



Annual Report 2013





Disability  
to  
Believability  
to  
Possibility  
to  
Employability  
to  
Dignity



# Contents

• Founder's desk 2

• Project Report 4

• Media 10

• Snap Shots 16

• Case Studies 20

• Financial Report 27



## Founder's desk



Dr. Jitender Aggarwal  
Sarthak Educational Trust

I take great pleasure to write for the first edition of the Annual Report of SARTHAK. Annual Report is a medium by which we thank our supporters and well wishers and everyone who is either directly or indirectly associated with us. The achievements and challenges are a part of growing and hence mentioning them is also of utmost importance.

Before, I go on to saying anything else, I wish to introduce myself to you. I am Dr Jitender Aggarwal, a dentist by profession. I was leading a regular life until 2004 when God decided he wants me to do something extra ordinary. But how? I lost my vision due to a genetic disorder called the Macular degeneration. Losing vision, gave me the true vision for live. I struggled and learnt to live a life of a person with visual impairment and the years of struggle motivated me to do something for people with disabilities who lack access to even the basic resources.

That is how SARTHAK was born. It was born with a vision to give vision an meaning to the lives of many people with disability by generating employment opportunities and enhancing their employability skills. We are still very young and with the support and guidance of various stakeholders we are moving towards our mission day by day.

Today, we are operational in Muhammadpur in South Delhi with a team strength if 15 members. Although, we are physically present out of Delhi, we are operational in almost 15 states in the country. We are working closely with the Government as well as the NGOs in any location where are activities spread.



The team is growing and is highly sensitive towards the issues of disability. There are regular feedback and interaction sessions between the team members and the Centre Manager to resolve issues and challenges. This process is helping us build a team and problem solving within the team. We are also rigorously involved in the capacity building of the team members so that they can contribute much more effectively towards the growth and development of the organisation.

The year that has passed by showed us both challenges as well as achievements. This year was a learning experience for us and we have tried to learn from our mistakes and make corrective changes in order to work well. The achievements are confidence boosters whereas the failures are ways to learn and improve. My dream is to move to the rural India as I myself hail from a very small village and understand the truth and what the perspective of disability is in the villages. It is a challenging task but, the ultimate sense of joy is in achieving something that is considered to be difficult.

I hereby wish convey my sincere thanks to the following people and organisations who have been our supportive pillars in the journey till date.

Funders and Supporters: Team Computers, Tech Mahindra Foundation, Nokia Siemens Network and Arcilor Mittal Foundation.

Government Support Structure: Ministry of Social Justice and Empowerment, Ministry of Labour and Employment, Vocational Rehabilitation Centres for the Handicap, Employment Exchange (Assam, Chennai, Maharashtra and Madhya Pradesh), Commissioner for Disability Maharashtra.

NGO Partners: Blind People's Association Ahmedabad, Kamayani School for Mentally Challenged Pune, Enable India Bangalore, Eyeway- New Delhi and all the NGOs working in the field of disability rehabilitation.

Individual Supporters: Prof M.B. Athreya, Mr Ranjan Chopra, Mr Vineet Nayyar, Mr Sandeep Bhargava, Dr V.P. Singh, Mr Ajay Kanchan, Mr Ritesh Sinha, Ms Preeti Monga and many more who have directly or indirectly influenced the growth of SARTHAK Educational Trust.



All the corporate who have contributed towards the cause, by hiring people with disability, training them, supported the sensitisation of their team members, attended the Roundtable conferences and participating in the Job Fairs.

At the end I wish to thank the whole team of SARTHAK Educational Trust who have been working towards the cause, the candidates with disability and their families and the media whose endless support has helped in creating mass awareness about the abilities of people with disability.

I thank all the well wishers of SARTHAK and wish that the relationship strengthens over a period of time.

Dr. Jitender Aggarwal  
Sarthak Educational Trust



# Project report

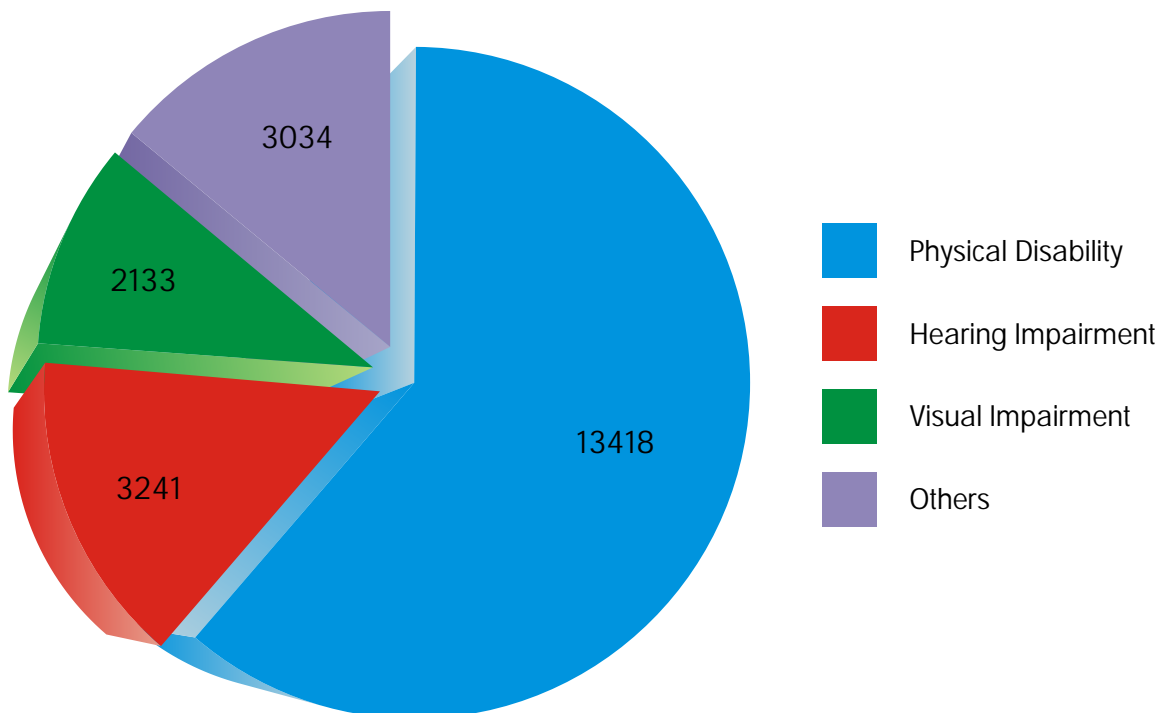
## 1. Registration

Registration is the process wherein the candidates with disability register themselves with SARTHAK Educational Trust for the purposes of training or employment. Since, we are an organisation which is working exclusively on the employment of people with disability, the primary registration happens by the job seekers only. The registration happens when we organise job fairs across the country as well as walk in registration at the centre. There are three types of people with disability namely People with Physical Disability, People with Hearing Impairment and People with Visual Impairment registered with us from across the country.

Registration involves the collection of the candidate's details with respect to the personal details as well as the educational qualification. The profiling of the candidates is done with a set format of questions and a one on one interaction with the candidates. This enables the assessor to understand the candidates disability as well as his abilities. This further leads to the segmentation of the candidates into various sectors based on their assessed skill sets. The total number of registrations done till November 30<sup>th</sup>, 2013 is 21, 826 from across India.



We have spread our activities to 18 states and 1 Union Territory namely, Delhi, Uttar Pradesh, Himachal Pradesh, Punjab, Haryana, Rajasthan, Andhra Pradesh, Maharashtra, Tamil Nadu, West Bengal, Madhya Pradesh, Gujarat, Jharkhand, Bihar, Odisha, Uttarakhand, Jammu & Kashmir, Assam and Chandigarh.





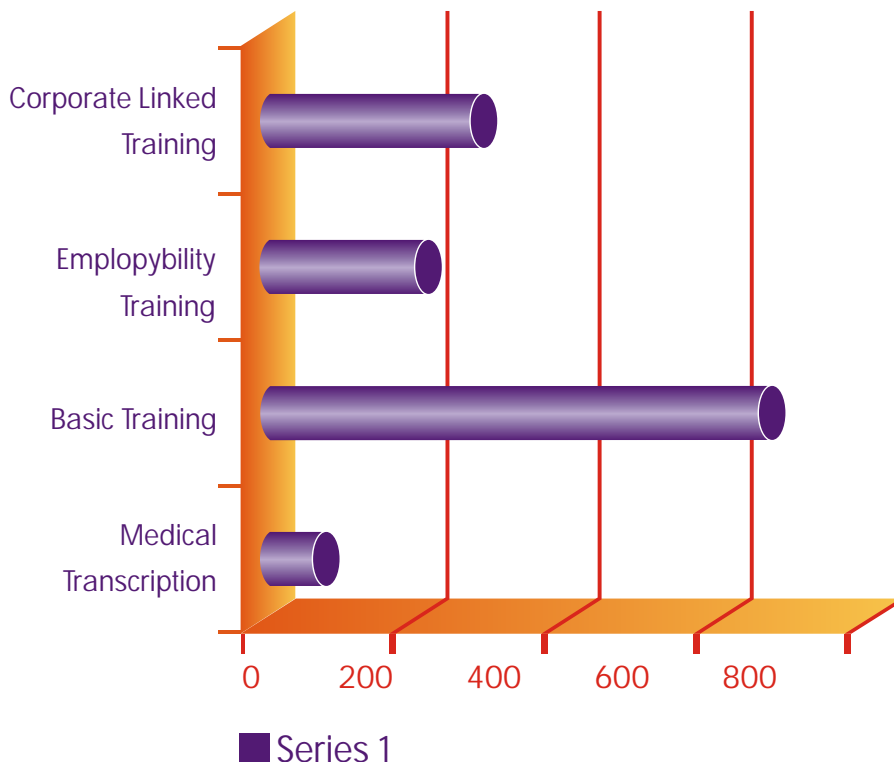
## 2. Training

The process of registration, as discussed earlier leads to the profiling of the candidates. The profiled candidates are then put into one of the training program which the candidates fits in the best based on his/ her educational qualification and the skill set. These training program helps the candidates to develop confidence and enable them to face the world with a positive frame of mind and not through the disability lens.

