.5%	6 5.0%	6 5.0%	4 3.3%	43 35.5%	22 18.2%	121 100.0%
No	2006-2009	4 10.5%	0 .0%	1 2.6%	2 5.3%	1 2.6%	24 63.2%	6 15.8%	38 100.0%
	2010-2013	17 27.0%	16 25.4%	4 6.3%	4 6.3%	2 3.2%	12 19.0%	8 12.7%	63 100.0%
	After 2014	23 29.5%	30 38.5%	7 9.0%	1 1.3%	0 .0%	10 12.8%	7 9.0%	78 100.0%
	Total	44 4.6%	46 25.7%	12 6.7%	7 3.9%	3 1.7%	46 25.7%	21 11.7%	179 100.0%

The table 7.4 is representing the dual membership status that piloted into empowerment among women domestic workers. This distribution of data is not to find correlation among selected variables, instead to acquire facts that counterpart the outcome of dual membership with specification of presence of IDWS movement. The ‘Membership in any association other than IDWS’ is measured through ‘Yes’ or ‘No’ attributes. The ‘Year of joining in IDWS’ is categorized into three i.e. from ‘2006 to 2009’, 2010 to 2013’ and ‘2014 & more’. The ‘Benefit received from IDWS’ is originally mentioned by the domestic workers themselves during the time of their interview. Consequently the attributes became; ‘Issuing of Ration card’, ‘Awareness

about the government scheme', 'Identification towards self identity', 'Accessibility to domestic workers card', 'Other benefit', 'All benefit' and 'No benefit'.

All together 40 per cent women domestic workers are found in the state of dual membership. Among them 30 per cent sought the IDWS membership in between 2006 to 2009, amongst majority (45.9 per cent) revealed that they have not benefited from any membership organizations, 24.3 per cent workers benefited from all the benefits, while 13.5 per cent women exclusively aware towards their self identity. Around 52 per cent women joined IDWS movement in between 2010 to 2013; within them 22.2 per cent got awareness towards government schemes, 19 per cent succeeded to getting Ration card for their family and 14 per cent sought all benefits, whereas 34.9 per cent have been in excluded state from any sorts of profits. About 17.3 per cent of workers joined movement after 2014 within them 28.6 per cent got awareness towards various government schemes, 23.8 per cent accomplished in issuing Ration card for them and 19 per cent obtained all benefits. Rather other than this category another 19 per cent fails to hold any sort of benefit from their concerning membership organization. The overall projection of this category trace that about 64.5 per cent of women domestic workers having dual membership and benefited from membership organization in one way or other based on the existing situation and needs.

The main stream population (59.6 per cent) of domestic workers are solely the members of IDWS movement among them 21.2 per cent joined in between 2006 to 2009 amongst by and large 63.2 per cent women are left out to provide any kind of benefits. About 15.8 per cent draws all the mentioned kind of benefits and 10.5 per cent got their ration card because of the intervention of IDWS movement. Around 35.1 per cent joined the movement within 2010 to 2013 thereafter majority 27 per cent domestic worker solved their Ration card dilemmas, 25.4 per cent worker got to know regarding the government schemes and program and 12.7 per cent women gained all the above said benefits. Majority 43.5 per cent domestic workers have taken membership after 2014 amongst 38.5 per cent gained knowledge of present government schemes, 29.5 per cent got their Ration card and another 18 per cent either realized their self identity or received all the above mentioned benefits. Besides, 12.8 per cent workers did not receive any help from the IDWS movement. Therefore the comprehensive scenario of this section of domestic workers with solo membership of IDWS movement projects that more from

the above category of twin membership, by and large 74.3 per cent workers empowered in one way or other in different durations by meeting their varied social needs. Secondly more domestic workers joined IDWS movement after 2014 as they found more advantage from this membership. Thirdly the percentage also comes down among the women domestic workers who have not yet benefited from any kind from the organization.

Participation in training organized by IDWS

The training is key factor for employee performance. Researchers say that training has impact on the return on investment. The main past experiences signify training and employees' performance has direct relationship with each other. With the help of training employees can gauge their performances, identify and improve their weaknesses and turn out to be expert in their jobs and thus, tend to give better results. The objective of our study is to know how the training increases the employee performance.

TABLE: 7.5 Distribution of Respondents by Attended Training Organized by IDWS towards Economic Development with Improved Skills by Training

		Skill development		Total	
Attended Training by IDWS Towards Economic Development	Yes	Yes	No		
		20	21	41	
		48.8%	51.2%	100.0%	
	No	0	259	259	
		0.0%	100.0%	100.0%	
Total		20	280	300	
		6.7%	93.3%	100.0%	

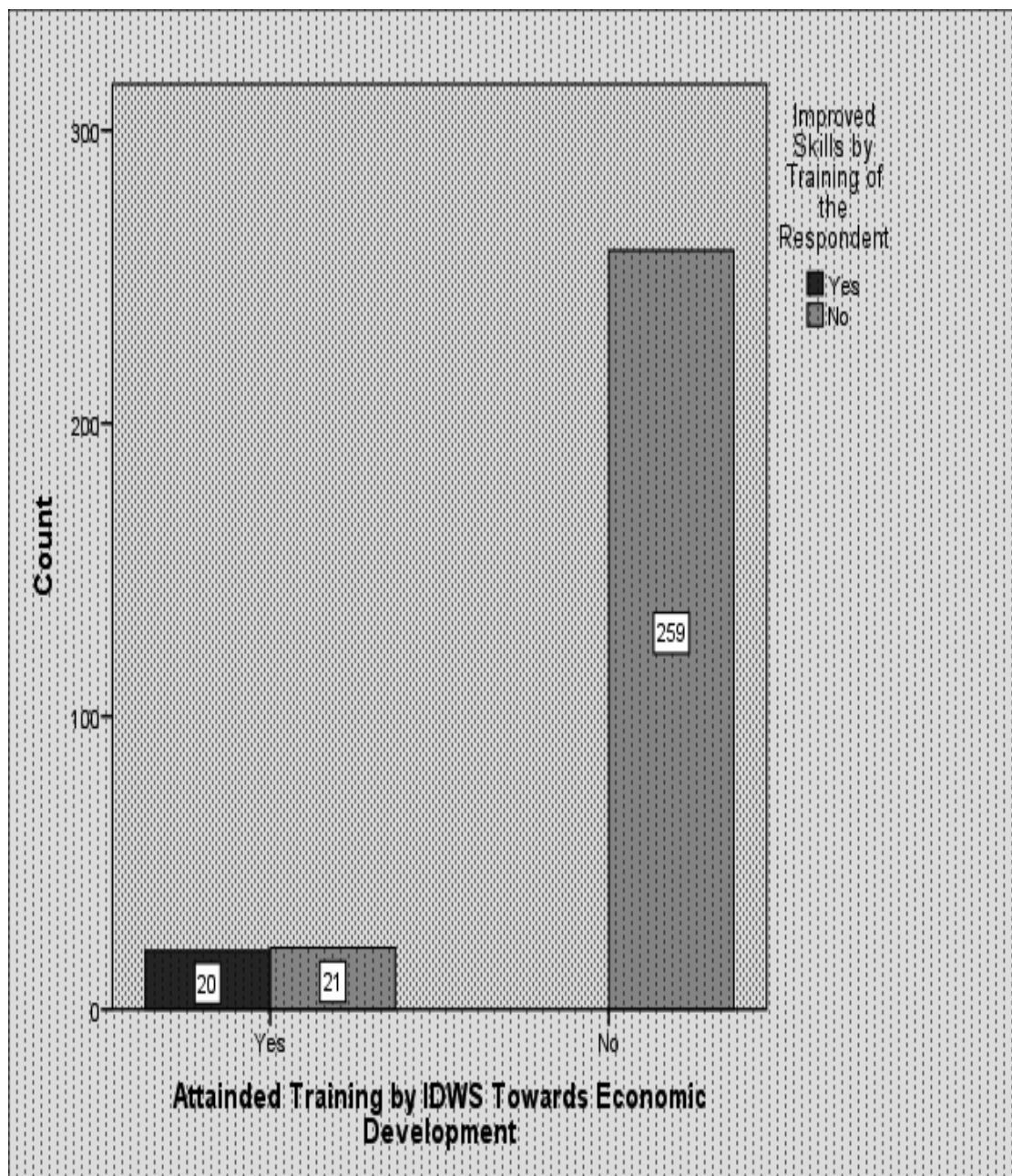
The table 7.5 is presenting the distribution of data of respondents by 'Attended training organized by IDWS towards economic development' with 'Improved skills by training'. The present table is helping to develop strategies as it is reflecting the impact of the trainings arranged in due course of time. In this table 'Attended training organized by IDWS towards economic development' is considered as Independent variable and 'Improved skills by training' is considered as Dependent variable.

