



Deloitte.

Impact assessment of FY 2020-2021 CSR
grant

Bank of America N.A., India Branches

November 2023

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Overview of the assessment by Deloitte

Objective of the assessment

In compliance with the robust governance protocols that govern the decision making and management of CSR at Bank of America National Association, India Branches, Deloitte was tasked with conducting impact assessments of projects funded from the CSR grant for FY 2020-21.

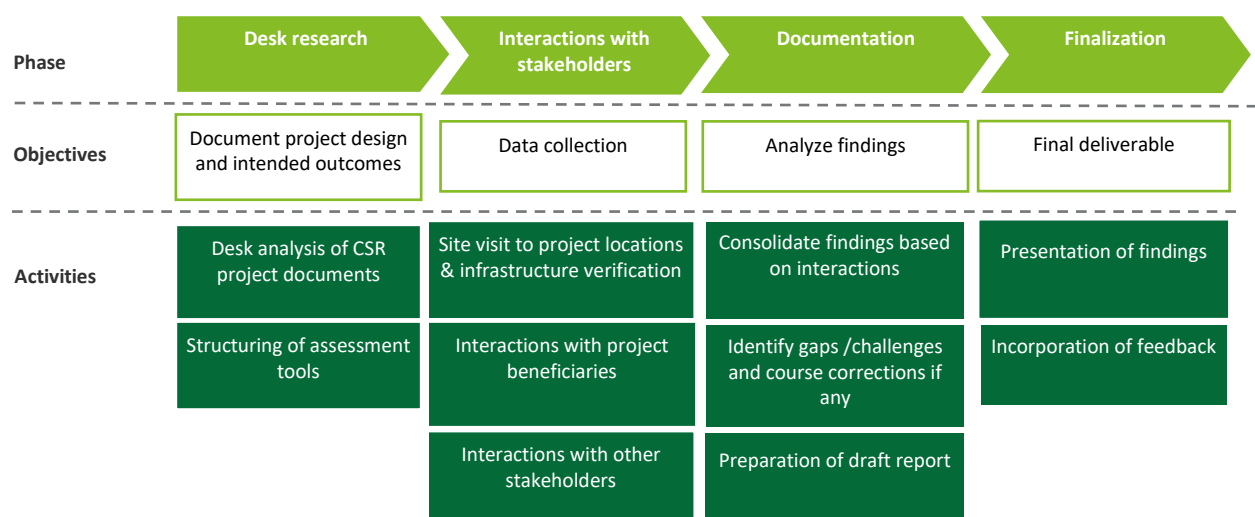
The assessment was conducted using a mixed research design. The data for the impact assessment was collected using customized data collection tools through document review, and key stakeholder and beneficiary interactions (on a sample basis). The primary data was collected through an optimal mix of field visits and surveys. The data collection was followed by a phase of analysis and documentation of observations and findings.

Approach and methodology

The evaluation exercise assessed the impact of these projects in line with the Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles (2019):

1. **Desk review and secondary research**- Preliminary project documents were studied. This includes review of project documents such as project proposal, budget, quarterly progress reports, monitoring reports, project MIS, etc.
2. **Stakeholder mapping**- Initial calls with implementing partners to identify the primary and secondary stakeholders for the project were held
3. **Sampling plan**- A sample was selected across different types of stakeholders to base the results of this study. This sample was covered through research tools like Focus Group Discussions (FGD), Key Informant Interviews (KII), observations, surveys, knowledge checks, infrastructure checklists, etc. For this study, Deloitte has employed various sampling techniques to select sample stakeholders.




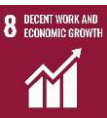



The programmatic review and impact assessment of the CSR initiatives was then executed in a phased manner. The four main phases are outlined below:



Findings from the impact assessment are presented in the following section. Detailed impact reports for individual projects are available for management consumption.

Findings from the impact assessment

PRADAN (Professional Assistance for Development Action)

| Grant amount | Project period | Project location | | | | | | | | |
|---|--|--|--|--------------|------------|---------|--|--|-----------|-----------------------------------|
| INR 6.5 cr. | April 2021 - March 2022 | Jharkhand, Odisha | | | | | | | | |
| Project overview | BANA's one year CSR grant to PRADAN aimed to empower women farmers through renewable energy access & promotion of economic institutions | | | | | | | | | |
| SDG alignment | <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> | | | | | | | | | |
| Methodology | <ul style="list-style-type: none">Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessmentWindow Energy Performance (WEP) Energy Transition Indicators and UNDP's Results Based Framework were used for developing KPIs as per the project and used as the basis for the programmatic reviewPrimary and secondary stakeholders of the project were mapped and covered across project locationsA representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study <table><tr><th></th><th>Stakeholders</th><th>Tools used</th></tr><tr><td>Primary</td><td>Solar Lift Irrigation (SLI) beneficiaries Solar Microgrid (SMG) beneficiaries Farmer Producer Organisation (FPO) members</td><td rowspan="2">Focus Group Discussion (FGD), Key Informant Interviews (KII), Infrastructure checklist, Document verification</td></tr><tr><td>Secondary</td><td>PRADAN team Technical partners</td></tr></table> | | | Stakeholders | Tools used | Primary | Solar Lift Irrigation (SLI) beneficiaries Solar Microgrid (SMG) beneficiaries Farmer Producer Organisation (FPO) members | Focus Group Discussion (FGD), Key Informant Interviews (KII), Infrastructure checklist, Document verification | Secondary | PRADAN team Technical partners |
| | Stakeholders | Tools used | | | | | | | | |
| Primary | Solar Lift Irrigation (SLI) beneficiaries Solar Microgrid (SMG) beneficiaries Farmer Producer Organisation (FPO) members | Focus Group Discussion (FGD), Key Informant Interviews (KII), Infrastructure checklist, Document verification | | | | | | | | |
| Secondary | PRADAN team Technical partners | | | | | | | | | |
| Achievement against target (achieved/target) | <ul style="list-style-type: none">3/2 (150%) SMGs installed with 65/120 (54%) households taken connections as on date of study49/49 (100%) SLIs installed covering 980/980 (100%) households4/4 (100%) FPOs supported, collectivised 6,881/3,000 (229%) women farmers52/51 (102%) villages reached | | | | | | | | | |
| Impact created | <p>Solar Micro Grids (SMGs)</p> <ul style="list-style-type: none">Provided electricity in 3 villages through solar microgrids with 18kW capacity, to a total of 65 households and community structures including schools, Anganwadis, etc.100% of the SMGs are used by the villager's post-installation. The access to energy has encouraged families to buy a mixer-grinder, solar irrigation pumps & a flour mill to ease their chores and earn additional incomes.The financial contribution, for community buy-in, was mutually agreed to be INR 1,000 per familyAll the uses of electricity at the household level are being met in ~INR 140-160 a month, through 2 units of energy, leading to massive cost savingsAn additional 2-3 hours of time has been unlocked in the day through access to electricity leading to more productive time for children to study even after sunset, increased efficiency in the kitchen, etc. leading to reduction in time povertyIncreased mobility for people in the villages due to streetlights being installed. Beneficiaries reported a reduction in incidents of wild animals entering the villages.The Lalmati Solar Samiti of 4 women & 3 men meet on the 5th of every month. Led by women, the committee has maintained detailed accounts of the bill amounts per household per week in a format provided by PRADAN. <p>Solar Lift Irrigation (SLI)</p> <ul style="list-style-type: none">980 farmers reached through SLI installation in 49 villages along with lift irrigation committees formed905 acres of land irrigated with 12 months water access; 4,200 metric ton production in 2 crop seasons~INR 80,000 average increase in income for an average of 2-3 acres farm size per year9,288 women supported through training programs through SLIs, SMGs, and FPOsAdditional crop cycle (and resulting income) due to water accessibility. With the SLI, the farmers started growing crops for 3 seasons in a year – with paddy as a kharif crop, wheat/mustard/sesame/barley as a rabi crop, and watermelon, bottle gourd, tomatoes, cucumbers as an early kharif crop. | | | | | | | | | |

