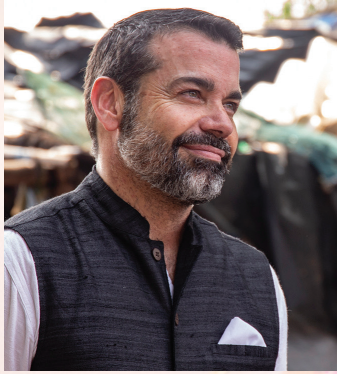


Actions by Mumbai Smiles against human trafficking



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SMILES®**



I am pleased to present this small summary of the work that Mumbai Smiles has been doing against human trafficking. You will find information on some of the operations implemented by our Foundation, which are the main focus of our organization.

Our organization's teams work through different prevention, rescue, and rehabilitation actions to support survivors of human trafficking. This work allows us to ensure that thousands of people recover the freedom that they had lost, and that they avoid falling into trafficking networks before it is too late.

During the last few years, we have observed how human trafficking knows no borders, and thus its solution requires cross-border approach. For this reason, although initially we only worked in India, we have been expanding our work to other countries.

I especially want to thank the police forces with which we work, for their constant collaboration.. Walking and progressing together is the only way we can provide solutions to the challenges we encounter along the way.

Thank you very much.

A handwritten signature in blue ink, reading "Jaume Sanllorente". The signature is fluid and cursive.

*Jaume Sanllorente
Founder and General Director*



The Fight Against Human Trafficking: a Global Action

Trafficking in Persons is described by the United Nations as “the recruitment, transportation, transfer, harbouring, or reception of persons by threat or use of force or other form of coercion, kidnapping, fraud, deceit, abuse of power, or position of vulnerability or giving or receiving payment or benefits to cause a person to control another person for the purpose of exploitation. Exploitation shall include, at a minimum, exploitation of the prostitution of others or other forms of sexual exploitation, forced labour services, slavery or similar practices, servitude, or removal of organs.”

The fate that most often awaits victims of trafficking, especially women and girls, is sexual exploitation. It is estimated that more than half a million people are trafficked each year for this purpose, which is equivalent to one victim every sixty seconds.

For Mumbai Smiles, the fight against trafficking constitutes its priority objective, as in fact it is included in the statement of our Mission:

“Transform the reality of people vulnerable to trafficking, as well as their families, to promote the empowerment of communities, thus achieving sustainable changes.”

Human trafficking is a cross-border problem, as victims are often captured in one location and displaced, sometimes thousands of miles, before being sold and exploited. For this reason, Mumbai Smiles approaches solutions from the same logic, for which we weave alliances and agreements at an international level with organizations and institutions committed to the same fight.

As a result of this networking work, Mumbai Smiles has, since December 2021, special consultative status with the Economic and Social Council of the United Nations (ECOSOC), which is the highest recognition offered by the UN to non-governmental organizations. ECOSOC has been part of the core of the United Nations system since 1945, and has the objective of promoting sustainable economic,

social and environmental development. It is also the only UN body that offers a formal framework for NGO participation. Consultative status allows us to attend conferences and meetings organized by the UN, make statements at such events, organize side events, enter United Nations facilities and, above all, establish networks and new contacts with organizations and institutions that share our goals and objectives.

Likewise, Mumbai Smiles is a member since May 2019 of the international platform Freedom Collaborative, which facilitates cross-border cooperation between entities of more than a hundred organizations.

Similarly, Mumbai Smiles is part of various national, regional and municipal networks of entities and organizations committed to international cooperation and the fight against human trafficking.

Our Focus and Our Methods

18 years ago, Mumbai Smiles began working in India providing resources to the most disadvantaged communities in the city of Mumbai. During these years we were verifying that one of the risks that threatened the people with whom we worked was trafficking. And gradually the project focused on the fight against this scourge, which ended up becoming our main objective.

Mumbai Smiles understands that the fight against human trafficking must be done from a global perspective both at a thematic and geographical level. During



the first years of our work in this area, we launched various projects with the aim of improving the living conditions of victims of trafficking and sexual exploitation. Our initiatives included educational support for their children. In addition, we run a community centre in Kamathipura, where they received mental health counselling and participated in art therapy sessions.



Currently, the fight against trafficking is approached by Mumbai Smiles from a triple perspective: prevention, rescue

and rehabilitation. We work on prevention from two fundamental strategies: on the one hand, from awareness. In this sense, we took into account something that we realized during the years in which we worked with victims of trafficking, and that is that it is a global crime that does not understand borders. And this made us aware of the importance of beginning to expand these preventive efforts to other areas of the South Asian region, and even to Spain.

So we implement projects of this kind on the outskirts of Mumbai, specifically in rural areas of Thane district in Maharashtra, as well as in districts of West Bengal (India), Nepal and Bangladesh, to raise awareness of the risks of human trafficking, and help the most vulnerable communities to be able to anticipate them.