Thus the table finds that only 41 respondents have attended the training organized by IDWS in due course of time among them almost 48.8 per cent revealed that because of the trainings their skills improved even in the domestic work to a large extent. But a very big number of domestic workers (86.3 per cent) are left out from attending training. In other way the table reflects that around 93.3 per cent potential domestic workers still exists whose skill up gradation is urgent need for them, among them too 7 per cent (21 respondents) women further need additional assistance for this purpose.

Consequently the strategic intervention in training is another prominent sphere projected where in coming time major efforts could be planned. The facts find that the trainings are very effective to the beneficiaries but there is urgent need to add more and more number of domestic workers with proper sensitization regarding the particular events.

ILLUSTRATION NUMBER 7.3

Women Domestic Workers Attended Training Organized by IDWS towards Economic Development and Improved Skills by Training of the Respondent



Period of Joining IDWS and Contract between Domestic Worker & Employer

Contract is a mutual agreement between two or more persons or parties that something shall be done or forbore by one or both. It is in a form of a compact, covenant, bargain which has legal effects. So contract of employment is a vital document as it regulates the terms and conditions of employment between the employer and the employee. The failure to make use of written contracts of employment is particularly prevalent in much small occupational deal where there is a relaxed atmosphere where owner assume that their dealings with employees can be handled verbally.

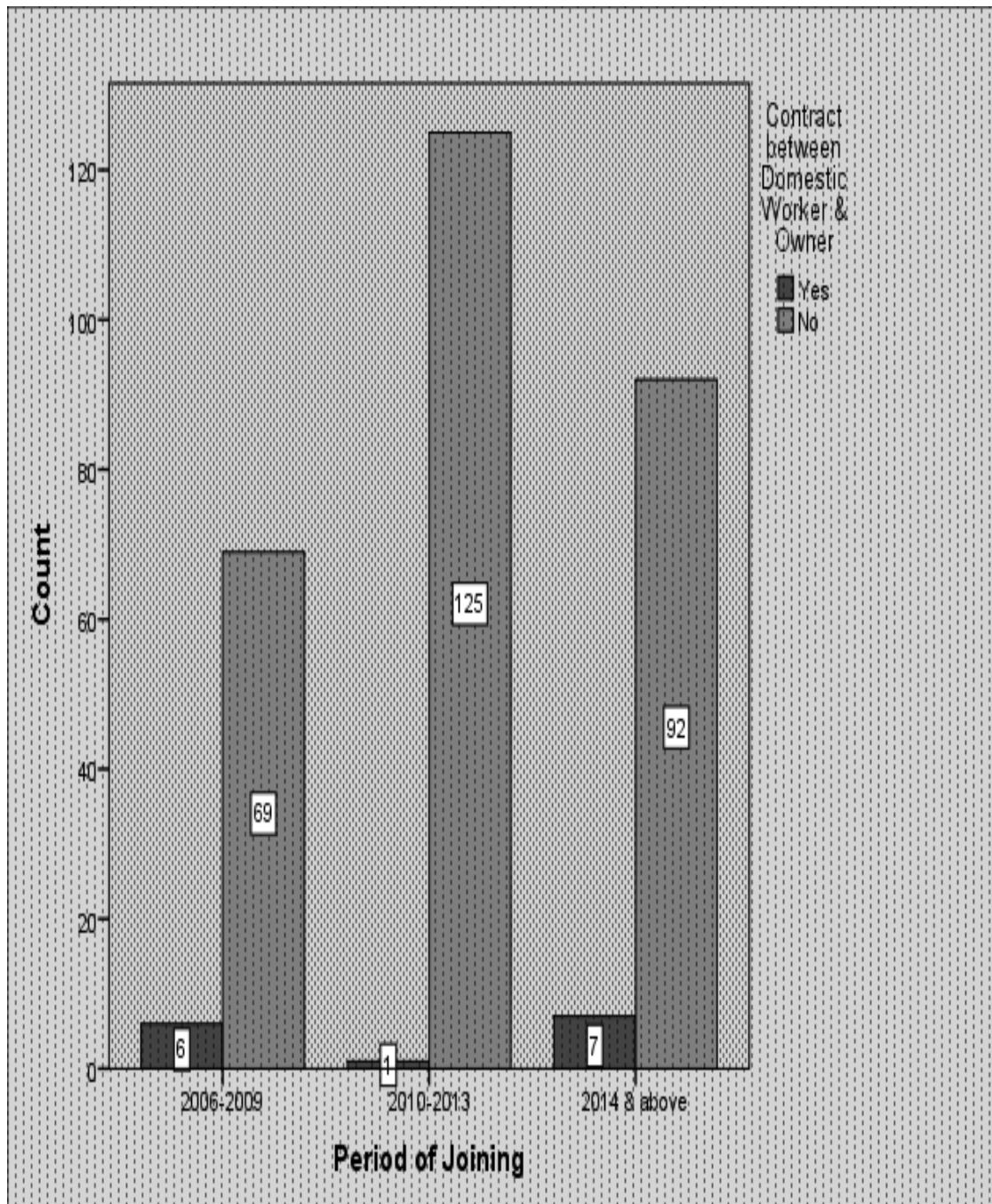
TABLE 7.6: Period of Joining IDWS and Contract between Domestic Worker & Employer