Impact assessment of FY 2020-2021 CSR grant

- Sufficient irrigation throughout the cropping season has improved the quality & quantity of the resulting yield.
- Previously non-arable land used to grow fruits and vegetables for self-consumption, therefore leading to better dietary diversity and savings

Farmers Producers Organization (FPO)

- 4 FPOs supported and benefiting **8,000** farmers across Jharkhand with collective farming across **2,957 acres** of land (**6,811 women farmers collectivised**)
- **4,495 Metric Ton (MT)** of production across 4 FPOs & **910 MT** was saleable produce sold through FPO; **INR 4.5 Cr. total turnover** made by the FPOs with a **profit** of **INR 28L**
- **Average additional** earning of **INR 15,643** per farmer (excluding summer income), & **536** local people employed in the FPOs
- Access to good quality seeds, fertilisers, and medicines at farmers' doorstep for **6881** farmers
- **313** knowledge dissemination sessions for best practices in farming
- Torpa FPO selected under Central Government scheme of promotion FPOs providing several benefits
- Through a separate state-level fund, the Jharkhand State government has **provided Torpa FPO with 16 acres of land to build a model FPO**
- Collectivization of farmers and support through the process leads to **income maximization and unlocking funds through government schemes for farmer members**
- The 4 FPOs are women farmer **FPOs that empower and enable the women** to come together to discuss, plan, co-ordinate, and execute, which gives them a platform to learn, hone, and develop new skills.

Pictures from the field



Deloitte interaction with farmers



SLI committee, Navatoli village

Gramalaya | Comprehensive WASHMAN Intervention (Phase II)

| Grant amount | Project period | Project location |
|-------------------------|---|-------------------------|
| INR 3 cr. | April 2021 - March 2022 | Pudukkottai, Tamil Nadu |
| Project overview | BANA's one year CSR grant to Gramalaya aimed to promote smart toilets at the household level in the rural areas of Pudukkottai for 825 families and create awareness on toilet usage and hygiene habits, menstrual hygiene management and nutrition (MHMN), and to promote reusable menstrual cloth pads. | |
| SDG alignment | <div> <div>3 GOOD HEALTH AND WELL-BEING</div> <div>4 QUALITY EDUCATION</div> <div>5 GENDER EQUALITY</div> <div>6 CLEAN WATER AND SANITATION</div> <div>10 REDUCED INEQUALITIES</div> </div> | |

Impact assessment of FY 2020-2021 CSR grant

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|--------------------|--|
| Methodology | <ul style="list-style-type: none"> - Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment - UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review - Primary and secondary stakeholders of the project were mapped and covered across project locations - A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study |
|--------------------|--|

| | Stakeholders | Tools used |
|------------------|---|--|
| Primary | Individual Household Toilet beneficiaries Beneficiaries of MHMN sessions Beneficiaries of sanitation awareness activities Masons WASHMAN volunteers | Focus Group Discussion (FGD), Key Informant Interview (KII), Knowledge, Attitude Practice (KAP) survey, Training observation, Infrastructure checklist, Document verification |
| Secondary | Gramalaya team Technical officers Block Coordinators Panchayat members | |

| | |
|---|---|
| Achievement against target (achieved/target) | <ul style="list-style-type: none"> • 825/825 (100%) household toilets constructed • 642/500 (128%) women and adolescent girls participating in WASHMAN Committees • 1,02,000 individuals covered through awareness activities |
|---|---|

| | |
|-----------------------|---|
| Impact created | <p>Awareness on WASHMAN (Water, Sanitation, Hygiene, Menstrual Health, and Nutrition):</p> <ul style="list-style-type: none"> • 642 WASHMAN volunteers spread awareness on WASHMAN practices resulting in improved hygiene practices, water, kitchen, and waste management across 1,02,000 individuals • 163 teachers and 15,000+ students trained on hygiene and nutrition practices. 8-step handwashing routine followed by community post Gramalaya training. • Community empowered with knowledge on balanced diet and organic sourcing of required food types • Teacher training conducted on WASHMAN principles for further dissemination of knowledge. Post-training assessment results show increased understanding of menstrual health, hygiene, nutrition, and sanitation. • CATS (Community Approaches in Total Sanitation) Approach used to generate awareness on problems of open-defecation and importance of safe toilet usage. The process includes village mapping, transect walk, ladder game, and village history session. • Innovative IEC (Information, Education, Communication) and BCC (Behaviour Change Communication) material developed including flip cards, pictorial books and charts, games, and songs. • 100% of women WASHMAN volunteers reported being empowered with increased confidence and respect from community <p>Individual Household Toilet (IHHT) provision:</p> <ul style="list-style-type: none"> • Reduced open defecation reported after construction of 825 toilets and awareness on sanitation • Increased safety and privacy reported by households' post use of SMART toilets. Prior to construction of toilets, most families would walk for over a kilometre and openly defecate near village ponds or forest areas. This raised many safety concerns, especially for women and children, and polluted local water bodies and land. • Piped water connection and infrastructure support by government post construction of toilets • 100% toilets maintained with uncontaminated ground and surface water level, and clean surface level. 99% of toilets with water supply arrangements within or near toilet structure. • Some households chose to add facilities like light bulbs, toiletry stand, etc. on their own initiative. • 26% of households maintain kitchen gardens next to IHHT using wastewater from the structure. Gramalaya provides vegetable seeds for starting the garden post toilet handover. • Improved health indicators and reduction of sanitation linked diseases. Families reporting lower cases of fever and diarrhoea. • Capacity building and income creation for 214 local masons through training on toilet construction. |
|-----------------------|---|

Menstrual Hygiene Management & Nutrition (MHMN):

- **90%** of samples admitted to being highly comfortable in discussing menstruation at home. Prior to Gramalaya sessions, menstruation was a highly stigmatised topic within the community.
- During interactions it was reported that villagers have stopped stigmatizing menstruating women by not letting them enter the kitchen or go outside the household during menstruation, **enabling them to pursue regular employment and school without continued absences.**
- **Male population included in MHMN sessions leading to reduced stigma and taboo in the community.**
- **82%** of the survey respondents included iron-rich foods during their menstrual cycle and majority of them were aware of home remedies for period pain and cramps post Gramalaya's intervention.
- **88%** of the survey respondents preferred using Giocare pads over commercial pads due to **less itching and rashes, and comfort for long wear.** They also found it easy to clean and reuse. During interactions, **knowledge of environmental consequences** was also a notably reason for the women switching to Giocare pads.
- The intervention has contributed to savings and income of the beneficiaries:
 - Women and adolescent girls reported a saving of **~INR 1,200/-** on average annually by switching from commercial pads to Giocare pads and by attending Gramalaya health awareness sessions instead of having to schedule paid consultations with doctors.
 - **INR 2,250/-** of average additional annual income for WASHMAN volunteers through commissions on selling Giocare pads.

