Welcome to Sambhali Trust!

Here is a guide for you as a volunteer at Sambhali Trust. It should help you answer questions that you may have before and during your stay in India.

Thank you for coming to help Sambhali Trust, and enjoy reading!
Table of Contents

1. Introduction to Sambhali Trust .................................................. 2
2. Presentation of Sambhali Trust .................................................. 3
   2.1. General Facts .................................................................... 3
   2.2. Organisation Overview ..................................................... 4
3. Before You Arrive ..................................................................... 5
   3.1. Facts about India ............................................................. 5
   3.2. Health in India .................................................................. 8
   3.3. Get Your Visa .................................................................... 9
   3.4. Prepare for your Arrival and Work at Sambhali Trust ......... 9
4. Your Arrival ............................................................................. 10
   4.1. Welcome to Sambhali Trust! ............................................... 10
   4.2. Rules ................................................................................. 11
   4.3. For Male Volunteers .......................................................... 11
5. Accommodation ....................................................................... 12
   5.1. Durag Niwas Guesthouse .................................................. 12
6. Your Work at Sambhali Trust .................................................... 14
   6.1. Central Services Administration Team ............................... 14
   6.2. Empowerment Centres and Primary Education Centres .... 15
   6.3. Boarding Homes ................................................................ 17
   6.4. Community Education Programs ....................................... 18
   6.5. Administration and Office Work ....................................... 19
   6.6. Sambhali Boutique ............................................................ 22
   6.7. Reports and Meetings ....................................................... 23
   6.8. Visiting Other Projects ..................................................... 25
7. Holiday Leave and Travel ......................................................... 25
   7.1. When and How? ............................................................... 25
   7.2. Where to Go? .................................................................... 26
   7.3. Who can help you? ........................................................... 26
8. Conclusion .............................................................................. 27
9. Maps ...................................................................................... 28
10. Useful Hindi Words and Phrases ............................................... 30
1. Introduction to Sambhali Trust

Hello to you, our new volunteer!
Welcome!

Firstly, we would like to thank you very much for coming to work with Sambhali Trust, a charitable organisation that was established in October 2007. It has grown from very small beginnings to a solid, well-structured, very well-supported organisation running 20 projects, currently employing 42 staff, and hosting about 20-25 volunteers per year.

Volunteers have become a very necessary part of running of all Sambhali’s projects. Without you, we would not be able to run as many projects as we do, nor be able to teach the variety of topics to our students. We are very grateful to you all, for your enthusiasm, your knowledge and expertise and also your willingness to be able to connect with, and enable, the women and children in our projects to gain a good all-round education and develop transferable skills. Together, we all wish for the women and children that participate in our projects to develop self-confidence, have the ability to be independent and be able to ask for help when they need it. As Sambhali’s motto says: Self-esteem, Unity and Independence!

During your time with Sambhali Trust, we hope you can make a sustainable and positive impact on the projects and the people you work with. We always strive to improve ourselves, and rely on volunteers for their creativity, dedication, and diverse skill sets to achieve our goals.

Please use the resources in the following pages to answer some of the many questions you might have about our organisation, Jodhpur, and India. We hope you will be as comfortable as possible during your stay with us, and know that you will be a vital part of our continuing work.

Please do not hesitate to contact me if you have any concerns regarding your safety, health, and well-being whilst with Sambhali Trust.

Govind Singh Rathore
Founder/Managing Trustee Sambhali Trust
Jodhpur
2. Presentation of Sambhali Trust

2.1. General Facts

Sambhali Trust is an NGO based in Jodhpur. Its focus is the empowerment of disadvantaged women and girls in Rajasthan as well as providing primary education for young children in both Jodhpur and the rural Thar desert area of Rajasthan, in Setrawa, 100km west of Jodhpur.

Sambhali Trust helps women and children from all castes and of any religion. Sambhali provides women and girls with a general education in Maths, English, Hindi, and in Vocational Skills (Sewing and Embroidery) and educational workshops, whilst providing children with the core subjects of Hindi, Arithmetic and English as well as educational workshops and creative play activities, fundamentally as a stepping stone to enable them to attend school.

By giving women and children tools for their lives, Sambhali Trust helps deprived women and children to be self-confident, to reach financial independence and autonomy from a family that can be abusive, and to break the cycle of poverty and the burden of domestic abuse.

There are urban projects in Jodhpur, and rural projects in Setrawa. Most of the volunteers are located in Jodhpur, with two or three volunteers required in Setrawa. It is best that you think about this beforehand, whether you would prefer to work in Jodhpur or Setrawa and discuss with Govind before your arrival.
2.2 Organisation Overview of the NGO

The staff structure is detailed in the Organigram above and a current organigram is found on the Sambhali Trust website:
3. Before you arrive

3.1. Facts about India
India is a land of contrasts and diversity with a rich culture. The following brief guide will tell you what to expect, how to behave and how to develop trust and friendships while in India.

3.1.1. Key facts
- India is the 7th largest country in the world and the world’s 2nd most populous country, as you will see India is a very busy country with a population of over 1.324 billion (2016 World Bank). The population in Rajasthan is approximately 75 million in 2018 (68 million recorded in 2011 Census).
- The Religion of Indians is 83% Hindus, 11% Muslims, 2.5% Christians, 2% Sikhs, 1.5% Buddhists.
- The official language of India is Hindi, although there are many regional languages. In rural Rajasthan, people speak Marwari. Many people do speak English, but mainly within the cities.
- The time difference in India is GMT +4.5 hours (Summer) and GMT +5.5 hours (Winter).
- India’s Country Telephone code is 0091 and the cheapest form of contact during your time in India is through the use of an Indian Sim card, which are widely available.
- India is a very diverse country full of contrasts, yet more than one third of the world’s poor live in India, mainly in the rural areas.

3.1.2. About Religions
Hinduism is the dominant religion in India (83%) so most customs and beliefs are based on a Hindu perspective.

Taboos are attached to all religions in India. For Hindus, one must be aware of the sacredness of the cow and the avoidance of cowhide products (such as shoes and bags), and for Muslims there is a taboo regarding pork and pigskin products.

You should keep in mind that the relationship between the religions is not always easy, especially between Hindus and Muslims, the two main religions in India.

Hinduism
Hinduism is a very important religion, having over 800 million followers. Hindus themselves often use the term ‘Sanatana dharma,’ to refer to their religion as this means the ‘the eternal way of life.’ The Vedic Scriptures are the authoritative basis for Hinduism and a central belief is the existence of a cosmic or natural order, a balanced way of living physically, socially, ethically, and spiritually. Hindus believe in one God, Brahma the Supreme, and the Trimurti (the threefold manifestations) symbolize three aspects of Brahman:

- Brahma is the creator and first member of the trinity
- Vishnu is the preserver or sustainer
- Shiva is the completer or destroyer.

Some animals, such as monkeys, snakes, elephants and eagles are revered in the Hindu faith, and temples to Hanuman, the monkey god, are to be found in every city, town and Hindu village.

3.1.3. About the Caste System
One of the most talked about and least understood parts of Indian Society is the traditional caste system, which affects politics, social relations and business. The caste system evolved over a few thousand years ago.
Hindu society is divided into **four main castes**, or **varnas** in Hindi: Brahmins, Kshatriyas, Vaishyas and Sudras. These four castes are traditionally said to have been created by Brahma from different parts of his body, descending in power from the Brahmins to the Sudras.

- **Brahmins**
  They are considered to be at the highest place in the society. Traditionally, their role is to preserve and display knowledge, which translated into the occupations of priests and teachers.

- **Kshatriyas**
  This caste was the one of warriors and rulers. They occupied the highest ranks in the Indian society along with the Brahmins.

