Annual Report

2006-2007

EnAble India
To empower people with disabilities

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Note From The Founder

2006 has been the most eventful year since our inception. We have seen the activities and reach of our organization grow by leaps and bounds. It has been amazing, hectic, stressful and eventful all in one!

When we started our journey in 1999, the goal was very simple: to empower persons with disability through employment, education and rehabilitation. In 2007, the goal has taken on more meaning and we believe, more than ever that empowerment happens through the economic independence and dignity of persons with disability.

Through the years, we have understood, accepted and faced the challenges in working towards this economic independence. We have learnt to work with the challenges posed by different disabilities, lack of awareness amongst the disabled, their parents, companies and society. We have understood the pieces of the puzzle by which a disabled person can be gainfully employed especially in the private sector. We have seen our registrations, training and employment increasing dramatically. We have been overwhelmed by the love, faith and hope displayed by all the clients who walk into our office or register remotely on a daily basis. We have been surprised by the accolades we have received from all quarters and wonder why? We are now trying to cope with the enormous expectations from across the country on what we can and should deliver.

We know daunting statistics such as only 0.28% of 70 million persons with disability are working in private sector, So what are we, upstarts at best, trying or hoping to do for the disabled? The answer is simple – we are trying to be a change-maker. In the words of Mahatma Gandhi – "be the change you want the world to be"

The following pages cover our activities, but most importantly they cover what impact these activities have had. Have the activities made a difference? Have they resulted in the goals we have set out for ourselves? Has there been quality in the work we have done? Have we consistently tried to deliver more with less? I leave the answers to such questions to the reader of this report.

What I would like to share with you the values we have been practicing:

- Maintain dignity and respect of every individual
- Respect the diversity of every individual
- Believe in the potential of every individual
- Fill every action with love
- Honesty and integrity in every word and action
- Innovate, since nothing is impossible
- Learn continuously from every moment
- Be open, non judgemental and ego-less
- Fun, joy and a lot of laughter

We recently asked Dr. Paul Ackerman, international disability consultant to tell us where we stand as an organization. His words have really humbled us. Our sense of responsibility has increased ten-fold with his following words:

"Most international professionals in rehabilitation have an ideal, a vision of how an organization should work optimally to help clients learn and be placed in new jobs--a vision that includes not only training, but discipline, sensitivity to the employers needs, a concept of the psychology and the physical reality of the working environment, and an approach that treats employers and clients with dignity, humor and compassion.   Most of us know of organizations that approach some or most of these characteristics. But my U.S. colleagues and I unanimously agree that Enable India is one of the very few organizations we have gotten to know that offers the most efficient blend of all of these characteristics. We have seen it in action, and we have heard your most articulate presentations and international conferences. You know the employee/employer relationship.

You know the biases on both sides. You are able to transmit new values to all parties. You have analysed what needs to be taught and how to individualize the teaching to the students. You know where the jobs are--and where they can be. Enable India is, to us, world class. That means, you have much to teach us in other countries. You will always have the cooperation of international professionals."

Dr. Paul Ackerman, International Disability Consultant

Word of thanks to everybody: persons with disability, parents of the disabled, our passionate staff, institutions working for disabled across the country, individual donors who have contributed freely, corporate donors, volunteers who have given their precious time, the various internet knowledge sites maintained by organizations working for disabled, forums for disabled, media for helping generate awareness, government for its important role in enabling all this to happen – thanks for helping us serve persons with disability.

- Shanti Raghavan,

  Founder and Managing Trustee, Enable India | Ashoka Fellow

Executive Summary

Profile

Enable India is a non-profit organisation working tirelessly since its inception from 1999 towards the economic independence and dignity of persons with disabilities. We cater to the needs of all kinds of disabilities like visually impaired, hearing impaired, physically disabled, mental retardation, mental illness and more across India...

Our major thrust areas are employment, pre-employment services, supplemental education, consulting and enabling other institutions working for the disabled.

Our impact

- **More disabled across country leading independent lives with dignity**

Our placements across India with salaries on an average being 4000 Rs and above have resulted in the visually impaired, hearing impaired and physically disabled having a better standard of living and a better place in society.

- **Computer literacy for blind in the country**

Through our own training programs, partnerships and through trainers trained at our institute, we are able to have scale and impact with visually impaired across India.

- **Increase in awareness about employment of persons with disability**

Due to our employer outreach program, consultancy and partnering with NGOs across India and spreading awareness through major conferences, we have more than **15 to 20** companies doing placements of persons with disability on a regular basis.

- **Increase in employable candidates**

We are finding that our training results very often in more than 60% of the interviewed candidates being employed by companies. Some candidates have also got jobs on their own (which is even better)

- **Increase in job opportunities**

On a monthly basis, the demand for disabled candidates is increasing by at least 50 to 100 jobs due to our job identification, awareness building, collaboration with companies and word of mouth between companies.

- **Increase in innovative solutions**

The disabled have been able to work effectively at their workplace with the help of simple, effective and innovative workplace solutions provided by us. These innovative solutions have had the impact in making a non attainable job available for the disabled candidate.

Achievements (as of Mar 2007)

- We have more than 1200 persons with different disabilities registered for employment and training.
- We have placed persons with different disabilities including vision impairment, hearing impairment, physical disability, mental retardation etc
- We have achieved placement of more than 350 persons with disability in the two+ years that the placement cell has been active
- We have created an employable pool of more than 400 persons with disability by imparting various employment related skills
- We have achieved placement in all the major metros such as Bangalore, Mumbai, Chennai, Hyderabad, Kolkata and Delhi.
- We have trained more than 170 persons with vision impairment in computers in regular format, 47 via workshops and 50+ children with our outreach format.
- We have trained more than 50 people who are now computer trainers for the blind. On a yearly basis, we are impacting the training of 400+ blind students indirectly through these trainers.
- Employment placement has been at 50+ companies including prestigious companies such as IBM, ITC group, Shell, Infosys group, Hinduja Group, Aditya Birla Group, TATA group, Mphasis, TESCO, Café Coffee Day and more.
- Placements have been in sectors such as IT, ITES, Services, Retail, Manufacturing, Garments and more. Our candidates are working in roles such as programmer, telemarketing executive, HR executive, trainer, customer executive, brewmaster, medical transcriptionist, helper, customer service attendant and many more.

These achievements have been with an average staff size of 5. In 2007, our staff size is now at 7 members (3 are persons with disability) – 6 paid and one voluntary member.

Management

Enable India is managed by Managing Trustee and Trustee who have combined 24 years of corporate experience in IT industry.

- Ms. Shanti Raghavan who has 12 years of corporate experience in IT industry is the Founder and Managing trustee
- She was awarded the Ashoka Fellowship in Oct 2005, This fellowship is given by Ashoka Foundation, USA to social entrepreneurs whom they believe can bring about wide scale social change and impact (http://www.ashokafoundation.org/node/2640)
- She also received Helen Keller Shell NCPEDP award for employment of disabled from HRD Minister of India in 2005.
- She has been a speaker at prestigious conferences such as NASSCOM conference and Indo US conference.

Success factors

Our success factors lies in our approach

- The collaboration model (employer outreach program) with companies has helped large companies gain confidence in the employment and retention of the disabled.
- Working towards a demand – by working closely with companies, we are able to predict when they would require candidates and hence we have enough lead time to make our candidates employable
- The workplace solutions we have provided to ensure that the disabled can work effectively at the work site is another big success factor.
- We believe in team work and have worked with more than 40 non profit organizations across India for placement, training, consultancy and more. This has helped maximize the impact and help serve the disabled even better
- We achieved all these with the staff size of 3 members till a year back and have now grown to 7 members (50% are persons with disability).
- We have achieved a pan India presence with high productivity and small staff sizes by innovating, applying best practices across companies, cities and sectors and maximizing impact through higher return on effort.
- We believe each individual is different with different challenges and hence our systematic individualized approach through usage of reusable modules has ensured customized training with good quality
- Key enabler for employment has been our expertise on providing the right workplace solution.
- Our learnings are put back into system through knowledge management and reuse
- Our energetic full time staff

As a result of our consistent performance, we are often visible in both electronic and print media, we have been covered on TV in NDTV 247, NDTV Profit and in almost all dailies and magazines like Times of India, Deccan Herald, The Hindu, Standard Hong Kong etc.

For more info about Enable India, please visit: http://www.enable-india.org

Case Studies

1. Jagadish, physically disabled from Hoskote comes from very underprivileged background and did not have any family to turn to for his personal finance. Wherever we tried, there were accessibility issues or required standing to carry out the work. It was very frustrating especially since he was very needy and had a wonderful attitude. We finally were able to find employment in a partially accessible company 'Sutures' where he works on a stationary machine and only uses his hands for his work. He now is able to support himself. However, we have asked him to upgrade his knowledge/skills. This will help him do better in the future at the same company.

2. Sathyabhama, hard of hearing candidate had been seeking job for a long time. We found a job at TESCO where she is empowered for success. This indexing job requires working on the computer with concentration with very less interaction/hearing required. This has made her perform very well.

3. Vishal Sharma is a low vision candidate and hails from Kanpur. He has done his MBA in finance and has been looking for work for more than 5 years. He finally was placed by Enable India at Mphasis as a finance executive. With the help of JAWS and magnifier, he is working with MS Office applications and Oracle apps.