Pictures from the field



Sessions on menstrual health and hygiene at Pudukkottai



Toilet beneficiary, Kunnakurumbi village

Vatsalya | ADARSH (Addressing Adolescents' Rights to Sanitation and Hygiene)

| Grant amount | Project period | Project location |
|-------------------------|---|------------------------|
| INR 1.36 cr. | April 2021 - March 2022 | Lucknow, Uttar Pradesh |
| Project overview | BANA's one year CSR grant to Vatsalya aimed to enable them to address adolescents' rights to sanitation and hygiene (ADARSH) by improving water, sanitation, and menstrual hygiene facilities, conducting NCD screening in community and generating awareness in schools and communities to attain positive outcomes in health, gender, dignity, and the environment. | |
| SDG alignment | <div> <div>3 GOOD HEALTH AND WELL-BEING</div> <div>4 QUALITY EDUCATION</div> <div>5 GENDER EQUALITY</div> <div>6 CLEAN WATER AND SANITATION</div> <div>10 REDUCED INEQUALITIES</div> </div> | |
| Methodology | <ul style="list-style-type: none"> - Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment - UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review - Primary and secondary stakeholders of the project were mapped and covered across project locations | |

Impact assessment of FY 2020-2021 CSR grant

- A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study

| | Stakeholders | Tools used |
|------------------|--|--|
| Primary | Individual Household Toilet beneficiaries Students (including WASH brigade) Beneficiaries of NCD screening Adolescent girls (including Saheli groups) | Focus Group Discussion (FGD), Key Informant Interview (KII), Knowledge, Attitude Practice (KAP) survey, Infrastructure checklist, |
| Secondary | Vatsalya team School staff Panchayat members Health and Wellness Centre staff Community Health Officers and ASHA workers | Document verification |

| | |
|--|--|
| Achievement against target (achieved/target) | <ul style="list-style-type: none"> • 550/400 (137%) IHHT constructed • 226/226 (100%) villages covered under IHHT construction • 389/275 (141%) adolescent girls' households supported for IHHT construction • 80/80 (100%) schools covered under WASH awareness and infrastructure maintenance • 1,15,508 beneficiaries reported improved personal hygiene practices and experienced improved health indicators |
|--|--|

| | |
|----------------|---|
| Impact created | <p>Individual Household Toilet (IHHT) provision:</p> <ul style="list-style-type: none"> • 550 Individual Household Toilets constructed, which has reduced time poverty and incidence of diseases within the community, while increasing safety and privacy. Beneficiaries reported at least an hour saved each day. • 69% of survey respondents reported that incidences of people facing violence, injury, and sexual offences has reduced. • During the field visit, it was observed that the toilets constructed under the project were well-constructed and maintained by the beneficiaries. The construction did not show any visible contamination of the soil, groundwater, or surface water. • Facing a severe lack of education around the disadvantages of open defecation and the benefits of toilet usage, Vatsalya utilised community meetings, wall paintings, pamphlets, and brochures for generating awareness in the intervention villages. <p>Menstrual Hygiene Management & Nutrition (MHMN):</p> <ul style="list-style-type: none"> • 9,917 adolescent girls received education and adopting better Menstrual Health Management (MHM) practices • 60 Saheli Groups created with 1,300 members helping adolescent girls improve confidence and increase mobility • 93% of adolescent girls that attended the awareness sessions found them to be very informative. Girls reported increased confidence in discussing menstruation within their homes and with peers. • In the survey, 83% respondents could name more than 3 Iron rich foods and all respondents consumed Iron rich foods during menstruation. Over 90% of respondents tracked their menstruation dates. • The number of respondents who missed school due to periods dropped from 45 to 4 after Vatsalya's awareness sessions <p>Infrastructure and WASH Brigades in schools</p> <ul style="list-style-type: none"> • Sanitation infrastructure created in 10 Health and Wellness Centres • 23,772 students across 80 schools gained access to functional sanitation infrastructure such as toilets, hand-washing stations, incinerators, etc. leading to improvement in student attendance and enhanced enrolments of girl students. One school had a PWD student and was provided with a disability-friendly toilet. • WASH Brigades created in 80 schools have played a significant role in educating children on good sanitation and hygiene practices. The Brigades' activities have created a sense of responsibility & ownership among the students through monthly rotation of duties and has fostered a culture of accountability and increases attendance. |
|----------------|---|

NCD Screening

- Awareness workshops conducted in each of the 6 intervention blocks to educate the community on different types of NCDs, their symptoms and preventive measures. This was done in collaboration with the CHOs, ASHA workers and the Saheli groups.
- 30 Health Camps conducted with **2,098** individuals screened for NCDs helping people in the **early diagnoses** of health conditions free of cost, giving them better chances to find early resolutions for these conditions and **adopting health promoting and disease preventing behaviors**
- More than **60%** of survey respondents learned about NCDs through Vatsalya. About **75%** of respondents got treatment by reaching out to CHCs, district hospitals and private practitioners in their area.
- These health camps made screening much more affordable for individuals and **saved at least INR 6,000 per individual**

Pictures from the field



Awareness sessions at schools



MHM session with a Saheli Group

Dasra | COVID Resilience Report and Capacity Building of CSOs

| Grant amount | Project period | Project location | | | | | | | | | |
|-------------------------|--|---|--------------|------------|----------------|---|---|------------------|------------|---|--|
| INR 1.55 cr. | April 2021 - March 2022 | Jharkhand | | | | | | | | | |
| Project overview | BANA's one year CSR grant to Dasra aimed to: <ol style="list-style-type: none"> 1) Create a COVID Resilience Report in partnership with 4 NGOs to document adaptation measures, amplifying best practices, evidence, and beneficiary-led insights to enhance championship & collaboration among key influencers and decision makers 2) Conduct capacity building of Civil Society Organizations (CSOs) or Grassroots organizations and social leaders to equip them with tools and perspectives to strengthen their organizations and programs. | | | | | | | | | | |
| SDG alignment | <div> <div>3 GOOD HEALTH AND WELL-BEING</div> <div>4 QUALITY EDUCATION</div> <div>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</div> </div> | | | | | | | | | | |
| Methodology | <ul style="list-style-type: none"> - Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment - UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review - Primary and secondary stakeholders of the project were mapped and covered across project locations - A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study | | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th></th><th>Stakeholders</th><th>Tools used</th></tr> </thead> <tbody> <tr> <td>Primary</td><td>Participants of Grassroots Workshops Participants of Social Leader Capacity Building</td><td>Focus Group Discussion (FGD), Key Informant Interview (KII),</td></tr> <tr> <td>Secondary</td><td>Dasra team</td><td>Knowledge, Attitude Practice (KAP) survey, Document verification</td></tr> </tbody> </table> | | Stakeholders | Tools used | Primary | Participants of Grassroots Workshops Participants of Social Leader Capacity Building | Focus Group Discussion (FGD), Key Informant Interview (KII), | Secondary | Dasra team | Knowledge, Attitude Practice (KAP) survey, Document verification | |
| | Stakeholders | Tools used | | | | | | | | | |
| Primary | Participants of Grassroots Workshops Participants of Social Leader Capacity Building | Focus Group Discussion (FGD), Key Informant Interview (KII), | | | | | | | | | |
| Secondary | Dasra team | Knowledge, Attitude Practice (KAP) survey, Document verification | | | | | | | | | |

Impact assessment of FY 2020-2021 CSR grant

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|---|---|
| Achievement against target (achieved/target) | <ul style="list-style-type: none"> 3/3 (100%) modules completed, with participation of 28 partners under Dasra Social Impact Leadership- Alumni Engagement program 12/12 (100%) modules completed for 'Back the Frontlines' workshop |
| Impact created | <p>COVID Resilience Report</p> <ul style="list-style-type: none"> Enabled cross-learning and improved documentation practices among NGOs by sharing report with 280+ organisations through Dasra Adolescents Collaboratives (DACs) Community of Practice NGO partners familiarised with tools and navigation of technology for documentation Report shared with 13+ funders through DACs philanthropic network 112 downloads of the report from the website Report shared by attendees from Quest Alliance event at State level in Jharkhand <p>Capacity Building of CSOs</p> <ul style="list-style-type: none"> 193 people from 91 unique organisations participated in the grassroots organisation workshops. The grassroots level workshops had a gender composition of 46% female and 54% male participants. Resilience building was achieved among NGO/CSO leaders and among grassroots organisations Based on the feedback forms collected by Dasra, grassroots organisations found the sessions highly relevant to their organisations needs Participants found sessions on Compliance, Disability, and Health to be most relevant Participants reported learnings from Compliance, Resilience, and Health sessions to be the most actionable 28 people from 24 organisations participated in the social leaders' workshop. The social leaders' cohort consisted of 58% females and 42% male participants It covered three broad areas - Manage Self (Leader focus), Leadership Development (Organization/Team focus), and Systems Change (Sector focus). Harnessing the Power of Data, Tools for System Mapping, and Setting the Stage for Synergy were reported as the top 3 relevant sessions The top 3 actionable sessions as per respondents surveyed were Change Management in Leadership Transactions, Harnessing the Power of Data, and Setting the Stage for Synergy |