- **Vaishyas**
  They were originally the merchants and skilled craftsmen, those who were associated with trade.

- **Shudras**
  This is the lowest caste in this system. The Shudras were the servants and formed a labouring class for the other three varnas.

However, **there are further castes below these four**, and one, which makes up around 15% of India’s population, consists of the **outcastes**, or ‘untouchables’ who do all the dirty ‘unclean’ occupations such as cleaning and waste disposal. The politically correct term for them is Scheduled Castes, although Mahatma Gandhi named them ‘Harijan’ meaning ‘Children of God.’ More recently, the name Dalit has been used, as this translates as ‘downtrodden, oppressed’ which many believe is a more appropriate term for the group.

The belief in Dharma (the obligation to accept one’s condition and perform the duties assigned to it) and karma (the law of consequence/fate) are central to the whole principle of caste. It is believed that individuals are reincarnated on earth according to past behaviour, and a person’s present situation is the consequence of past actions. Therefore, by being dharmic and obedient to the rules of their caste, it is believed they will have a chance to be born into a higher caste in the future.

### 3.1.4. Indian Values and Attitudes

#### 3.1.4.1. Family and respect for elders

Indians take great strength from their families, which are much larger and extended than in Western nations. The Indian family size is growing and often members of the family will work together to support the family business or occupation.

An important part of India’s tradition is respect for elders, and this is shown in the respectful treatment of older family members. The father is seen as the head of the household; sons are encouraged to live in the family house after marriage with the new daughter-in-law taking care of the family as they get older. However it is to be noted that contradictorily widows have traditionally held a very low status within Indian society and can become outcastes, so Sambhali Trust is working with widows to help support them.

#### 3.1.4.2. Warmth and Gentleness

Indians are taught to cultivate a spirit of warmth and hospitality to others, which mainly stems from their belief in karma and reincarnation. Indians generally greet each other and say goodbye with palms held together as if saying a prayer and say ‘namaste’ which means ‘I recognize the self in you.’

#### 3.1.4.3. Food and Drink

Indian cuisine is very diverse, and there are hundreds of tastes and flavours to be tried. Indians are often very pleased with foreigners who are open to trying and tasting Indian food offered to them which they have not experienced before.

**Do not refuse refreshment in India without good reason as refusal is seen as an insult.** Remember to always wash your hands before and after a meal, and that it is seen as unclean to eat with your...
left hand.

It is not safe to drink unsterilized water in India so always drink water from a sealed bottle or drink water which has been boiled first.

Chai is one of India’s specialities, it is a sweet tea and will be offered to you at all times, everywhere you go in India.

3.1.4.4. Time
In India, time is not an important issue. Indians expect to put human relationships as a priority as they wish to spend time building these relations. Indians may take a long time to build up a strong relationship with someone new, so lots of time that is invested often pays off, whereas time rationed usually doesn’t.

Three aspects of life you’re assured of during a visit to India are slowness, delays and lots of paperwork. Punctuality is not usually an Indian quality, therefore your time in India may help to improve your levels of patience and tolerance!

3.1.4.5. Other Indian Values
Indian culture is family orientated and patriarchal. The strongly religious society has strong respect for age, tradition and sacred symbols. People dress and present themselves modestly and disapprove of behaviour which goes against their culture. The Indians are very proud of their country and believe in simple material comforts and rich spiritual accomplishments and in close family and social bonds. Some practical aspects of Indian society are the expectation and custom to remove your shoes when entering a traditional Hindu home. Also, it is understood that the left hand is unclean, and is never used for eating with or shaking hands with people.

3.1.4.6. Attitudes Towards Foreigners
The Indian people are friendly, polite and very interested in foreigners. Courtesy and hospitality to foreigners are ingrained in the Indian society, and you will probably be surprised and touched by acts of hospitality that cross religious boundaries.

Being an object of constant curiosity for everyone can be very exhausting; you will often be asked many questions when you walk somewhere in the street, and random people will want to take selfies with you, especially when it’s not the best time, and sometimes without your consent.

3.1.4.7. Body Language
Body language in India is subtle but important. Nodding the head as in the West means ‘yes’ and shaking the head from side to side means ‘no.’ But the most common gesture in India is the rotational movement of the head from side to side which has several meanings. With a smile it may mean ‘Okay I understand’ or it could be ‘maybe.’

Traditionally the head and ears are sacred in Indian culture, so never pat a child on the head and the feet or shoes should not touch anyone else as they are considered unclean. Whistling and winking are seen as impolite, as is pointing with your finger.

3.1.4.8. Social Relationships and Physical Contact
As mentioned above, Indians place a great importance on family relationships and Indian families are extended, incorporating grandparents and other relatives. Also, an Indian wife will never say her husband’s name aloud as it is considered disrespectful, as he is the head of the household. So, when addressing him she will use other obscure references such as ‘look here’ or ‘hello’.

Indians are not ‘touchy feely’ and disapprove of public displays of affection between the sexes. Physical contact between men and women, even a simple hug or kiss, is considered provocative
behaviour and is strongly rejected by Indians. Also, it is not socially acceptable for an Indian woman to be touched by any male other than her husband or son, and then by her husband only in private. So, males should not shake hands with an Indian woman unless she offers it first.

You often see men holding hands in India, although this is a bonding gesture and has no sexual overtones. It is a sign of friendship.

3.1.4.9. Dress
Rajasthanis particularly are quite conservative in their dress and will expect you to dress neatly and modestly in respect of their culture. Casual ‘Western’ dress in India is mostly unacceptable as many Indians are shocked to see a visitor to India in shorts and a vest/skinny t-shirt. Therefore, it is always best to be cautious with how you dress, and for women it is especially important to cover your chest, shoulders, midriff and knees, so as not to attract any unwelcome attention from Indian men or disapproving stares from locals. Please observe the local dress requirements. Local clothing such as salwaars (trousers) and kurtas (tops) can be bought very reasonably in local shops.

3.2. Health in India
The best thing regarding vaccinations is to check with your own doctor or health centre a few months before you intend to travel for current, up-to-date advice.

However, here is a good summary about how to take care of your health in India:
CENTER FOR DISEASE CONTROL AND PREVENTION > DESTINATIONS > INDIA

3.2.1. Recommended Vaccines
You should prepare some months before you arrive to get your vaccines. Here are the vaccines it is good to get if you are coming to India:
- Routine vaccines
- Hepatitis A
- Hepatitis B
- Typhoid
- Cholera
- Japanese Encephalitis
- Rabies

3.2.2. Basic Things to Preserve your Health
Most of what you must be careful about is of common sense, but if you are unsure, better prevention than cure! Here is a list of tips:

- Food and Drinks
  - Drink filtered water, do not drink what you are not sure about. The water from the basins and sinks should not be drunk.
  - No ice cubes if you do not know the water it is made of
  - Prefer cooked food, or filtered water-cleaned raw food
  - Drink plenty of water in the hot summer months of May and June including taking rehydration salts, which are easily available in local pharmacies.
- Keep yourself clean, especially before and after eating and using the bathroom
- Keep away from animals (especially dogs and monkeys)
- Prevent bug bites (there are few mosquitoes in Jodhpur, and the malaria and encephalitis risks are really low)
- Avoid non-sterile medical equipment (think twice about your piercing or tattoo!)
- Avoid the exchange of body fluids
3.3. Get your Visa
You will need to get a visa to enter India, but the type of visa you need depends on the duration of your stay, if you are also travelling before and after your volunteering work, if you are coming with the help of another organization, and the country you are from.

Sambhali will provide you with various paperwork that you require (such as a letter of invitation), but you will need to do your own investigation particularly because visa requirements differ from country to country.