4. Padma Priya, severely physically disabled requires transportation, a wheelchair, an accessible workplace and a helper at her workplace. This narrowed down the list of companies with such facilities and open policies. We prepared her for employment at IBM in global service delivery centre and she was selected in 2006. She now uses company transportation and has been allowed her to have a helper for her personal needs. She also can move around due to the ramps and accessible restrooms. We are very proud of her.

5. Umapathi Naik hails from Davanegere. He has been placed as a librarian at 24x7Customer. He uses his wheelchair in the very accessible facility. The solution provided for him to access the books has been to use lower shelves only. Furniture which will be made from now on will have only lower shelves and will not be made with height. This understanding attitude from the company has opened this job for him.

6. Visually impaired candidate Raghavendra lost his eyesight due to cricket ball hitting him. He did not feel he could continue with his education. He is undergoing computer training at Enable India. As part of his training, his analytical skills, English, learning skills and personality has developed. He has a better awareness of the jobs which are available for visually impaired. He has regained confidence that he can continue his education and wants to do his MBA and get employment with help of this training.

7. (AICB) All India Confederation of the Blind in Delhi gets many visually impaired candidates from around the country for vocational training. Neha, their computer trainer has undergone training at Enable India which has helped her to teach computers to the blind. This will benefit all the candidates who come to their course.

8. Employer outreach programme: This case study helps us understand the power of the employer outreach program. The collaboration with Café Coffee Day (CCD) is an ideal example of how the program can work when the company has . In the initial phase, Enable India did the job identification and identified jobs like brew masters which can be done by hearing impaired. The identification was based on the simple workplace solution developed by which the hearing impaired can effectively do their work. Enable India worked with the trainers to sensitize them on training the hearing impaired and also provided sign language interpreters. Initial pilots were done in Bangalore and the knowledge, evaluation and counseling process was documented. Initial monitoring and feedback helped us improve the evaluation, gap identification and work counseling for the candidates. The long term collaboration helped us develop training modules specifically for CCD. Scalability was achieved over the next two years in six metros and is spreading to smaller towns such as Ahmedabad and Pune soon. The scaling has been done with great team work from esteemed organizations working for the disabled such as National institutes for hearing impaired in the major metros, Deeds, HKIDB and more. The collaboration helps us predict demand which results in getting better prepared candidates in the future. Due to this initiative, CCD gets committed people, the qualified hearing impaired get jobs, and organizations working for disabled have helped facilitate employment for one more person. It is a win-win model for all parties. We are now working on inclusion of hearing impaired material in the CCD, better awareness across CCD management and sign language training for managers.

9. Job identification. This case study shows the multiplier effect that can be achieved with the right job identification in a sector. Enable India made numerous visits to BPO companies to identify job opportunities for the visually impaired. The opportunities exist in plenty but the solutions were not very feasible especially for initial pilots. We finally identified the position of help desk executive who is responsible for tracking, followup and coordination of issues for the internal customers (employees). The workplace solution was made feasible with the screen reader and hands free headset connected to computer and phone. This job identification is now slowly leading to jobs in BPOs across the country for the visually impaired. If more than 2000 BPOs have at least 5 help desk execs and if even 5% of these jobs are given to the visually impaired, it can result in 500 jobs which were not contemplated before...

Registration

Persons with disabilities have been registering for employment and training through walk-ins and through email/post. We had more than **550** registrations last year, up from 370 the previous year and just this quarter our new registrations have been more than 150. This takes the registrations to more than **1200** as of March 2007. This number does not include many email registrations for which we have yet to receive the documentation.

Predominantly, people have registered from Karnataka. But we have quite a few candidates from across the country from far reaching places such as West Bengal, Assam, Himachal Pradesh, Uttar Pradesh, Chattisgarh, Goa, Maharashtra, Pune to closer home such as Kerala, Tamilnadu and Andhra Pradesh. Around 75% are male candidates and only 25% are female candidates with disability. We have a nearly even breakup between the various disabilities such as visual impairment, hearing impairment and physical disability. We do have few people with mental illness, mental retardation, learning disability also registered with us

Computer Training For Visually Challenged

IT and computers is the biggest enabler for the educated blind. It has a deeper impact for the blind than for persons without disability. Computer education for the visually impaired enables them in their basic education, higher education, research, daily living and most importantly employment. In today's environment with paper less offices and information available in the internet, computers represent freedom for the visually impaired and blind.

Salient Features of training

a. Free MS Office training (6 months) being imparted to the visually impaired for the last 6 years
b. Use of innovative resources such as Tactile Diagrams to facilitate this training.
c. Overemphasis on practical to gain speed and accuracy in operations
d. Exercises for exception handling and error proofing so that students know how to independently face issues (which arise due to vision impairment).
e. Along with computers, communication skills and skills for employability are imparted.
f. Real world exposure through real world exercises on the computer, field visits to the bank, ATM and other places where they learn about the usage of computers in different fields. Some students also carry out project work which involves requirements gathering, planning, statusing and execution.

g. Student base from across the country.

Shashikala, totally blind, computer trainee at Enable India, HR trainee at Aditi Technologies has the following to say about our training

> "The quality of the training is such that it helps you gain perfection in whatever you learn. It's completely professional and systematic. Initially I feared to touch the PC or experiment but in course of the training I gained confidence and today I can work quite efficiently to the extent of solving minor problems that might arise while working."

Training formats

We run a **regular six month full time** course which covers MS Office and Internet training.

To cater to candidates who may not be able to attend our regular batch, we have other formats:

1. **Accelerated course**: This is a need based course for adults who need short term individualized training for their immediate job or education needs. Some of these adults may have prior computer knowledge
2. **Summer training**: For students and working adults in the education field, we run a 2 month course where they get a shorter version of the course. We only cover computer training and do not cover other modules such as employability.
3. **Internet Workshops**: Internet represents freedom for the blind. To ensure that more students use the internet effectively, we have conducted 2 week workshops for candidates.
4. **Outreach:** As part of our outreach to other schools and institutions, our faculty conducts training for students at Jyothi seva and BRCVI on Saturdays.
5. **Pilot (children with disabilities) –** Over the years, we have been conducting training once a week for children with disabilities – one visually impaired and two learning disabled children

			2006												2007		
	Location	Students	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Regular Batch	Enable India	13		D	D	D	D	D	D	D	D	D	D				
Regular Batch	Enable India	13						D	D	D	D	D	D	D	D		
Summer Training	Enable India	5				D	D	D									
Evening Batch	Enable India	3	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E
Accelerated Course	Enable India	25	D/E	D/E	D/E	D/E	D/E	D/E	D/E	D/E	D/E	D/E	D/E	D/E	D/E	D/E	D/E
Internet Workshops	Enable India	14						D									
Teachers Training	Enable India	11											D				
Pilot training (children)	Enable India	3	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D
Outreach	Jyothi Seva	25	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D
Outreach	BRCVI	12	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D
Summer Training	Mitrajyothi	5				D	D	D									
Regular Batch	Mitrajyothi	2	D	D	D	D	D	D									
Regular Batch	Mitrajyothi	3							D	D	D	D	D	D			

Impact

In 2006 – Mar 2007, more than **131** visually impaired students have benefited from our computer training.

- **73** students have benefited from our computer training in different formats at the Enable India centre.
- More than **21** candidates (students and trainers) have benefited from our training in collaboration with Mitrajyothi at the IBM Mitrajyothi centre.
- **37** children have benefited due to our outreach program.

Over the years, more than **267** people have benefited, **170** people have benefited from our regular course format, more than **47** people in the workshop format and **50** children in the outreach format.

Compared to previous years, we have been able to serve more persons with disability. This is because we moved to a bigger centre at the end of 2005 where we are able to do parallel training in 2 to 3 rooms.

Employment due to computer training of blind

This heartfelt letter from our student will explain what employment means to him. Vinod Prakash, visually impaired, from Tharikatte village, Shivamoga district, son of agriculturist. Computer trainee at Enable India, HR professional at Aditi Technologies placed by Mitrajyothi/Enable India says:

"When I was doing my PUC, I got vision problem, which changed the course of my education & life. I completed my M A and P G Diploma in which I got 1st rank. Since I was struggling a lot to read & write, I got depressed.

Joining Enable India has completely changed my way of thinking & my way of life. I learnt not only computers which was well guided with a planned curriculum and schedule but also professionalism that the corporate world demands & most importantly true humanism. The instructors were not only brilliant teachers but also nice human beings & of course good friends. I don't think that Enable India needs any testimony or some words by any people to prove its achievement. Its actions itself speaks louder than my words.

The training that I have got in Enable India has opened new possibilities in corporate world for me. Before, it was my belief that lectureship was the only dignified job that I could opt for as a visually impaired. Finally at the crucial stage of placement, they put me on a project, which helped me a lot, where I learnt many basic things like dedication to work, time management & simple things like how to write status report etc. This led me to Aditi Technologies, where I am working as a H R trainee from last 1 year.

Even after the placement we are getting much needed work place solutions, which is most important for us to do our work efficiently & prove our ability to become successful professionals.

Three characters have played major role in the construction of my personal & professional life, which are unforgettable. One is definitely Enable India which enabled me to discharge all my duties as a son, brother, friend & as a human to whom I am always grateful. What can I say other than Enable India is just GREAT.."