There are different training programs that we run at SARTHAK Educational Trust. They are:

1. Basic Training Program :
2. Employability Training program Tech Mahindra SMART (Skills for- Market-Training)
3. Corporate linked training program
4. Medical Transcription

**Basic Training Program:** This is the most basic training that we at SARTHAK organise for people with disability who do not even have the basic knowledge of communication or language and computer skills. These are mostly students who come from school and get some extra knowledge from the school. This course comprises of Basic English and Basic Computer knowledge and is affiliated to the NIIT Foundation. F- Tech was also our training partner for three consecutive batches. We have also in 2013, initiated a training program with the Times of India.



**Employability Training Program:** This is a training program which focuses on the training that needs to be given to a candidate before he/she enters into the corporate world. There are a number of things that the candidate needs to develop as part of his/her skills to be able to enter and perform in the private sector. This can be Communication skills, Life Skills, Exposure visits and Job and Industry specific skills.

The candidates who have been registered and profiled for the employability training program, are reassessed based on the qualification and skill set and then categorised into one of the various sector specific trainings like IT/BPO , Retail Sector, Hospitality Sector and Manufacturing Sector.

In April 2013, we initiated a SMART (Skills- for Market Training) centre in collaboration with Tech Mahindra SMART + Program which focuses on employability enhancement as well as employment generation.

**Corporate linked training program:** This is unique model developed wherein the Corporate are involved in the training process. The candidates who have been profiled for the training program, undergo a basic baseline assessment and basis that a group of candidates is formed for the training purposes. The corporate trainer trains this group and basis the end term assessment, the candidates are certified. The corporate which run the training program may or may not hire the trained candidates. Our training partners are:

- IT/ BPO Training : Aegis and Bank Of America
- Hospitality Training: Devyani International Limited: RJ Corp and Institute of Hotel Management
- Retail Training: Bharti Wal-mart and Vishal Mega Mart
- Hair and Beauty: Jawed Habib Hair and Beauty Limited



**Medical Transcription:** This is a training program for people with Visual Impairment. This is the first training program that was initiated at SARTHAK Educational Trust. The people with visual impairment listen to the online audio and make the transcripts for the many doctors and medical practitioners in the World.

Details:

- Total Number of Candidates with disability trained: 1200
- Number of candidates certified under the Basic Training Program: 655
- Number of candidates certified under the Employability Training Program: 220
- Number of candidates certified under the Corporate- Linked Training Program: 275
- Number of candidates trained in Medical Transcription: 50

### 3. Advocacy / Employer Outreach Activities

The next step after the registration and the training of the candidate is complete is to create demand for them in the market. This is done by reaching out to the corporate in various ways to get the candidates with disability placed in the private sector. The steps involved are:

**Job Mapping / Job Analysis:** It is a scientific way of analysing the opportunities for people with disability in different organisations in such a manner to accommodate all types of disability and not compromise on the profits or output of the organisation too.

**Roundtable conference on generating Partnership towards Inclusive Employment (PIE):** This is the unique way and one of the first of its kind initiated by SARTHAK Educational Trust. It is a format wherein the corporate who have reached the maturity curve share their experiences of hiring people with disability and in the process motivate the others too.

**Sensitisation workshops:** This is a format which involves sensitivity training of the managers at all levels in the corporate sector. This is done based on the needs of the organisations and is focussed on showcasing the abilities of people with disability.

Details:

- Number of Coporates who have been supported to identify jobs for people with disability : 18
- Sectors in which Job Analysis has been done: IT/ BPO, Retail Sector, Hospitality Sector and Manufacturing Sector
- Number of Roundtables organised: 12
- Number of business leaders motivated: 360
- Number of Sensitisation workshops conducted: 10
- Number of business leaders sensitised: 120

### 4. Placement and Retention

Employment is what we were born for. It is the major area of focus area of work. All the other activities also hence leads to the employment of people with disability. It is the direct impact on the beneficiaries, which enables them to live a life of dignity and respect. With employment all the other benefits of living a harmonious social life comes along way.

We have extensively worked with all the sectors namely IT/BPO, Retail, Hospitality, Manufacturing, Garments etc by placing both skilled, semi skilled as well as unskilled people with disability.

The process of placement is the most difficult task of all the other activities. The profiled candidates are assessed on his skill set and his choice of work area. In case the choice of area of work des not match his skill sets they are either trained to develop those skills or else they are counselled to rethink about their choice. In addition to that, there is simultaneous creation of jobs for people with disability in corporate by the advocacy and sensitisation workshops.

The placement activity is done under two main heads;

- **In house Placements:** This is a situation where any corporate which has an opening for people with disability share their job description with us and basis this candidates are filtered from our data base and the interview process is facilitated either in the premises of the respective company or at SARTHAK.
- **Job fairs for people with disability:** This is the most effective means for the placement of people with disability. The brings all the job seekers, job providers, NGOs and Government organisations working in the field of disability working in on the same platform.