You should normally get an employment visa or volunteer visa to work in Sambhali Trust. A tourist visa is not legal for work at an NGO.

To get your visa, remember that India is the country of bureaucracy, and getting your visa may take a huge amount of time. Start working on it several months before your arrival if you do not want it to be delayed. Don’t be surprised if you have to go several times to the office to deposit your application for random reasons. Also, remember that most visas are valid from the date they are granted not from the date you wish to travel.

3.4. Prepare for your arrival and work at Sambhali Trust

3.4.1. Your Work
Your work will be the most important part of your stay in Sambhali Trust, as that’s why you are here. You will want to be prepared as much as possible to feel more confident about teaching, or whatever tasks you do, since it may be something you have never done before.

3.4.1.1. What Would you Like to Do
The first thing that you may think about before coming to Sambhali Trust is what you are most interested in doing. Sambhali Trust has lots of different opportunities:

- Empowerment Centres for women and teenage girls,
- Primary Education Centres for children,
- Special projects like No Bad Touch and Aadarsh (presentations in schools),
- The Boutique and the Sewing Centre
- Urban projects (in Jodhpur) and rural projects (in Setrawa)
- Administration and office work e.g., writing proposals, social media

There is a lot of information on the Sambhali Trust website, which we recommend all volunteers read before they arrive in Jodhpur. The website describes all the projects and this will help you think about which projects you would like to be involved with. Please discuss this with Govind before your arrival, as it does help with planning if you are able to work this out beforehand – particularly if you would like to work in Setrawa village.

Once you have arranged with Govind the centres where you will be teaching you may want to do some preparation before you arrive.

One of the main activities that nearly every volunteer takes part in is teaching, whether it is for children or for women. However, very few volunteers have had experience in teaching, especially with a class of people who might never have been to school and who speak another language.

The subjects you would be expected to teach are basic English and Maths. It would be helpful before you arrived to do some research on actual teaching methods regarding how to develop a lesson plan. Sambhali will provide you with information as to the syllabus and the specific content that you will need to cover in a particular centre when you arrive, but it would be in your interests to consider how you are going to teach before you arrived. Lessons last approximately 40 minutes per
subject for the children in a primary education centre and about an hour for the adults/teenagers in an empowerment centre.

You will find some useful teaching resources in the Sambhali Google Drive, which will provide hints on teaching methods, content, and an example of a lesson plan template. There are also a variety of variety of Ppt workshops which are given on a weekly basis in all empowerment centres. Please refer to Section 6.2.2

You may also want to learn some basic words in Hindi to help you, but you will always be working with one or two tutors in the centre who will always be able to help you translate.

3.4.2. What to Put Inside your Suitcase
Here is a non-exhaustive list of what you may want to put inside your suitcase:

- **Clothes** *(see 3.1.4.9. Dress)*
  - Western casual: just to make yourself feel home or to go out sometime. Do not forget that your clothes must still fit to the Indian standards. Keep in mind you will be dressed Indian most of the time, so you do not need many clothes of this type.
  - In winter (15 December – 15 February) it is still warm during the day (25 degrees C) but cooler in the evenings (around 15 degrees C) and as there is no Central Heating you will need some warmer clothing in the evenings such as thicker trousers/jumpers/socks. You can buy shawls very easily in Jodhpur.
  - Shoes: Easy fitting sandals are the best (because of the number of times you will need to take them off and on), but in the winter evenings you may like to wear socks/trainers.

- **Medication**
  - Your personal needs
  - Mosquito repellent
  - Stomach comfort pills
  - Rehydration salts (can be bought in Jodhpur) – necessary in the hot summer months

- **Toiletry bag**
  - Your essentials
  - You can find almost anything here for a very low price

- **Teaching resources**: Stationery items are available in local shops, but do bring reference books that you think will help you in your classes.

- **An adapter** (for round 2 pin sockets) - You will need at least one – best to bring 2 or 3.

- **Laptop** - You will need your own laptop and preferably have Microsoft Office including Word, Excel and Powerpoint.

4. Your arrival

4.1. Welcome to Sambhali Trust!
When you arrive at Durag Niwas Guesthouse to start your work at Sambhali Trust, you will be welcomed by Monica Jod, Duty Manager of the Guest House. Monica will show you the guest house, introduce you to the staff, show you to your room and point out the various facilities: the washing machine, drinking water, restaurant, etc. She will arrange your checking-in and arrange for you to get a SIM card.
You will also meet the Volunteer Coordinator on arrival, Roxanne Naschen. The Volunteer Coordinator’s role is to look after the volunteers with regard to their actual volunteering work, whereas Monica and the guest house staff look after your accommodation needs. Roxanne will arrange a meeting for you with Govind to have a talk about Sambhali and its aims. The day following your arrival, Roxanne will have a meeting with you about the projects/centres you will be working in as well as making sure you have access to all the information you need regarding Google Drive, the Handbook and understand the regulations and policies of Sambhali Trust. She will also let you know about your orientation period and observing teaching in another centre for a day or two.

Shravan Bhati (Sambhali Office Manager) will help you register with the Foreign Registration Office in Jodhpur (FRRO) if this is part of your visa requirement.

If you just arrived from the airport at this moment, you may be tired and slightly bewildered, especially if it is your first time in India! Take time to relax, you will understand and do better when you are settled and comfortable. Also, do remember, particularly in the hot months, to keep drinking plenty of water.

Make sure you have been added to the Sambhali Volunteer WhatsApp group. Through the group you will learn about volunteer meetings, changes in schedule, and social media postings about Sambhali, as well as finding out about informal events and ideas from your fellow volunteers. Ask Roxanne to add you to the group.

4.2. Rules
- No volunteer is supposed to engage in a relationship with the women and children of Sambhali Trust. You need to treat your volunteer experience as strictly professional.
- The women and children must feel safe in Sambhali, volunteers must act nicely and make them feel respected and understood as much as possible, and volunteers must respect Indian culture.
- Volunteers are expected to act as ambassadors for Sambhali Trust at all times whilst they are in Jodhpur and so should not cause Sambhali any embarrassment in making inappropriate or romantic friendships during their volunteering placement.
- Volunteers are expected to be here to work for Sambhali, not to be tourists, so they must be careful with their timetables and be present at the meetings and for their assigned projects. If a volunteer cannot avoid being absent, the volunteer must phone Roxanne, (the Volunteer Coordinator) prior to the absence.
- Holiday Leave – Please see 7. Holiday Leave and Travel

4.3. For Male Volunteers
It is important to be mindful of your behaviour in India and at Sambhali Trust as a man. Here are a few guidelines to have smooth relationships with the people around you.

Remember you are in an environment where you will encounter mostly women, whether volunteers or students. You should be especially careful in this safe place; your behaviour must be exemplary.

- Respect Indian culture in the centres including dress code and not initiating touching. You don’t want to embarrass yourself or your students by inappropriate contact or misunderstood intentions. Keep your relationships professional.
- Respect the rules even if you need less protection than the female volunteers here.
- Acknowledge the fact that your experience of India may not be the same as the one of your female colleagues:
  o Acknowledge your privileges as a man in a patriarchal society. You may be a foreigner, but it is easier for you than for most of the women here.
Try to understand the point of view of your female colleagues in Sambhali-student-based scenarios which are generally female-orientated.
Be respectful with everyone and don’t utter sexist jokes

5. Accommodation

You can choose where you would like to stay in Jodhpur, but Durag Niwas Guesthouse is the place around which everything in Sambhali is organized: it is where Govind and his family live and the Head Office of Sambhali Trust is in the building next door. It is 10mins by rickshaw from the Clocktower market. Every day the minibuses for the centres leave from there and bring you back there. All the volunteers are gathered in this building, which makes it easy for you to make friends and discuss what you do in the organization.