Pictures from the field



A snapshot of the live training session



Live art created during BTF sessions

Ummeed Child Development Center | Support for Ummeed's Clinical Activities


| Grant amount | Project period | Project location |
|------------------|--|---------------------|
| INR 1.36 cr. | April 2021 - March 2022 | Mumbai, Maharashtra |
| Project overview | <p>BANA's one year CSR grant to Ummeed Child Development Center was to support clinical services for children with Intellectual and Developmental Disabilities (IDD). The objectives were to:</p> <ol style="list-style-type: none"> 1. Make evidence-based, cross-functional, family-centered clinical care accessible 2. Improve the standard of care provided through development, implementation, and dissemination of new models of clinical care | |

Impact assessment of FY 2020-2021 CSR grant

SDG alignment


3

GOOD HEALTH AND WELL-BEING




4

QUALITY EDUCATION




10

REDUCED INEQUALITIES



17

PARTNERSHIPS FOR THE GOALS



Methodology

Organisation for Economic Co-operation and Development’s (OECD) Development Assistance Committee (DAC) principles used for the assessment

UNDP’s Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review

Primary and secondary stakeholders of the project were mapped and covered across project locations

A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study

| | Stakeholders | Tools used |
|-----------|---|---|
| Primary | Children with Intellectual Disability Families | Focus Group Discussion (FGD), Key Informant Interview (KII), |
| Secondary | Therapists Social Workers Ummeed Team | Therapy observations, Document verification |

Achievement against target (achieved/target)

35/35 (100%) therapists supported through grant

972 families from Mumbai availed services; additionally, services were availed by 168 families from outside Mumbai

Impact created

1,140 children along with their families availed of Ummeed’s clinical services which provided them with high-quality, individualized, trans-disciplinary, family-centered care under one roof

35% of beneficiaries were from economically disadvantaged backgrounds and availed services at concessional rates

The interventions included Autism Intervention, Early Intervention, Mental Health services, Occupational Therapy, Special Education, and Speech Intervention. Therapists and doctors employed a team-based approach to discuss each child’s case.

Ummeed trained parents and provided actionable steps to be implemented at home & schools to ensure that the child grows in an inclusive environment. In certain cases, the therapists reached out to the child’s teachers, school staff, and other stakeholders in their life to guide them and ensure growth and support outside the clinic.

90% of the parents surveyed rated the services provided by Ummeed as 4 on a scale of 5 with respect to quality of sessions, experience, comfort, affordability, and likeliness of referrals

100% parents included in the study confirmed seeing improvement in their children after attending sessions, as recommended by the developmental pediatrician at Ummeed

100% parents confirmed on being able to find insights and strategies into how to help and support their children in various situations at home after attending Ummeed sessions

65 group therapy sessions (Fun Clubs and Apna Adda) conducted for children to interact and learn together

During the peak of COVID-19, Ummeed offered diagnosis/individual and group therapy/consults, using zoom, WhatsApp, phone calls, etc. For families that could not avail the same, the Social Workers ensured periodic home visits.

Ummeed published a video on ‘Important Tips for Parenting During These Challenging Times’ in English and Hindi, accessible to all parents within and outside Ummeed and launched an initiative towards 'Nurturing the Mental Health of Caregivers' which included awareness sessions on Zoom, a resource book called "Hamaare Jugaad" and a partnership with an online platform called Parentune, a parent focused specialized programme.

Family Resource Centre (FRCs) created as means to provide a safe space for parents and caregivers to share, learn, guide, and collaborate with parents in similar situations. The various groups include:

The I’m-perfect Father’s group - A weekly gathering of fathers to discuss their journey of fathering, learn skills from each other and support their identities as fathers

Doing Mothering - A weekly gathering of mothers to discuss their journeys of mothering, learn skills from each other and support their identities as mothers

The SiBs Group - A monthly gathering of siblings of children with diverse needs to share their experiences through fun activities to support each other and their siblings

Impact assessment of FY 2020-2021 CSR grant





- **35 therapists** (29.2% of total clinical staff) were supported by BANA's FY 2020-2021 grant

Pictures from the field



Therapy rooms, Ummeed centre

Mahila Housing Trust (MHT) | Building Resilient Livelihoods for Vulnerable Women

| Grant amount | Project period | Project location | | | | | | | | |
|--|--|--|--|--------------|------------|---------|----------------|--|-----------|----------------------|
| INR 1 cr. | April 2021 - March 2022 | Ranchi and Khunti, Jharkhand and Surat and Vadodara, Gujarat | | | | | | | | |
| Project overview | BANA's one year CSR grant to MHT was to support skills training enabling resilient livelihoods and market linkages for for migrant and tribal women. | | | | | | | | | |
| SDG alignment | <div><div></div><div></div><div></div><div></div></div> | | | | | | | | | |
| Methodology | <ul style="list-style-type: none">- Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment- UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review- Primary and secondary stakeholders of the project were mapped and covered across project locations- A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study <table><tr><th></th><th>Stakeholders</th><th>Tools used</th></tr><tr><td>Primary</td><td>Women Trainees</td><td rowspan="2">Focus Group Discussion (FGD), Key Informat Interview (KII), MIS validation, Document verification</td></tr><tr><td>Secondary</td><td>MHT team Trainers</td></tr></table> | | | Stakeholders | Tools used | Primary | Women Trainees | Focus Group Discussion (FGD), Key Informat Interview (KII), MIS validation, Document verification | Secondary | MHT team Trainers |
| | Stakeholders | Tools used | | | | | | | | |
| Primary | Women Trainees | Focus Group Discussion (FGD), Key Informat Interview (KII), MIS validation, Document verification | | | | | | | | |
| Secondary | MHT team Trainers | | | | | | | | | |
| Achievement against target <i>(achieved/target)</i> | <ul style="list-style-type: none">• 104/100 (100%) women trained in masonry skills – 57 in basic and 47 in advanced masonry courses• 150/150 (100%) women trained in stitching – 75 in basic stitching and 75 in advanced batch• 735/630 (116%) women completed Business and Financial Management training | | | | | | | | | |
| Impact created | <ul style="list-style-type: none">• Financial literacy, tailoring, and masonry focused training conducted for 989 tribal and marginalised women• Continuous placement support provided from MHT Karmika school to 104 women masons• Masonry trainees reported that a formal training program helped the women to refine skills and get a formal recognition for the same leading to increased working days | | | | | | | | | |

- **Trainees reported expanded ability to take on masonry and stitching projects at home** leading to savings, efficient use of resources, and contribution to the household income
- Stitching trainees reported ability to create masks, bags, and blouses after the training. During the interactions conducted by Deloitte, concept understanding was clear and recall value was strong. 20% of trainees surveyed were self-employed or working at boutiques.
- **Increase in income through better wages and increased working days:**
 - ~3,000 – 4,000 INR per month for masonry trainees
 - ~800-1000 INR per month through sale of items such as masks after stitching course
- **Financial awareness training improved knowledge** of 735 women through concepts of saving, budgeting, maintaining a savings account, and risks of perpetual debt trap
- **Digital business skills improved** by equipping trainees to explore smartphone features (WhatsApp Business, Google Pay, Net Banking, etc.)
- During interactions, women reported that this training has empowered them to participate more proactively in managing their money and expanding their business using digital mediums
- **Increase in confidence and interest in learning new concepts were** reported by women across courses