Period of Joining IDWS	Contract between Domestic Worker & Employer		Total
	Yes	No	
2006-2009	6	69	75
	8.0%	92.0%	100.0%
2010-2013	1	125	126
	0.8%	99.2%	100.0%
2014 & above	7	92	99
	7.1%	92.9%	100.0%
Total	14	286	300
	4.7%	95.3%	100.0%

The table 7.6 is to identify the strategic intervention by IDWS. In this table the Period of joining IDWS is considered as Independent variable and present status of Contract between domestic worker and Employer is as Dependent variable. The dependent variable is measured as ‘yes’ and ‘no’. The facts in this dimensions finds that it is one sided response i.e. presently merely 4.7 per cent domestic workers could convince their employers to prepare the contract between them and the employers where as 95.3 per cent women domestic workers are working in their occupation without any legal documentary compliances between them and their employers. Thus it’s a very big challenging aspect for IDWS organization to facilitate each women domestic worker to

create a practice that not to work without any legal documentary agreement for their assigned job responsibility at their work place.

ILLUSTRATION NUMBER 7.4
Period of Joining IDWS and Contract between Domestic Worker & Owner



Functioning of IDWS Relevant & Sufficient with Awareness About Domestic Workers Rights

Rights sometimes called Public legal education is the empowerment of individuals regarding subject involving the law. Rights help to uphold consciousness of legal culture, participation in the formation of laws and the rule of law. These sometimes called civics education, comprises a range of activities intended to build public awareness and skills related to law and the justice system. This term also refers to the fields of practice and study concerned with those activities, and to a social and professional movement that advocates greater societal commitment to educating people about the law.

TABLE 7.7: Distribution of Respondents by Functioning of IDWS Relevant & Sufficient with Awareness about Domestic Workers Rights

		Awareness about Domestic Workers Rights			Total
		Not at all	Partially	Fully	
Functioning of IDWS Relevant & Sufficient	Yes	0	151	33	184
		0.0%	82.1%	17.9%	100.0%
	No	116	0	0	116
		100.0%	0.0%	0.0%	100.0%
Total		116	151	33	300
		38.7%	50.3%	11.0%	100.0%

The table 7.7 is showing the influence of IDWS on women domestic workers in Indore in creating awareness about their rights. The influence of IDWS is considered by the view of domestic worker's regarding the Functioning of IDWS relevance & sufficient. In this case Functioning of IDWS relevance & sufficient is considered as Independent variable and Awareness about domestic workers rights is considered as Dependent variable. Thus the fact finds that overall 61.3 per cent woman domestic workers revealed that IDWS's functioning is relevant and sufficient amongst 82.1 per cent came to know about their rights partially and 17.9 per cent women aware regarding their rights fully. About 38.6 per cent domestic workers viewed that the organization is not that much influential as they admitted that they have not much benefitted from the institution and even they do not know regarding their rights as domestic

workers. Overall around 38.7 per cent workers are found unaware regarding their rights while 61.7 per cent gained awareness regarding their rights.

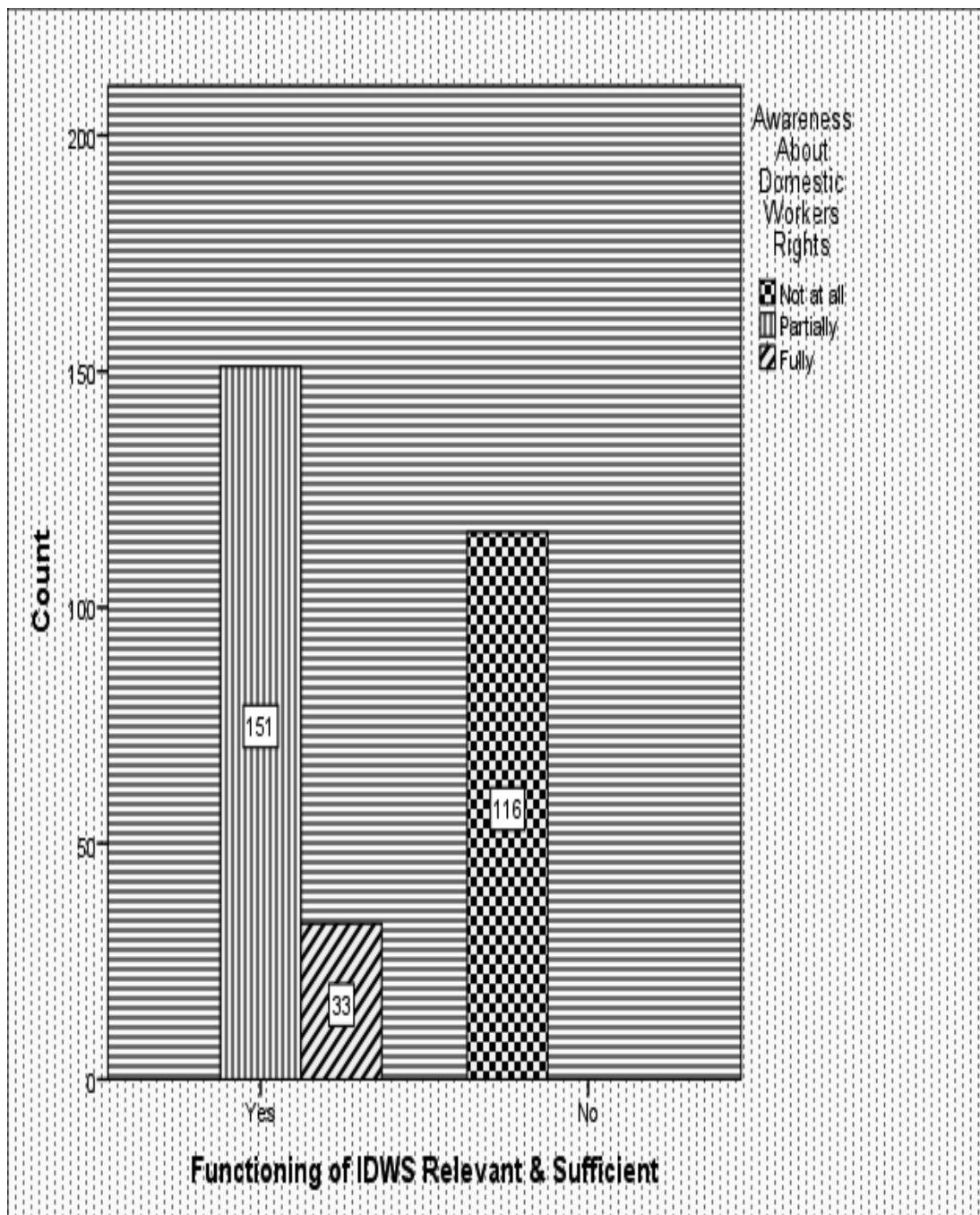
TABLE 7.7 A: Chi-Square Tests

Name of the statistical test	Value	Df	Asymp. Sig. (2- sided)
Pearson Chi-Square	300.000 ^a	2	.000
Likelihood Ratio	400.340	2	.000
N of Valid Cases	300		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 12.76.