When discussing your volunteering placement with Govind by email before you arrive, please let him know if you would like a room at the guesthouse and what sort of room, as it is necessary to plan the accommodation needs of all the volunteers. You can have a single room or shared room (with another volunteer).

A room in Durag Niwas Guesthouse comes with a lot of facilities: 3 meals are included, you have access to Wi-Fi, to the laundry, to a cleaning service, and to filtered water. Please check the Sambhali Trust website under Volunteers for further information.
http://www.sambhali-trust.org/volunteers/index.html

5.1. Durag Niwas Guesthouse

Mukta Kumari– Govind’s wife, Durag Niwas Manager
Mukta is Govind’s wife, and she is the overall manager of the guesthouse. If you need to change rooms, or other important things, you may ask her.

Monica Jod– Duty Manager of Durag Niwas Guesthouse
Monica manages the Durag Niwas Guesthouse on a day-to-day basis; this means she coordinates the staff and you should talk to her for most of the matters in the Guesthouse, including anything you need for your room. If you are not sure who you should talk to, ask her. If needed, she will tell you who you need to see. Monica is the one who will collect the money for the rent (normally in advance) and for the extras. She can also call rickshaws or arrange taxis for you.

Kuldeep Singh (Bunty)
Bunty is Govind’s cousin and helps with the general running of the guest house. He can arrange access to the sports complex next door and assist you with travel arrangements.

Staff – The Boys
The remainder of the staff are nearly all young men, who you will always see in the Guesthouse. Most of them live there as they work seven days a week, from morning to evening. You can ask them minor things if you need to. Most of them do not speak English very well, but they will be ready to help you.
You may be friendly with them, as you are with everyone, but remember this is a customer-staff relationship; please be respectful.

5.1.1. Cookery Lessons
Govind is quite happy to perform cooking sessions once in a while if you want to learn Indian cuisine. He is a really good cook! Those sessions are free, but it is a huge thing to do with everyone in the Guesthouse and it requires a lot of planning. You can also ask Mukta for more informal cooking lessons; they can take place more often and for less people.
5.1.2. Curfew
At the Guesthouse, there is a curfew at **11pm**. This means:

- **You are not supposed to be out of the Guesthouse** on your own or with other volunteers **after this time**, unless you have no other choice. If you need to come back to the Guesthouse after 11pm, the small door in the front door is still open.
- **The boys of the staff are sleeping** after this time, as are some guests, so you must keep quiet.

5.1.3. Facilities

*Cleaning* – To get access to the cleaning service, you can ask Monica, or write it kindly on the white board in the courtyard.

*Laundry* – You can have access to the washing machine to wash your clothes. Please **use your own washing powder**. To dry your clothes, you can take them to the roof, where there is a washing line and it will be dry very quickly due to the sun and dry air. Just be careful with the wind. **You must not put your underwear on the roof to dry**. Do not use the washing machine before 9:00 in the morning or after 9:00 in the evening as it will disturb those trying to sleep.

If you need anything else, ask Monica, Mukta, or the staff for minor things.

5.1.4. The Restaurant & Lunch Boxes
The restaurant is open for volunteers 3 times a day, and you may get a lunch box if you need to. Note that Tuesday is a fasting day for Govind’s family, so no meat or eggs are served on this day.

*Breakfast*
A basic breakfast buffet including beverage is included in the room price including a choice of eggs. Anything additional you would like to order from the menu will be extra.

*Lunch and Dinner*
These meals are also served as a buffet, which is **fully vegetarian** most of the time: you may get meat or eggs once every two weeks (which can change). Beverages, and anything your order off the menu, are extra.

*Times of the restaurant*
Breakfast: 7am – 10am
Lunch: 12:30pm – 3pm
Dinner: 7:00pm – 9pm

*Lunch boxes*
You may need a lunch box for your day at work if you are away from the Guesthouse all day. To get one, **ask the staff during breakfast time**. They should bring it back downstairs before you need to go.

If you have special needs such as no dairy products, do not hesitate to specify it to the staff. All lunch boxes are **vegetarian** unless there is a special occasion and the staff knows you may eat meat and eggs.

While picking up your lunch box, please, make sure it is not someone else’s. You might think you are nice by taking all the lunch boxes into the van, but not all the volunteers go to work at the same time, so you may deprive others from their lunch by doing so!

*Extras*
You may get some extras in the restaurant: you can order beer, soda, mineral water, a special dish from the menu. You will be charged for it. You should note it down and pay it once a month to Monica or Mukta.
5.2. Setrawa

Accommodation will be provided in Govind's family cottages, called Dev Bagh, which is located just a few kilometres away from Setrawa, a large village (3000 inhabitants) situated 100km west of Jodhpur. You can either share a room or have your own room. All meals will be provided and there will be internet access and tv.

Costs:
15,000rps including meals for a shared room and 20,000rps for a single room including of meals.

6. Your work at Sambhali Trust

Firstly, it would be useful to understand how the organisation is run. Please look at the Organigram noted in 2.2 or on the Sambhali website for up-to-date details.

You will also need access to the Sambhali Trust Google Drive for information on teaching methods, workshops etc. Please contact Corinne Rose (Operations Manager) for the link: corinne@sambhali-trust.org.

6.1. Central Services Administration Team
The Central Services Team is the Administrative hub of Sambhali Trust and together with Govind manage the organisation.

Operations Manager – Corinne Rose
Corinne is a volunteer now working from the UK, (after living in Jodhpur for 5 years) and has been involved with Sambhali Trust since 2008. She deals with the monthly reports, reporting to donors, proposals, annual reports and any written documents and policies that are required. She also helped to establish the Sewing Centres which opened in 2009 and the Boutique in 2010. She now manages the Orders and online Sales for Sambhali Boutique and is in daily liaison with Kavita Bihal, Sewing Centre Manager.

Financial Administrator – Ernestine Badegruber
Ernestine is also a volunteer, living in Austria, and has been involved with Sambhali Trust since its inception in 2007. Ernestine now deals with providing comprehensive financial reporting and budgets as required for all the projects.

General Secretary – Shyama Tanwar
Shyama has a background in education and manages the staff in all the centres, with particular responsibility for the staff in the Primary Education Centres. Shyama holds regular meetings with the PEC staff (and volunteers) to discuss issues arising in these centres and to improve teaching methods used with the children.

Director of Sambhali Trust – Vimlesh Solanki
Vimlesh Solanki is Director of Sambhali Trust; she also assists Govind with events. She runs the No Bad Touch Programme and, along with Monica, the Aadarsh Programme. Vimlesh is also responsible for the Micro-Finance and Scholarship Programmes.

Office Assistant – Shravan Bhati
Assists Govind in all administrative matters and daily transportation for volunteers. Shravan is also involved in helping with the Scholarship Programme.
Volunteer Coordinator – Roxanne Naschen (from October 2019)
Roxanne creates an annual schedule of volunteers, meets volunteers on arrival and arranges an orientation period; organises weekly volunteer meetings, guides and advises volunteers throughout their stay, liaising with Govind at all times.

Accountant – Gurdeep Minhas
Gurdeep is Sambhali Trust’s accountant and together with his assistant logs all receipts and vouchers and maintains the Trust’s accounts.

Web Administrator – Cornelia Uebscher
Cornelia is a volunteer living in Germany and has been running the Sambhali website since 2007.