Pictures from the field



Interactions with trainees of stitching and financial literacy courses



Mason training student at worksite

Quest Alliance | Youth Skills and Employment & Adolescent Girls Project

| Grant amount | Project period | Project location |
|-------------------------|--|------------------|
| INR 3.03 Cr. | April 2021 - March 2022 | Pan India |
| Project overview | <p>The objectives of the Youth Skills and Employment project, MyQuest, were as follows:</p> <ul style="list-style-type: none"> • To provide employability skill training in various ITIs/VTIs across 4 states • To provide placement support to trained candidates <p>The objective of the Adolescent Girls project: Anandshala was to reach out to students through an in-school model and create Youth Clubs and Girl Champions</p> | |
| SDG alignment | <div> <div>1 NO POVERTY</div> <div>4 QUALITY EDUCATION</div> <div>5 GENDER EQUALITY</div> <div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>10 REDUCED INEQUALITIES</div> </div> | |
| Methodology | <ul style="list-style-type: none"> - Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment - UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review - Primary and secondary stakeholders of the project were mapped and covered across project locations - A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study | |

| | Stakeholders | Tools used |
|-----------|---|--|
| Primary | MyQuest: Trainees Partner institution placement officers Anandshala: Students Teachers Girl champions | Focus Group Discussion (FGD), Key Informant Interview (KII), Knowledge, Attitude Practice (KAP) survey, Document verification |
| Secondary | MyQuest team Parents Placement partners Anandshala team Community members | |

Achievement
against target
(achieved/target)

MyQuest:

- 3,120/3,500 (89%) students enrolled
- 3,058/3,000 (102%) students trained
- 805/1,200 (67%) students placed

Anandshala:

- 10,603/9,800 (108%) students reached in school
- 2,848/2,160 (132%) out-of-school girls reached
- 64/60 (107%) schools reached

Impact created

MyQuest:

- 3,120 candidates enrolled across 4 states; 3,058 candidates completed employability training
- During the interactions, trainees revealed their overall satisfaction with the training process. **92% of the sample respondents found their mode of training to be effective.**
- **96% of sample trainees found the training material provided to be helpful.** Modules for LifeSkills and Job Readiness were reported to be most relevant.
- **90%** of sample trainees reported downloading the application, while **80%** of sample trainees reported completing all modules. **75% of trainees found the application to be easy to use.**
- **90% of candidates reported their skills were enhanced post the training program. 88% of the sample candidates felt confident in applying the concepts taught. 88% of the sample candidates felt confident in applying the concepts learnt.**
- **805 candidates in employment** (549 placed in jobs, 169 in self-employment & 87 in apprenticeship). Quest Alliance made the conscious choice to only have tie-ups with equal opportunity placement partners and holds meetings with partners to convince them to hire more female candidates.
- **Average annual income of employed trainees included in the sample study was INR 1.04 lakh.**
- **33% increase in household income** post training of placed trainees was largely attributable to the skills and employment opportunities provided by the training.

Anandshala:

- As schools were re-opening post the COVID-19 pandemic during the project period, the focus of the Anandshala program was to ensure that students returned to schools on a regular basis.
- **10,603 students (50% girls)** were reached across **60 schools reached** as part of the in-school program
- **2,848 schoolgirls** were part of the out-of-school program through **40 youth clubs** set up by Girl Champions
- **3,317 community members/ parents** were reached through the intervention
- **97% of the sample students reported to be attending school regularly**
- **98%** of sample students reported that the intervention helped them **understand the importance of education.** The schools saw an **increase in number of students going for higher education.**
- **95% of sample reported being part of school enrichment activities like school assemblies, bal sansads, etc. 98% of the students reported feeling more self-confident because of the same.**
- Students reported being part of different enrichment activities like the morning assembly, extracurricular activities focusing on SEL, health, 21st century skills, etc. It was noted that prior to the intervention,

extracurricular activities were conducted due to lack of a proper structure. Post Anandshala program, these activities were carried out on a regular basis.

- The program held a 2-day workshop for the school principals - during sample interactions, the principals reported being given guidance in goal setting, vision building as well as awareness on a range of tools that they can leverage to capture and use school-level data.
- Adolescent Health Day (AHD) check-ups were organised across schools where students received **free health checkups, medicines, and counselling facilities**. 72% of the sample students reported taking part in these check-ups.
- 94% of the girls reported feeling comfortable/ somewhat comfortable in discussing their own sexual and reproductive health. 96% of the sample parents reported on a decrease in number of teen pregnancies.
- 94% of sample parents 'agreed/ somewhat agreed' that child marriages have been reduced in their community as a result of the program.
- Girl Champions held regular sessions with the mothers called 'Mothers' Meet' which have also proven to be helpful in ensuring that the family supports the girls' in achieving their education and employment goals.

Pictures from the field



Anandshala school students, Deogarh






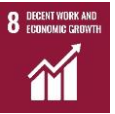

MyQuest trainees, Trivandrum



Anandshala Youth Club members, Deogarh

Impact assessment of FY 2020-2021 CSR grant

EnAble India | Livelihoods for Persons with Disability

| Grant amount | Project period | Project location | | | | | | | | | |
|---|--|--|--|--------------|------------|----------------|--------------------------------------|---|------------------|---|---|
| INR 2.058 Cr. | April 2021 - March 2022 | Offline courses offered across Bengaluru, Doddaballapur, Koppal in Karnataka and Kanpur in Uttar Pradesh Online courses offered pan India | | | | | | | | | |
| Project overview | The BANA-supported EnAble India project aimed to bring dignity to Persons with Disability (PwD) through economic independence and build a world where 'Everyone is a Changemaker'. Its objectives were to provide skill development training, upskill disability professionals, provide placement support, and create workplace solutions | | | | | | | | | | |
| SDG alignment |      | | | | | | | | | | |
| Methodology | <ul style="list-style-type: none"> Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review Primary and secondary stakeholders of the project were mapped and covered across project locations A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study <table border="1"> <thead> <tr> <th></th><th>Stakeholders</th><th>Tools used</th></tr> </thead> <tbody> <tr> <td>Primary</td><td>Trainees Disability professionals</td><td>Focus Group Discussion (FGD), Key Informant Interview (KII),</td></tr> <tr> <td>Secondary</td><td>Parents Partner NGO organisations Placement partners EnAble India team</td><td>Knowledge, Attitude Practice (KAP) survey, Document verification</td></tr> </tbody> </table> | | | Stakeholders | Tools used | Primary | Trainees Disability professionals | Focus Group Discussion (FGD), Key Informant Interview (KII), | Secondary | Parents Partner NGO organisations Placement partners EnAble India team | Knowledge, Attitude Practice (KAP) survey, Document verification |
| | Stakeholders | Tools used | | | | | | | | | |
| Primary | Trainees Disability professionals | Focus Group Discussion (FGD), Key Informant Interview (KII), | | | | | | | | | |
| Secondary | Parents Partner NGO organisations Placement partners EnAble India team | Knowledge, Attitude Practice (KAP) survey, Document verification | | | | | | | | | |
| Achievement against target (achieved/target) | <p>Skill development (VI)</p> <ul style="list-style-type: none"> 185/180 (102%) candidates enrolled of which 140 had no vision while 45 had partial vision 52/60 (87%) candidates placed <p>Skill Development (Other disabilities)</p> <ul style="list-style-type: none"> 287/ (144%) candidates enrolled of which 151 were hearing impaired, 113 had physical disabilities and 23 had intellectual development disabilities. 130/80 (163%) trainees placed | | | | | | | | | | |
| Impact created | <ul style="list-style-type: none"> 287 candidates with various disabilities including hearing impairment, intellectual and locomotor disabilities, trained across General Employability, Rural Livelihood Employability and Mission 1000 courses. 182 candidates placed post training (148 of whom were trained in FY20-21 grant cycle and 34 were trained in previous grant cycles); Average annual income of trained candidates , reported by the NGO, was INR 2.7 lakhs. Capacity building workshop conducted for 50 disability professionals from 25 organizations across 35 locations <p>General Employability Training</p> <ul style="list-style-type: none"> 185 candidates with visual impairment trained in General Employability training 100% of the sample trainees reported enhanced technical skills post training. 97% of sample trainees felt more confident in speaking to superiors & peers. 51% of the candidates reported the EnAble India team used interactive methods during the online training, thus increasing their interest in the course. 80% of trainees found trainers to be approachable & helpful. 65% of the trainees found the training material provided to be helpful and easy to understand. 74% of the sample candidates reported feeling confident in applying the concepts taught during the training in their daily/ professional life. 100% of placed candidates also felt confident in discussing their disability and needs with their reporting officers. | | | | | | | | | | |