We also work on prevention through education, understanding that this is a fundamental tool that reduces people's vulnerability and makes it more difficult for them to be deceived by the mafias that traffic and exploit people. Our preschool centers and the primary and secondary schools with which we collaborate are part of this objective.

An important part of our efforts in this area is the rescue of victims from the mafias that exploit them. In April 2020 we created a Rescue Unit made up of a team of five people with the mission of coordinating and unifying efforts with officials, police, authorities and other similar organizations to locate and rescue women and girls who are sexually exploited.

Each rescue operation is launched when some type of alert is received about a possible kidnapping or disappearance of one or more women or girls, and where there is any indication that they may be being sexually exploited. All possible



case of sexual exploitation and to verify where it is taking place.

Once the victims have been located, our team offers its full support to the police anti-trafficking units that are going to deal with the operation, making itself available to them and always following their instructions. For example, they may ask our team to pose as false clients interested in contracting sexual services, in order to access the space where the sexual exploitation of the victims is being carried out, which allows them to definitively confirm their presence.

When the police effectively carry out the rescue of the victims, we offer them all the necessary support for their rehabilitation for as long as necessary.

Thirdly, we also work on the rehabilitation of survivors of trafficking. In this sense, we offer a residential resource on the outskirts of Bombay to accommodate six survivors. We call this house "Udaan" ("flight" in English), and it offers them accommodation, food, access to healthcare, education, leisure activities



and legal advice. Likewise, and with the aim that they can fend for themselves and resume their lives autonomously, they receive training in the development of skills to make textile crafts, candles, cosmetic products, etc. But, above all, we try to find them in a safe environment where they can live in peace and take the time they need to heal their wounds.



Rescue operations in India completed since 2020

These cases are a few examples of the 24 operations and 33 people rescued since 2020. The names have been changed to protect the identity of the survivors.*



Riya (October 2022). At just 4 years old, she was kidnapped by a woman in the Kamathipura neighbourhood of Bombay, where she lived. Fortunately, she was located a few days later in the state of Rajasthan, safe and sound.



Jamima (March 2022). She was rescued in the Thane district, northeast of Mumbai, in the village of Lahe, where she was kept locked in a house.



Deepti and **Rani** (May 2022). They were rescued in the same operation carried out in a massage room in which they were being sexually exploited. Deepti was transferred to a shelter managed by our partner Rescue Foundation, where she will receive the necessary care and attention for her rehabilitation. Rani has returned to her husband.



Amita (May 2022). Her parents reported her missing when she didn't come home from her computer classes. After more than a month of searching, she was located in the city of Pune, where she was being sexually exploited. She was rescued, and her exploiter arrested and imprisoned pending trial.



Salma (December 2021). She was reported missing from her family home in Uttar Pradesh. The rescue team carried out inquiries and established various contacts, which made it possible to clarify that in this case it was not a question of a kidnapping, but a voluntary disappearance together with her partner.

**As of September 2023*



Marala (November 2021). Originally from the state of West Bengal, she was kidnapped by a mob that took her to Vasai, on the outskirts of Bombay. Our rescue team, in coordination with the police forces, located Marala and her kidnapper, and organized an operation to arrest him and free Marala.



Kavita (February 2021). She lived in a shelter after fleeing her family home in Uttar Pradesh three years earlier. However, she suffered constant mistreatment and abuse by those who should have been her caretakers to the point that she tried to escape from them. She now lives with a friend, and together they run a food business with which they support themselves.



Rupali and Vinita (September 2022). They were rescued in the same operation in Belapur, on the outskirts of Mumbai, after 15 days of searching. Our team received the information and discreetly investigated, even visiting the place where they were being exploited incognito. The police were notified and the rescue was carried out, as well as the arrest of the trafficker.



Naisha (November 2021). She disappeared when she had gone out to do some shopping near her house. The police asked our team for help to try to find her after not finding any trace of her. Ultimately, she was found in a government shelter where she had been sent by agents who had found her missing at a train station.



Arya (November 2020). At only 14 years old, she was kidnapped by a group of 5 men who held her for five days, during which she was repeatedly raped and tortured. She managed to escape due to an oversight by her captors. Our team offered her support and help to recover from such a traumatic experience.



Lavanya, Darsha, Nisha, and Umarani (January 2022). These four cases belong to the same operation in a hotel in the Tungreshwar neighborhood, in the city of Nalasopara, located north of Mumbai.