The table 7.7 A is showing the Association between the variables ‘Functioning of IDWS relevance & sufficient’ and ‘Level of Awareness about the Rights of Domestic Workers’. Since calculated value of Chi-Square (300.000) is more than the table value of χ^2 (9.49) at 0.05 level of significance for 2 degree of freedom and hence the null hypothesis (H_0 = No relation between ‘Functioning of IDWS relevance & sufficient’ and ‘Level of Awareness about the Rights of Domestic Workers’) is rejected. Researcher therefore, concludes that there is significant relationship between the variables that reveals that research hypothesis is proved i.e. there is relation between Functioning of

ILLUSTRATION NUMBER 7.5
Functioning of IDWS Relevant & Sufficient Awareness about Domestic Workers Rights



'IDWS relevance & sufficient' with 'Level of awareness about the rights of domestic workers'. In other words it reveals that IDWS has a very strong influence on the women domestic workers in Indore in creating awareness about their rights.

Hence the facts emphasized that presence of IDWS is meaningful in the lives of the domestic workers in Indore as right from 2006 IDWS legally empowered about Three out of Five domestic workers till date. Subsequently this extent of coverage could be considered as remarkable one. Further the strategic point of view finds that another 39 per cent women domestic workers need to be focused in priority based for those who remained unaware regarding their rights and duties to stand on their own feet independently.

Women Domestic Worker's Suggestions

Women domestic workers have certain ideas that were brought to the mind regarding the connection or association to their employment i.e. domestic work. These suggestions are in the form of an idea already there in the mind or a faint hint or indication given by them to improve the working condition of their profession. Thus small amounts of trace in the form of suggestions are presented below.

TABLE 7.8: Distribution of Respondents by their Suggestions

Type of Suggestions	Frequency	Percent
Policy/Advocacy Intervention	45	15.0
Quality Work Culture Intervention	154	51.3
Social Development Intervention	101	33.7
Total	300	100.0

The table 7.8 is presenting the varied suggestions exposed by the women domestic workers during the interview. Thus a range of suggestions are gathered from the study which are further categorized in three major categorizes and could be considered as strategies for further

intervention for the IDWS functioning. The major sections prominently emphasized as: Policy/Advocacy interventions, Quality work culture interventions and Social development interventions. The fact finds that about 15 per cent women workers suggested that IDWS should mainly intervene on policy/advocacy, for women domestic workers. Under this component of suggestion women's view are as: IDWS work should be such a way that domestic workers should come under formal/ organized sector. So that they get fixed wage, paid leave and get pension, more protests in Delhi should be organized, more Press Conferences should be planned, arrange more programs to make union of domestic workers more active and functional, A special program of domestic workers could be launched in the TV Channel so that their voice is heard, Implement more government schemes by IDWS, New health insurance scheme should be planned. Majority 51.3 per cent domestic workers are looking towards IDWS as to work for Quality work culture promotion. In this section of advice women domestic workers thoughts are varied but mean it similar, like: Vocational training program for domestic workers together with domestic work, they want their income to be increased, help them to protect from wrong allegation, domestic workers want Karate training, protection during their work. Rest of the 33.7 per cent workers indicated that IDWS should support domestic workers for their social development. In this section workers viewed that some programs could be conducted by IDWS for the educational help of their children, They want to be respected and live a dignified life, literacy program for the domestic workers, evaluation of every member about their work by IDWS so that their work gets improve and start helpline.

FEW MORE STRATEGIC INTERVENTIONS FOR IDWS FOR THE UPCOMING PERIOD

As per the demographic profile:

- There are 7.3 per cent widow domestic workers in the age group of 30 to 50 years
- There are 26.7 per cent families of domestic workers whose monthly income is less than Rs. 5000 per month. Thus these families need to be assisted by providing vocational trainings of their choices as well as to lend a hand for their economical rehabilitations.

Shelter Provisions:

- About 63.7 per cent women domestic workers are living in kacchha houses they needs to be linked with government shelter schemes.
- About 30 per cent women workers are having only one room and another 52.7 per cent domestic workers family lives in just two rooms.
- Nearly 21.3 per cent women domestic workers have registration of house in their name and rest could be aware for the importance of their economic empowerment through registration of house in their name.
- Around 11 per cent domestic worker's families need support to avail their own house.
- About 63 per cent families of domestic workers are burdened of debt, among them too 21 per cent families earn monthly income even less than Rs. 5000 per month so they need to be financially uplifted through appropriate economic rehabilitation.
- Approximately 44.3 per cent families of domestic workers needs help in getting water connection among them too 88.7 per cent have their own houses and another 18 per cent families required to aware and promote for healthy sanitation practices specially by constructing toilets in their houses among them 96 per cent families have their own houses
- Around 39.6 per cent families need to be aware regarding the selection of the money lender's agencies as they frequently approach neighbours, employers or money lenders and many times they may be highly risky one in regards to financial exploitation. So practice of bank or SHGs need to be promoted.
- Though very few (5.6 per cent) of overall are working for more than 8 hours per day but they need to be aware for financial benefits for extra working hours.

- Around 26 per cent women victims are suffering from health hazards due to their occupation thus hygienic practices during house hold work needs to be promoted through trainings.
- All together 81.7 per cent domestic workers are drawing monthly income less than Rs.4000 per month. Thus their skills need to be developed to increase their demand of work to raise income and addition income sources needs to be arranged through other vocational measures.
- Presently IDWS merely promoted 3.7 per cent domestic workers in identify their employers. Virtually IDWS could develop few domestic workers in running employment bureau of domestic work for domestic workers. This unit can regulate terms and conditions of domestic work to ensure safety and promote exploitation free work culture as well as create zero violence zone for women domestic workers.
- Around 27.6 per cent domestic workers of varied caste committed that they face caste based discrimination in their work place among them 83 per cent domestic workers are from schedule caste category. Thus untouchability offence needs to be aware in the community rigorously.