One of our visually impaired students, Vijayalakshmi has used her computer knowledge to choose a **unique career option (teaching music online!).** She says:

> "*This course has given me tremendous confidence and knowledge. In fact, learning computers has drastically changed my career as well as personal life in a very positive way. Now I am teaching carnatic music on-line using software called Skype. I am ever grateful to this organization. I feel I am very fortunate to have highly patient and dedicated instructors like Ms. Vidya and others who understood our requirements and taught us accordingly. Over all, truly inspiring!*"

Teachers Training Course

Our objective is to spread computer literacy for the blind in the country since this leads to economic independence for the blind in the long run. To guarantee quality education, we need more quality trainers who use a standardized and formal curriculum.

Hence, we started a teachers training course to train computer trainers who will reach out to more and more blind students across the country.

The goal of the course is to equip trainers to train visually impaired students on computers with the correct and efficient teaching techniques, resource aids & material. We also ensure that the trainers learn standardized methods of teaching and are aware of different techniques to be used based on nature of vision impairment. They are also sensitized to the abilities and needs of the person with vision impairment. Students who learn from such trainers will be practical users of the computer which is key to success of this course. This course is run for 21 days.

Impact

In 2006, **11** trainers from all over India have benefited from this course. These trainers in turn will be spread computer training to more than **200 to 300** students (conservative estimate) every year with a multiplier effect. Over the last two years, more than **50** trainers have been trained.

Trainers being shown tactile diagrams and their use for teaching

Part of the kit which was given to each trainer

Our new trainers are ready to teach (with fun)!

One of the blind trainers getting his certificate

Prashant Naik, computer instructor for blind, XRCVC, Mumbai says

"It was a great experience and we have learned a lot about teaching computers to VI. Shanti Raghavan and Vidya Rao were our trainers and learning from such experienced people from the field was worth it. They taught us special teaching techniques for VI, using tactile diagrams, VI rules for computer operating and exceptions, efficient ways of teaching fundamentals of windows and many other teaching related aspects. Lectures not only included brainstorming but were very interactive with real teaching experiences with students. And of course I experienced how a totally blind person works when I had to do all the practicals with the monitor being off!"

Employment services

Placement Cell

The placement cell activities include

WITH CANDIDATE

- Evaluation of the candidate
- Develop personal development plan
- Back office work - candidate job matching, candidate and company liasing
- Evaluation for work, coordination for pre-employment training
- Work counseling and interview preparation
- Initial hand holding in company
- Post placement need based help

WITH COMPANY

- New job identification
- New company leads generation
- Finding and providing workplace solutions
- Collaborating through Employer outreach program for larger companies
- Conducting access audits, enabling barrier free workplace
- Work with company to develop disabled friendly workplace/policies/strategy

Monuj Tamouli, visually impaired candidate from Assam, M.Phil (IIT Bombay), placed as soft skills trainer, Mphasis by Enable India has the following to say about our cell:

" *There are no words to express my feelings about Shanti's methodical approach and the effort of Enable India family. Be the candidate from east or west of the country, any creed or community, linguistic background it's the same responsibility and affection that is shown by them. The meticulous assessment that a candidate is subjected to prior to placement and the support to resolve my issues at the workplace are remarkable. The remote training offered by them in the way of sending me tutorials for computer training and relevant software is appreciable. My wish is to see the light in lives of many visually challenged and can be possible only because of the painstaking effort by this NGO."*

Evaluation

Initially the evaluation was a simple process. But over the years, we have realized that it is very important that we collect as much information regarding the candidate as possible so that we can assess the candidate well, understand what job they like, what they would suit, understand the gaps in terms of rehabilitation needs, psychology and personal behavior, skills, attitude, risks and solutions/aids required. We now hence streamlined our evaluation process which evaluates the following aspects of a candidate:

- Functional evaluation – extent of impairment which helps us understand what solutions the candidate may require for travel, training, work and daily living.
- English and Aptitude
- Psychological – this evaluation helps us understand factors such as family involvement or protection, real world exposure, expectation level of candidate and attitude.
- Computer skills test
- Skills – some tests are for evaluating skills for manual jobs, IT, BPO, accounts.
- Company or area specific tests – some tests have been created specifically for a particular job or area to ensure a better match for the profile
- Computer training of blind – this evaluation includes tests on English, maths, aptitude, spellings, listening comprehension. These tests help us understand the level of the candidate and to ensure that candidates will be able to benefit from the course.

- Medical transcription of blind – this includes the standard tests as shown above but includes a computer test, and memory test which helps us understand if the student will be able to cope with the amount of medical terminology they have to memorize

The evaluation helps us to develop a personalized PDP (personal development plan) for each candidate to help us address their training needs in a systematic manner. Our future plans include using the PDP to evolve better training schedules for each candidate.

Employer Outreach Program

Our Employer Outreach program helps us build close collaborations with mid to large sized companies for long term employment and retention of persons with disability – we work with the company to do the job identification, and help them with providing a barrier-free environment and the workplace solution to the candidate. We work with them to develop training and assessment for our candidates, conduct disability awareness and sensitization workshop for their managers to integrate our candidates and provide post employment follow up and support. We also strive to be a one stop shop for other services like sign language interpretation (thanks to organizations such as ISH) and providing alternate material such as braille (thanks to Mitrajyothi).

How does this program make a difference?

- By doing a job identification first - we understand the job and ensure that there is a workplace solution in place for our candidates even before the first interview is conducted. We do not send our candidates for interviews till we are **sure** there is a solution and that there are few barriers for the candidate. This helps increase the success rate for our candidates. Even the best candidate can fail if they are not enabled with the solution. For example, if a visually impaired is selected for a job where the screen reader JAWS is not useful, then the candidate cannot work effectively and hence will fail at the job! A hearing impaired candidate who does not have a sign language interpreter during a long training at a BPO, the candidate is setup for failure
- By understanding the company's requirements completely, we only send suitable candidates. This helps build confidence in the company regarding disabled candidates. This also helps candidates – non suitable candidates are not subjected to failure.
- By providing all the services to the company, we encourage the company to recruit and leave the rest to us. This helps them take decisions of recruiting the disabled that much faster!

Melita George, India Program Lead - PwD & FWO [Diversity] says:

" When I look back at all the great work that EnAble India has done in partnering with IBM India till date... I see days which were full of 100% dedication, 100% hard work, and above all, the passion to make a difference! IBM continues its efforts to be a truly inclusive employer for all talent and partnering with EnAble India was a sure step forward towards the goal...The excitement level of the team is contagious and every project we work on has the highest level of quality and professionalism .. Congrats to Shanti and her team at EnAble India and I am excited about what the future holds for us together.... Continue to dream BIG.. !"

Shyamala Deshpande, GM ,HR Café Coffee Day says:

"Enable India partnered with us in a unique pilot programme where we integrated the hearing impaired candidates in a customer facing role in F and B retail. A specially designed training and counseling programme devised jointly with Enable India ensured we had a hitherto uncharted employee segment tapped to release a pool of brewmasters with a professional attitude and commitment to quality ! Today these silent brewmasters ensure every single customer gets the perfect cuppa coffee .

Enable India opened our eyes to an entirely different world of silent performers. It created a revolution of sorts in the way we looked at people capabilities and inspired our entire team to perform and forget our personal bickerings and problems! All we could hear and admire in the hearing impaired brewmaster's programme was their ABILITY TO PERFORM

Today we have created a unique self sustaining business model where corporate social responsibility and business considerations are both given their due and we are delighted with our association with the indefatigable Shanti Raghavan and her team!"

Our employer outreach program helps us collaborate well with larger companies. However, sometimes that is at the cost of not having bandwidth for small companies which can provide jobs for one or two persons with disability. We definitely need to expand our team to meet the employment challenges. Here is a **brickbat** from Suresh of Syban company who was trying to recruit disabled

"With zero proactiveness shown in our case, Enable India has shown a nonchalant attitude"

Candidate Sourcing
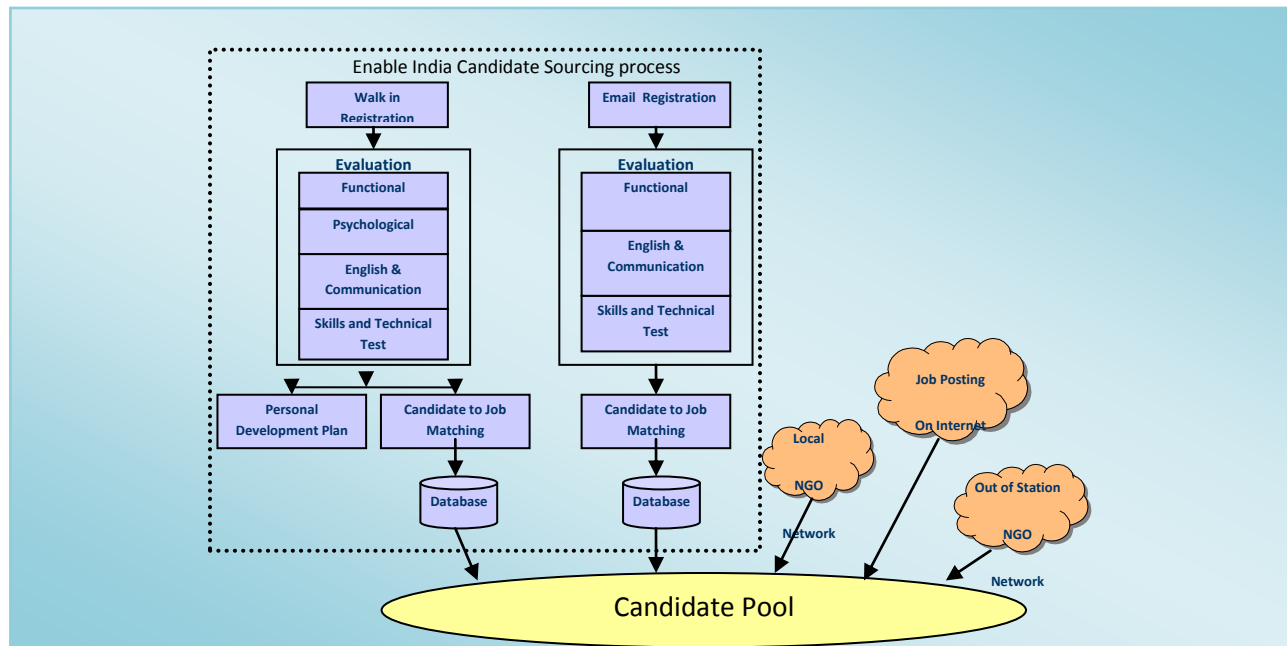
To ensure that more disabled candidates get opportunities, we ensure that we source candidates not only from our own database but also from local and our of station NGO networks. We also use other networking mechanisms such as internet postings and mailing lists (indianemploymentforpwd is a list for employment of disabled, this is moderated by Shanti Raghavan). The above mechanism also ensures that we deliver value to the company since they have the best candidates to choose from.

