

SOCIAL IMPACT
ASSESSMENT OF
CSR PROJECTs -
Firstsource Solutions
Limited

Report Prepared By:
Social Audit Network, India



Social Audit Network (SAN), India is a dedicated team of professionals committed to promoting social responsibility, sustainability, and positive change. With a deep understanding of the interconnectedness between economic development, social well-being, and environmental stewardship, we specialize in conducting comprehensive social impact assessments that facilitate informed decision-making and foster inclusive and sustainable development.

At SAN, we believe in the power of collaboration and stakeholder engagement. Our approach is guided by the principles of inclusivity, transparency, and empathy, ensuring that the voices and perspectives of all stakeholders, especially marginalized and vulnerable communities, are heard and valued throughout the assessment process. We report on the Relevance, Effectiveness, Efficiency, Social Impact, and Sustainability (REESS) of all social initiatives. From conducting community consultations and stakeholder interviews to utilizing advanced analytical techniques, we strive to provide holistic insights into the social implications of projects and initiatives. We are committed to delivering actionable recommendations to our clients, that not only mitigate potential risks but also maximize positive outcomes for communities and the environment.

SAN, India is proud to present this Social Impact Assessment report for Firstsource Solutions Ltd, which reflects our ongoing commitment to advancing social responsibility and sustainable development in partnership with our clients, stakeholders, and communities.

Social Audit Network, India team

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I. Introduction

India has made strides in many areas, but still faces numerous development challenges. These include poverty, limited access to education and healthcare, environmental damage, and social inequality. These issues hit marginalized communities the hardest, worsening existing gaps and slowing inclusive progress. Addressing the specific needs of these communities is crucial for achieving sustainable and equitable development in India.

Corporate Social Responsibility (CSR) has emerged as a key avenue for companies to contribute positively to society. CSR initiatives involve businesses taking responsibility for their impact on the environment and society, going beyond profit-making to address social and environmental issues, while also being inclusive in their growth story.

Firstsource, a leading global provider of business process outsourcing services, recognizes its role in contributing to social development. The company has undertaken various CSR initiatives to address key issues, especially in India. These initiatives included education programs, livelihood, environment, healthcare projects, and community development programs.

Social Audit Network (SAN) is an organization that promotes social accounting and audit as a way for organizations to be accountable for their social and environmental impact. It ensures that CSR initiatives are not just token gestures but have a meaningful and positive effect on the targeted communities.

For Firstsource, a social audit was conducted by SAN to assess the company's CSR efforts during the FY2022-23. This audit included evaluating the impact of the initiatives, transparency in reporting, stakeholder engagement, and adherence to ethical standards. The findings of this audit are presented in the report and will provide insights into the effectiveness of the CSR programs and areas for improvement.

II. Background

a. About Firstsource Solutions Limited

Firstsource Solutions Limited, a leading, global business process management organization committed to creating a positive impact on society, exemplifies its dedication to corporate social responsibility (CSR) through a purpose-driven approach. Guided by a vision to foster a nurturing and empowering environment, Firstsource focuses on deepening societal engagement to enhance the lives and livelihoods of communities as well as offer its people an avenue to contribute meaningfully to society, in a sustainable manner. With a comprehensive strategy, Firstsource channels its CSR efforts into key areas, including education, environment, art and culture, sports promotion, healthcare, and empowerment with a specific emphasis on gender equality. The organization aims to make a meaningful difference by addressing various social concerns in alignment with the overarching mission of its parent company, RP Sanjiv Goenka (RPSG) Group.

The organization's CSR initiatives encompass a range of activities, including CSR projects, employee giving, volunteering, leadership representation, impact sourcing, and special projects. The organization's commitment to social responsibility is further highlighted through specific projects and achievements. Notably, Firstsource received the 'Women Empowerment & Gender Equality' award for its digital transformation for Rural Women Artisans project at the India CSR Awards 2023, showcasing a commitment to fostering positive change in gender dynamics.

