

# CLIENTS SERVED IN 2020



**163,996**  
clients provided with  
information and counselled



**146,425**  
clients received a range of  
**Family Planning and  
Safe Abortion services**

# OUR IMPACT IN 2020



**1,786,289**  
Couple Years of  
Protection (CYPs) generated  
by our services



**75,615**  
Unintended  
Pregnancies  
averted

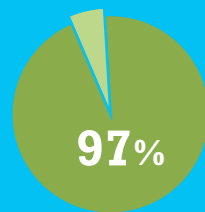


**27,036**  
Unsafe Abortions  
averted

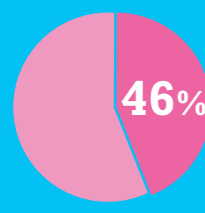


**56**  
Maternal Deaths  
averted

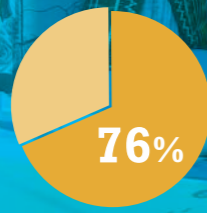
# OUR CLIENTS AND THEIR EXPERIENCES



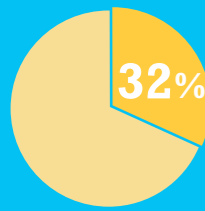
97% of our clients  
are **satisfied**  
with our services



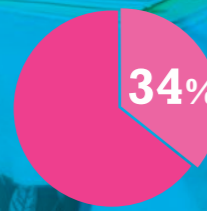
46% of clients never used  
**family planning**



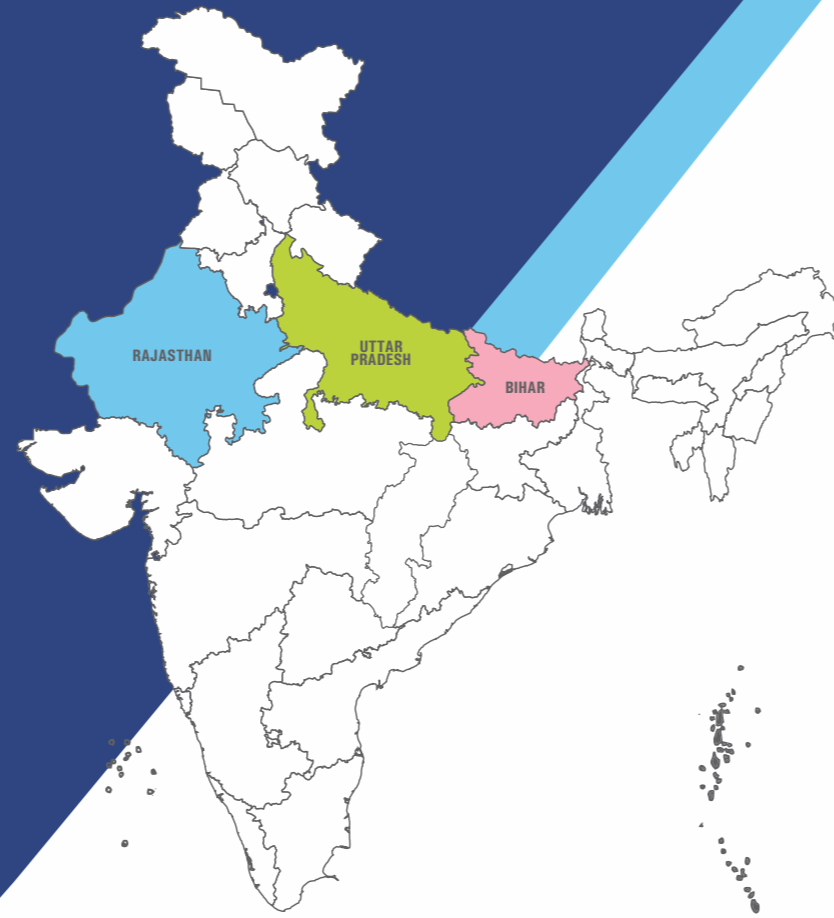
76% clients believe  
**FRHS India exceeded**  
their expectations



32% of our clients are  
living under  
**extreme poverty**



34% of clients did not have  
any **other provider**  
available for their method



# OUR REACH

**3** States

**78** Districts

**360** Team Members

**1,261** Public  
Sector Facilities

**35** Clinical  
Outreach Teams

**7** Mini-Clinical  
Outreach Teams

**6** Clinics

Headquartered in New Delhi, we work in states and districts with a high unmet need for family planning and a high fertility rate. Currently, we operate in the states of Bihar, Rajasthan and Uttar Pradesh delivering services in 1,261 public sector facilities. The locations, where we provide our services, are often the most difficult to reach.

# AWARDS AND RECOGNITION



## Support us

Our work enables women and men to choose when and how many children they want. Thus, empowering them to improve the quality of life for themselves and their families. Join us in creating a world where every child is wanted and every woman is healthy.