Demand Creation
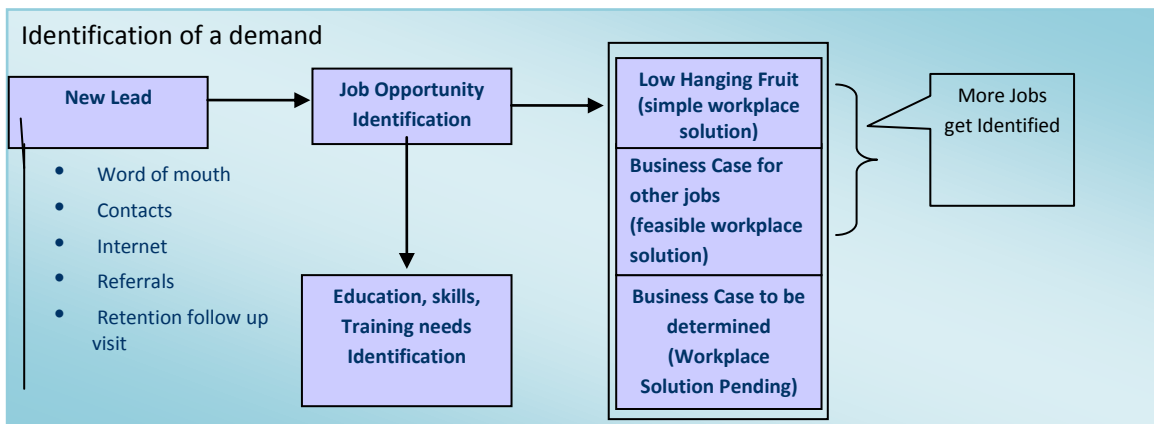
The list of companies that we have placed candidates has grown to more than **56** companies in the 2006/Mar 2007. Some of the new companies where we have made inroads include Reuters, Teamlease, HSBC, Aditi technologies, GD tech pro, Sutures, Thermal transfers, ITC garments to name a few.

In some of the existing companies such as Infosys BPO, TESCO, Mphasis, Windsor Manor, we have been able to identify new types of positions where visually impaired and hearing impaired can be placed with the right solutions

Workplace Solutions

Workplace solutions are solutions provided at the workplace by which the person with disability can work on par with others. The solution involves a mapping of how the job will be done differently by a person with disability. The solution may involve some technology, aids, change in process, change in behaviour, different training and more. We believe solutions in general are simple and can be evolved by most people if they open their mind to it! Solutions may not be completely error-free or error-proof and require some iterations some times.

Highlights

Innovation with Shell results in more jobs for deaf- Till last year, hearing impaired at Shell had limited opportunity as a traffic attendant. With the cooperation of Shell, a communication board was designed by Enable India and Mr. Thoman Xavier of Shell which helps the hearing impaired communicate to customers. This board is now operational. This solution will result in jobs for hearing impaired as customer service attendant in every Shell outlet around the country.

Breakthrough in Infosys BPO for visually impaired due to workplace solution – We have been working closely with Rama Chari to identify areas where the visually impaired can work in operations. We looked at many processes and finally made a breakthrough in the help desk area with the right workplace solution.

Breakthrough in Mphasis, BPO for hearing impaired and low vision– We have been working closely with Mphasis BPO and identified a couple of processes where we were able to identify the workplace solution for hearing impaired and low vision as BPO executive.

Breakthrough in IBM global delivery centre – With the help of existing IBM employees with disability, we identified how a totally blind would work in the area of service management. This has opened this area for the totally blind

Some of our **learnings** – we need to do even better evaluation and counseling to integrate hearing impaired in higher end jobs. Also for low vision candidates, we have learnt that each low vision candidate has different issues due to different medical reasons and hence require different solution. We also have to be careful about the stress on eyes for the low vision candidates.

Jayalakshmi, low vision, daughter of agriculturist, Udupi district, BPO exec at Mphasis BPO

"While working I was facing problems like mobility, reading documents etc. for which I got work place solution from Enable India which trained me on mobility and convinced my managers and HR people to install the magnifier, which helped me to do my work properly with greater efficiency. "
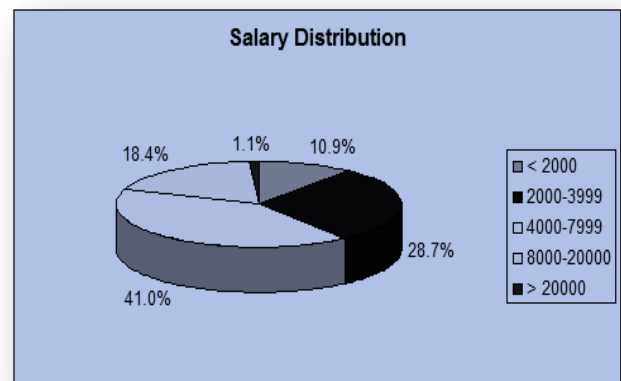
Impact

Placement highlights for 2006/Mar 2007

- We have consistently done around **40+** placements per quarter. See graphs below for more information which takes the total to more than **350** persons in the last two years.
- More than **60%** are earning 4000 Rs or more.
- Placements have happened in varied sectors such as manufacturing, garments, services, IT and ITES
- Our placements have now expanded to Delhi (in May), Kolkata (Dec 2006) and Pune (Feb 2007). This takes the list of cities from **4** (Bangalore, Chennai, Mumbai, Hyderabad) to **7**
- Placements are maximum for hearing impaired, followed by physical disability and then for visually impaired.

Employment Placements

	Q1 2005	Q2 2005	Q3 2005	Q4 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007
Placements	5	23	43	42	44	50	48	58	24

Workplace solutions highlights

In 2006/Mar 2007, we have provided the following solutions. These are conservative numbers:

- Identification of workplace solutions: **17**
- Troubleshooting of existing solutions: **14**
- Workplace solution in progress: **3** interesting ones (modification to existing tailoring machines to make it hand operated for physically disabled, talking LCD display for phones to help visually impaired, using move2voice voice based technology of Mr. Shyam Kedare which has been used successfully by NAB Bangalore for telemarketing by blind)
- Solutions provided in cities: Bangalore, Hyderabad, Mangalore.
- Extra training/counseling for candidates due to solution issues: **10**

Geographical Placement

3.7% 5.8% 0.5% 11.3% 78.6%

Bangalore, Hyderabad, Kolkatta, Mumbai, Pune

Company Placements

26% 40% 4% 6% 7% 7% 10%

Café Coffee Day, Shell, Infosys BPO, IBM, Mphasis, GD Tech Pro, Others(51 companies)

Salary Distribution

18.4% 1.1% 10.9% 28.7% 41.0%

< 2000, 2000-3999, 4000-7999, 8000-20000, > 20000
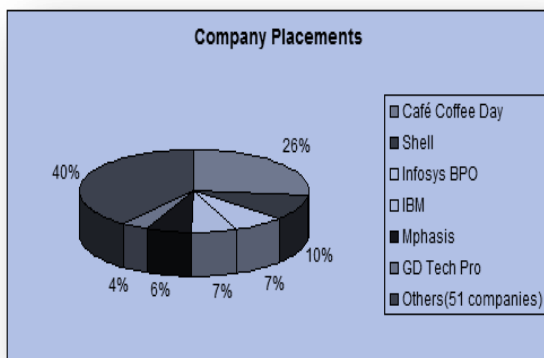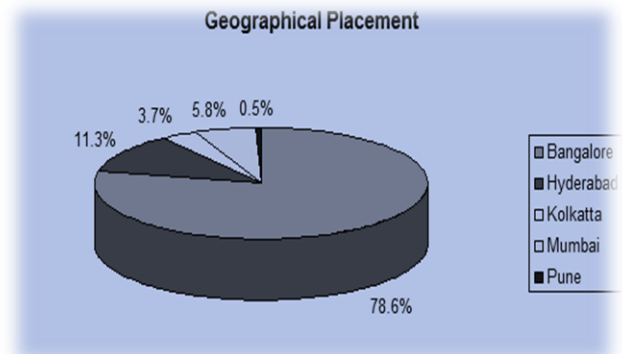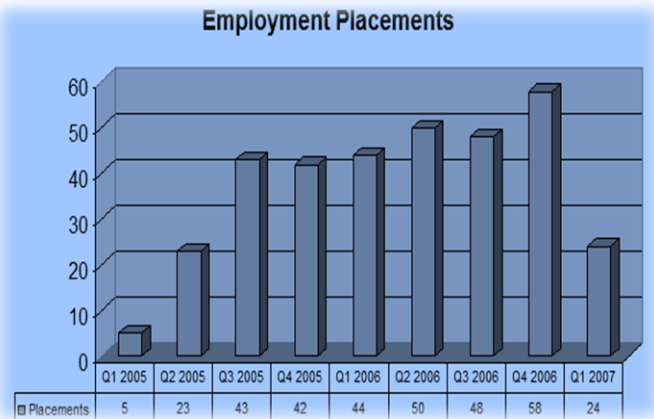
Access Audit

We conduct informal access checks in all the companies where we place our candidates. However, we carried out **one** formal audit for Mphasis BPO last year – a first for us. As part of this report, we have recommended a realistic set of changes they can make which will be cost effective but will take care of the priority items.