Legal documents accessibility:

- All together 48 per cent of the domestic workers need to be assisted in providing any kind of ration card of APL/BPL/AAY to get subsidiary benefits of basic amenities from the government.
- Around 11.6 per cent domestic workers seeks assistance in getting CM ID card, 7.3 per cent for bank account, 91.3 for caste certificate, 9.6 for cooking gas and 84.6 percent for health schemes.
- About 59 .6 per cent women domestic workers needs to be aware for becoming members in any kind of association or organization so that it could help them to boost their political empowerment.
- About 29.7 per cent women domestic workers need to be assisted in one way or other in providing benefits as provided to the other members of the organisation.
- Around 40 per cent women domestic workers need to be aware towards the rights of domestic workers.
- About 47 per cent domestic workers need to be benefitted from Government schemes.

- IDWS needs to reach out to another 68 per cent women domestic worker for tackling the problems of various abuses.
- Around 33.3 per cent women domestic workers need to be involved in the social action activities to seek their rights of employment and get benefits out of it.
- A big bunch of 86 per cent women domestic worker's need to be involved in various income generating activities/trainings to boost up their extra income, with this a strong lining up of follow up activities needs to be plan and undertake to avail best out of each training programme.

SECTION II: CASE STUDIES

Case study: 1

Mrs. Kavita Rasile is a domestic worker and her age is 33 years (in May 2016).

Kavita's parents were farmers with a meager family income. She had two brothers and two sisters including Jyoti, her sister who had disability of walking. Her mother spends most of her time with Jyoti who was mostly confined to her room and needed full time assistance due to which she hardly got time to work on the farm. The mother cared for her well and provided all the necessary things which she was in need of and the child was loved by all.

In India, there are many Government schemes to support people with disabilities, provided that they produce a certificate endorsed by a medical doctor. Since her parents were uneducated and no one to guide them to get a certificate, the girl did not receive any support from the Govt. The parents were unable to provide good education for their children because of this situation in their house.

Kavita being the eldest child, felt responsible to support the family. She came to Indore at the age of 10 and stayed with her maternal aunt who is involved in domestic work. In a way the circumstances forced Kavita to join domestic work although, she wished to go to school. Although, she realized that her future without education was going to be tough, she had no choice but continue her childhood with child labour.

Even though, the legal age for the marriage of girls in India is 18, according to the custom of her village and family, she was married off at the age of 15 with Mr. Sunil Rasile who was 24 years old. Sunil was a potter and Kavita discontinued domestic work and joined him.

Earthenware in India has good marketing mainly twice in a year, one during the Hindu festival of Diwali and the other on the onset of summer months when they make a type of container that keeps drinking water cool (in Hindi it is called as matka). During the rest of the year they could not sell much. In spite of their hard work they could not earn more than 2000 to 3000 rupees a month. Therefore, she later continued with domestic work from which she could earn more money than what she got from pottery.

She used to do washing and cleaning in 4 different houses which brought her earn Rs. 4000 a month. Meanwhile the couple also had to raise their 3 children, 2 girls and a boy. The eldest daughter aged 15 is studying in 10th class as well as assisting Kavita in domestic work to support the family and the other 2 children are studying in lower classes.

Problem: Employer was not willing to pay her salary:-

After identifying a house in Indore, Kavita got job thereon the agreement that the employer Mrs. Shalini will pay Rs. 5000/-per month to her. Kavita thought it will be purely the household work as in other houses which were her experience. As she began the work, it seemed very hectic and tiring because of the type of work she had to do, she had to continuously bend and wash many utensils for 06 long hours. Persistently doing this work for about a week, she started getting severe back ache and she could not walk well. There is no direct conveyance from her home to the work place and so she goes walking for about 25 minutes. There was no platform in the washing area where she could keep the dishes and wash without much trouble. She even requested for some arrangement to be made so that she need not bend and wash for six hours. But the employer did not pay heed to her plea and let her work in the same way.

According to Kavita there was enough work for 3 people. The employer did not want to appoint more workers in order to save money due to which Kavita had to struggle alone. Gradually Kavita realized that the utensils were brought from an eatery that someone had started somewhere close by. Every day two boys used to bring so many big and small vessels to cleanup. As per the rule, in an eatery where lots of employees are involved, they are supposed to

be paid more than a domestic worker. Besides a higher salary there are many other benefits entitled to the workers in a restaurant such as Provident Fund, Gratuity, leave provision etc. In order to save on the wages and these benefits the employer played a trick and employed her in the house as a domestic worker and got away with low payment.

Domestic work being mainly a female-lead sector that is poorly regulated and unprotected by labour law it was difficult for her to negotiate with the employer. She knew that the employer would not accept if she said anything with legal background. Some of the socio-cultural structures too make it more difficult for employees to take liberative steps. Moreover, issues related to gender, class, ethnicity and caste also come into play in intensifying the weak bargaining power of domestic workers.

Somehow she continued to work for 20 days before discussing the matter with Mrs. Shalini and requested for one day leave for health checkup but she was refused. Kavita was told that if she took leave even for a day, she would have to face the consequence. After a lot of arguments between the two parties, Kavita decided to call it off and seek work elsewhere. The employer threatened her of withholding the pending salary in case she left the job. Meanwhile, Kavita discussed the matter with her husband and friends. They guided her in an empathetic manner because her rights were violated. They were all surprised that even today there are employers who do not pay a decent wage to their workers and one day leave which is a minimum requirement and an international decree. In today's world, the poor are often misjudged and exploited.

IDWS Intervention:-

Having discussed the matter with a wide range of people Kavita decided to inform IDWS. She was sure that they would come to her rescue. Kavita is a registered member of IDWS and has attended many leadership trainings and sessions conducted by the organization. These sessions are oriented towards enabling the domestic workers to stand up and demand their rights from the employers. Through the training sessions, they are made aware that domestic work is a work like any other labour and they need not be ashamed of it. The division of labour in India is quite prejudiced and is often based on caste system that rates certain occupations as lower. Often,

members of so called lower castes take up tasks related to cleaning, washing, etc. and they are paid a very low wage.

Therefore, IDWS in all its programs stresses on the point that the women need to do what they do with respect, dignity and sacredness. It is also specified that the domestic workers are to be addressed as domestic workers only and not with any other prevailing terms such as maids, helpers, servants etc. The main reason for this change is to emphasize their identity as workers who have the right to be paid for their labour. Addressing them as helpers, servants or maids can cause people treating them with mere sympathy in place of their due rights and thus denying them appropriate wages and benefits. Like any other laborers, they too deserve decent wages, dignified life, respect and thus a better standard of life.