To further reinforce their commitment to transparency and accountability, Firstsource provides stakeholders with access to detailed corporate social responsibility reports, outlining the organization's initiatives, achievements, and ongoing efforts to make a positive impact on society.

b. About Firstsource CSR projects

The company's commitment is evident in its diverse initiatives that span key thematic areas, including disability, livelihood, environment, and healthcare. By allocating significant resources that cater to a range of domains, Firstsource actively engages in projects that create positive and lasting impacts on communities. This multifaceted CSR strategy not only addresses immediate social needs but also aligns with the company's broader commitment to sustainable development, showcasing a conscientious effort to contribute positively to society. Further, Firstsource's CSR programs exemplify regional inclusivity, with projects spanning across states like Telangana, Maharashtra, West Bengal, Karnataka, and Tamil Nadu. By collaborating with various NGOs and organizations, the company extends its reach to diverse communities.

III. About the Assessment

Firstsource enlisted the services of Social Audit Network-India to conduct an in-depth and comprehensive social impact assessment of the CSR initiatives supported by the company and implemented by its NGO partners in designated program areas. The primary objectives of this assessment were to thoroughly evaluate the programs' relevance, effectiveness, efficiency, and sustainability. Additionally, the assessment aimed to gauge the social impact of these initiatives, understand their socio-economic implications for the beneficiaries and assess the overall contribution toward enhancing well-being in the specific regions under consideration. This initiative underscores Firstsource's commitment to a thorough and accountable evaluation of its CSR endeavors, ensuring that they align with the company's broader goals of creating meaningful and sustainable positive impacts within the communities it serves.

IV. Scope and Methodology

Mrs. Latha Suresh, Director of Social Audit Network-India, took the lead in spearheading the social impact assessment. Guided by her expertise, the assessment was facilitated by a team of Social Auditors from SAN India, including Mr. Manimaran, Ms. Amrutha Gore, Ms. Mahalakshmi Rajagopal, and Ms. Neeta N K. The dedicated team conducted on-site visits to the program areas, undertaking a comprehensive evaluation of the CSR initiatives supported by Firstsource. The field visits were conducted during October 10, 2023 - January 7, 2024 ensuring a thorough assessment of the programs and their impact on the ground.

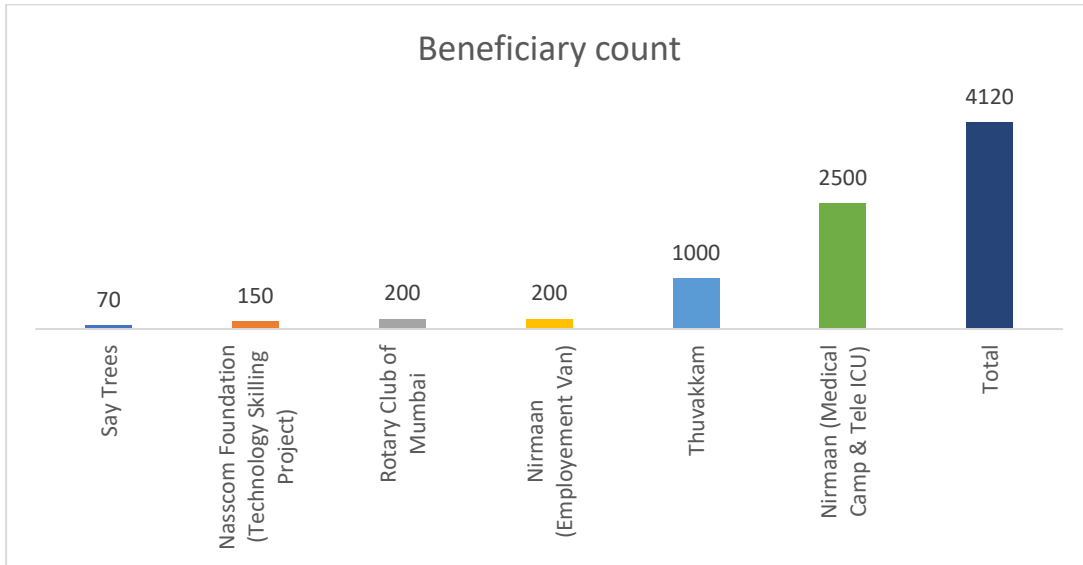
The assessment employed the following research methodologies:

- One-to-one interviews with beneficiaries using online, direct meetings and telephonic methods for direct insights into their experiences.
- On-site visits to program sites, involving field visits and interviews with beneficiaries to understand the real-world impact of the initiatives.
- Semi-structured interviews with members of the staff and the program team to gather perspectives on operational and organizational aspects.
- Primary and secondary data from NGOs involved and Firstsource Solutions Ltd, thereby ensuring a comprehensive analysis that combined qualitative and quantitative insights.