Retention

Proactive retention visits by Enable India in the year 2007/Mar 2007 have dropped from previous years. We continue to visit based on issues arising etc. This is however not ideal. The first two months are crucial times and good follow-ups will help better integration by the candidate with disability. We plan to scale our team up to ensure that we can be proactive and have better connection with the companies and candidates.

Placement Cell Standards

How do we compare to other organizations working for livelihoods? What do they feel?Rajiv Khandelwal, Ashoka Fellow, Head of Aajeevika Bureau (working for the livelihoods of unskilled migrant labourers in Rajasthan) has the following to say about us:

"In our own work at the Aajeevika Bureau we struggle with the challenge of providing those with social and economic disadvantages a real competitive edge and advantage. And in that sense Enable India shows us a tremendous example of how to triumph over adversity! The wonderful thing is that it is not just about ideas and constructs. Your training tools, services, placement advise, follow ups, tests and counseling sessions are all very precise and pragmatic tools .. we have already plagiarised some of these so thanks very much for making them available so readily!

The other thing that my team really found very special is the no-nonsense, business and output oriented nature of Enable India's work .. finally there are jobs to be done and disabilities have to be normalised rather than capitalised .. that's something really relevant for us too .. our training and placement work with unskilled migrant labour reminds us always that its excellence that will matter, not the heart tug!!

So thanks for giving us such quality time.. the Aajeevika team came away almost humbled and really fired up too! "

Team work

Employment of persons with disability requires a lot of team work to achieve the expected results. We are grateful to all the institutions across the country who are working towards the same cause and who have worked with us to make this happen. Please see section on institution collaboration and consultancy for details on the institutions. Special thanks to:

Mitrajyothi – Madhu Singhal for her continuous help and advice

APD – Thanks to Mr. Basavaraju, Mr. Joseph, Mr. Gowda, Ms. Amrutha and Ms. Sonia Priya. We worked extensively in the initial stages of the Infosys BPO test and preparation stage. love to collaborate with APD and need to do this more than ever.

VRC, Bangalore – Thanks to Gayathri Madam for sending candidates whenever we put up notices up in indianemploymentforpwd mailing list

Thanks to the following for sourcing candidates locally and facilitating employment

VRC, Hyderabad – Thanks to Dr. Krishna sir, Bhagyam madam who is the psychologist and others.

NIHH, Hyderabad – Thanks to Mr. Ganesh and everybody there for our hearing impaired placements at Hyderabad.

NIHH, Delhi – Thanks to Mr. Gupta and Mr. Majumdar for hearing impaired placements at Delhi

NIHH, Kolkata - Thanks to the centre for hearing impaired placements in Kolkata

Deeds, Mumbai – Thanks to Pratibha and her team for hearing impaired placements at Mumbai

Association for physically handicapped, **Pune** – Thanks to Mr. Kachre and Dhanashree for Pune placmeents

Mr. Satish from Nasik – special thanks to him for absorbing some disabled into his organization. We have provided him with some guidance on employment of disabled. We hope to do many placements in Nasik because of his presence and his efforts there.

Pre-employment services

Impact

Pre-employment training – We have conducted such training in different formats for more than **200** candidates in 2006/Mar 2007.

Computer training for other disabilities – we have trained around **40** physically disabled and hearing impaired candidates on a need basis.

English self learning training – More than **40** physically disabled and visually impaired students benefited from the self learning material which was purchased mid last year. In 2007, around **26** students have been using the services.

English classroom – we have reintroduced the classroom sessions in 2007. Around **25** students are currently benefiting from this training

Interview training and preparation for **200+** candidates from around the country via telephone or in person

More than **30** new modules, docs and/or training exercises created for pre-employment training last year

New modules introduced in 2006/2007

Items	Description
Learning sessions	These sessions help students cope with day to day situations through discussions, feedback, observations and team work,
Analytical skills building	Series of exercises developed to make students develop/use the analytical side of their brain. This training is essential/crucial for dealing with work/life situations
English /communication skills	English is a must for job/life. This is administered through self learning cassette modules and classroom sessions where student is taught spoken English. Written English is inbuilt in many of the computer exercises
Real world exposure	Student is exposed to real world through field visits, project work etc
Employment training	Student is provided classroom or multimedia training material regarding diff jobs, awareness about jobs where disabled are successful, how they have achieved this, workplace solutions which help them, work scenarios/challenges and specific skills development for particular job (based on assessment of candidate's aptitude and interest)
Factory visits/work shadowing/internship	With the help of such visits, the candidates have a better idea of the workplace and gives them much needed exposure and confidence

New content has been developed for following

1. Data entry – we have developed new exercises for data entry. To ensure better quality in the data entry, we have also introduced common sense, memory and quality modules which help candidates to improve in these aspects
2. Job analysis training – Candidates have to analyze different jobs from all walks of life (such as a vegetable vendor) to understand the meaning of skills, aptitude and attitude for different jobs
3. Aptitude test preparation – we have created documents to help students with aptitude test preparation
4. Post employment – we have created a simple rule book for candidates who get employed. This rule book helps them understand some basic guidelines to help them do well at their workplace

5. Awareness about disabled employed in companies – we have started compiling information about candidates who are working in companies. This text material and/or audio is proving useful for candidates by increasing their awareness and confidence
6. English training – We are now introducing new modules to develop four aspects of language -

listening comprehension, reading comprehension, speaking and writing. Experimental modules in listening comprehension for level 1 students have been created.

7. Flash presentation developed to build awareness about disabled

Shashikala says

"The placement training and the interview preparation makes one feel extremely confident over any kind of fear or apprehension of an interview. This is my own experience. I hardly felt uncomfortable even though it was my very first interview."

Training Framework
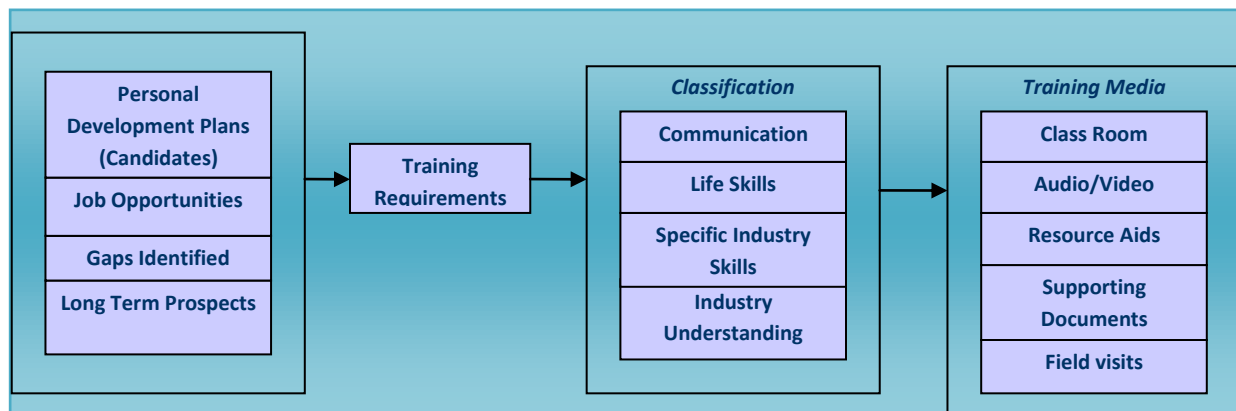
Our training methodology has evolved over the years. 2006/Mar 2007 saw us expanding our training media apart from regular classroom training. Through the use of multimedia material and through constant re-use, we ensure that we maximize the scarce resources at Enable India. It also helps us have distributed training with partner NGOs and also allows persons with disability who have constraints such as location, severe disability, mobility or travel constraints to access these training via CD or internet.

Prior to 2006, all our training was in our premise. This limited the access to our training. By providing work counseling material in multimedia format, long distance candidates are being prepared remotely to a great extent after which face to face sessions take care of the rest. This helps the candidates become truly become employable and are increasing their chances of getting employment.