After listening to the story, Mrs. Francina one of the staff at IDWS, phoned up Mrs. Shalini and enquired about the matter. She washed her hands off by saying that providing salary to the workers was not her responsibility but of the owner of the restaurant who lived about 20 kilometers away from her house. Francina insisted that since Kavita was employed by Shalini and works in her house, she has the duty to pay the wages to Kavita. However, Francina contacted the owner of the restaurant and he replied that he paid the salary only at the end of every month and not during the month. However, he was under the impression that he could get away without paying as these were uneducated women and incapable of standing up against him. Francina made it clear that she did not expect any excuse or explanation from him but wanted Kavita's salary to be paid.

But Francina was upset and told him that he need not give any excuse or justification, but just want Kavita's salary to be paid.

By this time, she knew that he was not going to change his mind and therefore, warned him about their plan to organize a protest by the union of 500 domestic workers in front of his restaurant. When he heard this, the man was perplexed and puzzled because he was aware that if the union members came together, especially women who are a power, it would tarnish his image as an inconsequential business man. In case if the women gathered, his work would be brought out to the surface, all his profits would have to be spent on the employee if he is proved wrong. He was managing his business illegally using erroneous means. However, as a result of

the warning he called Kavita to his office the next day with a condition that the salary would be paid only if she came on her own without the accompaniment of the staff or any other domestic workers.

Kavita went to his office, he paid her due amount Rs. 1750/- and she thanked the union of domestic workers for their support. Although the amount he paid is meager, she tried her level best to get her right and her labour did not go in vein and this what to be appreciated in her. There are many women who ignore their rights because they think of it as wasting time and find it difficult to go after those trouble makers. But Kavita's courage to speak to the employer and prudence in discussing it with the IDWS staff is a welcome step in view of woman empowerment.

Case study: 2

Mrs. Anita is 45 year old domestic worker lives in Jabran Colony, Indore, Madhya Pradesh working in three houses per day. Her parents were settled in Khandwa district doing the work in their own land but due to scanty rainfall and lack of proper irrigation facilities their crop failed mostly every year.

They had to be totally depending on the nature for the water facility for the entire cultivation. Her parents had taken heavy loans for growing the crop from the bank. The main cultivated crops were soya beans, cotton and some vegetable because these are the items could be grown in their areas. There were other farmers too in the same condition who experienced drought and facing misfortunes of various types. In the midst of these struggles, her four children also had to be educated. Upbringing of the children, farming and other works could not be done smoothly due to sheer poverty. Anita was the only and last girl in the family who had Tuberculosis attack and her health was deteriorating because they could not afford good medicine and nutrition, later she was well again.

Anita did not study much, and completed only 3rd class, hardly had she known how to read or write because she was ill and at the age of 15, Mr. Baburao married her who was a rickshaw puller in Indore. After a few months of their wedding, the couple migrated to Indore which is a commercial city in Madhya Pradesh in search of a better employment opportunity. Baburao continued as a rickshaw puller but much of the earned money was spent in drinking and

smoking. He had many friends of the same habit, in a way he does not live his life as a responsible father and husband in the family.

By seeing the situation, she came to know that women in her neighborhood are involved in domestic work to support their families. She started to work in four houses per day where she had cleaning the house premises, washing clothes etc and her monthly earning was Rs. 3500/- from all the four houses. But her situation was still pathetic because her husband tried to get the money for enjoying his life. If she fails to give him, she had to face the consequences and great mental agony. Therefore the children were not paid sufficient attention for their education from the beginning and Anita had to put up with the violence in the family.

The children had intermittent schooling and they became drop outs in the school. Some of their neighbors motivated the children to continue their education and helped them in some ways. The mother was anxious about the children's future and she told the children that she had missed the chance of getting educated and the same fate would not happen to them. But they were also demotivated because of their father and did not receive their father's love and care. As they grew, it was reflected that they too started not caring the family. The firstson passed 10th class but did not continue his education and became an auto rickshaw driver. The second daughter is working in a doctor's clinic, third daughter is a graduate and searching for a job and fourth daughter is studying in 8th class. They do not listen to their parents and live life as they want. The children who are earning do not contribute to their family; instead spend on themselves for their own needs.

The family owns a small house; the condition of the house is very poor and it does not have basic facilities and Baburao was least bothered to improve the family situation.

Problem faced:

As mentioned above, Anita was working in four houses as a domestic worker. She has been working in one of the employer's house last five years. On 26th April 2015, Anita's employer (lady) had gone to a faraway place for the wedding in one of her relative's house. Before leaving the house, she had taken out her jewelry box from the locker to wear. She selected some of the items which she has to wear and left the box in the parlor, forgot to keep it back in the safe place.

When she came back after two days, she remembered about the jewelry she had left in the parlor and looked for it but could not find it.

After searching everywhere she enquired Anita if she had seen it. But she replied that neither she saw nor took away the box. Because her employer left home, Anita had not entered in the house for the work and the house was locked. But the lady doubted Anita and almost told that no one else must have taken other than Anita and thereby wrong allegations were put on the domestic worker. She made the employer understand and tried to convince her that she had not come to the house or not stolen the valuables but the lady would not agree and did not pay attention to Anita. The employer filed a complaint against Anita in the nearby police station.

IDWS intervention:-

The Union Leader of Budh Nagar area who is an active person, Mrs. Sunita Gwande came to know about the issue and the place and called IDWS staff Ms. Pooja to help Anita. Sunita informed that two policemen and one police woman went to Anita's house on 29th April at 11.30 am and arrested her. During the day she had been questioned by the police in order to investigate whether she had stolen the jewelry. But she repeatedly told that in the absence of the employer, she had not gone for the duty. She pleaded for justice but they went on doubting her.

As per the rule, a woman is not supposed to be in a police station after 6.00 PM and if at all someone is arrested, they are to be bailed out before 6.00 pm. In Anita's case, she was not released till 7.00 PM evening on the same day. Also the police officer did not inform Anita's family that she was arrested. When the staff spoke to the employer, they were very rough and talked in rude manner. On 29th April Pooja visited the homes of Anita, the employer as well as the police station and gathered as much information as possible. On the next day two staff- Ms. Pooja and Mrs. Francina went to Juni Indore and talked to the police personnel about the case, then she was released at 8.00 PM in the evening on 29 April 2015. On the next day the team sat at the police station from 12.30 to 2:30 PM and they waiting for the Thane In charge (TI) and Mrs. Gita Verma. Finally they arrived. While discussing with TI about Anita's case, the staff also introduced themselves and gave information about IDWS and told them that it's a Union of domestic workers.

The staffs also asked the TI that there are two domestic workers at employer's house and why they did not arrest the other woman who is also working in the same house. They questioned what would be the proof that she had not taken the valuables of the employer. The TI admitted that she was not aware of this information and assured that the other person also will be called for questioning. Immediately the other domestic worker also was questioned and they got some proof that she had a hand in it.