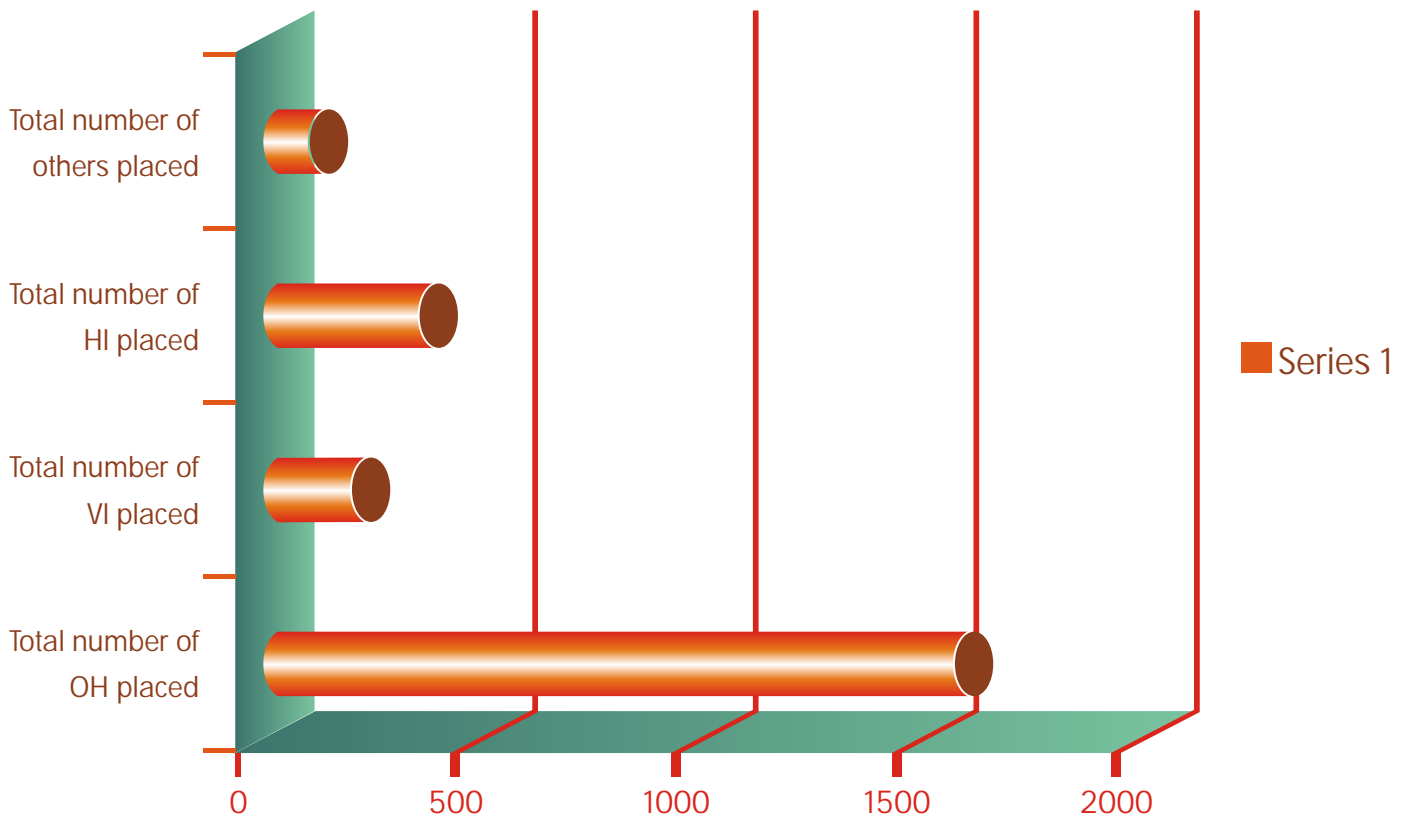




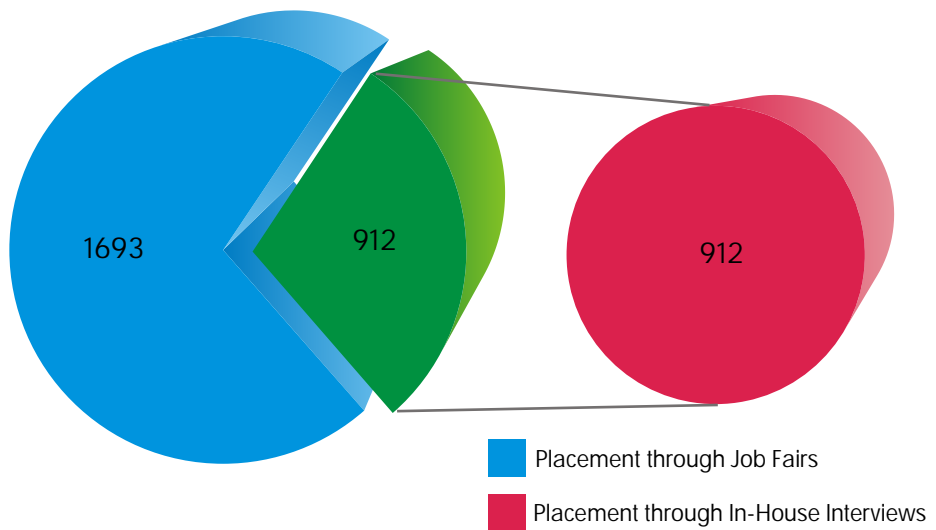
The placement activity is not complete after the candidate gets a job, instead it starts with when the candidate gets a job. There is rigorous follow up that takes place with the candidates and the corporate post the placement for up to 6 months to ensure sustainable placement.

Details of placement activity

Total Number of candidates placed: 2605



Distribution of placements through Job Fairs and In - House Interviews





#### Details of the Job Fairs Organised

- Number of Job Fairs organised: 51
- Number of registrations and Profiling done through job fairs: 16,370
- Number of employers mobilised: 48
- Number of job offered: 1771
- Percentage retention: 67% people are either working with the same organisation or moved to a similar or better profile in some other organisation

#### Our Hiring Partners are

Aegis	IBM	Future Group	Devyani International Limited: RJ Corp
Infosys	Competent Synergy	VMart	Dominos
Netambit	Genpact	Tata Croma	ITC
Tech Mahindra	Bank Of America	Blackberrys	Taj
Serco	Accenture	Cocoberry	Yum
Wipro	HCL	Spice Retail	CCD
FSL	Vishal Mega Mart	Lemon Tree Hotels	Jaipur Rugs

### General Information / Highlights of the Organisation

#### 1. Registration

SARTHAK Educational Trust is registered as a Public Charitable Trust

- Registration number: 9946
- Registration date: 04/07/2008

#### 2. Advisory Board

We take extreme pleasure to share with you that SARTHAK Educational Trust has formed its Board of Advisors with the most prominent members of the Private Sector as well as the Civil society. They are people who have been supporting and guiding SARTHAK in all its activities and programs so that the outcome achieved is maximum. The names of the Members are given below:

Sl No.	Name	Organisation	Designation
1	Mr Krishan Kalra	NSDC	Director
2	Mr Ranjan Chopra	Team Computers	CMD
3	Mr Sandeep Bhargava	Nokia India Sales Private Limited	Director Corporate Affair
4	Ms Rewa Nayyar	Independent	
5	Dr V.P.Singh	Devyani International Ltd: RJ Corp.	Head - HR
6	Mr Niranjan Khatri	ITC	Environment- Head
7	Mr Ajay Kanchan	Centre for Advocacy	CEO
8	Mr R.Hari	Lemon Tree Hotels	Head - HR
9	Mr Ritesh Sinha	DLF Foundation	Head - CSR



### 3. Team

SARTHAK is as small as a team if you look at the number but the strength is that of a huge team. Each member is committed towards the cause and believes in multi-tasking. The names of the Team Members can be found below:

Sl. no.	Name	Designation
1	Dr Jitender Aggarwal	Founder & Managing Trustee
2	Swati Singh	Project Director
3	Atul Garg	Project Co-ordinator
4	Kirti Sharma	Employment Officer
5	Megha Kashyap	Employment Co-ordinator
6	Rachna Nain	Training Coordinator
7	Sonu Pandey	Trainer
8	Balbir Singh	Trainer
9	Varun	Trainer
10	Anil Kumar	Admin Assistant
11	Pawan Kumar	Office Assistant

### 4. Forum and Conferences

SARTHAK Educational Trust has been lucky to have got an opportunity to present our case in different forums and conferences. This leads to spread awareness about people with disabilities and their abilities. Such forums are an opportunity to sensitise people about this section of the society which people see but remain unknown about. The following is the list of forums and conferences where SARTHAK was invited to speak.

1. Dr Jitender Aggarwal whose story was written in a book called the T- Junction was the lead speaker at the launch of the book by Times Group on November 4<sup>th</sup>, 2011
2. Dr Jitender Aggarwal spoke on "Freedom What it means to you" from the perspective of a person with visual impairment in December 2011
3. SARTHAK Educational Trust got an opportunity to present about its programs and activities at the National HRD meet in New Delhi on March 28<sup>th</sup>, 2013
4. At an event hosted by the Institute of Hotel Management to promote "Hunar se Rozgar", SARTHAK got an opportunity to talk about the abilities of people with disabilities
5. Dr Jitender Aggarwal was the key speaker at the "TedX Knowledge City Talk" in Noida on December 28<sup>th</sup>, 2012

6. SARTHAK Educational Trust got an opportunity to conduct a workshop for the Polytechnic centres on "Education and Employment of People with Disability" at NITTR in Chandigarh on July 23<sup>rd</sup>, 2013

7. SARTHAK presented on the "Best CSR Practices" at the CII Conference in Chandigarh on July 23<sup>rd</sup>, 2013

8. Dr Jitender Aggarwal was a Panellist for the Global CSR Meet organised by CII in New Delhi wherein he shared the "Best Innovative Practices in CSR"





## Media Coverage

INSPIRATION



## Vision is always GREATER THAN SIGHT

Loss of vision partially a couple of years ago. The world seemed to have come to an end for me. I wasn't sure of my future. From a successful dentist to a visually challenged person—the life had taken a complete turn on me. But then I had two options, one to move into a shell and close my file, and try to move ahead and start afresh. I chose the later.

It was in 2007 when one of my friends shared with me that people who can't see or have partial vision can learn computers and get placed. I took his words and learnt computers. I was still not sure what I would do next. But in the back of my mind I had a deep concern. A concern for people like me.

As Maheshwar Gaudil said, "Be the change that you want to see in the world." I decided to teach computers to visually challenged people so that they could get employment. I transformed one of my clinics into a training room. I thought let me begin, then only I can expect people to join hands.

To me, helping them educate and providing necessary assistance would not

INSPIRATION

help completely as, after all it said and done, they would be left with betterment only. I studied a great deal over this and also studied the basic models of a couple of NGOs who were involved in employing such people.

Though there were many NGOs which were working towards the betterment of these people, but society was missing something about providing employment to them. We approached some companies in the city who were into medical transcription. We suggested them to hire services of our students, and eventually got a positive nod from them.

The cases started to arrive and gradually our students started getting selected for employment. We contacted few MDs who were of the view to turn our endeavour called "Sarthak" into a sustainable model and envisioned a huge potential by training able mentored and visually impaired people. We got donation of computers by some companies also. Later on we started working for physically challenged students as well. As the model started to evolve, gradually we expanded our reach and now we work in three verticals: training, employment and advocacy.

Our training centre: Tech Mahindra Smart Center, which is a sector specific training center, trains children for different modules: RPO, coding, leadership, team building, etc. The training is for those who are able to secure that everyone gets a job after their training.

Companies train these children in different cities of India. We have also in-house trainings which take care of educational part. We also have joint hands with 'Jaipur Rains' and we work in villages. In Budaun District, we train physically



challenged people in veg cooking for three months, then we install the machinery as the kitchen's fridges and hobles cover Rs. 5,000-6,000 (donated a month in house only).

Our second vertical 'employment' organizes interviews and selection process in the state capitals. We get a good support from media as well that helps us in employing our message to many other people who get to know what role cause we are working for. We have CEOs and management gurus in our advisory board who guide us for what is workable.

Our third vertical 'Brand-able Advocacy' is where interaction happens among more brands about financial challenges of physically challenged people can be made employable.

The process of taking action: For an intermediate it takes us six months to one year to train him. A graduate takes an average three months to learn computers whereas a handful needs a week's training as well. Our purpose is to work towards turning their disabilities into abilities and help them realize that

even with their disabilities they can have immense opportunities in the society.

The scale of work towards this area of society is still meager. As we have around 16 crore people with disabilities, we need to be proactive in this area. We are trying to get more and more corporates and people to associate for this cause. We want people who can dedicate themselves on various roles and don't engage themselves in mere philanthropy.

In ITC, Coca Cola, Laxmi Text, last year our work focus is directed for our 2,450 students have been employed with 150 corporates. We have around 20,000 people registered pan-India and ten percent of them is now ready to be employed in industry.