Ashish Jha, visually impaired from Kolkata, placed in global service delivery centre of IBM says

"Enable India sent me the CDs of various materials to Kolkata. This helped me to prepare myself for the service management interview which they arranged for me in Kolkata"

Impact

We have created **149** modules which allow us to standardize our training and provide quality. Breakup below:

Module	Number	Usage	Description
JAWS audio training	98	Daily	These audio files has the teachings for various MS Office topics. The teaching techniques used are visually impaired specific. These audio files are distributed as part of our teachers training course
Audio/Video Disability specific/Rehabilitation	6	Weekly	These address disability specific issues such as counseling for hearing impaired, why mobility is important for blind etc.
Multimedia employment /Company/position specific training	37	Weekly	The modules are very specific for companies such as Café Coffee Day, GD Tec and for positions such as service management, Customer service, accounts, MIS, Receptionist, programming etc
Enable India Induction (Audio)	8	Monthly	Used by staff and volunteers

Case study: Multimedia video for hearing impaired counseling

Placing the hearing impaired in multiple cities for Café Coffee Day/Shell required us to travel to these cities, work with a partner NGO, evaluate candidates based on our standardized tests. We then provide work counseling because many hearing impaired have nil real world exposure (since it is a silent world for them – very often even their parents do not know sign language or cannot effectively communicate with them). We have made a simple video to help counsel the candidates. In this we explain the work hours/shifts and why it is required. We explain why they need to work on weekends/festivals. Work ethics is emphasized with parallel examples using cricket. This helps the candidates learn without using too many words through signing. This video may help the candidate directly or will help the sign language interpreter to explain the details to the candidates

Case Study: Audio module (rehabilitation of visually impaired)

*Mobility/Independent travel is critical for visually impaired. If they need to work in a company, they need to be able to travel independently. Very often, when the candidate is counseled about mobility, they agree to learn but finally do not learn how to use the cane etc.. This is understandable because it is such a big step to overcome the fear and apprehensions of traveling alone. However, our job is to make them **do** this action. We have created a simple audio where there is a scene acted out between an HR manager of a*

company who has interviewed a bright visually impaired person. The HR manager shows his reluctance to take the good candidate since he is worried about the candidate's dependence on parents for travel, about his safety since he does not use a cane and overall issues of attending meetings and overdependence on others. This simple scene has proved to be more effective than our counseling and helps to have the desired effect. This also has helped our trainers, since all trainers cannot have the counseling skills. We hope to polish this audio module even further and make it available to any institution or candidate

Support services

Counseling services

Our counseling is handled by staff who work on employment and training and are of various types:

1. Registration and evaluation – all candidates are given some counseling when they come to register.
2. Group counseling sessions – these are generally for attitude development, setting expectations, and help to cope with the challenges in life
3. Job counseling – Working with the candidate in multiple sessions to develop attitude and confidence, setting expectations, helping them to cope with pressures of not having a job yet and helping them develop in the mean time.
4. Retention counseling – dealing with work problems, pressures, issues at work or home which can or will affect job or retention
5. Personal or Family counseling – these are longer sessions which require us to understand the personal or family issue and can take many sessions before we can results which help the candidate
6. Post placement counseling – we have added this recently. It is mandatory for candidates to attend a session after they get placed. We stress the importance of their job
7. Company specific counseling – in some places where we have provided many jobs to disabled, we meet the candidates only of the company and check their well being and address issues in a group or individual mode

We do not have a professional counselor. However, our counseling service is key to the success of anything we do at Enable India.

Impact

On an average, we provide counseling to candidates through at least **150** sessions every month, of duration which can range from 15 minutes to 2 hours or more. A rough conservative estimate would be more than **2000** counseling sessions in a year.

Hostel services

We started a PG for persons with disability in Oct last year (Thanks to Mr. Ravi Sundararajan). The students have to pay a nominal amount to stay there or can pay after they get a job. On an average 5 people have been staying there every month. This helps us accommodate out of station candidates for employment and training

Transcription services

Transcription services are done sporadically and help our students for their education or job. In 2006/Mar 2007 we have provided transcription for **17** books ranging from English, Medical transcription, BA material and more

Mobility Training

This is a new service we are offering. We have provided mobility training for **8** students starting Jan 2007. Institutions such as NAB have been providing these services for years. Most of our students will continue to be routed to such organizations.

Institution Collaboration and Consultancy

We are very excited about a couple of new partnerships with mainstream educational institutions:

1. Aakson's Insitute for Medical Transcription – we have collaborated with this institute who will provide quality training to our visually impaired students which will result in placements. We have companies in Bangalore and Chennai who are ready to take qualified candidates. We are providing the disability specific training to the faculty, specific modules to be added to training, resource aids to be used, on job training format for visually impaired, computer training modules for MT specifically and monitoring of the candidates.
2. XLNT, Hyderabad – is another mainstream education institution which has been commissioned by government to train visually impaired. We have provided them with visually impaired specific training when their faculty came to Bangalore. We also devised a simple curriculum for them. We are also providing them with our exercise modules and multimedia material to be used.
3. Dept of disability, Karnataka– We have been working with the government to evaluate the training being conducted by their education partner. We also participated in the awareness workshop conducted by APD where our staff (Vidya/Sandesh) conducted a couple of modules.

Other institutions that we have been associated with (apart from the NGOs mentioned in earlier sections) include:

NAB, Karnataka – we have been working with them to provide workplace solutions in IT areas or for placements of the visually impaired.
Spastics society of Karnataka – we have been working with them to evaluate some of the candidates and find data entry jobs for them. We have just started
MBA foundation – we are partnering with them to provide more jobs in Mumbai
Xaviers resource centre for visually challenged – we have provided some of our multimedia material along with exercises to enable their students. We have just started working with them to place their bright visually impaired candidates. We hope we can be of service to them

Spastics society (NJDC) Mumbai – we are just starting to work with them to get their candidates placed in Mumbai

Asha deep school for blind, Bidar – provided help with JAWS, awareness building regarding computer training

BPA, Ahmedabad – we have just started working with them and hope to have a fruitful partnership with them

LCI centre – we are starting computer training for physically disabled and hearing impaired specifically soon. Curriculum preparation is underway.

Mobility India – we have just started collaborating with Mobility India to develop curriculum mentioned above.

Pratibha K Rao, COO of Deeds Public Charitable Trust says

> *"Our dealing with Enable India has been for the last 1 year in terms of seeking suitable job placements for the hearing handicapped in Mumbai.*
>
> *Our experience with Enable India has been immense. Enable India has set the bench mark for recruitment of the hearing handicapped by their quality counseling and identifying the right candidates for the right job. Enable India has proved to be very positive and a motivating force for the hearing handicapped. Today thanks to Enable India, many deaf youth have found gainful employment and a bright future. Enable India has set a high standard and blazed a trail for others to follow."*

Meenakshi madam from MBA foundation says

> *"We at MBA foundation are delighted to be associated with you in person and Enable India as an organisation. We get the special vibration from you to achieve the most difficult task - empowering persons with disabilities through employment. We admire you for your success in this area and wish to follow many of your steps in getting more and more pwds mainstreamed."*

Awareness and Advocacy

In a small way, we have been responsible for spreading awareness among the disabled, corporates, media and in the right forums where decision makers are present.

Disability awareness workshops within companies

The format is interactive and participative. The goals of the workshop are

- To gain respect and dignity for persons with disability
- Create more awareness about disability
- Make participants realize disabled are/can be useful members of society

- Ensure inclusion is in DNA of company (action orientation)

TRAINING METHODOLOGY used is non invasive using self observation and humor. Participants develop new perspectives by challenging their thinking and through self discovery. We also make participants understand the value of inclusion and show them how to build inclusion in their actions. By using practical day to day examples, inclusion becomes a way of life for the participants

Formats: We have different formats for the workshop with durations ranging from 1.5 hours to 4/8 hours. However, the 1.5 hours workshop is the most popular since most people can attend such a course with no issues

Impact

We have conducted **7** workshops in 2006/Mar 2007 in **3** cities (Bangalore, Mumbai and Pune) in companies such as Mphasis, IBM, HSBC.

Forums & Conferences

Shanti Raghavan was a speaker at the following forums in 2006/Mar 2007:

- May 2006, Delhi: CII conference on Disability: Mainstreaming the Marginalised: Shanti spoke in 2 panels regarding employment of disability
- Aug 2006, Bangalore: CII conference on disability
- Dec 2006, Bangalore: Indo-US conference on adults and children with disabilities. Shanti presented material on training and employment of disabled for ITES. She also was a co-speaker for the IT camp organized by IBM
- Feb 2007, Mumbai: NASSCOM conference: Shanti was a speaker at this prestigious conference where the top management from different industries was present along with political dignitaries. She had a 15 minute presentation on employment of the disabled
- Mar 2007, Bangalore: CII breakfast meet with CEOs
- From Oct 2006: She is part of the CII disability forum of Karnataka

Rufina Fernandes, CEO , NASSCOM Foundation says

" I was fortunate to have met with Shanti last year, although we have tried to get in touch even in my previous avatar as Head of CSR in an IT company. Shanti is a brilliant example of what I call the "Power of One" – which is the contribution starting with one individual, multiplying through the sharing of passion, enthusiasm and spirit of the cause to reach out to many many others who need the support…. Like what Mother Teresa and Mahatma Gandhi were able to achieve in their life times.

I sincerely hope that Enable India under the leadership of Shanti is able to reach greater heights in helping the people with disabilities understand and achieve their true potential.

Shanti has inspired and motivated me to continue to focus on the cause of disability which we are doing through NASSCOM Foundation in our own little way.