The diverse research methodologies aimed to provide a nuanced assessment of the CSR initiatives supported by Firstsource Solutions Limited.

V. Report on Performance – Overview

a. Overall Reach



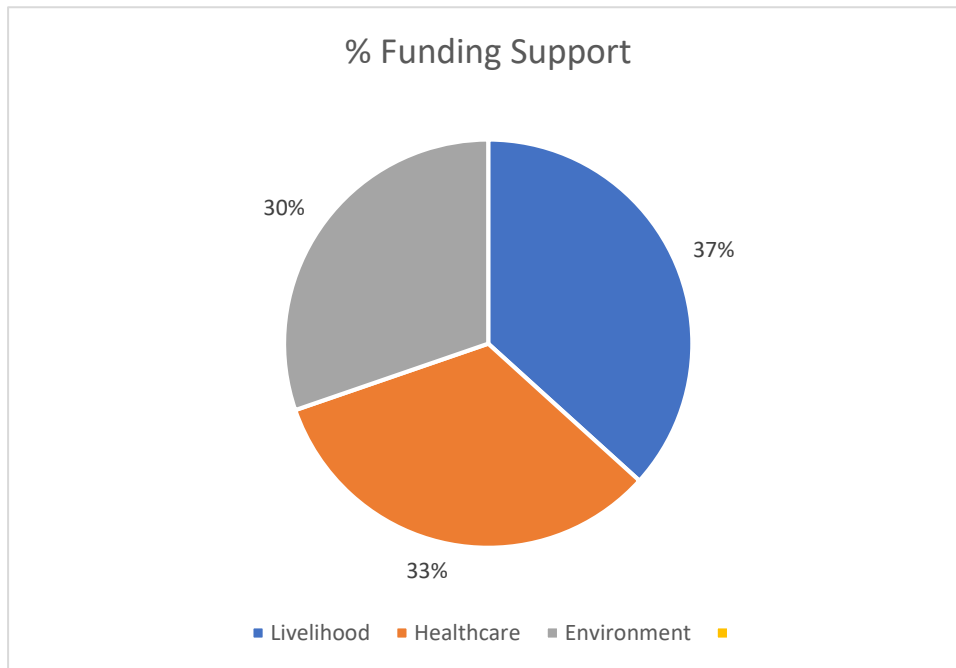
Firstsource has demonstrated a commendable commitment to social responsibility by extending support to various projects, impacting a total of 4,200 beneficiaries across diverse sectors. The organization has also made substantial strides in healthcare with the Nirmaan Medical Camp & Tele ICU, reaching 2,500 beneficiaries. This project plays a crucial role in addressing healthcare disparities by providing medical assistance to those in need. The Employment Van initiative, catering to 200 individuals, showcases the company's commitment to fostering economic empowerment. Through partnerships with organizations like Rotary Club of Mumbai, Nasscom Foundation, and Say Trees, Firstsource Solutions has demonstrated a holistic approach to social impact, reaching diverse beneficiaries and making a meaningful contribution to the well-being of communities.

b. Financial Overview

Firstsource has demonstrated a well-rounded commitment to social responsibility by supporting projects across various themes, contributing to disability inclusion, livelihood opportunities, healthcare, and environmental conservation. In all, these diverse initiatives have positively impacted the lives of 8,170 individuals. The projects spanned five states, namely Telangana, West Bengal, Karnataka, Tamil Nadu, and Maharashtra, demonstrating the geographical reach of the company's philanthropic endeavors. With a total investment of INR 87,60,700, the company has played a crucial role in addressing key social issues and contributing to the well-being of communities.

Funding Support

Projects Supported	Funding Support
Livelihood	32,16,800
Healthcare	28,91,400
Environment	26,52,500
TOTAL	87,60,700