We are open to corporates who have an intent to provide employment in our 'society blind' initiative. Anyone is welcome in joining hands with us in this noble cause.

As mentioned by Dr. Jitender Aggarwal founder of Sarthak, to our correspondent



Business World- July 2012

## Not A Smooth Ride

In companies hiring people with disabilities both employees and employers need to go through a learning curve



"Normal people use ramps more often than those on wheelchairs"

Ketna Mehta, Founder,

Nina Foundation

(BW Pic By Umesh Goswami)

## RELATED STORIES

### Mixing Business With Pleasure

Until two years ago, life held little hope for 25-year-old Deepak Narang. An orphan who could neither speak nor hear, he barely managed to survive on the meagre sum that he received from bus drivers in return for cleaning their buses at the Anand Vihar bus depot in Delhi. Last year, Narang and four other people with disability (PWD) from Delhi became the first batch of such people to pass out from Jawed Habib Academy in Mumbai's Andheri, the school owned by the eponymous celebrity hair stylist.

Today, all five are employed at Jawed Habib's salons in Mumbai, Bangalore and Delhi at a fixed monthly salary of Rs 8,000.

Habib, founder and owner of Jawed Habib Hair & Beauty, says: "In October 2010, when people from Sarthak approached us for training these PWDs, we thought of giving it a try. To our surprise, they have been quick learners and some have the potential to become good hair stylists. This has encouraged us to take a second batch of PWDs for training in Delhi."

According to Jitender Aggarwal, founder of the Delhi-based Sarthak Education Trust, an organisation that works to secure

employment for PWDs, Habib bore the entire cost of training the five, including their accommodation and food. Says Habib: "This is not charity or business or publicity, it is just one of the ways to help and try to bring smiles to the lives of a few."

But the experience of employing PWDs did not exactly leave Habib and his team smiling initially. An incident almost forced him to give up the idea: A PWD and his guardians raised a huge ruckus when he was not allowed to cut a customer's hair, and accused the organisation of discrimination.

"It was a crude learning experience. We committed two grave mistakes. We started with a salary which the PWDs never imagined they could make. The second mistake was hiding their weaknesses. These acted as a time bomb which, when it exploded, spoilt the image of the company," says Rohit Arora, executive director at Jawed Habib Hair & Beauty.

After the incident, the organisation decided to make its PWD employees aware of their weaknesses and limitations. It has also told them that not everyone can be a hair stylist and that they will be put in departments according to their aptitudes and not their wishes. "It was a sad episode. But one incident cannot make or break our decision to help PWDs," says Arora.



**NEELU BHULLAR**  
Associate prof, MDI  
"We can help PWD's get jobs.  
They will have to carve their  
own path."



**PATU KESHWANI**  
CMD, Lemon Tree Hotels  
"The more They (PWDs)  
interact, the better are their  
chances of growing."



**SHANTI RAGHAVAN**  
Founder, Enable India  
"PWDs can be an alternate  
source of employees; they  
cahelp create a diverse  
workforce."



**JITENDER AGGARWAL**  
Founder,  
Sarhak Educational Trust  
"What training can NGOs give  
in 20 - 30 days to make a  
visual and hearing impaired  
person employable?"

Nellu Bhullar, associate professor at MDI Gurgaon, who works for the employment of PWDs, says, "PWDs can often get cynical. They don't understand that their behaviour can close the doors for many of their brothers and sisters. This attitude is the chief reason why companies are wary of hiring PWDs."



A manager at costa overcame his initial difficulty in working with PWDs by learning sign language  
(BW Pic By Sanjay Sakaria)

So far, only about 100,000 PWDs have succeeded in obtaining employment in industry in India. While the total population of people with disability in the country is said to be close to 70 million, as per unofficial estimates, official estimates put the total at a far lower 20 million. About three-fourths of the PWD population lives in rural areas. According to the World Bank and the World Health Organisation, an estimated 15 per cent of the world's population or 1 billion people based on 2010 population

estimates have some form of disability. Of these, 785 to 975 million are above 15 years of age. The seemingly smaller size of the PWD population in India in comparison to global estimates is due to the fact that many in the country hide the disabilities of their children; this phenomenon is mostly prevalent among the rural population.

"The real number of PWDs in India can be anywhere between 10 and 12 per cent of the population," says Sarhak's Aggarwal, a dentist by profession until 2004, when he was diagnosed with retinitis pigmentosa, a condition which leads to permanent visual disability. He believes that employment is the key to the inclusion of PWDs in the mainstream. "What struck me was the way people treated me. They think if you can't see you can't work. The general feeling is if you are disabled, you are a burden on society," he says. If getting a job is not easy for most disabled people, gaining acceptance in the larger society and at the workplace is an even bigger challenge. Take the case of Anurag Tripathi, 24, who works at the Gurgaon property of Lemon Tree Hotels, a mid-size hotel chain that has some 100 employees (4 per cent of its total workforce) who are hearing and speech impaired. By the end of 2013, the company plans to employ 400 PWDs 10 per cent of its total workforce.

A year ago when Tripathi, who is speech and hearing impaired, joined the Gurgaon hotel's laundry department, his happiness at having found a job and an identity of his own soon turned into dismay when he saw his subordinates taking advantage of



his disability and dumping their work on him. He remained unfazed and polite though, being used to such behaviour. In a couple of months, everything changed: his colleagues became receptive to him, his hard work was recognised, and he was promoted to the service department as guest service associate. "I felt bad, but I didn't want to miss the opportunity. The job has made me independent and I am not dependent on my family," he says of his experience, using sign language. Today, he is the face of the company at its Gurgaon property, receiving and assisting guests at the front office.

Society's attitude towards disability comes out starkly in the case of Ramaswamy Dharmarajan Iyer, an IES officer and director in the Forward Markets Commission (FMC), the regulator for commodity markets in India. He was diagnosed with retinitis pigmentosa in the late 90s when he was around 30 and already working as an economic advisor in FMC. His family sent him to London and US to seek a cure for his condition, using most of its savings. Seeing no improvement in his vision, Iyer came back disappointed. But he did not lose hope. Subsequently, he learnt Braille, the use of a cane and, importantly, technology, so that he could overcome his disability.

On his return, Iyer rejoined work. He had to depend on friends and family to get work done at office, but his condition evoked little empathy among his colleagues. "Though they used to help, I had to wait for them to complete their work and then they would help me go through the files on my table," he says. Before the advent of JAWS (job access with speech) software, Iyer used to record everything and carry his portable typewriter everywhere. His perseverance earned him four promotions in 14 years. He has seven years of service left, which gives him a good chance of becoming a joint secretary, which will be the first for any PWD. Today, he does not let his disability interfere with his life and work: he uses the workstation independently, travels on his own by local train from his residence in Chembur to his office in Marine Lines; cooks at home; and even goes around clicking photographs. He is also on the board of governors of the National Association for the Blind (NAB) for the past 15 years. He extends help to people with multiple disabilities and takes up their cause with the government.

There are any number of examples of people like Narang, Tripathi and Iyer who have overcome their disabilities and the discrimination associated with them to make a mark in society. Acceptance of PWDs, however, is a greater problem for those at the bottom of the pyramid than for those who have the support of their families and resources at their disposal such as

Malini Chib, an author and a double postgraduate who suffers from cerebral palsy, and Hari Raghavan, a solutions specialist at IBM India who is visually impaired.

#### No Free Lunches

Since most PWDs from the bottom rung of society have no skills and education, companies are not willing to bear the cost of training them. Pratham Motors, an authorised dealer of Maruti Suzuki in Bangalore, has seven PWDs on its rolls but they are paid 20 per cent less than normal employees. Six visually impaired are with the company's call centre, selling insurance to clients or making follow-up calls to customers for car service. The seventh PWD, who is hearing and speech impaired, works in the fitting department. "The cost of training is compensated by low salary. Though they are hardworking, their productivity is just 80 per cent of a normal employee," says Samar Bhasin, managing director and CEO of Pratham Motors.

Given his experience with PWDs, Bhasin wants to hire more, but he is in no particular hurry. Dhruv Lakra, founder of Miracle Courier that employs 45 PWDs who are hearing impaired, injects a dose of reality. "They have huge confidence issues. They become so comfortable in their existing jobs that they do not want to take more responsibility. I have made it very clear that they will have to take responsibility if they have to work with us. Today, Miracle Courier is more business-oriented than social."



"Depend on friends and family to get work done at office"  
R. DHARMARAJAN IYER  
Director, Forward Markets Commission  
(BW Pic By Umesh Goswami)



But there are companies that take a more sympathetic view of the problems of PWDs. For instance, the Lemon Tree chain, which is currently experimenting with visually impaired and mobility challenged people, posts them in its front office as a matter of policy. Says Patu Keswani, CMD of Lemon Tree Hotels: "The only way out is growth, which comes with exposure, and one way for that is continuous interaction with people. The more they interact, the better their chances of growing." He says putting PWDs in the front office also makes people aware of them. "Rather than PWDs getting sensitised, it's important that we get sensitised to them." The chain has a 15 per cent attrition rate among PWDs, a fact that Keswani rues.

In many companies abroad, PWDs are thought to make good, dependable employees. So, the high rate of attrition among PWDs could also be because companies here are not doing things right. An example is the Bangalore set-up of Korea-based manufacturing company TaeguTec, which is 80 per cent owned by Warren Buffet's Berkshire Hathaway. Two years ago, it recruited two PWDs, but both left in the first month as they felt lonely the two hearing-impaired people had been put in different batches.