Later the TI was impressed by the IDWS team and their sincere works and guaranteed that Anita would be freed just after completing certain formalities of the police station since the case was reported to them. She will be safe and treated respectfully, since she is not found guilty.

The staff also informed that Anita was not given her salary in the month of April. The team phoned up to the employer and made sure that she would pay Anita's salary on 3rd May. The team thanked Mrs. Gita Verma for her co-operation and handling the case with great respect and commitment and giving the right judgement. Anita thanked IDWS wholeheartedly for the timely support and they promised their help at any time.

Then Anita and her Daughter went to Employer's house on 3rd May and received the salary. Soon the employer offered Anita to continue the work in their house but Anita denied the offer.

After the allegation of theft on Anita, her children told her not to continue with the domestic work. They did not want their mother to go through such type of embarrassing situation. Thereafter the children also started contributing to the family and witnessed a great change in the family.

Case study: 3

Mrs. Lata joined domestic work at the age of 12 in Indore, and she is illiterate and her parents married her to Mr. Ananda Wakodem in Maharashtra.

After a few years of their marriage, financial condition was very bad. They were also gifted with three children. Later both of them decided to go to Indore for work. They got one or the other job and were coming up quite well. After three months Aananda told Lata that he was going to Maharashtra to work in their farm. He left for Maharashtra without her and the children. He did not contact his wife or children after reaching the place. Then Lata's brother went to Maharashtra

where Ananda lives and was shocked to see that he got married again and living with another wife. After Lata heard the news, she was depressed because of the responsibility of three children and she joined the domestic work.

After working for some years in a house, Lata left that job and joined another house. The employer did not respect the workers and did not pay the salary. On 5th March 2015 erroneous allegations of theft were put on Lata, her 4 brothers, 1 sister & 2 cousins.

IDWS intervention:-

On 7th March six policemen and two police women went to Ramabai Nagar and searched the house of Lata without a search warrant. They arrested Lata and her sister and took to the police station for further investigation. When they were not released till afternoon, someone from the neighborhood informed IDWS, and requested the help to release them.

Immediately Pooja went to Ramabai Nagar, got the information about the case and through her intervention, Lata was released by 8:00 PM. On the next day Lata's brothers were called to the police station. They were sitting at the police station from the morning. The IDWS staff Mrs. Fransina and Mrs. Vandana went to Kanadiya police station about 1.30 PM. The boys said to them that the police kept them waiting since the morning in order to take their finger prints." The staff once again intervened and asked the in-charge of the police that why these people are treated in such a hostile manner. Their argument was Lata had left the work and the place a year ago, then why these investigations are still going on. The police replied that the employer had doubt on Lata and her family members.

The team pressurized the police to release the victims after taking the finger prints and to speed up the procedures and they were waiting outside. Then one constable started the procedure but he asked for some money for the work that he does and the boys said they do not have money with them. So he twisted the finger of the boy so that it will create some mess and slapped him and used abusive words.

Meanwhile the IDWS team went inside and saw what was happening. They told the police that they don't have any right over the boy and he shouted at the team too. This time they threatened the police saying "behave rightly with women, if not the police would face the result of all these

violence.” The two women police also were rude with them and did not talk politely. Vandana warned them about the union of domestic workers and told them to behave properly; she told the Police that they are not criminals, and if they do again, then they would give the photos of the police personnel to the media with names.

Again the team was asked to sit outside, after sometime they entered the office to check what was happening. They saw that the policemen were asking the boy to fill some form. When Vandana glanced at the form she saw that it was the criminal hiding form. Francina and Vandana immediately stopped him and scolded the police persons that how could they be asking him to fill this form, they are not criminals. Francina told them to call the T.I. and in his presence the police took his finger print and he was released. Later it was told that they were proved innocent.

Lata and her brother expressed their gratefulness to IDWS team for their timely help and great support.

Case study: 4

Mrs. Manjula Mahajan hails from Maharashtra, was married to Mr. Ritesh and settled in Indore. She earned Rs. 4000/- per month by working in 3 houses. In one of the houses, she was not paid salary for a month. She was one of the active and empowered members of IDWS and the union. She used to participate in most of the programs of the organization.

When the staff at IDWS came to know about the problem Manjula was facing, they followed up this case. The name of her employer is Mrs. Varsha Hemant Singh who is a School Principal. Varsha had made an agreement with Manjula for one year specifying the number of hours, type of work, salary and other details. As she started the work, Manjula noticed that some of the work given were not in congruence with the contract she had signed. As the days went by, the work load became heavier, hectic and she found it too much to complete in a single day. The stress and work without proper rest made her sick. Often, she had to walk home late in the evening, in the dark and her children waited for her. Nevertheless, Majula’s efforts to solve the problem by discussing it with the employer turned out to be a failure as Varsha demanded her to complete the chores assigned to her and not to complain any more. When Manjula felt that Varsha was not understanding her situation and demanded for more than what she ought to do, she decided to leave the job. She also told her “if you do not treat me with respect, I may have to

leave the job from your house". Anyhow, she left the job after working for 22 more days when she could not manage anymore.

Before leaving, Manjula asked for her salary but Varsha was not willing to pay saying that she was leaving the job in the middle of the month. Majula being an active person at IDWS, had the courage to go to Lasudiya police station to submit an FIR. She knew how to file an FIR as she was knowledgeable and had many practical experiences. At the same time the employer also submitted an FIR related to Manjula.

Manjula came to the union office of IDWS and submitted her complaint. The staff discussed the matter with both the employee and employer in detail. When the team asked Varsha for a copy of the agreement, she was not willing to give. After a long time of discussion and clarification she agreed to pay the due salary to Manjula. At the same, the team also identified the employee as a short tempered person and easily getting upset with anyone. According to the employer, Manjula, used to speak rudely to the employer and that is the reason she was refused of her payment.

Case study: 5

Mrs. Nirmala Nawalsingh Hirve belongs to Scheme No. 140 who is a domestic worker and reaches out to 03 houses per day. Her monthly income is Rs. 4000/- from all these three houses. Everything was going well with her but in one of the houses, she faced the problem of delayed salary and they were not paying full amount as agreed upon in the month of May 2015. This phenomenon is common with many of the domestic workers. Their contribution is indiscernible as they work in individual houses and it depends on the benevolence of their employers. In the case of female domestic workers, it is rooted in gender inequity, and an attitude that women's work can be unpaid, or it is considered as insignificant. When the employers want to take any punitive action against the domestic workers, they take on the salary of the worker; either by not paying or delaying.