- **59%** of the sample candidates, previously not in employment, **were placed by EnAble India or were helped in starting their own business.**
- EnAble India held sensitization sessions with different stakeholders at places of employment where PwDs have been placed to foster diversity & inclusion and provide the support required for the placed candidates. **54% of the candidates reported that there are workplace solutions/ aids or modifications at work that makes it easier for them to work.**
- **Average annual income of sample employed trainees was INR 2.25 lakhs**

Mission 1000

- The OJT period helped the candidates in **gaining exposure and experience**
- Post life-skill and employability training, the candidates were placed in 6–9-month long internships across BFSI and Mass Media roles. The internship period helped the candidates in gaining industry exposure and experience and they were able to work in a team setting.
- Post internship, all candidates **were offered tenured employment by the companies.** **21** of the candidates accepted the offer while 2 candidates chose to not pursue employment due to personal reasons. **The average annual salary offered was INR 3.8 lakhs.**
- EnAble India helped the partner companies in designing an interview structure and hiring process for neurologically disabled candidates which will be used by the company going forward.

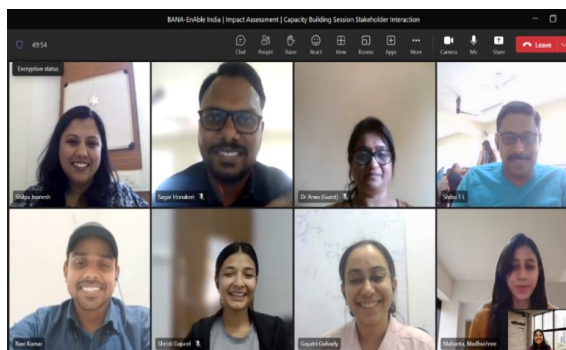
Rural Livelihood Employability Training

- **~90%** of sample beneficiaries trained under Rural Livelihood Employability Training have **started their own business**
- Support provided for setting up businesses by facilitating enterprise funding, preparing project proposal, liaison with the Banks, providing capital assets (1 unit of goat and tailoring machine) to all the self-employed candidates
- EnAble India provided 2 years business mentoring support to all the candidates. It includes handholding support, information on available govt subsidy schemes, marketing linkage etc.
- Post the financial literacy program, **100%** of the sample beneficiaries have created personal bank accounts, and they are able to make own financial decision by investing their surplus income in their respective business.
- Post the soft skills development training, **80% of sample beneficiaries can communicate confidently without the help of a mediator**
- **Post training, creation of new business, expansion of existing businesses has helped increased the average monthly income per household from INR 8,000 – 10,000 to INR 18,000 - 20,000, indicates an average 50% increase in income of beneficiaries**
- 90% of the sample beneficiaries acknowledged that the awareness imparted to the PwDs have introduced them to the available schemes for their upliftment.

Pictures from the field






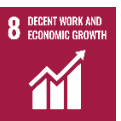

Rural employability program, Doddaballapur



General employability program trainees

Impact assessment of FY 2020-2021 CSR grant

Swades Foundation | Rebuilding Rural Livelihoods

| Grant amount | Project period | Project location | | | | | | | | |
|--|---|--|--|--------------|------------|---------|---------|--|-----------|--|
| INR 2.02 Cr | April 2021 - March 2022 | Maharashtra | | | | | | | | |
| Project overview | BANA's one year CSR grant to Swades Foundation aimed to provide support for revival of livelihoods & drive income generating economic activities along with asset creation for sustainable income development in rural communities in Raigad, Maharashtra | | | | | | | | | |
| SDG alignment | <div><div></div><div></div><div></div><div></div><div></div></div> | | | | | | | | | |
| Methodology | <ul style="list-style-type: none">Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessmentUNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic reviewPrimary and secondary stakeholders of the project were mapped and covered across project locationsA representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study <table><tr><th></th><th>Stakeholders</th><th>Tools used</th></tr><tr><td>Primary</td><td>Farmers</td><td rowspan="2">Focus Group Discussion (FGD), Key Informant Interview (KII), Infrastructure checklist, Document verification</td></tr><tr><td>Secondary</td><td>Village Development Committees Master trainers Community volunteers Swades team</td></tr></table> | | | Stakeholders | Tools used | Primary | Farmers | Focus Group Discussion (FGD), Key Informant Interview (KII), Infrastructure checklist, Document verification | Secondary | Village Development Committees Master trainers Community volunteers Swades team |
| | Stakeholders | Tools used | | | | | | | | |
| Primary | Farmers | Focus Group Discussion (FGD), Key Informant Interview (KII), Infrastructure checklist, Document verification | | | | | | | | |
| Secondary | Village Development Committees Master trainers Community volunteers Swades team | | | | | | | | | |
| Achievement against target (achieved/target) | <ul style="list-style-type: none">10/9 (111%) households supported with goat rearing with provision of 2 goats per household38/39 (97%) households supported for poultry farming with provision of 50 birds per household90/70 (128%) households supported with drip irrigation | | | | | | | | | |
| Impact created | <ul style="list-style-type: none">62 Village Development Committees (VDCs) engaged covering 101 households through supported programs. Livelihood interventions introduced by Swades enhanced knowledge and awareness on best practices. <p>Goat rearing program</p> <ul style="list-style-type: none">10 households supported with (1+1 unit) and 30 households supported with (1+5 unit) under the Goat rearing program.Post training by Swades, the beneficiaries adopted best practices which led to increased profitability in goat farming business.Program beneficiaries generated income by selling their goats between INR 5000 – 10,000 depending on the weight of their goats.The farmer beneficiaries reported selling the goat milk for additional income generation and earning an average of INR 300/per litre sold.100% beneficiaries confirmed Swades appointed doctor visiting their households once every fortnight and being available whenever required. <p>Poultry program</p> <ul style="list-style-type: none">38 households supported under the poultry program. Poultry farmers confirmed selling male birds at INR 300-350 per bird and female birds at INR 200-250 per bird.Combining poultry farming with livestock operations like cattle breeding, the beneficiaries were able to diversify their income streams and reduce risk.Beneficiaries reported utilizing eggs from the hens bred for self-consumption, thus ensuring their families' regular protein intake and savings of approximately INR 200 per month. <p>Water for Irrigation (WFI) program</p> <ul style="list-style-type: none">90 households across 86.03 acres of land supported through the Water for Irrigation (drip irrigation) intervention. | | | | | | | | | |

Impact assessment of FY 2020-2021 CSR grant

- All beneficiaries reported an average of **30%** rise in their income after adopting inter cropping practices on their farm due to Swades' drip irrigation support and training.
- WFI beneficiaries received training from Swades team on effective agriculture practices which they have adopted in their regular farming such as on manure, pest control, filter cleaning and use of drip irrigation.
- Post adoption of drip irrigation, all beneficiaries reported less wastage of water and lower cost incurred by farmers in purchase of water.
- **20%** beneficiaries reported that due to drip irrigation, they could save an average **~40% of electricity consumption** as compared to the traditional flood method adopted by them previously.