Murlikrishna S., head, engineering and development at TaeguTec India, says: "We realised our mistake. A year ago we engaged Enable India, a Bangalore-based NGO. We are working on a pilot project which includes training of PWDs for jobs in-house as well as holding sensitising and training sessions for all employees." TaeguTec has recruited six people with diverse disabilities and put them together in the general shift.

They are currently working in the preparation area and prepare inserts that go into the furnace. These inserts are used to cut metals for automobile and engineering companies such as Hero Honda, Mahindra & Mahindra, Maruti Suzuki, Tata Motors, Bharat Forge and Larsen & Toubro. Says Murlikrishna,

"We incur a cost which is 15 per cent more than normal. But recruiting differently-abled people is part of our CSR (corporate social responsibility) activity." TaeguTec spends half a per cent of its profit on such CSR activities.

It's not just companies that are on a learning curve when it comes to dealing with PWDs. There are success stories at the level of individuals too. One is that of Debasis Das, who did not know how to deal with two hearing and speech impaired employees when he first took charge of Costa Coffee's branch at Green Park in Delhi. But he made an effort to learn sign language and overcame the obstacle. He went on to head a team of six, all hearing impaired. He has recently been given charge of selecting, training and recruiting hearing impaired for Costa Coffee's franchises across Mumbai, NCR and Bangalore. But despite Das's efforts, 25-year-old Rajiv Ranjan Mishra, who once worked under Das, would like to leave if he gets a better job. "I have tried to get a government job but failed and, therefore, I am still at Costa," says Mishra.

"We can only help them by helping them get employment according to their ability. Thereafter they will have to carve their own path," says Bhullar of MDI Gurgaon. Interestingly, these thoughts are echoed across the spectrum of people from NGOs and trade bodies that are working with and for PWDs.

Enable India's founder Shanti Raghavan, who has for the past 11 years been preparing PWDs for the jobs that they eventually take up, has a perspective on the issue. She feels that companies are recruiting PWDs not because they see them adding value to their organisation or because it makes sound business sense to have diversity in the workplace. They are doing so for the sake of either being good citizens or just as a CSR activity. "They don't even get it that PWDs can be an alternate source of suitable employees, who can contribute to overall diversity, creativity and workplace morale, which can enhance their organisation's image and productivity."

Corporates do not entirely agree with all the stated benefits of hiring PWDs, though. Amitabh Kapoor of Net Ambit, which has been recruiting people with orthopedic disabilities, is amongst them. He says, "This is no CSR for us. It's a win-win; they get a career and we get the people." However, he adds that for Net Ambit, hiring PWDs has not actually helped in increasing retention. "The attrition levels for PWDs and normal employees are almost the same."

Still, efforts are being made at all levels to overcome the various problems encountered while working with PWDs. In May, a web portal, Jobability, was launched by Accenture in collaboration

Disabled Population		
Disability	Census 2001	NSSO 2002
Locomotor	61.05	106.34
Visual	106.3	28.26
Hearing	12.62	30.62
Speech	16.41	21.55
Mental	22.64	20.96
Total	219.02	207.73

Figures in lakh source: NSSO 2002 and Census 2001





with the UK-based Leonard Cheshire Disability International to provide information related to livelihood opportunities for PWDs. Says K.K. Upadhyay, head, CSR, at FICCI, an industry lobby: "The portal will also have an online training programme to enhance their (PWDs) skills. The focus will be on soft skills and skills pertaining to the job." The government, too, is trying to double the quota for recruitment of PWDs in government jobs from the current 3 per cent, he says.

"We are still in the initial stage and have only scratched the surface. Work should be from the point of view of goal orientation and should be sustainable. Most importantly, after recruiting, it is necessary to keep track of the employees," says Raghavan. She feels organisations should also be reasonable and not think of PWDs as cheap labour. "It's foolish of someone to expect that anyone will sell his soul for Rs 3,000. Also, the attrition level is high in the unskilled segment. Besides, most companies prefer physically disabled candidates," she adds. The government's efforts at providing job and social security for PWDs have not made much headway.

Under the Eleventh Five-Year Plan, it targeted creation of 100,000 jobs for PWDs every year in the private sector for which it was willing to pay the employer's contribution to the Employees Provident Fund and Employees State Insurance for the first three years for PWDs with earnings below Rs 25,000 a month. But there has been no corresponding interest shown by the private sector, though some like Lakra of Miracle Courier blame that on a lack of awareness. Even the new Disability Act of 2011, which promises equality and non-discrimination, remains on paper.

But things are changing on the ground, albeit slowly. In May this year, a separate Department of Disability Affairs was created under the Ministry of Social Justice and Empowerment to cater to the needs of PWDs. Then, even if most companies still think of recruiting PWDs as part of their CSR initiative, at least some progress towards their social inclusion is being made through that channel. But any change on a meaningful scale will not take place until corporate India comes around to the view that it makes business sense to have diversity in the workforce. But with hardly 2 per cent of PWDs educated, it may take a while before such thinking sets in.

Mahesh.nayak@abp.in



Lemon Tree hotels has some 100 pwards on its rolls. It aims to raise this number to 400 by the end of 2013  
(BW Pic By Bivash Banerjee)



#### Website

We are happy to announce that SARTHAK Educational Trust launched its new website: [www.sarthakindia.org](http://www.sarthakindia.org) on April 15<sup>th</sup>, 2013 which is up & running successfully, made possible by the support from Intellisoft Services who have helped developing and are also supporting the management of the website



# Snapshots



Our supporters



Team SARTHAK



Job Fair



SARTHAK at a panel discussion at IMI



Spreading joy and dignity



Job Fair



Corporate training



Training



On-job training



Training



Training



Training



Training "Glimpses of the Corporate world"



Roundtable



Interaction with supporters



Supporting each other



Group of candidates



Corporate training



Hearing Impaired candidate working at ITC Maurya



CEO with trainees



Roundtable at MDI



Candidate working at a store



Candidate with his manager



Preparing yogurt at Cocobery



# Case studies

Arun



Always think positive and think about the future," says Arun in a sonorous voice which truly reflects confidence and victory. Arun is no ordinary man, he has overcome the stigma of disability from his life by sheer strength of his character. He suffers from 100 percent visual impairment since birth but never for once will he make you feel sympathetic towards him. Always well dressed and sits in an upright posture Arun commands respect that comes out so naturally.

Otherwise a reserved person, who is difficult to strike a conversation with, Arun opened up and shared his mind. When he came to know about the impact of his disability in his life he asked back with a smile, "Do I have any choice? Can I undo it?" No matter how desperately I want something to happen, it will not happen just because I want it to happen, it will only happen if the time is right and only if I deserve that." He knows it so very well, there is no point brooding over, what a wise man should do is to accept things as they are and make best use of it. That is his philosophy of life and so far it has worked for him.

Arun is the eldest son and not the only blind person in the family. Like him his younger brother is also blind. Both of them do not have any blood circulation in their optical nerves and thus couldn't see since birth. In Arun's case his parents detected this after 40 days of birth, surrendering to God's will they embraced their bundled of joy with pure love and loads of compassion. Though they were shattered, when they came to know that their 40 day old son will never be able to see this

world with his own eyes they did not shut themselves down. His father, who owns a juice shop pledged to give him the best of upbringing that they could afford and provide a healthy environment for Arun to become the Sun of their family.

Today Arun is a very confident man of 25 years of age and leading a comfortable life with dignity and self esteem. He is working at a reputed company as a Quality Analysis Executive. Arun remembers his days of struggle when in spite of his best efforts it was getting difficult for him to get any job. He faced twenty job interviews and failed everywhere but his hope did not diminish. When five of them (all blind) were waiting for their interview call at Tech Mahindra, he was nervous and skeptical, all he wanted was that the interviewer should be able to see through his abilities beyond Arun's disabilities. It was a tough time but he managed to hold the ground. He recalls how getting this job meant a world to him, his philosophy is not of passive acceptance, he wanted to be self-reliant and be economically independent. And his work here not only facilitates this but also helps him to give a meaning to his life. "I take great pride in my work which I enjoy thoroughly" shares Arun. One can see contentment writ large on his face.

Arun values equality and doesn't like people who tramples upon anyone's rights. He narrated an incident from his life when he along with few other friends (all blinds) fought with a blue line bus conductor for not honoring their rights to travel on disability pass. He smiles and shyly adds, the fight was pretty severe, police personnel were called and the conductor was arrested for a short period. This happened during his NBA (National Blind Association) days. Like many of us Arun also dreams of getting married and a secure job in the government sector.

He is indebted to SARTHAK for grooming him. In his own words, "Sarathak has supported me in improving my computer skills and getting a perfect job for me. I have come to know about Sarathak through Dr. Jitender Aggarwal sir, he visited my old institute and encouraged me to get the right skills so that I can become employable. I would remain ever so grateful."



When not listening to calls, which he has to monitor for quality at work, Arun loves to listen to music especially romantic pop. He also enjoys surfing on internet that he believes is the best way to acquire knowledge on almost anything in the world. "At other times I chat with friends on phone or through the net" shares Arun in an upbeat mood.