Partner with us and follow us on:

[f @FoundationforReproHealthServicesIndia](#)  
[in Foundation for Reproductive Health Services India](#)

Donate Now

<http://www.frhsi.org.in/donate/donate.php>

For more details, please contact: [info@frhsi.org.in](mailto:info@frhsi.org.in)

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Foundation for  
**REPRODUCTIVE**  
HEALTH SERVICES INDIA  
**(FRHS India)**

# ABOUT FRHS India

Foundation for Reproductive Health Services India (FRHS India) is an affiliate of MSI Reproductive Choices, a global organisation providing personalised contraception and safe abortion services across 37 countries. Working since 2009, we have been contributing towards enabling women and men to exercise their sexual and reproductive rights and choices by providing information and services in the states of Bihar, Rajasthan and Uttar Pradesh.

In 2020, we were faced by a lot of challenges thrown by the pandemic. When the government imposed lockdown on 25<sup>th</sup> March, various public health facilities had to suspend provision of clinical family planning services. Being one of the leading providers of family planning services in the NGO and the private sector, we started our advocacy in partnership with civil society organisations which led the Ministry of Health and Family Welfare (MoHFW) to list safe abortion as 'essential service' during the lockdown. Following this, on 7<sup>th</sup> April, we resumed our clinics in Rajasthan and Uttar Pradesh, to provide essential abortion services following all GoI and MSI protocols and guidelines. Not only this, **we reduced our rates by 50% to support our clients.** The year 2020 was a year of hope, adaptability and triumph.



## OUR SERVICE DELIVERY CHANNELS

### Clinical Outreach Team (COT)



A fully staffed and equipped team providing a full range (spacing, long-acting reversible and permanent methods) of family planning choices to clients in public sector sites.



### Mini-Clinical Outreach Team (Mini-COT)

Reaching out to young adults closer to where they live and providing them with information, counselling and family planning services (spacing and long-acting reversible methods).



### Public Sector Support (PSS)

Improving choices and quality of family planning services for clients in identified public sector sites in Rajasthan.



### Family Health Centres/ Clinics

A one-stop facility offering an entire range of high quality family planning and reproductive health services in Ajmer, Jaipur, Banswara, Bareilly, Gaya and Saharsa, for free, along with safe abortion services that are affordable.

## STANDING BY OUR CLIENTS IN TIMES OF COVID

Reena (name changed), a client from Uttar Pradesh, already had three children and due to poor socio-economic conditions, felt, she would not be able to raise another one. She was informed about FRHS India by her sister who had earlier received services from the Bareilly clinic and was quite satisfied. Reena told this to her husband and both of them decided to make an arduous journey of 45 km on a two wheeler to seek abortion services from the FRHS India clinic in Bareilly.

On their way to Bareilly, they were stopped every few kilometres by policemen who were monitoring the lockdown on ground. Describing her condition to them, she was eventually able to reach the clinic and received the comprehensive care.



In the middle of the pandemic, Reena was looking for a safe abortion service and that's when she came to know about FRHS India from her sister.



Reena told this to her husband and both of them decided to travel 45 km to reach the nearest clinic.



On their way, they were stopped every few kilometres by policemen who were monitoring the lockdown on ground.



Describing her condition to them, she was eventually able to reach the clinic and received the comprehensive care.

“FRHS India team members were constantly in touch with us throughout the journey and spoke to the policemen every time we were stopped, to ensure that we could reach the clinic. I am grateful that I had the choice, but unfortunately many women did not have the choice during the lockdown.”

## OUR MISSION

### Children by Choice, not Chance

To empower individuals and families to make healthy choices through improved access to information and high quality, affordable sexual and reproductive health services.

## OUR VALUES

**Mission Driven** With unwavering commitment, we exist to empower women and men to have 'Children by Choice, not Chance'.

**Client Centered** We are passionate about our clients and dedicate our efforts to deliver services to the highest possible quality.

**Accountable** We are accountable for our actions and take responsibility for everything we do to ensure long-term sustainability and increased impact.

**Courageous** We recruit and nurture talented, passionate and brave people, who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

**300** media articles published

Estimated rise in the number of



Unintended Pregnancies, Unsafe Abortions, Maternal Deaths

shown through 'Policy Brief on Impact of COVID-19 on Family Planning'



Webinars, Tweetathon and Panel Discussions held to talk about the impact of COVID-19 on family planning

## ADVOCACY

1 Advocated with MoHFW for listing safe abortion as 'essential service' during the lockdown

2 Advocated with parliamentarians for progressive Medical Termination of Pregnancy (MTP) Amendment Bill

3 Led virtual meetings with larger civil society organisations on MTP Act Amendment Bill 2020

4 Published a report on 'Availability of Medical Abortion Drugs in the Markets of Six Indian States, 2020'

As a result



Safe abortion was listed as 'essential service' within 10 days of the lockdown



Fixed Day Service (FDS) was allowed to 10 clients/FDS which is now 30 clients/FDS