Shed-net nursery

- **2 farmers** supported with nursery creation under Shed-net nursery intervention. Beneficiaries confirmed that vegetables which were sold at **INR 30/kg** before the intervention of the program are now sold between **Rs. 60-80/kg** post nursery creation.
- Beneficiaries earned an additional income of the range between **INR 15,000 – 50,000** depending on the crop produced. **40%** farmer beneficiaries reported that they had recorded lower energy cost due to limited use of fan for cooling off during peak summer period.
- **100%** of the beneficiaries confirmed receiving training from Swades team on farming practices, sowing, fertilizer usage, irrigation, plant protection, and post-harvest management thus increasing their knowledge
- Sample beneficiaries confirmed receiving **exposure visit opportunities** through Swades foundation on organic farming and residue-free production with zero chemical-based inputs

Pictures from the field



Village Development Committee



Shed net nursery program

American India Foundation | Internet Based Livelihoods Rehabilitation (INABLER) program

| Grant amount | Project period | Project location |
|-------------------------|---|---|
| INR 1 Cr | April 2021 - March 2022 | The project was delivered online; the beneficiaries were across India, predominantly from the regions of Delhi NCR and Mumbai |
| Project overview | BANA's one year CSR grant to American India Foundation aimed to train 100 Persons with Disabilities (PwDs) and 200 women in industry-aligned technical & soft skills training. Upon successful completion of the 1-2 months training, placement linkages were facilitated to ensure gainful employment of successful candidates. AIF also created a marketplace for PwDs to find employment. | |
| SDG alignment | <div> <div>5 GENDER EQUALITY</div> <div>8 DECENT WORK AND ECONOMIC GROWTH</div> <div>10 REDUCED INEQUALITIES</div> </div> | |
| Methodology | <ul style="list-style-type: none"> - Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment - UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review - Primary and secondary stakeholders of the project were mapped and covered across project locations | |

Impact assessment of FY 2020-2021 CSR grant

- A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study

| | Stakeholders | Tools used |
|-----------|--|--|
| Primary | Trainees | Focus Group Discussion (FGD), |
| Secondary | AIF team Trainers Counsellors Employers | Key Informat Interview (KII), Project MIS verification, Call Validation, Survey, Document verification |

Achievement against target (achieved/target)- as reported by AIF

- 25/10 (250%) batches graduated
- 610/300 (203%) learners graduated
- 325/180 (181%) trainees received employment opportunities

Impact created

- AIF provided online skill training in **5 courses. 115 modules** created on LMS for PwDs and women learners. Modules covered **theory, practical, soft skills, and life skills** across courses.
- Orientation week consisted of English Language and Financial Literacy test, Counselling sessions, one-on-one interaction sessions, and Demo Classes
- Students were **offered five courses**: Domestic Data Entry Operator, Retail Sales Associate, Job Readiness Training, Customer Relationship Manager, and Banking Correspondence and Banking Facilitator
- AIF developed a **Learning Management System (LMS)** for the course duration where live classes and assignments were available in **58 languages**. All video content also included **sign language to aid the hearing-impaired trainees**.
- **610 individuals** were reported as trained of which **169** were PwDs and **434** non- PwDs Female learners.
- **325 trainees** supported with employment opportunities. The average salary of sample trainees was reported to be **INR 14,000 per month**.
- **2 employer engagement workshops** were conducted for **13 organizations**, majorly in Delhi NCR.
- Deloitte conducted a survey where **70%** of the beneficiaries interacted with reported to have completed training and rated **quality of training as good**. **40%** of the surveyed beneficiaries confirmed **receiving employment opportunities** through AIF.
- AIF conducted in-person and virtual **sensitization workshops for prospective employers** to explain the types of disabilities and challenges faced by PwDs in getting gainful employment, The Rights of Persons with Disabilities (RPwD) Act, etc. It included roleplay activities to help individuals understand how they can help their PwD colleagues in the workplace.
- AIF created an **E-Marketplace platform** for employers and job seekers to interact. It is a unique initiative with the potential to enhance job opportunities for PwD job seekers and encourage more inclusive workplaces.




Pictures from the field



Trainees on LMS portal

Impact assessment of FY 2020-2021 CSR grant

Muskaan-PAEPID| Muskaan's Adult Training and Employment Program

| Grant amount | Project period | Project location | | | | | | | | | |
|----------------------------|--|--|--|--------------|------------|----------------|---|--|------------------|---|--|
| INR 1.1 Cr | April 2021 - March 2022 | Delhi | | | | | | | | | |
| Project overview | BANA's one year CSR grant to Muskaan aimed to provide vocational and life skills training and support with regular work opportunities to adults with Intellectual and Developmental Disabilities (IDD). The objective of the program was as follow: 1. Holistic development through vocational and life-skills training 2. Provision of job opportunities 3. Continued support beyond training & placements | | | | | | | | | | |
| SDG alignment |    | | | | | | | | | | |
| Methodology | <ul style="list-style-type: none"> Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review Primary and secondary stakeholders of the project were mapped and covered across project locations A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study <table border="1"> <thead> <tr> <th></th><th>Stakeholders</th><th>Tools used</th></tr> </thead> <tbody> <tr> <td>Primary</td><td>Adults with Intellectual and Development Disability (IDD)</td><td>Focus Group Discussion (FGD), Key Informant Interview (KII),</td></tr> <tr> <td>Secondary</td><td>Muskaan team Instructors Families</td><td>Session observations, Document verification</td></tr> </tbody> </table> | | | Stakeholders | Tools used | Primary | Adults with Intellectual and Development Disability (IDD) | Focus Group Discussion (FGD), Key Informant Interview (KII), | Secondary | Muskaan team Instructors Families | Session observations, Document verification |
| | Stakeholders | Tools used | | | | | | | | | |
| Primary | Adults with Intellectual and Development Disability (IDD) | Focus Group Discussion (FGD), Key Informant Interview (KII), | | | | | | | | | |
| Secondary | Muskaan team Instructors Families | Session observations, Document verification | | | | | | | | | |
| Project achievement | <ul style="list-style-type: none"> 121 IDD adults trained 99 adults with IDD supported with employment 108 family engagement & counselling sessions conducted | | | | | | | | | | |
| Impact created | <ul style="list-style-type: none"> Muskaan provided access to quality training for the diverse needs of 121 IDD adults and their families. Pre-vocational and life-skills (PV&LS) training was provided to enhance the holistic development of the adult with IDD. This training prepared them to get into a routine, develop life skills, and focused on their physical fitness and health. 116 of the 121 students completed their pre-vocational and life-skills training by the end of March 2022. During the pandemic, a pool of digital learning resources such as videos, worksheets, and flash cards were created and hosted on the digital resource library for Muskaan's students. Virtual outings and DIY (Do it Yourself) activities at home were some of the other pandemic initiatives. Employment support provided to 99 adults with IDD <ul style="list-style-type: none"> 53 trained adults were placed at Muskaan's Support Work Centre receiving an average stipend ranging between INR 200-4,000 per month 42 students were employed in mainstream employment in Food and Beverage Services (in Hotels, Corporates' Café, Fast Food outlets), Petrol Pumps, or corporate offices (in Data Entry roles). These students were earning an average salary of INR 15,000 per month. 4 trained adults were self-employed in small shops or working as caregivers. Muskaan held parent training programs that introduced ways of facilitating fuller development of various abilities. Various platforms were also created by Muskaan for parents to connect and learn from each other's experienced as well as draw strength from the peer group. 108 family engagement and counselling sessions were conducted in the project year. Muskaan has provided support in obtaining disability certificate, legal guardianship, and other benefits of the government schemes to the project beneficiaries. Muskaan conducted a research study on families' needs and experiences which led to a remodelling of Muskaan's family and guidance activity through sessions addressing their concerns and by teaching | | | | | | | | | | |

Impact assessment of FY 2020-2021 CSR grant

methods of maintaining their mental well-being. As part of their **advocacy initiative**, Muskaan plans to share the findings as suggestions for the government to incorporate in policy discussions.