We wish Enable India all the very best in everything they do and plan in the future. We will support them always"

S. Viswanathan, Managing Director, John Fowler (India) Pvt. Ltd.,and Chairman, Disability Forum, CII, Karnataka says

"I have very positive views about Enable India and its activities. Ms. Shanti Raghavan is a very active member of the Disability Forum of CII, Karnataka. Her commitment and that of Enable India for the cause of persons with disability (PWD) come out very strongly during our interactions. It is not merely the jobs that Enable India strives to get (with great degree of success and lot of efforts, I must say) for PWDs but also the work it does in providing workplace solutions and training to PWDs that deserve a special mention. Organisations like Enable India do a thankless task and they need the support of everyone."

Events: IT Camp at Xaviers College

This event was held in September and was sponsored by IBM. It involved a 2 day outreach for 16 visually impaired college students of St. Xaviers College. Shanti Raghavan was the external consultant who designed the camp events/structure and also conducted most of the sessions along with sessions by veteran IBM-ers. The goal of this camp was to create awareness about the IT field in general – modules covered included networking, BPO / ITES and General IT. Also to create an awareness on possibilities of visually impaired in IT: What careers are possible, Examples of successful careers, awareness on the solutions on how to make it happen

The 2 day camp was memorable and ended with an amazing session at the IBM office in Mumbai where the students had a very interactive session with the senior managers.

Media

Last year, we were able to spread awareness through media in the following manner:

1. NDTV 24x7 – We showcased simple workplace solution for hearing impaired. This was aired in a prime time slot during weekdays. On the weekend, they aired this as part of a half hour program.
2. Newspaper: Enable India's quotes on employment of disabled, about jobs in BPO, about training and accessibility in national papers such as Times of India, Indian Express, The Hindu,Telegraph and local papers such as Deccan Herald, Mumbai Mirror.

Resource Mobilisation

Individual donors

Enable India has always relied more on donations due to word of mouth of the work we do. Hence individual donors play a very big part in giving us support. We value the contributions that people from all walks of life have provided to us. We value most when our own candidates and students support us since it is a validation of the work we do

Dinesh, visually impaired programmer, one of our donors says

"From the time I have known your organization, every time I have seen absolute love and passion put in to each action. Why Enable India is able to do outstanding work, is the love for each human being without discrimination. I have personally observed your interaction with people, and amazingly, "everyone is equal" is visible in your actions

All of us have desire to contribute to the society in one or the other way. I prefer to do it with an organization which is efficient, has passion, and top of all, treats each human being with equality and love. And I have seen all the above in your organization."

Corporate sponsorship

We are grateful to corporates who have helped support us with cash or with equipment: IBM, Canara Bank, Symphony services, Picorp, Dendrite. We are also grateful to companies such as IBM, Shell, Café Coffee Day, HTMT and Mphasis who have now started donating money for services such as placement or workshops rendered to them.

Bhavya, Picorp, Aditi Technologies writes

"Inspite of all the uncertainties of an upcoming organization - be it the infrastructure problems or the need for trained staff or the response of the disabled to the training, what convinced us here at picorp is the positivism that inspires Enable India that is visible in Shanthi's hopeful mirth filled with childlike enthusiasm to work and work more facing all the odds to bring about that unknown confidence in the minds of the disabled.

Enable India is a silent revolution that dreams of an all inclusive society where nothing is excluded. This is what we believe shall empower not only the disabled, but also our nation."

Shahina, Symphony services – which has been a donor to Enable India says

"What amazed me and the rest of us who went there was the easy efficiency and independence of the people running the place though they were visually challenged. It sort of shook us from that distant attitude of having come to visit an NGO and brought us face to face with the reality which suddenly seemed such a huge challenge and as an enlightenment came the reality of watching everything happening as it should happen, everything going on as normal.

With awe and respect we went on as Mr. Subbiah showed us the different sections and the different educational tasks that were being undertaken as a daily activity for the visually challenged. They showed us how the students could use everything from Word, to Excel to the Internet with the aid of a voice based software. The effort and the sheer detail that is gone into these tasks which the rest of us take for granted was mind boggling! Most of the tutors themselves are visually challenged. What remains most in our heads about the environment at Enable India is the sheer determination and will and richness of spirit."

Mumbai Marathon

The trustees of Enable India participated in the marathon to raise money. Though the money raised was modest, we feel that we have understood how we can leverage the marathon to effectively raise funds.

Volunteer Support

None of the work at Enable India would be possible without the support of volunteers. We plan to take the help of our volunteers even better in 2007. As a first step for volunteers to stay connected with us, we have formed a mailing list for volunteers (volunteersofenableindia – yahoogroups) and also have a blog (enableindia.wordpress.com). We thank Ashoka fellow Vishal Talreja of Dream a Dream for providing this idea to us!

Anitha Murthy, Volunteer for the last 7 years and now board member says

"EnAble India is, to me, a very unique NGO. Unique because its vision is path-breaking and brings a completely new perspective to the current NGO scenario. EnAble India is also vibrant and enterpreneurial in nature. It combines all the flair of a professional startup to the social responsibilities of an NGO, and that in itself, is highly commendable. Its uncompromising stand on quality, and its constant endeavour to go for a win-win, despite all odds (and the odds are quite considerable), is what makes it so special. No task is too little, no problem insurmountable. It is this upbeat and positive attitude that makes EnAble India achieve its objectives with such admirable success.

Hats off to the team, and to Shanti for their untiring efforts in being true EnAblers!"

Enable India Facts

Registration Information

Enable India is a registered charitable trust under the Karnataka Societies Registration Act of 1960. (Registration No: 394/1999-2000).
Communication address: #694, 6A Cross, Koramangala 3rd Block, Bangalore 560034
Work address:#12, KHB Colony, Koramangala 8th block, Bangalore 95
Enable India was founded in 1999 by software engineers Shanti Raghavan & Dipesh Sutariya, who has known disability at close quarters within their family.

After having successfully rehabilitated their loved one, they are now using their know-how & insights to empower others. Shanti and Dipesh bring a professional approach to social service, drawing from combined 24 years of experience in the corporate world.

Board Members

Name	Designation	Competency
Mr. Dipesh Sutariya	Trustee	Management and operational expertise
Ms. Shanti Raghavan	Founder and Managing Trustee	Expertise in training and employment of disabled, Social entrepreneurial skills

New Board Members inducted in 2007

Name	Designation	Competency
Ms. Anitha Murthy	Volunteer, Enable India, Technology Consultant	Employability skills training, disability expertise, IT focus
Ms. Madhu Singhal	Founder, Mitrajyothi	Disability and NGO sector expertise
Mr. Sriram Bharatam	CEO, Iridium Interactive	Business and social Entrepreneurial skills
Mr Venkateshwara Nishtala	COO, Rediffmail.com	Senior management expertise, Technology focus

Name and address of auditors.

Ravi Lobo, Chartered Accountant,
No.404 Prestige Meridian-2, Mahatma Gandhi Road, Bangalore-560 001
Phone:080 25591702.

Names of main bankers

Bank	Location
Vijaya Bank	Koramangala
ICICI Bank	Koramangala
SBI Bank	Jayanagar

Staff

Name	Voluntary/ Paid	Full/Part time	Gender	Person with disability	Nature of disability*	Role
Shanti Raghavan	Voluntary	Full time	F	No		Employment and Training, Training framework
Vidya Rao	Paid	Full time	F	Yes	VI	Training and Employment, Back office
Iti Rakshit	Paid	Full time	F	No		Back office, Employment, English Training
Mansoor Baig	Paid	Full time	M	No		Admin coordinator
Shubhranta Pattnaik	Paid	Full time	M	No		Front office
Sivakumar	Paid	Full time	M	Yes	VI	Computer Trainer, System Admin
Subbiah Sankaralingam	Paid	Full time	M	Yes	VI	Funding and volunteer management

We have some trainees (all persons with disability) working at Enable India. Some of the trainees will continue at Enable India. Others will be placed in other organizations.

Name	Voluntary /Paid	Part time/ Full time Trainee	Gender	Person with disability	Nature of disability*	Position
Gopal	Paid	Trainee	M	Yes	VI	Computer trainer for blind
Sandesh	Paid	Trainee	M	Yes	VI	Computer trainer for blind
Suresh Kumar	Paid	Trainee	M	Yes	VI	Computer trainer for blind
Geetha	Paid	Trainee	F	Yes	VI	Mobility instructor, English training coordinator
Afzal	Paid	Part time	M	Yes	HI	Computer trainer for hearing impaired

*VI – visually impaired *HI – hearing impaired

Staff Salary

Head of the organization (Managing Trustee): nil
Highest paid: Rs. 15,000
Lowest paid: Rs. 1000 (trainee)

Salary Band	Total Staff
0 – 3000 Rs *(Trainees only)*	*5*
3001 to 6000 Rs	2
6001 to 10000 Rs	3
10000 to 15000 Rs	1
15000+	0

Enable India Staff

	2004	2005	2006	2007
Person With Disability	2	2	3	3
Person Without Disability	1	2	2	4
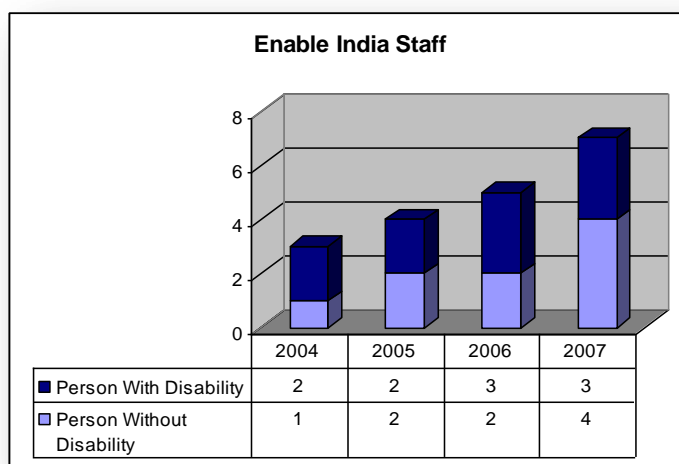
Financials

FORM NO. 10B

[*See* rule 17B]

**Audit report under section 12A(b) of the Income-tax Act, 1961 in
the case of charitable or religious trusts or institutions**

We have examined the balance sheet of **ENABLE INDIA** as at 31st March 2007 and the Income and Expenditure account for the year ended on that date which are in agreement with the books of account maintained by the said trust.