6.2. Empowerment Centres and Primary Education Centres

Please refer to the Organigram on the website for the current members of staff for each centre/project: http://www.sambhali‐trust.org/assets/organigram‐june‐2019.pdf and to the website regarding the type of work that volunteers will be doing http://www.sambhali‐trust.org/volunteers/index.html

6.2.1. With Whom and How to Interact
As a general guideline, you should never hesitate to get in contact with the people surrounding you in the centres, whether they are volunteers or teachers. It is better to discuss than not to understand something or to try random things. The teachers know their centres, so do former or “elder” volunteers.

The Teachers
As a volunteer, you are an assistant to the local teachers in your project. They guide you and are responsible for your tasks and work. Please always communicate with them and ask them first if you have any problems or questions. If they can’t help you, please be so free and ask the Volunteer Coordinator for support.

The Volunteers
Do not hesitate to discuss your lesson plans with volunteers in your centre or in another one. You will all face the same issues and the ones who have been here longer probably have materials, thoughts and tricks to share with you!

The Students
Some things to keep in mind about the students is that you may not understand everything about them at once, and nor they about you. They will need time to trust you and understand how you make things work. You will also need time to adjust to their needs and ways of learning.

Students are mostly divided into different groups depending on their ability. Please look at the monthly reports on each project (these will be available on Google Drive and from Shravan Bhati) and continuation reports for each centre (available from each centre’s tutors) done by the previous volunteer to gauge more accurately what their ability level is as well as talking to the staff and current volunteers. The students might know the letters of the alphabet, for example, but this doesn’t mean they know how to read. Do not get frustrated with them. Some never went to school, they have no methods, and they may be really shy and lack self-confidence. Take time to understand their needs instead. If they are distracted, try to understand why: Are they understanding? Is it too easy? Do not hesitate to ask your teacher to make them go quiet again or to ask what their agitation is about.
Remember that for most of the women, the empowerment centre is also a way to escape family life and the tasks of the household. They enjoy being able to socialise with other women as well as the practical skills of learning to sew and make garments. They need to be literate and learn Hindi and Maths is very useful – English is a bonus!

**6.2.2. Lessons**

Prior to beginning your teaching be sure to review the materials on the Sambhali Google Drive (see section 6 for how to access the drive) and begin by reading the folder 'Teaching' which provide useful information whether you are teaching English or Maths. See 6.2.3

Before you start to teach for the first time, make sure that you check the volunteer’s logbook in your centre. You can see what the last volunteer did with your students. Therefore, you can easily continue the work.

Some women may be illiterate and others will need to improve their written Hindi, and will learn that with the tutor. When you are teaching English or simple Maths, adjust to their pace of learning and provide them with knowledge that they want for practical reasons. The students may have a really low standard in all subjects, but especially in English (not knowing how to read, not forming basic sentences, low vocabulary). Prepare to go slowly. You may spend a lot of time on basic things, such as days of the week, months, numbers, emotions, animals, fruits and vegetables, question words and forming basic sentences that will be useful in interacting with English speakers.

You may want to use more visual ways of teaching when possible. If you start writing on the board, be mindful that the students will immediately copy it inside their notebooks unless you really insist on them not writing. (You will sometimes need to take their notebooks to prevent them from writing!) If you want them to listen, keep the lesson oral or really interactive with what you are writing, and make sure they understand what is being written on the board or being said.

You may make very independent lessons every day or a lesson plan with a very slow evolution. Many students are present one day and absent the following day. They will miss information if you go too fast. Do not hesitate to make the same lesson with different activities several times. The students usually have no time at home to study. Be understanding.

**6.2.3 Google Drive Sambhali Trust**

This is to be used by Staff and Volunteers alike as a resource for teaching lessons and give workshops. The information has been put in folders for easy access and simplicity. Anyone wishing to upload files needs to consider how useful they will be for future volunteers and which folders they should go in, to try and keep this pool of information clearly organised and accessible for current and future volunteers. If in doubt please send file to Sambhali’s Operations Manager: corinne@sambhali-trust.org

**Current Folders:**

1. **Workshops** – Empowerment Centre and Primary Education Centres
2. **Volunteer Documents** – Contracts, Holiday forms etc.
3. **Teaching** – English Teaching Manuals – to be used with existing text books; Ideas for English lessons, Maths lessons. Aims of Empowerment Centres and Primary Education Centres.
4. **Sambhali Boutique and Sewing Centre** *(for Sewing Centre volunteers)*
5. **Project Information** – Aadarsh Programme and any other specific information on a particular project
6. **Presentations in Hindi** – for use by Staff
7. **Monthly Reports** – 1. **Templates for making monthly reports.** 2. **Monthly reports** (these are uploaded through Sambhali staff only – all completed monthly reports should be compiled with the tutor of each centre and then sent to Shravan Bhati).
8. **Events**
6.2.4 Workshops (*access the Sambhali Google Drive*)

Workshops are planned once in a week, in most cases on Wednesdays.

The workshops are special lessons where you talk about general educational topics or broaden the students’ horizons. They cover a variety of subjects from Nutrition and First Aid to Women’s Rights and the History of India. Remember that these women and girls may have never attended school or have very little education so it is essential that they have exposure to a broad range of topics. A comprehensive list of workshops is kept on the Sambhali Trust Google Drive, and are all in Ppt. These Ppt presentations have all been developed by the volunteers over the last few years, but will need adjusting to suit the students in your class so they can understand the subject. Each empowerment centre should keep a list in their register to make sure all students have a broad range of workshops during their 12-month course and to make sure that workshops are not duplicated by consecutive volunteers. Workshop Day can also be a creative activity or a specialist interest that you may have, e.g. Drama (which is very good for self-expression).

You will probably need a translator for this and the teachers or Indian volunteers are here to help you. Some translators may have difficulty translating everything you say, so be prepared for adjustments on how best to get the knowledge across to your students.

<table>
<thead>
<tr>
<th>Core List of Workshops</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. First Aid</td>
</tr>
<tr>
<td>2. Women’s Health</td>
</tr>
<tr>
<td>3. Hygiene</td>
</tr>
<tr>
<td>4. Nutrition</td>
</tr>
<tr>
<td>5. Women’s Issues and Women’s Rights</td>
</tr>
<tr>
<td>6. Using Bank Accounts/Post Office</td>
</tr>
<tr>
<td>7. Politics and Geography of India</td>
</tr>
<tr>
<td>8. No Bad Touch Workshop (given by the NBT Team)</td>
</tr>
<tr>
<td>9. Aadarsh (given by the Aadarsh Team)</td>
</tr>
<tr>
<td>10. Communication</td>
</tr>
<tr>
<td>11. Future Goals</td>
</tr>
<tr>
<td>12. Simple Business Training</td>
</tr>
</tbody>
</table>

There is a comprehensive list of Ppt Workshops on the Google Drive, but this is the Core list of workshops which all students should be given.

Computer Literacy is very important. We encourage volunteers to provide basic computer skills using the laptops in each centre. As from late 2019/early 2020 Sambhali will employ a computer tutor and have access to a computer skills centre in the new Sambhali HQ.

6.3. Boarding Homes

There are two Boarding Homes run by Sambhali Trust, Sheerni and Laadli. Most, but not all, of the girls are from the village of Setrawa and have come to Jodhpur to get a better education and because it is a safer place to be a girl. Most of the girls at Laadli are 8 to 11 years old. Most of the girls at Sheerni are 13 to 18 years old but there is a group of five younger girls at Sheerni. In addition to a housemother, each home has a cook, several tutors and a sewing teacher. Together, they have made a second family for and with these wonderful girls.