Police stations in India with whom we work

- Achole Police Station, last stop, Evershine City - Gokhivare Rd, near water tank, Ambawadi, Nalasopara East, Vasai-Virar, Maharashtra 401208
- AHT unit, Station Road, Bhayander West, near MBMC Market, Thane, Maharashtra 401101
- AHTU, CR7C+X8W, Sunshine City, Moregaon Talao, Nalasopara East, Nalasopara, Maharashtra 401209
- Andheri East, Andheri Police Station, Opp. Andheri Railway Station, Vertex Junction, Andheri (E) Mumbai.
- Anti Human Trafficking Unit, Alkapuri near Sunshine Tower, Nalaspohara east.
- Anti Human Trafficking Unit, F-8, Belapur Village, Sector 20, CBD Belapur, Navi Mumbai, Maharashtra 400614
- Bandra Railway station, RPF Office, Platform no. 1, Bandra West, Mumbai . 400050, Maharashtra.
- Bhayander Railway Station, RPF Office, Bhayander 401101, Thane District in Maharashtra.
- Borivali Railway Station, S V Road, Borivali (West)
- CBD Belapur
- CP office, Mumbai Crawford market.
- Dindoshi Police Station Vrindavan Soc., behind Saibaba Temple, Near Western Exp. Highway, Malad (E), Mumbai- 400097
- Ghatkopar East, B.N.72, Ground Floor, Swamy Samarth Ramdas Rd. Pant Nagar, Ghatkopar (East), Mumbai, 400 075



- Ghatkopar West, Chirag Nagar, L.B.S. Road, Ghatkopar (W), Mumbai-400 086
- Juhu Police Station, V M Road, Near Kalaniketan, Vile Parle (West) 400056
- Kasturba Police Station, Main Kasturba Road, Near Railway Station, Borivali (E), Mumbai-400066.
- Khamgaon Police Station
- Khetiya Police Station, Khetiya, MP
- Kumarganj Police Station Dinajpur, West Bengal
- MIDC Police Station, MIDC Central Road, Opp E.S.I.S Hospital, Andheri (E), Mumbai-93
- Nagpada Police Station Sofia Zubair Road, Chhota Sonapur, Siddharth Nagar, Kamathipura, Mumbai 400008
- Nerul Police Station, Jagatguru Aadi Shankaracharya Marg, Sector 23, Nerul, Navi Mumbai 400706
- Office of Commissioner of Police Mumbai Crawford Market, Lokmanya Tilak Rd, Police Colony, Chhatrapati Shivaji Terminus Area, Fort, Mumbai, Maharashtra 400001
- Oshiwara Police Station, New Link Road, Opposite Mhada, Oshiwara, Jogeshwari (East)
- Pelhar Police Station, CVRH+67F, Pelhar Rd, Wakanpada, Nalasopara East, Nalasopara, Maharashtra 401208
- Powai Police Station



- Sahar Police Station Andheri, Near Indian Oil Depot, Opposite Hotel Hayyat Regency, Sahar Airport Road, Andheri (E), Mumbai 99
- Shahapur Police Station, Shahpur market, Near Tahsil office, 421601
- Shivaji Nagar, Natwar Parekha Compound, MHADA Colony, Govandi, Ghatkopar, Mankhurd Link Road, Mumbai 400043.
- Trombay Police Station, Cheeta Camp, Sion Trombay Road, 400088
- Tulinj Police station, Central Park road, Near Over bridge, Nalasopara East 401209
- Turbhe Police Station Plot No. D-26 TTC Industrial Area, MIDC, Thane - Belapur Road Turbhe, Navi Mumbai 400703
- Valiv Police Station, Gauraipada Road, Golani Naka, Nalasopara East, Vasai, Maharashtra 401208
- Vasind Police Station

The fight against human trafficking in Bangladesh, Nepal, Ukraine and Spain

The crime of human trafficking is cross-border, since very often the victims are exploited thousands of kilometres from their place of origin, where they were initially captured. For this reason, part of our efforts, especially in prevention, are carried out in various countries in the South Asian region, such as India, Bangladesh, or Nepal, as well as in Spain.

In Nepal, we support a residential project for young girls from the rural area of Nuwakot, northwest of Kathmandu, to empower them against human trafficking and sexual exploitation. At the same time, they are provided with training information so that they can access paid work, which will help reduce their vulnerability to trafficking networks.

Regarding Bangladesh, our intervention focuses on women and girls from the Satkhira district, bordering the Indian state of West Bengal, who are at high risk of being trafficked. Men and young men are also part of the prevention process, since they are potential victims of trafficking for the purpose



of labor exploitation in conditions of slavery. The activities are carried out through close coordination with the different stakeholders, people from the community and young leaders from their environment. Women at risk and survivors can access services such as information, counselling, skills development training and employment, which will have a positive impact on their lives and development over time.