Madhu Singh, the key person to make inclusive employment at Tech Mahindra a reality, recalls how it all got started, she came in touch with SARTHAK through Deccan Foundation, the CSR wing of Tech Mahindra and realized that there is a whole new world of untapped human resources. "It was a gold mine, needed to be explored. When the corporate houses were struggling to retain employees there was this area which was never visited. Things started rolling, initially we hired five visually impaired candidates but our projects couldn't be synchronized with the screen reading software, then we explored other areas where they could be absorbed. " She further says ' Never ever for a second did we think to give up. It was a challenge, convincing the entire project team and making changes in systems, both physical and mental shifts were difficult but not impossible. But all these paid off well, we did very comprehensive training for these candidates for three to four months, assigned different projects to check feasibility and utilized their talents. We only looked for what they have and not what they lacked."

"Arun's entry to our floor in a way opened our eyes," says Deepak, senior colleague at Tech Mahindra. "I was amazed to see how deftly Arun moves around the floor from one person to another for quality checking and takes notes quickly. Before meeting him, I used to think how a blind person can work on computers. Now seeing Arun working on the computer making reports and sending emails, I need no answers. We are great friends now and I cherish him so much. When we really want to do something all that we require is strong determination, the way forward will come out on its own."

Come let us join hands and make his and many other Arun's life a wonderful experience. Not because that you sympathize but because you care for dignity of life. Sarthak lauds Tech Mahindra for taking this step towards inclusive employment opportunities and thanks its staff from top to bottom for being sensitive to embrace differently abled people in their lives.

Please contact SARTHAK for any help that you would like to provide or just connect another Arun whom you know, to us.

## Deepika



Climbing up the escalator I saw an effervescent young girl dressed in black engrossed in conversation with her colleague at the Cafe Coffee Day outlet in the Moments Mall, New Delhi. She was nodding her head with a gentle smile and her eyes were sparkling. Up close when I went I gathered that they were discussing about refilling the empty tray in the showcase. I waited in one of the tables, silently watching them. One of them, who caught my attention, is a young girl in her early twenties, constantly moving her hands, either making coffee or laying the serving tray. Her eyes were always looking for work, and when there is no work she would quickly put all the tools and jar at their right places neatly and then giving a final look as if telling herself it's all done and looks clean!

All this while I never heard her say anything. Infact she has never heard neither uttered a single word in her life; she was born with hearing defects. She is Deepika, one of the soundless warriors of Café Coffee Day (CCD).

Her colleague would take the order and then tell her what needs to be done; she would gently nod once and then would be busy laying out the order. Following her training to the T, she would first take the milk to the measure, then adds coffee and brews it exactly as told. And the result is lovely coffee be it Cappuccino or Mocha!

"Initially I never noticed, but one day when I saw that the other staff members were talking to her through sign language then I came to know that Deepika is hearing impaired, all these while she has been serving coffee and other stuffs but never for once has she made any mistake" shares Jayant. "Many a times I have asked for more sugar and she has brought that to me immediately. I used to think she heard me but she would read my lips!" adds Ravi. Both Jayant and Ravi are regular visitors at CCD, Moments Mall.



Having been born in a poor family as the third girl is in itself a difficult proposition and on top of it was Deepika's disability. Life has been full of hardships for Deepika's family. In spite of all odds Deepika has completed her matriculation and got herself trained in English language and computers.

A turning point came in her life, when an acquaintance referred her to SARTHAK. She got herself registered and started practicing her skills. Unlike others she was very lucky in getting a job, she was selected in her first interview. Her joy knew no bounds, she was most happy that day. Today she recalls that as the greatest achievement, because that day she was able to break the shackles of her disability.

It has been two years that she is earning her livelihood with dignity. Earlier she was placed at CCD, Green Park and now for past one year she is posted at CCD, Kirti Nagar. She says she owes this to SARTHAK, earlier she was directionless but SARTHAK has encouraged her and believed that she could be independent and can change her life. That belief made all the difference and today she confidently makes coffee and serves it with pride. On her first day to office she was very nervous and scared, and the biggest fears was how would she be able to express herself? But all her fears were overcome by warmth and smiles from the CCD staff members.

"Initially I would goof up things but my colleagues kept their patience and helped me learn coffee making skills, now I am fine and can do things on my own", she gestured with a polite smile.

Looking at her warmly, Anjali, her colleague at CCD, quickly adds, "she is a very nice girl, when I met her first I was apprehensive how we are going to work together, but slowly we learnt each others' languages and at present I am very comfortable working with her, infact, we have become friends now!"

"Deepika is perfect at her work as a CSA (Customer Service Assistant), she works very well, she arrives always on time, takes things seriously and in fact many a times helps me to remember things that we have been trained on, our team has also learnt few values like punctuality from her" adds Amit Khanna, Manager CCD, Moments Mall.

In her free time Deepika loves to be with her deaf friends, they play and travel and make merry. She loves to go for shopping, specially buying new dresses.

After her father passed away early his year, now she feels more responsible for her own life. Hers is an all women family now and many a time this becomes pretty challenging for each member. But is she determined now that come what may, she will continue to work hard and support her mother. Her only

dream is to continue working and may be some day, get married to a hearing impaired person.

Come let us join hands and make her and many other Deepika's life a wonderful experience. Not because that you sympathize but because you care for dignity of life. SARTHAK lauds Café Coffee Day for taking this step towards inclusive employment opportunities and thanks its staff from top to bottom for being sensitive to embrace differently abled people in their lives.

Please contact SARTHAK for any help that you would like to provide or just connect another Deepika whom you know, to us.

## Rashid



was waiting at a bus stop for Rashid to arrive for our scheduled meeting, finally the designated bus halted near the stop and along with few other passengers, a handsome young man in his late twenties, fair and tall, wearing a maroon colour half sweater alighted, his small chestnut eyes were looking for somebody. He took out something from his pocket and started unfolding it. My eyes followed him and he walked passed me, straightening his blind stick. Few yards away he took his cell phone out and dialed a number. My phone rang, I immediately





recognized him as Rashid. I called for him, he turned and extended his hands and said "hello mam!" This was my first meeting with Rashid. If it was not for the blind stick, it would have been so difficult for me to recognize Rashid. His gait, his style and the way he conversed looking straight to your eyes, it is impossible for anyone to call him blind.

When he was in fifth standard approximately of 10 years of age, he suffered from high fever, that lasted for twenty days and its impact is still imprinted large in Rashid's life. Even today he remembers that tragic day, when after his recovery he re-joined school. Jyotsna madam, his teacher, was taking the class. She asked the students to copy the notes from the blackboard and complete the home work. Rashid stood up and boldly said, "what to copy madam, you have not written anything on the board". The entire class laughed and Jyotsna madam took him to the principal. There he was asked to readout a sheet of paper, again he said, "what to read it's all white"! His parents were called in and he never went to that school again. Doctors confirmed that his eye-sight got damaged and probably he would never see again. He became 100 percent visually impaired. The following six months were horrendous for Rashid. He went into depression. He locked up himself in his own house, his mother would prod him to go out and play with other kids in the neighbourhood. Even sometimes she would request other children to come home and play with Rashid. She would get responses like, "what to play with him, he can't see anything, he is useless." These words would pierce through their hearts like arrows. Heartrending as it was such remarks would make it more difficult to bear the pain. As Rashid was narrating his story I would see few tear drops and goosebumps on his arm.

His father ran from pillar to post in the hope, if his son could see again. Next 7-8 years he was treated in various hospitals and by various doctors, be it from India or from abroad, nothing worked, nothing helped. His parents' despair was the greatest. Out of their five children now three are blind. Apart from him, his two elder sisters are too blind, one by birth and another after she was severely attacked by chicken pox. Life had no meaning for him, but he asked himself for how long? How long can he expect the world to sympathize with him and how long should he wallow in self-pity and cry? There has to be an end to it. He determined to lead a normal life, and this he has control over. His becoming blind was not his fault but his not turning into a 'sorry-figure' is in his hands. He pulled himself up,

went to a blind school and then fought with a principal of a normal school and got himself admitted there to pass 12<sup>th</sup> standard.

He played cricket and chess at national level, he was into running and short-put throw as well. He learnt brail in six months and did a diploma course in computers.

It was here he personally got in touch with Dr. Jitender at SARTHAK and got inspired and impressed by his vision for people with disabilities (PWDs). He decided to quit his grocery shop and join an office. He gave almost twenty interviews and did odd jobs in two-three organizations. Finally, his day arrived when he got his offer letter from Tech-Mahindra Foundation. Since then, there has been no looking back, he is working there for past two years now as a soft skill trainer. He is confident and self-reliant and hates people who show sympathy towards him.

He argues, "I only lack one faculty, the sight, if you compare me with other people I am as equal as they are and I can do everything. I don't need sympathy; all I need from people is their cooperation." He recounts one incident from school life, once an English teacher called him and said, "How will you pass like this?" to that he responded, "just keep the class quiet when you teach, allow us to listen to what you teach, I will pass my exams based on my listening skills." In school, his friend, Manu Singh, who he fondly remembers, would record all that teachers would teach and he would rewind, listen and learn. In office he is praised by all his colleagues and other staff. Many of his new trainees would only come to know about his disability weeks after joining.

His only wish is to continue working and earn more money so that he can fulfill his elder son's dream of becoming a pilot. He loves spending time with his wife and two sons. His wife too is very happy with him, although she has no disabilities, she considers herself very lucky to have Rashid as her husband. Come let us join hands and make his and many other Rashid's life a wonderful experience. Not because that you sympathize but because you care for dignity of life. SARTHAK lauds Tech-Mahindra Foundation for taking this step towards inclusive employment opportunities and thanks its staff from top to bottom for being sensitive to embrace differently abled people in their lives.