Volunteers provide enrichment activities for the girls – exposing them to new topics and new ways of thinking as we well providing creative activities such as dance and arts and crafts – all while helping them improve their English. The girls love to learn new things and volunteers have the
opportunity to be creative in developing programs and projects. Some of the workshops listed for Empowerment Centres are also appropriate for the Boarding Homes, but you should check to see if the workshop has already been given and make any changes needed to make it age-appropriate. There is additional information on volunteering in the boarding homes in the Google Drive.

Below are the schedules for the kinds of activities that volunteers do with the girls each day. However, volunteers need to be flexible because sometimes certain groups of girls need to work with the tutor to prepare for exams and sometimes girls need to go back to the village for family events.

**Sheerni Boarding Home Time-table for volunteers**

<table>
<thead>
<tr>
<th>Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.30</td>
<td></td>
<td>Creative workshops</td>
<td>Critical Thinking</td>
<td>Educational Games</td>
<td>Workshop Day</td>
</tr>
<tr>
<td>4.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Laadli Boarding Home Time-table for volunteers**

<table>
<thead>
<tr>
<th>Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.30</td>
<td></td>
<td>Creative workshops with 50% of class</td>
<td>Critical Thinking Decision Making</td>
<td>Educational Games</td>
<td>Workshop Day (at present no volunteers)</td>
</tr>
<tr>
<td>4.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.00</td>
<td></td>
<td>Creative workshops with other 50% of class</td>
<td>Critical Thinking Decision Making</td>
<td>Educational Games</td>
<td>Other 50% of class</td>
</tr>
<tr>
<td>5.30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
6.4. Community Education Programs

Sambhali Trust runs two programs in schools in Jodhpur: No Bad Touch and Aadarsh. These programs are also given at Sambhali Empowerment Centres as workshops with Vimlesh Solanki in charge. Materials for these programs can be found on the Sambhali Google Drive.

6.4.1. No Bad Touch

No Bad Touch is a program to prevent sexual abuse in young children. The program teaches children what sexual abuse is and how to respond to stop abuse. It is designed for children ages four and up but also works well with order children who can either apply it to themselves or help younger family members with the information they receive. It is also given at the Empowerment Centres where many women have children in the target age range. The 45 minute program has been given since 2014.

No Bad Touch is presented by Vimlesh Solanki. It is important that the program be given in Hindi because of the nature of the subject matter and time constraints in the schools which make translation from English to Hindi impossible. The role of the volunteer is to help with set up, to play a part in the puppet show that is a part of the program, and to work on reports about the program. Although that may seem like a limited role it is a vital one and provides the volunteer with an amazing opportunity to see different types of schools in Jodhpur.

6.4.2. Aadarsh

Aadarsh, the Hindu word for “ideal” is a program for teenagers launched in 2019. It is geared towards young people ages 12 to 18, but is also useful for women at the Empowerment Centres who have children or younger siblings in this age group. This 45 minute to 1 hour program covers physical changes during puberty including menstruation, puberty and mental health, sexual harassment and abuse, internet safety and responsibility, influences of the media, and bad choices and their consequences.

Aadarsh is presented by Vimlesh Solanki and Monica Jod. For the reasons discussed under No Bad Touch this program must be presented in Hindi and by Indians. The volunteer will have a similar role as in No Bad Touch.

6.4.3. Setrawa

Setrawa is a village 100km to the west of Jodhpur in the rural Thar desert area where Sambhali has run an empowerment centre for women and children since 2007. These children, some of whom go to the local primary school, come from the poor areas of Setrawa where they have spent their time looking after their siblings, the domestic animals and doing household chores, getting water from a well. Most being the first generation of learners whose parents may not be educated. We make sure these children are literate and once they go to school, we provide extra tuition so that they don’t drop out of school and pass their exams.

We also have a vocational training programme there for women where a tutor teaches them sewing skills so they can earn an income. Sambhali also runs a Microfinance Group in Setrawa for over 100 women, (since 2009) where they save money to have access to loans so they can purchase, goats, cows, sewing machines to be able to start a small enterprise.

If as a volunteer you would like to spend some time in Setrawa, you would work from 10am to 5pm Monday to Friday. You would be able to spend the morning in a Government Elementary School teaching little children from the hamlets around Setrawa and in the afternoons volunteers teach the children in the Empowerment Centre, English, Maths and providing General Knowledge workshops and providing fun educational activities.
There would be the support of local tutors and teachers there who has been manager for the last 7 years and can speak good English. In the mornings you would be working in local government schools with the government teachers there to enrich their classes by teaching English and raise the level of the students' education.

Setrawa is a very rewarding experience and you get to really understand the life and culture of Rajasthani people

6.5. Administration and Office work
As a volunteer, if you stay for more than one month, your tasks may include important administration work for Sambhali Trust. This includes several tasks like taking care of the social media, helping Govind with PR, finding partnerships and looking for funding or for volunteers.

There is a Google Drive dedicated for Administration volunteers, (not to be confused with the main Sambhali Trust Google Drive for all volunteers (and staff). In the Administration Google Drive it details:

1. Guide for Administrative Volunteers
2. Grants
3. Recruitment
4. Social Media
5. Publications
6. Sambhali Boutique (marketing).

Govind or the Volunteer Coordinator, Roxanne, will give you access to this particular file on Google Drive, if you are working on Administration.

Below is some useful information on the type of work you would be involved in.

6.5.1. Social Media
Sambhali Trust is active on the following social media: Facebook, Twitter, Instagram. And it has to remain so to keep attracting volunteers, funders and to keep the community informed of the actions of the NGO. The social media is to be taken care of everyday.

If you are responsible for the social media, you will be provided the login information required, as well as an access to the staff group on WhatsApp to get the pictures you may use every day.

Always check...
- Be sure that your sentences, grammar and spelling are fine.
- Your publication worked and is displayed correctly on each platform.
- If Govind has already published something that day and, if so, do not to post on the same topic!

Useful hashtags
#women #womenempowerment #womeneducation #girls #girlsempowerment #girlseducation #children #childrenempowerment #childreneducation #empowerment #education #sambhalitrust #womenofSambhali #UN #PADEM #Jodhpur #Rajasthan #India #Indianwomen #NGO

Hootsuite – Publish easily
To make it easier and quicker to publish on the social media, Govind is using a tool called Hootsuite (on computer, Android and iPhone). It allows you to publish on all the three platforms at once. When you use it, be careful and note these tips:
• Instagram publications may not work if you press “post now”, but will if you press “schedule” (you may enter a time at least 5 minutes later).
• Instagram publications may not authorise you to have more than one picture when they are posted by using Hootsuite. You may end up with only one random picture among the ones you posted on Instagram, or with no publication at all. To solve this problem, it is good to put pictures together in one file (you can use Canva for this).
• Twitter is limiting drastically the numbers of characters. If you want to use hashtags (which is better!), choose them wisely, or reduce the size of your introduction sentence. Sometimes, you may not even need one. If you want to make different messages on Facebook, Instagram and Twitter, post the one for Twitter separately so you do not have to limit the number of characters in other platforms.

Working smart phone and internet access
You will need to have a sim card with internet access. You will be charged for it, but it is really cheap (550Rs for 3 months or so) and it is very useful in other situations, too. You will also need to have a smartphone on which it is easy to go to social media. Otherwise it will make it really difficult for you to fulfil this task.

Canva – Arrange pictures and create cover pics
To make arrangements with pics, cover pictures for events or special covers for publications, you can use free programs on the internet. One free useful program is Canva (https://www.canva.com/). It allows you to create pictures and covers rather easily by using templates or creating your own. It is not a tool like Photoshop, though, it has limits that you may reach quickly.