Pictures from the field







Candle Unit, Muskaan Centre



Masala Unit, Muskaan Centre

Shelter Associates | One Home, One Toilet

| Grant amount | Project period | Project location | | | | | | | | | |
|---|--|--|--------------|------------|----------------|--|---|------------------|---|--|--|
| INR 3 Cr | April 2021 - March 2022 | Thane and Navi Mumbai | | | | | | | | | |
| Project overview | BANA's one year CSR grant to Shelter Associates aimed to build toilets at the household level for 1,500 families – 1,000 in Thane and 500 in Navi Mumbai. | | | | | | | | | | |
| SDG alignment | <div>     </div> | | | | | | | | | | |
| Methodology | <ul style="list-style-type: none"> Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review Primary and secondary stakeholders of the project were mapped and covered across project locations A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study | | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th></th><th>Stakeholders</th><th>Tools used</th></tr> </thead> <tbody> <tr> <td>Primary</td><td>Toilet beneficiaries Adolescent girls</td><td>Focus Group Discussion (FGD), Key Informant Interview (KII),</td></tr> <tr> <td>Secondary</td><td>Shelter Associates team Local volunteers Urban local body members</td><td>Knowledge, Attitude Practice (KAP) survey, Infrastructure checklist, Document verification</td></tr> </tbody> </table> | | Stakeholders | Tools used | Primary | Toilet beneficiaries Adolescent girls | Focus Group Discussion (FGD), Key Informant Interview (KII), | Secondary | Shelter Associates team Local volunteers Urban local body members | Knowledge, Attitude Practice (KAP) survey, Infrastructure checklist, Document verification | |
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| Primary | Toilet beneficiaries Adolescent girls | Focus Group Discussion (FGD), Key Informant Interview (KII), | | | | | | | | | |
| Secondary | Shelter Associates team Local volunteers Urban local body members | Knowledge, Attitude Practice (KAP) survey, Infrastructure checklist, Document verification | | | | | | | | | |
| Achievement against target (achieved/target) | <ul style="list-style-type: none"> 1,710/1,500 (114%) individual toilet constructions facilitated 1,682/1,500 (112%) household factsheets created 2,131 beneficiaries reached through Behaviour Change Communication (BCC) interventions | | | | | | | | | | |
| Impact created | <ul style="list-style-type: none"> 17,230 households were surveyed and assigned digital addresses and 1,682 household factsheets were created for toilet construction. Toilet construction Support towards 1,710 toilets construction – 410 in Navi Mumbai and 1,300 in Thane The sample average household contribution for toilet construction was reported to be INR 21,546 100% of sample households reported having possession of latrines and usage of toilets post construction. 100% of sample toilets had a provision for hand washing and 98% were connected to closed drains. | | | | | | | | | | |

- Shelter Associates customized toilets to fit the special needs of the beneficiaries; **10% of the sample households covered were provided with sitting-style flush toilets.**
- Beneficiaries reported an average increase in household savings of around **INR 4,000** per year after building toilets due to a reduction in medical expenses.
- The construction of Individual Household Latrine (IHHL) encouraged families to undertake major bathroom/ house renovations.
- Shelter Associates pursued advocacy with local bodies to ensure water connection and drainage lines to the supported households

BCC sessions

- **2,131 beneficiaries** were reached through BCC sessions: **839** through COVID-19 awareness sessions
- The Shelter Associates team conducted activities such as WASH snakes and ladders, street plays, puppet shows, and handwash activities to mobilize beneficiaries and build awareness for the need of household toilets.
- **100%** of the sample beneficiaries reported to refraining from defecating in the open.
- **87%** of sample beneficiaries practiced hand washing before eating; **95%** after eating; **93%** after defecation. **81%** of sample beneficiaries used soap and water for washing their hands

Pictures from the field



Household toilet



Children engaged in BCC session

CSMVS | Children's Museum

| Grant amount | Project period | Project location |
|-------------------------|---|------------------|
| INR 3.12 Cr | April 2021 - March 2022 | Mumbai |
| Project overview | BANA's one year CSR grant to CSMVS aimed to encourage learning and interest in art, history, and culture among the children through the Children's Museum wing of CSMVS- which caters to a target age-group of 2-18 years. It also supported the Centenary Celebrations- the Museum celebrated its 100th year in 2022 with exhibitions, museum history documentation, etc. | |
| SDG alignment | <div> <div>4 QUALITY EDUCATION</div> <div>17 PARTNERSHIPS FOR THE GOALS</div> </div> | |
| Methodology | <ul style="list-style-type: none"> - Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment - UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review - Primary and secondary stakeholders of the project were mapped and covered across project locations | |

Impact assessment of FY 2020-2021 CSR grant

- A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study

| | Stakeholders | Tools used |
|-----------|---|---|
| Primary | Children's Museum visitors Students from school and NGO partnerships | Focus Group Discussion (FGD), Key Informant Interview (KII), Online session observation, Document verification |
| Secondary | Children's Museum team Educators School and NGO coordinators | |

| | |
|---------------------|--|
| Project achievement | <ul style="list-style-type: none"> • 3,27,341 children reached through museum exhibitions and activities • Collaborated with 42 cultural organizations • Partnered with 54 schools and NGOs |
| Impact created | <ul style="list-style-type: none"> • Enhanced cultural awareness and education of 3,27,341 children (26% greater than pre-pandemic levels) through the study of art, culture, and history. Some activities include performance-style workshops, nature-themed exhibitions, the Science Film Festival, etc. undertaken through collaborations with 42 organizations. • Customized experiences designed by the team's Educators post discussions with organizations according to their age group, topic of interest, and any special needs support required. 54 school and NGO partnerships have been fostered, reaching a total of 9,466 students. • The Blended Learning Programme (BLP) was offered to provide an interdisciplinary approach to school curriculum learning by inviting schools and NGOs to collaborate with Educators to bring elements of art and history to school the syllabus through the Museum collections. • Provided accessibility to all economic backgrounds and to those with special needs. All school and NGO sessions were held free of cost and attention was given to special needs requirements. For example, during the Virtual Storytelling Festival, ISL (Indian Sign Language) interpretation was made available. • 100% of the school and NGO SPOCs interacted with mentioned that prior to online sessions, CSMVS would courier required material like notebooks, charts, colour pencils, etc. During offline sessions, materials and refreshments were provided for the students. • Encouraged learning through interactive sessions and provided a platform for creative expression at a young age through 184 workshops and live classes and sessions which hosted 1,16,199 participants. • The Children's Museum's collaboration with Enguru- a learning app entailed collaborative online courses on history and culture for children (4,000 attendees of the Enguru X CSMVS online courses) • Encouraged creative expression and growth for students by providing a platform to showcase their talents and creativity through the 4 festivals, an Annual Contest, and submissions to exhibitions (10,882 participants) • Digital outreach undertaken through 221 posts on Instagram, Facebook, Twitter, and YouTube reached 2,28,715 individuals. The Children's Museum leveraged live streaming their sessions on social media platforms, which is free and accessible to a wider audience. • The 100th year of the museum was celebrated through the following activities supported by BANA: <ul style="list-style-type: none"> ○ CSMVS documentary film ○ Publication of a miniature painting collection ○ Curation of an exhibition focusing on women artists of India ○ Publication of 4 books ○ Installation of conservation-grade lighting to the first-floor galleries |

Pictures from the field



Offline workshops at the museum



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