Please contact SARTHAK for any help that you would like to provide or just connect another Rashid whom you know, to us.



## Sheelu



Sheelu's story is of a successful love story, bollywood style with a twist of disability. When you talk about his girlfriend (now wife), one could see the glitter and softness in his eyes and he lovingly says "my wife is very beautiful and loves me a lot" At age two, sheelu suffered from high fever and her mother being alone at home that night, fearing for the worse to happen, panicked and took him to a doctor who gave him supposedly a life saving injection and the next day Sheelu couldn't stand on his feet, ever again. At such a tender age Sheelu not only suffered loss of limb but also separation from parents and loved ones at the time when he needed them the most. He was sent to Bhilai at age 2 and a half all alone for treatment where he stayed for about two full years!! Lame now, who moves around with his hand's help and alone, all he remembers is "I used to drink milk from feeding bottle". Then he was shifted from Bhilai to a place called "Nilo khedi" at Karnal so that he could study. Here also he stayed for another two years and by the age of five or six he was finally brought back home, home where his mother resides, where he finally could cling to her for protection and sensed what it means to be comfortable. Embraced by mother's warmth and father's care, he started again for the journey called life. His father next took him to Vishakhapatnam for treatment but to no avail. His parents left no stone unturned with a single wish to see their son walk without the clutch.

It was roughly 22 years ago, today when you see Sheelu driving pass you in his automatic i10 car, until he steps out, you will not believe his left leg needs support. Today's Sheelu is a well built handsome man, who is working with a reputed MNC bank. Things were different a few years back, while in college Sheelu got himself registered at Employment Exchange and SARTHAK searched him out. Before getting his current job Sheelu has struggled a lot in his job finding mission, he has failed miserably. He blames his failures to his lack of proper

education and English speaking skills. SARTHAK provided him the right opportunity to get connected with the right kind of people. He was approached, groomed and presented to the right audience and the result was a respectable job. His organisation looks at him as an equal and able contributor. He joined as a fresher and less than a year's time he was promoted and given an increment of seventy percent hike, which he considers as a great achievement in his life (next to his marriage though!) And why not, when among the contenders for promotion were people with more than six years of work experience. His sheer hard work and dedication has won over his senior managers.

Confident and independent Sheelu is full of life and vitality. His charm and jubilant smile will win you over the moment he meets you. But beware he is equally naughty! Still in his early twenties, one can find the boyish prankster looks in his eyes. Recalling his triumphs, he proudly shares the mischief he played with his classmates, where a possible gang-war was very tactfully avoided by his then class teacher, Mr. Pritam Singh who protected Sheelu from being beaten up by other school-boys, in fact it was he who was the culprit and fully deserved that bashing up. He fondly remembers those days and specially Mr. Singh.

Coming to his love story, he fell in love during his college days that to with a girl who has no disability, belongs to a high caste and to top it from the same lane where Sheelu resides! A bollywood setting was panned out, parents from bothsides, rolling up their sleeves and locking horns! Just to please his father he even agreed to go for a arrange marriage, an experience that Sheelu would never be able to erase from his mind and heart. The girls' family had made him take off his pants just to ascertain the extent and impact of his disability, a humiliation that is ached deep in his heart. Every negative experience has a silver lining, this made his father's heart melt and he let go the shackles of caste and same lane! Sheelu took risk and it paid off well, finally he married the love of his life with great pomp and show, fetching her in an open Mercedes car!!

In all this drama his sole supporter was his mother who helped him all through and now Sheelu is anxiously awaiting the birth of his first child. He blushing adds, "diwali pe laxmi aa jaye to achha hai". (On this festival of light -diwali, Goddess Laxmi a girl child would be better)

In bagging a prestigious job or marrying the love of his life nowhere his disability posed a hurdle. Sheelu is a shining example of perseverance and fortitude!

Come let us join hands and make his and many other Sheelu's



life a wonderful experience. Not because that you sympathize but because you care for dignity of life. SARTHAK lauds Bank's for taking this step towards inclusive employment opportunities and thanks its staff from top to bottom for being sensitive to embrace differently abled people in their lives.

Please contact SARTHAK for any help that you would like to provide or just connect another Sheelu whom you know, to us.

### Siddhart



A young man of around 24 years, dressed in Red t shirt, and black pant greets you inside the fancy CROMA store at the T-3 terminal of Indira Gandhi International Airport, New Delhi. He shows you around this plush store having all sorts of electronic gadgets from cool cameras to smart phones, from Juicer to microwaves. His charm attracts you and his smile convinces you that you really need this upgraded smart phone or helps you to choose the right pixel camera that you were looking for to gift your beloved. His knowledge of the product impresses you and his courtesy humbled you. You thank him for his assistance and extended your hand towards him that is when you saw that his right hand falls short and is not functional. All through your interaction with him never did he let you know about his disability nor was he looking for any sympathy. You felt so good for just meeting him.

Meet Mr. Siddhart Thakur, a differently abled person who has been working in the CROMA's store at T-3, for past 9 months. He is a man with an innocent face and infectious smile.

At age two while playing Siddhart was bitten by a poisonous insect, which was not noticed, later after a week's time, his right hand started showing signs of bruises. Worried, his parents consulted a doctor who confirmed serious infection due to an insect bite. Since Siddhart received delayed treatment, his life

got saved but the doctors couldn't save his hand. His right hand became dis-functional. It was also the time his family had to face another blow in terms of his father's untimely death. His mother managed to get a government job, had to run the house and raise three children, one of them is now disabled. Siddhart remembers her mother's struggle with moist eyes, how she ran from pillar to post for a handicapped certification. From Air Force Bal Bharti School, he was shifted to government run schools. That impacted his studies, taking all these in his stride he moved on in his life. After passing his secondary exams he joined ITI and did a course on COPA (Computer Operation Programming Assistance). He started searching for jobs, got himself enrolled at VRC (Vocational Rehabilitation Centre), Karkardooma.

He recalls his first job interview; he was nervous and scared, thinking how would they (prospective employers) take him? Although he overcame his initial inhibition and gave his best, he couldn't clear the interview. He felt rejected. It was at the VRC where he got introduced to Sarthak (an NGO working towards empowering the disabled through making them job ready). At Sarthak he was trained in typing skills, and he proudly recalls that many things which were difficult to type with only one were handled with ease by him, such as typing Hindi using English fonts on computer and that too at a speed of 40 per words per minute, which even non-disabled people fail sometimes. It is a great achievement for him.

An ardent cricket lover, he uses his free time in playing cricket. He enjoys batting more though occasionally does not mind bowling. Hardworking and go-getter by nature, he never shies away from responsibilities. He has set a goal of earning more than ten thousand rupees in a month, so there were times when he did two jobs, working non-stop for 12-14 hours a day. He feels his lack of fluency in English language stood in his way in getting a high paying better job. So one day he decided to improve upon this skill and started working very hard at it, so much so that he even ran high fever on account of this. Once he sets his mind to achieve something then his determination hardly waivers. His English has improved a lot since then and his current job is a proof of this. Though he still thinks there is a lot more to be done.

His office people are full of praise for him, and why not argues Mr. Heemanshu Sharma, Assistant Department Manager, under whom Siddhart is working now. For him, "Siddhart is the right person for this job, he has the right attitude, very hard working and sincere. He always puts more effort than others. In fact he is a motivation for us all."



His fully-abled friends love and cherish him and his disability has never been an issue for them, among them he most fondly remembers Sonia who has helped him a lot in learning the day to day office work in his first job.

Like many of us he dreams of a stable job, his own house and a vehicle. In fact he has already fulfilled one of them; he owns a motor bike, which he has recently bought on hire purchase basis. A sign of economic independence! He drives to his work every day and his right hand has never come across as a hindrance.

Blushing he goes on to add another dreamfamily, he wants to marry a girl of his choice, he would prefer her to have no disability so that in future they have fully-abled children.

Thoughtful and visionary indeed!

Come let us join hands and make his and many other Sidhart's life a wonderful experience. Not because that you sympathize but because you care for dignity of life. SARTHAK lauds CROMA for taking this step towards inclusive employment opportunities and thanks its staff from top to bottom for being sensitive to embrace differently abled people in their lives. Please contact SARTHAK for any help that you would like to provide or just connect another Siddhart whom you know, to us.

Sarthak Educational Trust was founded by Dr. Jitender Aggarwal in the year 2008. It works towards the empowerment of people with disability and employment being the main area of focus. The format followed is very simple. The first step is training the candidates, second is sensitising the corporate towards the capabilities of the candidates, seeking employment opportunities for people with disabilities, providing work place solution to make them comfortable in the work environment so that they perform well and the last is follow up with the companies and candidates on regular basis.

Achievements so far:

- Trained 1200 candidates with disability
- 2605 people with disability are employed till now
- We have organised 12 Roundtables towards Inclusive employment
- Think Tanks for people with disability have been created which guide in the decision making process
- We have organised 10 sensitisation workshops with the corporate
- More than 250 candidates have been taken to the corporate in different sectors for exposure visit under our activity called "Glimpses into the Corporate World"
- SARTHAK has supported more than 18 organisations explore opportunities for people with disability in their organisational setup.



### New Promises

- The Board of Trustees and the Advisory Board are serious about creating systems for the organisation as it has entered its expansion phase. We in the process of developing our book of policies which we would be able to come up with by the middle of the next year.