During the IDWS programs, she has often heard that long hours of work, poor remuneration and little access to social protection are experienced by the domestic workers. They work in seclusion and susceptible to various vulnerabilities such as physical, mental and psychological

harassment. Certainly, misuse and ill-treatment of domestic workers has its origin from the non-recognition of domestic work as an occupation. The propensity to underrate work executed by women is emphasized especially of domestic work by its low social status and the false understanding that no special skills are required to carry out, an understanding that anyone can do household works. She freshly recalls this information and connected her experience with her present work. As Nirmala puts in her own words “many a times; paying salary to me was according to the wish of the employer. The employer does not understand that many of them come from poor households and limited access to education and skill development. This is a fact that the domestic workers are often taken advantage for their lack of skills. Often from rural communities, the people migrate to town and cities because there are very few employment opportunities and choices in their places because they are unable to find a job which proportionate with their levels of education.

Nirmala has a friend from her neighborhood who is also working in the same housing colony. Both of them together talked to Mrs. Soniya Sainy, in whose house Nirmala was working. But the owner was not convinced of their plea regarding her salary issue. The employer often used to say to Nirmala “what is the big deal about domestic work? Is it not an opportunity to the unemployed poor women who come from the rural place? This type of work can be done by anyone even if there is no education. Since I have no time to do all these, I have appointed you”. She used to underestimate her work and considered subordinate to her. This shows that how this occupation is considered feudal and with paternalist attitudes. Majority of the employers do not consider themselves as employers and their homes as a workplace, it’s very informal. They assume that they are doing a good help to the poor, uneducated woman by giving her the work but the wage what they get in return does not justify the energy and labour invested by the domestic workers.

When the employer was not listening anymore they informed some of the domestic workers who are members of the Union. About 10 of them appeared in front of the house of employer. The employer got panic and perplexed still there was some argument between them. Finally on 10/ 07 /2015 Soniya paid all the pending salary of last two months even with little more money.

SECTION III: ANALYSIS OF DATA GATHERED INTERVIEW GUIDE

To know the views of stakeholders of IDWS regarding the women domestic workers an interview was conducted with office staffs of IDWS organization. These stakeholders are in the age group of 30 to 58 years. The marital status finds that there were two unmarried and one married staff working for the development of domestic workers. The post mainly hold by the interviewer are Director of IDWS, Community organizer (Field staff) and Documentation cum field officer. The Educational qualifications of the staffs' are graduation and post graduation and since 3 to 11 years they are associated with IDWs. Following are some of the response of the stakeholders expressed during the interviews-

The IDWS team was asked about their experience of past years and their opinion about the overall functioning of the organization. They expressed that there is a sense of satisfaction & achievement, yet much to do ahead and even said still more to do. When they review of the work completed till date, it is felt that much has happened and a lot of work to complete in near future. On enquiring about the rate the empowerment of domestic workers who are associated with IDWS and their level of awareness of the rights of Domestic Workers, they said that it is between 51-70 (to be specific-60%).

Although the organization is not working directly with the employers, yet some of the programs are to sensitize the employers and the team commended that the employers are aware about the rights of domestic workers. The domestic workers show their union card to the employers and they come to know that they are part of an organization and have unity among themselves. So that they treat them consciously, according to them, only 20% of the employers do not respect the domestic workers and called them as bai (it's a Hindi for servant), if the domestic work is done well by the domestic workers then they are respected.

They also suggested various strategies which need to be undertaken with employers by IDWS in order to ensure the rights of domestic workers. Such as give more awareness programs to the employers, more capacity building training, literacy program in all slums should be initiated, income generating program should be organized, making basic documents available to the domestic workers are prime most important especially Ration card etc. so that they can get all the

government schemes especially the PDS so that the money spent on the food can be saved for their family as food has become very costly affairs today and arrange more training for the domestic workers on how to do the house works in the employers' house.

The team commended on the need for IDWS to change its activities with Govt. departments to guarantee the rights of domestic workers; that is by continue with advocacy and lobbying. The IDWS office staff needs to be recognized or authorized by various Government departments so that they can implement the work well. More efforts with government could be continued. Their opinions were elicited on what are their suggestions to IDWS for further to strengthen the works and structural development of the organization. They lauded that the present system is good; only continue working for the enactment of law for the domestic workers in India and ratification of ILO. More field staffs are required to work at grassroots. Select proper staff who are empathetic towards domestic workers and they should be capable persons. Give the staff their due freedom and so that they can function well. Appoint a lawyer to solve the problems of domestic workers.

SECTION IV: ANALYSIS OF DATA FROM FOCUS GROUP DISCUSSION

The researcher conducted the Focused Group Discussion with small group consisted of eight members who were working since more than 10 years as domestic workers. They had been migrated from different villages of Khandwa, Khargone, Badwani, Maharashtra etc. and settled in Indore soon after their marriage. They came to Indore in search of livelihood, because majority of their husbands are daily labourers, construction workers, vendors etc. According to them, domestic work was the only work for women available as per their eligibility and aptitude since they are not much educated and they are good at household works.

The group members said that by being part of IDWS, the Movement has supported the domestic workers in many ways. The members who were registered with IDWS have more access to information from the staff as they visited their home as well as when the meetings were conducted in their areas. Many of them were supported to prepare their documents such as voter ID card, bank account, Aadhar Card, Caste certificate, Domestic Workers' ID card etc. They also

better aware about the rights of domestic workers within Madhya Pradesh as well as in other states too. Due to this awareness, they are able to negotiate with the employer regarding wage, leave and respect their work. At this they feel a sense of empowerment as they are self assertive also part of decision making in their work place and in their home. Many of the domestic workers say that if they visit any Govt. officers, they are able to speak with confidence and present to them their grievances.

IDWS registered the Union of Domestic Workers of Madhya Pradesh in Bhopal on 7th March 2012 and 3900 members are enrolled up to December 2016 out of 6000 domestic workers who are registered with IDWS. When they are member of this Union, they feel strengthened due to the strong unity and the entire Union works for the upliftment of its members. When the employers come to know about that their employee belongs to this Union, they are careful in treating them with respect and very less abuses of wrong allegation of theft, physical and verbal abuses. Although this people's organization still in its infancy stage and gradually addressing the issues of the domestic workers, there were some employers who troubled their employees and the Union came to rescue them from the serious vulnerabilities. From the FGD, two of the members shared their experience of being supported by the Union

Before joining IDWS, they considered their work as though they were working for their own homes but the employers were not fair them and they took advantage of their workers by making them work more and pay less than minimum. When the domestic workers understood that they are exploited, they also started to demand and negotiate the number of working hours, wage and leave. Today all the domestic workers say that a written contract is required while joining for domestic work in any homes.

They expressed that they do not want to leave entirely the 'domestic work' and take up another job because it's a job which for so many years they had been engaged and familiar with places where they were working, their colleagues and employers. This shows they consider every work has its own importance and dignity. IDWS had arranged few trainings to sharpen their skills but many did not take the advantage of those trainings. They expect that if more useful and job oriented trainings are arranged by the Movement, they can earn more from other sources so that there can be additional income to the family together with the domestic work.