We have obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of the audit. In our opinion, proper books of account have been kept by the above named trust visited by us so far as appears from our examination of the books.

In our opinion and to the best of our information, and according to the information given to us, the said accounts give a true and fair view -

(i)   in the case of the Balance Sheet, of the State of Affairs of the above named trust as at 31st March, 2007, and

(ii)   in the case of the Income and Expenditure account, of the excess of Income over Expenditure of its accounting year ending on 31st March, 2007

The prescribed particulars are annexed hereto.

for RAVI LOBO & CO.,
Chartered Accountants

Place: Bangalore   **Sandhya Pai**
Date: 08.06.2007   **Partner**

```
          HO :No. 404, 4th Floor, Prestige Meridian – 2,
             Mahatma Gandhi Road, Bangalore – 560001
    Tel : +91+80+ 2559 1702 / 2558 6940 Fax :  +91+80+ 2559 1701
               Branch: 33/8, 12th Cross, 8th Main,
               Malleshwaram, Bangalore – 560 003
                Tel: +91+80+2334 9797 / 2356 7126
```

		ENABLE INDIA			
		694, 6th A Cross, III Block, Koramangala			
		Bangalore - 560 034			
		Balance Sheet as at 31st March, 2007			
LIABILITIES	**Amount Rs.**	**Amount Rs.**	**ASSETS**	**Amount Rs.**	**Amount Rs.**
General Fund :	-		**Fixed Assets:**		
Opening Balance	3,85,363		Refer Schedule 1		5,60,296
			Deposits:		
Add: Excess of income over expenditure	8,94,503	12,79,867	Rent Deposit	1,80,000	
			Sundry Deposits	10,000	
			Telephone Deposit	500	1,90,500
			Current Assets:		
			Cash at Bank	5,31,738	
Current Liabilities:			Cash in Hand	2,652	5,34,390
Refundable Deposits	1,800				
TDS Payable	3,519	5,319			
Total		**12,85,186**	**Total**		**12,85,186**

ENABLE INDIA		
694, 6th A Cross, III Block, Koramagala Bangalore - 560 034		
Income & Expenditure Account for the year ended 31.03.2007		
Particulars		**Amount Rs.**
<u>**INCOME**</u>	-	
Donations received		22,50,254
Interest from S.B.Account		9,658
Miscellaneous Income		13,087
Total		**22,72,999**
<u>**EXPENDITURE**</u>	-	
Adverisement Expenses	-	7,345
Bank Charges	-	2,996
Books and Periodicals	-	980
Computer Maintenance	-	51,080
Conference Charges	-	3,399
Depreciation	-	3,46,155
Electricity charges	-	23,501
General Expenses	-	3,121
Office Maintenance	-	22,202
Postage & Courier	-	3,255
Printing & Stationery	-	30,425
Professional Charges	-	2,02,953
Rent	-	2,16,000
Repairs & Maintenance	-	32,883

Salary and stipend	-	2,27,743
Staff Welfare	-	1,212
Telephone & Internet charges	-	69,345
Training & Seminar Charges	-	93,956
Travelling & Conveyance		38,457
Water charges		1,490
Total		**13,78,496**
Excess of income over expenditure		**8,94,503**

ENABLE INDIA		
694, 6th A Cross, III Block, Koramangala		
Bangalore - 560 034		
Receipts and Payments Account for the year ended 31.03.2007		
Particulars	**Amount Rs.**	**Amount Rs.**
RECEIPTS	- -	
Opening Balances	-	
Cash at Bank	1,61,083	
Cash in Hand	242	1,61,325
Donations received		22,50,254
Interest from S.B.Account		9,658
Miscellaneous Income		13,087
Refundable Deposits		1,800
Total		**24,36,124**
PAYMENTS	- -	
Expenses	- -	
Adverisement Expenses	- -	7,345
Bank Charges	- -	2,996
Books and Periodicals	- -	980
Computer Maintenance	- -	51,080

Conference Charges	– –		3,399
Electricity charges	– –		23,501
General Expenses	– –		3,963
Office Maintenance	– –		22,202
Postage & Courier	– –		3,255
Printing & Stationery	– –		30,425
Professional Charges	– –		2,22,062
Rent	– –		2,31,246
Repairs & Maintenance	– –		32,883
Salary and stipend	–		2,32,743
Staff Welfare	–		1,212
Telephone & Internet charges	–		69,345
Training & Seminar Charges	–		93,956
Travelling & Conveyance	– –		38,457
Water charges	– –		1,490
	– –		
Fixed Assets	– –		
Computers & Software Purchased	–	7,05,657	
Furniture & Fixtures	–	46,100	
Office Equipments	–	56,188	
UPS	–	11,250	8,19,195
	–		
Current Assets	– –		
Deposits	– –		10,000
	– –		
Closing Balances:	– –		
Cash in Hand	–	2,652	
Cash at Bank		5,31,738	5,34,390
Total			**24,36,124**

ENABLE INDIA								

Schedule-1

Depreciation on Fixed Assets

Particulars of Assets	Gross Block as on 01.04.2006 Amt. (Rs.)	Additions		Deletions	Gross Block as on 31.03.2007 Amt. (Rs.)	Rates %	Depreciation Amt. (Rs.)	WDV as on 31.03.2007 Amt. (Rs.)
		<180 days Amt. (Rs.)	>180days Amt. (Rs.)					
Computers including software	62,099	1,47,140	5,58,517	-	7,67,756	60%	2,93,100	4,74,657
Furniture & Fixtures	8,899	7,600	38,500	-	54,999	10%	21,449	33,550
UPS	16,257	-	11,250	-	27,507	15%	13,129	14,378
Office Equipment	-	5,400	50,788	-	56,188	15%	18,476	37,712
TOTAL	87,255	1,60,140	6,59,055	-	9,06,450		**3,46,155**	**5,60,296**

Details of Amounts accumulated / set apart - Section 11(2)

Sl.No	Financial Year	Total Revenue Rs	Amount Utilised Rs	Amount Accumulated Rs	Allowable Accumulation u/s 11(2) Rs	Balance C/f to be utilised	Utilised subsequently		Balance	To be utilised by
							Amount Rs	Year		
		(1)	(2)	3 = (1) - (2)	4 = 1 x 15%	5=3-4				
1	2000-2001	67259	67775	0	16814.75	0				
2	2001-02	1513	7300	-5787	378.25	-5787				
3	2002-03	520	5040	-4520	78	-4520				
4	2003-04	1,498	12,096	(10,598)	224.7	-10598				
5	2004-05	4,42,068	2,92,874	1,49,194	66310.2	149194				
6	2005-06	680542	6,75,114	5,428	102081.3	5,428				
7	2006-07	2274799	21,99,491	75,308	341219.85	75308				
8	2007-08	0	0	-	0	0				

NOTES TO ACCOUNTS:

A. SIGNIFICANT ACCOUNTING POLICIES:

1. METHOD OF ACCOUNTING:

a) The accounts of the trust have been prepared under historical Cost Convention
 basis and using the cash method of accounting unless otherwise stated hereinafter

b) Accounting policies, not specifically referred to, are consistent with the generally accepted accounting policies.

2. FIXED ASSETS:

a) Fixed Assets are stated at historical cost less depreciation.

3. DEPRECIATION:

a) The Trust provides depreciation on fixed assets on Written down Value Method, at the rates prescribed by the Income Tax Act.

4. INVESTMENTS: Investments are stated at cost.

Ravi Lobo & Co.
Chartered Accountants

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Mahatma Gandhi Road, Bangalore – 560001
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Malleshwaram, Bangalore – 560 003
Tel: +91+80+2334 9797 / 2356 7126

Sponsor disabled candidates for…..	Sponsor candidate (per month)	Sponsor project (per month)
English Training	Rs. 300	Rs. 15000
Employment Training	Rs. 1600	Rs. 57000
Computer Training for Blind	Rs. 3500	Rs. 60000
Computer Training for Other Disabilities	Rs. 500	Rs. 20000
Placement	Rs. 1900	Rs. 49000

All donations to EnAble India are tax exempt under section 80 G of the Income tax Act.

Cheque payments in favour of 'EnAble India'. Please mail /deliver your cheque to:

EnAble India

#694 6A Cross, 3rd Block Koramangala,   Bangalore 560034
Karnataka, India

Office Location: #12 KHB Colony, Brahma Kumari's Road, Bangalore 560095, Karnataka, India
Phone: +91 (80) 25714842/ +91 (80) 41101390 / +91 9845313919
Email: enableindia_support@gmail.com
Website: www.enable-india.org