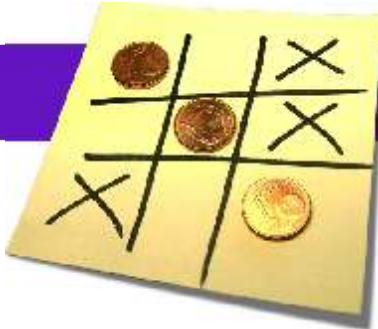
- Training of people with disability is the most important step towards sustainable employment. SARTHAK in the coming year is focussed on developing the most effective tools for training. The team of trainers will also be groomed and trained so that the delivery is most effectively. In brief the complete package of the training program will be redesigned to come up with a concrete measurable output. The impact assessment tool will also be developed.

- The Dream of extending our services and programs which we initiated this year will be given a concrete shape and fixed target so that the outcome is clear and impactful. We would take small steps, learn and adopt new ways of doing things forward.

- We at SARTHAK have always tried to break the mind set of people about the NGOs being unprofessional. The quality of work is been more important than the quantity of work. This, according to us is what is helping us move ahead. The enhancement of the existing quality of work will also be top on the agenda next year.

- The website of SARTHAK Educational Trust has already been launched. The candidates have the opportunity to register online and submit their resume online. The next step is to make a portal for employment where in both the candidates as well as the interested organisations can interact freely without the support of any external or internal agents

In the past few months, we have been into serious thoughts about the delay in the detection of the disability of a child. The delay in the detection of the disability leads to delay in almost all types of rehabilitation for that person- right from medical rehabilitation to educational rehabilitation to complete rehabilitation. The solution for this is the early intervention for the disability. we are in a process of setting up a unit for the early intervention for person with disability and proper counselling services.



# Financial report

SARTHAK EDUCATIONAL TRUST  
 DG-11/2/8A, VIKAS PURI, NEW DELHI-110018

RECEIPT & PAYMENTS ACC. FOR THE YEAR ENDED 31ST MARCH 2013									
	NSN PROJECT I	TECH MAHINDRA	MINI GRANTS PROGRAM	TOTAL	PAYMENTS	NSN PROJECT I	TECH MAHINDRA	MINI GRANTS PROGRAM	TOTAL
Balance in hand	1,687,179.00	21,584.00	211,721.00	1,920,484.00	Advertisement	25,700.00			25,700.00
Donation/Contribution Received	445,100.00	2,040,000.00	173,233.00	2,658,333.00	Accounting Charges	36,000.00			36,000.00
Interest Income	64,719.00	22,246.00	11,773.00	98,741.00	Auditorium Rent	7,000.00	35,933.00		42,933.00
Tech Mahindra Foundation		450,000.00		450,000.00	Audit fee	3,000.00		28.00	5,000.00
					Bank Charges	55.00	301.00		384.00
					Consultancy Charges	25,000.00			25,000.00
					Conveyance expenses	13,895.00			13,895.00
					Festival Exp	6,450.00			6,450.00
					Fooding exp	18,254.00	38,528.00		56,782.00
					Office maintenance Expenses	13,059.00			13,059.00
					Postage and Corrier Charges	250.00			250.00
					Printing & Stationery	18,438.00			18,438.00
					Staff Salary	695,600.00	69,869.00		765,469.00
					Staff welfare	19,618.00	1,298,000.00		1,317,618.00
					Software Customisation	5,894.00	12,540.00		18,434.00
					Telephons & Telefax Expenses	29,565.00	49,500.00		79,065.00
					Toll Exp	2,241.00	12,783.00		15,024.00
					Travelling Exp	1,297.00	228,791.00		230,088.00
					Vehicle Running & Maintenance	77,200.00		17,871.00	95,071.00
					Work Shop	89,035.00	107,033.00		196,068.00
					Job Fair	14,725.00	165,275.00		180,000.00
					Balance c/d	1,584,800.00	515,580.00	378,828.00	1,979,208.00
	2,196,998.00	2,533,933.00	396,727.00	5,127,658.00		2,196,998.00	2,533,933.00	396,727.00	5,127,658.00

SARTHAK EDUCATIONAL TRUST  
*Dinesh Jain*  
 Df Dinesh Jain  
 Settlor

For HEMANT MAHESHWARI & Co.  
 Chartered Accountants  
 Reg No-016268N  
*Hemant Maheshwari*  
 Hemant Maheshwari & Co.  
 New Delhi  
 M. No. 310897  
 Place-Delhi  
 Date: 14th September, 2013



**SARTHAK EDUCATIONAL TRUST**  
**INC. & EXPENDITURE AC. FOR THE YEAR ENDED 31ST MARCH 2013**

PARTICULARS	NSN PROJECT	TECH MAHINDRA	MINI GRANTS PROGRAM	TOTAL	PARTICULARS	NSN PROJECT I	TECH MAHINDRA	MINI GRANTS PROGRAM	TOTAL
<b>PROJECT EXPENSES INCURRED:</b>					<b>PROJECT CONTRIBUTION</b>				
Advertisement	35,700.00			35,700.00	Donation/Contribution Received	445,100.00	2,040,000.00	173,233.00	2,658,333.00
Accounting Charges	26,600.00			26,600.00	Interest Income	64,719.00	23,249.00	11,773.00	99,741.00
Audit/Exam Recd	5,000.00	35,933.00		40,933.00					
Audit fee	15,000.00		28.00	15,028.00					
Bank Charges	53.00	304.00		357.00					
Constituency Charges	75,000.00			75,000.00					
Conveyance expenses	13,893.00		95,810.00	109,703.00					
Depreciation									
Festival Exp	6,450.00			6,450.00					
Fooding exp	14,254.00	28,538.00		42,792.00					
Office maintenance Expenses	13,659.00			13,659.00					
Postage and Courier Charges	250.00			250.00					
Printing & Stationery	16,438.00	69,669.00		86,107.00					
Staff Salary	693,600.00	1,298,000.00		1,991,600.00					
Staff welfare	19,616.00	12,340.00		31,956.00					
Software Customisation	5,994.00	49,500.00		55,494.00					
Telephone & Telex Expenses	28,566.00	12,783.00		41,349.00					
Toll Exp	2,244.00			2,244.00					
Travelling Exp	1,297.00	238,791.00		239,088.00					
Vehicle Running & Maintenance	77,200.00		17,871.00	95,071.00					
Work Shop	89,055.00	107,033.00		196,088.00					
Job Fair	14,725.00	165,275.00		180,000.00					
Excess of Expenditure Over Income	(602,579.00)	45,896.00	101,297.00	(417,386.00)					
	<b>509,819.00</b>	<b>2,062,249.00</b>	<b>185,066.00</b>	<b>2,757,074.00</b>		<b>509,819.00</b>	<b>2,062,249.00</b>	<b>185,066.00</b>	<b>2,757,074.00</b>

For HEMANT MAHESHWARI & Co.  
Chartered Accountants  
Reg.No-016268N



Am  
Anil Singh  
(Partner)  
M. No. 5110897  
Place - Delhi  
Date - 14th September, 2013

SARTHAK EDUCATIONAL TRUST

*Ameshwar*

Dr. Dinesh Jain  
Secretary



**SARTHAK EDUCATIONAL TRUST**  
 DCG-11243A, VIKAS PURI, NEW DELHI-110018

**BALANCE SHEET AS ON 31ST MARCH 2013**

LIABILITIES	NSN PROJECT I	TECH MAHINDRA	MINI GRANTS PROGRAM	TOTAL	ASSETS	NSN PROJECT I	TECH MAHINDRA	MINI GRANTS PROGRAM	TOTAL
<b>CAPITAL'S ACCOUNT</b>					<b>FIXED ASSETS</b>				
Corpus Fund	1,076,835.00	19,246.00	220,221.00	1,916,322.00	Computer			98,218.00	98,218.00
Add- Excess of Expenditure Over Income	(602,579.00)	43,896.00	111,297.00	(447,386.00)	Less- Depreciation			55,810.00	55,810.00
Advances from Tech Mahindra Foundation	1,074,256.00	63,162.00	331,518.00	1,468,936.00				42,408.00	42,408.00
		(450,030.00)		450,000.00	<b>CURRENT ASSETS, LOAN &amp; ADVANCES</b>				
<b>CURRENT LIABILITIES &amp; PROVISION</b>					Cash In Hand	14,767.00		177,365.00	192,132.00
Sundry Creditors		18,195.00		18,195.00	Cash At Bank	1,059,489.00	546,357.00	111,745.00	1,717,591.00
Audit fee Payable		15,000.00		15,000.00					
	1,074,256.00	546,357.00	331,518.00	1,952,131.00		1,074,256.00	546,357.00	331,518.00	1,952,131.00

For **HEMANT MAHESHWARI & Co.**  
 Chartered Accountants  
 Reg.No-016268N



*div Singh*  
 Anil Singh  
 (Partner)  
 M. No. 510897  
 Place-Delhi  
 Date-14th September, 2013

SARTHAK EDUCATIONAL TRUST

*Dr Dinesh Jain*

Dr Dinesh Jain  
 Settler



Main office: Building # 1, Sarthak Educational Trust  
Mohammad pur, Near Bhikaji Cama Place, New Delhi – 110066  
Phone: 011-42004238    Mobile: 9868627244.  
Email: sarthakedu@gmail.com    Web site: www.sarthakindia.org  
Facebook: www.facebook.com/SarthakEducationalTrust