6.5.2. Recruiting Volunteers
Sambhali Trust is on several Volunteering Websites: GoOverseas, WorldWide Helpers, SE7EN, Idealist, MyCareerHub. On Google Drive for the Admin volunteers there is now a special Excel sheet that lists all the Volunteer agencies. Please liaise with Govind with regard to how new volunteer agencies are chosen and how their expectations are in line with what Sambhali can provide.

If referring to Govind in an email to a new agency, you must introduce him as “Govind Singh Rathore, Founder and Trustee Manager of the Trust”

6.5.3. Get Sambhali Trust certified by other organisations
Sambhali is regularly certified by organisations for transparency and sustainability. This may also be your task because the certifications are only valid for a while. There is a computer file with all the relevant information.

6.5.4. Blog
The blog needs new articles at least once a month. If you can, once a week is the best. You can talk about the special events which took place at Sambhali, festivals celebrated by Sambhali, or interview some women in your centres. Do not hesitate to ask another volunteer to write an article for you, it is good to vary the point of view. Do not forget to add pictures and to check your grammar, spelling, etc. The login information will be given to you by Govind or Roxanne, the Volunteer Coordinator.

6.5.5. Newsletter
The newsletter of Sambhali Trust is to be published once a month. It is written on the MailChimp platform. The login information will be given to you by Govind or Roxanne, the Volunteer Coordinator.
In the newsletter you may include:
  • Picture and introduction texts to special events of Sambhali Trust (retrospective and announcements)
- Ads for the boutique
- Information on new projects
- Stories about new volunteers
- Things which are already in the templates: “volunteer with us”, “donate for scholarships”, “donate”, “latest from our blog”. Don’t forget to update them if needed!

Please try and put information in the newsletter that it is current and not a few months old, otherwise it looks as though there isn’t much news! Also, please do not repeat the same blog/story in successive newsletters. Check what has been written in previous ones. As always, please check your grammar and spelling before it is published!

To prepare the newsletter, open “template”. Open the first one on this page, which should be the latest newsletter. Create a copy of it named for the current month and modify the copy. This allows you to keep track of what was in the previous newsletters, which can help you to get inspiration and make sure you do not repeat what was in a prior newsletter.

When your template is finished, you can either press the button “create a campaign” or go directly in “campaigns” and create one there. Just follow the indicated steps. Put on a catchy title and personalize the headlines of the email. This will help you reach more people.

6.5.6. How to ensure your work will be passed on to the next person
If your time at Sambhali overlaps with the volunteer who will take over your tasks, take some time to sit with the volunteer who will replace you and show them how they can carry on the work you have been doing. If you cannot, please write a short report summarising what you have done.

Two weeks before your departure, you will have a meeting with the volunteer coordinator to discuss your work with Sambhali and possible successors to your projects.

6.6. Boutique
Sambhali Boutique’s flagship store is in Sambhali’s HQ since October 2019. A smaller shop of the Boutique is situated close to the Clocktower in Jodhpur and sells the products made by the graduates in the Sewing Studio of Sambhali Trust. The Sewing Studio also take orders through their online catalogue. The Boutique shops are also a good way of increasing the public’s interest in Sambhali’s work. Anyone working in the shop needs not only to be able to sell the products, but also to talk about Sambhali Trust and its projects to any customers who would like to know more.

6.6.1. Volunteer Shifts
There is an assistant running the boutique from Monday-Saturday, but volunteers are required to take a shift at the Boutique about once in a month depending on the number of volunteers. The shifts take place on the Sundays, from 10am to 3pm, and from 3pm to 7.30pm.

A table is available on the board in the entrance of the Guesthouse to sign in for a shift. Please check it regularly. The best thing to do is to visit the Boutique before your shift and understand how to open/close the boutique and how to use the credit card machine.

Instructions for the shifts
Morning shift – 10am to 3pm
- Get the keys to open the Boutique from the Guesthouse.
- Go to the Boutique by rickshaw. You can ask Mrs. Tanwar for reimbursement.
- Opening the Boutique: Please visit beforehand to ask the boutique assistant to show you what you need to do.
- Payment: Plug in the credit card machine. There will be also be a cash float. You must fill in the log book. You should write the appropriate description from the catalogue including the ID number. Always ask the customer if they want to pay by cash or by card. If they pay by card program the card machine to add 2.5% to the bill. When you sell an item, put it in one of
the nice sari bags (inside a drawer of the desk) with the introduction flyer of Sambhali Trust. Write a receipt; keep one copy and give one copy to the customer.

- **Selling Sambhali:** When customers are in the Boutique stay at their disposal and offer to tell them more about Sambhali Trust and make sure the Sambhali videos are playing on the tv screen.
- **Tidying up:** Make sure the Boutique stays clean and all the products are tidy.
- **Leaving:** If you need to go out of the Boutique close the door while you are away. This may happen if you need to go to the toilet.

### Afternoon shift – 3pm to 8pm

- **PLEASE BE ON TIME!**

- **Transition:** Do not forget to get the key from the volunteer(s) on the first shift and along with any advice you need. For information about how to act in the Boutique, the card machine. etc., read the text for the morning shift.

- **Closing up:** When you leave the Boutique, turn the lights off, and leave the money in the Boutique. Write the amount on a paper you put with the cash. Put the cashbox back in the drawer. Close everything and take the keys back to the Guesthouse.

### 6.6.2. Special Tasks

If you work for the Boutique as one of your regular assignments, here are the tasks you may get:

- Take care of some partnerships of the boutique (especially if the partner is from your country or speaks your language)
- Visit the boutique with tourists from Sambhali Trust
- Check the stock of products and sales as requested by Kavita Bihal, Manager Sewing Centre
- Design new products according to the customers’ needs and wishes and/or collect information about their wishes and give it to Kavita

Corinne Rose (Operations Manager, Sambhali Trust) manages the Orders and Sales from the UK. Any customers who are interested in online sales should email boutique@sambhali-trust.org, which will immediately go through to Govind and Corinne. Corinne is in charge of making sure there is liaison between online customers and Kavita, pricing orders and managing invoices and payments.

### 6.7. Reports and Meetings

#### 6.7.1. Meetings

The monthly staff meeting takes place at the end of each month (usually the last weekend of the month, on Sunday) at Sambhali HQ. The staff, the Central Services Admin staff are all at the meeting. You are not required to be there for those meetings, as they are all in Hindi.

Volunteers meetings are held on a weekly basis with the Volunteer Coordinator, Roxanne Naschen, (as from October 2019) or in her absence, Govind. This meeting is the occasion to exchange information and ideas with other volunteers.

#### 6.7.2. Monthly Reports

The week before the monthly staff meeting, you will need to write the monthly report for your centre and liaise with the tutors of your centre to put together the report. A special afternoon is usually dedicated to this on Friday. All the reports are then emailed to Shravan Bhati who then emails them to Corinne Rose. Corinne will forward them to various donors and use them for annual reporting as required. Monthly reports are also a useful tool to review the month’s work and to plan for the next month, looking at successes and where there needs to be more attention to certain
students.