At the beginning of 2022, war broke out in Ukraine, and millions of displaced people fled the country seeking refuge in countries of the European Union. Trafficking and human trafficking mafias often take advantage of these human dramas to attract victims, usually desperate and disoriented, in countries they do not know. For this reason, Mumbai Smiles, following its mandate to fight against human trafficking, decided to go to the Polish-Ukrainian border, where it helped distribute essential materials to refugees, disseminate preventive messages and organize the transfer of two buses with refugee families who were able to travel to Spain.

This first experience in Europe encouraged us to launch a specific anti-trafficking project in Spain, which encompasses specialized comprehensive care for people of South Asian origin who have



been exploited within Spain's borders. The intervention focuses on a program aimed at integration in Spain, from psychological assistance in their language, legal assistance, language learning, socio-labour insertion... to repatriation. If the survivor so wishes, they will be able to take advantage of the rehabilitation programs that we have in our offices in South Asia.



Awards and recognition received by Mumbai Smiles

The Mumbai Smiles organization has received the following awards and recognition:

- Special Consultative Status at the Economic and Social Council of the UN (ECOSOC).
- “Verified NGO” seal by Fundació Lealtad.
- “Actius de l’Acord” badge given by Barcelona City Council.
- X “Corresponsables” Award for the best advertisement in the written press.
- “Tarannà Responsables” Award IV Edition
- “Medicina y Solidaridad” Award given by DKV Seguros, II Edition (2015)
- “Blas Infante, Casares Solidario” Award, XII Edition (2014)
- “Optimistas Comprometidos” Award by the magazine «Anoche tuve un sueño», I Edition
- Cuida de Ti de MIA y Garden, III Edition award
- T de Telva a la Solidaridad award
- “Coexistence Award” by Ceuta Autonomous City
- Natura Award
- XIII Tierno Galván Award for Solidarity and Human Values
- Blogs Catalunya award, II edition

Awards and recognition received by Mumbai Smiles’ General Director and Founder, Jaume Sanllorente

- Official Cross of the Order of Civil Merit, awarded in 2009 by the Government of Spain.
- Axuda Award 2007
- Young Solidarity Award from the Castilla y León Film Festival
- Gold Medal of the Spanish Association for European Development
- Godfather of honor of the 22nd promotion of the Mossos d’Esquadra corps, Autonomous Police of the Generalitat de Catalunya.
- World Ambassador of the Bombay Leprosy Project.
- Recognition as “Man of Peace” by the Seville Culture of Peace School Association

Organizations and institutes with whom we work

SAPREM

(sapremngo.in) Organization that works in the city of Mumbai and other urban and rural areas of the state of Maharashtra. provision of services for rural and urban community development. Develop projects in the fields of education, health, training, and community empowerment.

Chhori

(chhori.org) This organization works in Nepal to promote the self-empowerment of girls and women, prevent discrimination against them, and prevent trafficking and exploitation.

Goranbose Gram Bikash Kendra

(ggbk.in), They work in the Indian state of West Bengal, near the city of Calcutta and the border with Bangladesh. They implement projects to combat human trafficking, forced migration, sexual abuse, child labor and marriage, gender violence and other social problems.

Agrogothi Sangstha

(agrogoti.org), They operate in the Satkhira district of Bangladesh, along the border with India. Its mission is to empower local communities and institutions to ensure the fulfilment of human rights.

Rescue Foundation

(rescuefoundation.net) is an Indian NGO that has been working against the trafficking of women and girls for more than two decades. They manage four shelters for survivors of trafficking, who are accompanied throughout the process from the moment they are rescued until they manage to recover a dignified life free of exploitation.

URJA

(urjatrust.org) A Mumbai-based Indian NGO that runs two drop-in centres for young women who are homeless from multiple causes and therefore highly vulnerable to trafficking. Urja offers them a home and accompanies them in a rehabilitation process that will allow them to recover their financial and emotional independence.

La Strada Ukraine

(la-strada.org.ua) A Ukrainian NGO that develops projects throughout the country to guarantee gender equality, peace building, the prevention of gender violence, particularly domestic violence, the fight against human trafficking and the guarantee of children's rights. In the context of war, it works to support displaced people and prevent them from falling into trafficking networks.

Salus Charitable Foundation

(salus.org.ua) runs various public health programs in Ukraine with the goal of promoting healthy habits, reproductive and sexual health, and violence prevention among youth. The foundation runs a Crisis Center, where women victims of violence, sexual assault, and human trafficking can seek medical and psychotherapeutic services. In the current context of wars, they have focused their attention on people displaced from conflict areas.

Asociación Amar Dragoste

(amardragoste.org) is an entity based in Madrid, Spain, which carries out various care and support projects for women victims and survivors of trafficking.

Contact:

Jaume Sanllorente
Director General
dg@sonrisasdebombay.org

Jorge de Ory Murga
Head of International Alliances
international@sonrisasdebombay.org

+34 934 673 445



mumbaismiles.org