There are copies of monthly reports that you can view before writing your first report. At present you can ask Shravan to send them to you, but it is the plan for all reports to be uploaded on Google Drive so that all volunteers have access to them and can see what has happened in the previous months. The report doesn’t need to be long (2 pages maximum) but all the points below need to be included. The format of the report (which is also on Google Drive under ‘Templates’) is as follows:

Name of the centre
Month / Year

General information:
• centre time-table
• number of classes
• number of volunteers
• names of staff and volunteers teaching each class
• any changes since last month

Sewing class: (only Empowerment Centres)
• number of girls/women
• attendance – explain any major absences of students
• what they have learnt – with good explanations and photos of items made so the donors know what it is
• student progress – name individuals who are very good and why

Hindi class:
• number of girls/women/children
• attendance – explain any major absences of students
• topics of lessons – with good explanations
• student progress – as a whole class, but also considering individuals

English/Maths classes:
• how many girls/women/children
• attendance – explain any major absences of students
• topics of lessons – well explained so that donors understand exactly what you were teaching
• student’s progress – as a whole class, but also considering individuals

Workshops:
• short summary of each Workshop and number of students attending each workshop

Saturdays:
• description of activities

Special comments:
• any visitors?
• include special occasions (such as women’s week, rally, dance competition)
• include some photos of students in an activity

At the end of the report please write:
Students on register:
Students present:
Number of new graduates:
Number of new students:
Number of drop outs:
Number of sewing machines donated:

Photos
Please add a few photos that illustrate what has been happening in the last month.

Monthly tests

Test Results
- Tests should take place minimum of 1 or 2x per month in English, Hindi and Maths (where applicable).
- These tests should be recorded on an Excel Sheet for that Centre, which is kept updated and should be sent to Shravan in Central Services Admin along with the monthly report. Ideally these Excel sheets should be kept on each Centre’s laptop so that both tutors and volunteers can refer to them as well as update them. Using an Excel sheet makes it easy to compare the results over the 12 months attendance.
- These tests show the progress of the students from month to month, are useful for teachers and volunteers, and are necessary for donors who are funding these projects. This is particularly important for the Primary Education Centres. In the two Boarding Homes, the school exam results are maintained on an Excel sheet in the same way on the PC in each Boarding Home. Volunteers should make sure these are updated.

Please make sure that the monthly tests are recorded on an Excel Sheet as in the following example:

6.7.3. How to Ensure your Work will be Passed on to the Next Person
If your time at Sambhali overlaps with the volunteer(s) who will take over your tasks, take some time to sit with those volunteer(s) and show them how they can carry on the work you have been doing. Whether or not you meet with the next volunteer(s) it would be very helpful for you to write a report. It doesn’t have to be long, just to gather all the useful information about your work while at Sambhali that you think will help the next volunteer to be successful.

6.8 Visiting Other Projects
If you would like to visit another project you are not assigned to please clear it with the Volunteer Coordinator, staff and volunteers of that project and make sure it doesn’t affect the project you are already assigned to. In addition, it is important for Shravan to know of any additional people who will need rides to or from a project to arrange for adequate transportation.

7. Holiday leave and travel

7.1. When and How
Volunteers who are in Sambhali Trust for more than 2 months are allowed to take a day off once a month, just before or just after a weekend or a holiday. The long weekends might be the right time to explore the rest of Rajasthan, and there’s a lot to see! If you have registered with the FRRO in Jodhpur, then you will need to let them know your travel plans at all times. Please consult the Volunteer Contract.
Reminder: Volunteers are not tourists. Your work has priority and when you take your day off or holidays this must be discussed with Govind Singh Rathore in advance.

If you wish to visit Rajasthan, you can go nearly everywhere by train or by bus. They rarely exceed 600 Rs.

- **Train**
  There are many different classes in the trains, but we would recommend AC chairs and sleepers (generally 2AC – second class is fine). Sleepers are good because you can lay down during the long journeys and there are fans. If you are a woman, it is easy to travel alone in the train in sleeper class; there is always a family around you can connect with if you are worried. To avoid being stared at, you should book the upper bunk. Train stations are usually easy to reach with a rickshaw.

- **Bus**
  - Government buses
    Government buses are usually cheaper than the private buses (100-300Rs) and are very safe for women. There is no AC and the seats **are not comfortable**, but this is still a good way to get to another city in Rajasthan.
  - Private buses
    Private buses are usually provided with AC, and may include sleeper beds, but a seat is probably more comfortable. They are more comfortable than Government buses, but also have higher prices (250-600 Rs)

7.2 Where to Go
- Jaisalmer
- Udaipur
- Jaipur
- Pushkar
- Ajmer
- Bikaner
- Setrawa...

7.3 Who Can Help You

7.3.1 Virendra Chouhan – Rajput Adventures
Train and bus journeys are always better to book through a travel agency rather than going directly to the train or bus station. This can be made easy for you by Virendra. You can contact him by phone on WhatsApp, by text messages or by calling: +91-9828085792, or talk to him directly when you see him in the Guesthouse.

7.3.2 Other Volunteers
Other volunteers may have travelled to some of the places you want to go, or are also willing to visit them. They can help you organise your trip by giving you pieces of advice and telling you how to do most of the things (book the bus, train, hotel, etc.).
8. Conclusion

Sambhali Trust is really happy to welcome you. The NGO functions thanks to the volunteers coming here year after year, helping to run the centres and helping with the administration. For your stay to be as enjoyable as possible, please do not forget:

You are at Sambhali Trust to volunteer and help the women and children by the ways of the NGO. You must respect the rules and customs of India and of Sambhali Trust. The advice in this manual has been made for your safety and for everyone’s comfort.

We hope that you will enjoy your stay here, at Sambhali and in India!
9. Maps

Map of Rajasthan

![Map of Rajasthan](image)
10. Useful Hindi Words and Phrases

**Hello/Goodbye:** Namaste
**Yes:** haa  **No:** nahi
**Time:** samay
**Good:** achha
**Stop:** ruko
**Please:** kripya
**Thank you:** dhanyevad
**Sorry or Excuse me:** maaf kijiye
**Left:** baiye  **Right:** daiye

**What’s your name:** app ka kya naam hai ?
**My name is:** mera naam ... hai
**How are you:** aap kaisi hai ?
**I am fine:** mai thik hu
**I am from:** mei se hu
**Nice to meet you:** aap se milke khusi hui

**This is expensive:** yeh bahut mehanga hai
**Bill please:** bill de dijiye
**I want a ticket:** mujhe ek ticket chahiye
**How much is this:** ye kitne ka hai
**Let’s go:** chalo
**Go away:** chale jayo
**Get lost:** chal bhaag
**I need a taxi:** mujhe ek taxi chahiye
**I don’t know:** mujhe nahi malum
**I understand:** samagh gaye
**Where is the toilet:** toilet kidhar hai
**Leave me alone:** mujhe akela chhor do

**Zero:** shunya
**One:** ek
**Two:** do
**Three:** teen
**Four:** char
**Five:** panch
**Six:** cchhai
**Seven:** saath
**Eight:** aath
**Nine:** nau
**Ten:** dus

**A little:** za-raa
**Less:** kam
**Many/much:** ba-hut
**More:** zyaad
**Some:** kuch

**Aloo:** potato
**Bhaat:** rice
**Capsicum:** chili (pepper)
**Chai:** tea
**Chapati:** unleavened bread
**Cheeni:** sugar
**Daal:** cooked lentils
**Dood:** milk
**Dosa:** crepe
**Gee:** clarified butter
**Kulfi:** ice cream made with reduced milk
**Lassi:** flavored yoghurt/curd drink
**Masala:** spice blend
**Palaak:** spinach
**Paneer:** soft, unfermented cheese
**Pani:** water
**Pani puri:** dough puffs with tamarind water
**Pista:** pistachio
**Raita:** chilled curd/yoghurt with flavoring
**Rasgulla:** spongy curd balls in sugar syrup
**Roti:** unleavened bread
**Saag:** leafy greens
**Saambaar:** spicy lentil/vegetable stew
**Samosa:** fried, pyramid-shaped pastries
**Tandori:** food cooked in a clay oven

**Beedi:** cigarette (tabacco)
**Betel:** chewing leaf; produces red spit
**Baang:** marijuana leaves

**Dupata:** scarf
**Bindi:** forehead decoration (often worn by married Hindu women)