- Livelihood:** Significant support (37%) has been directed towards livelihood projects. In Siliguri, West Bengal, the collaboration with Nasscom Foundation focused on a Technology Skilling Project, training 140 unemployed youth in green IT skills with a contribution of 16,08,200 INR. Additionally, in Hyderabad, Telangana, the partnership with Nirmaan for an Employment Van received 16,08,600 INR. Collectively, these livelihood initiatives represented 48% of the total support, impacting 340 unemployed youth.
- Healthcare:** 33% of the funds were directed towards healthcare projects. In Telangana, the collaboration with Nirmaan for Medical Camp & Tele ICU received 14% support, amounting to 13,41,400 INR. The Rotary Club of Mumbai's Free Cataract Surgery project in Maharashtra received 16% support, totaling 15,50,000 INR. These healthcare initiatives collectively impacted 2,700 patients, showcasing Firstsource 's dedication to improving healthcare accessibility.
- Environment:** The organization extended its commitment to environmental sustainability through the collaboration with Say Trees in Karnataka and Thuvakkam in Tamil Nadu. The projects involved planting a total of 10,000 saplings in Kolar district and 5,000 in Chennai with a total contribution of 26,52,500 INR. This environmental initiative accounted for 27% of the total support, benefitting over 5,070 people.

VI. Program-Wise Impact

a. Livelihood

Firstsource's partnerships with Nasscom Foundation's Technology Skilling Project and Nirmaan underscore a holistic approach to livelihood support. With a total funding of 32,16,800 INR, these initiatives were aimed to uplift unemployed youth in West Bengal and Telangana. By providing targeted skills training, facilitating job placements, and leveraging innovative solutions such as a mobile employment van, these projects align with a broader vision of sustainable livelihoods.

NGO NAME	AMOUNT INR	GEO	CITY / DISTRICT	SCOPE OF WORK	BENEFICIARY COUNT
Nasscom Foundation (Technology Skilling Project)	16,08,200	West Bengal	Siliguri	Digital Resource Centre to train unemployed youth in green IT skills and work towards placements	150
Nirmaan (Employment Van)	16,08,600	Telangana	Hyderabad	Mobile Employment Van to help unemployed youth to know their skills and identify suitable jobs	200

i. Digital Resource Centre to train unemployed youth in green IT skills and work towards placements

- **About the Project and its Need:**

Situated in Siliguri, West Bengal, the project was aimed as a transformative initiative designed to address pressing needs in skill development and employment opportunities, particularly among economically disadvantaged youth in the northeastern part of India. With a dedicated focus on green technology, specifically within the electric vehicle sector, the project, executed between Feb 1 and March 31, 2023, has successfully trained 150 and placed 100 beneficiaries.

- **Location:**

Siliguri, West Bengal

- **Project Expenditure:**

Rs. 16,08,600.00

- **Implementation Timelines:**

February, 1,2023 to March 31, 2023

- **Data Collection and Primary Stakeholders:**

On the October 26, 2023, a meeting was held with the Nirmaan Project in charge. Subsequently, on October 31, 2023, another meeting took place involving the Placement Officer of Government Degree College in Khairtabad, along with one beneficiary and a survey of the mobile van. An interview through G-Meet with a counselor offering services from the mobile van was conducted on November 8, 2023. Following this, on

November 22, 2023, G-Meet interviews were held with student beneficiaries. The primary stakeholders involved in these interactions included students, college faculty, counselors, and Nirmaan staff.

- **Overall Reach**

150 youth were reached through this initiative.

- **Project Highlights:**

- ✓ The project stands as the pioneering initiative of its kind in the locality.
- ✓ Before this project, the youth were unfamiliar with green technology and its advancements.
- ✓ The program aligns with global and Indian priorities regarding climate change and action.
- ✓ Out of the 150 beneficiaries who participated in the training, 100 have successfully secured employment.
- ✓ The local economy has experienced a notable boost due to the program's impact.
- ✓ There is a marked improvement in the collective aspirations of the community, with more youth expressing interest in Green Technology.

- **Evaluation using REESS framework**

- ✓ **Relevance:**

- **Need for the Program:** The program is designed to address the critical need for skill development and employment opportunities in the north-eastern region of India among individuals from economically disadvantaged backgrounds. By focusing on skill development, the program aims to empower individuals to break the cycle of poverty and improve their economic circumstances.
- **None of the villages that were chosen as part of the program have access to a skill-development center of this kind.**
- **Benefits the truly underprivileged or needy:** The program's targeting of first-generation learners and families with no other source of income ensures that it reaches those who are genuinely in need. This targeted approach maximizes the impact on the most vulnerable populations, aligning with the principles of social justice.
- **Fulfills Firstsource's CSR Mandate:** The program aligns with Firstsource's corporate social responsibility (CSR) focus, showcasing a commitment to social welfare beyond profit-making activities. By participating in such initiatives, the company contributes to community development and reinforces a positive corporate image.
- **Fulfills Government of India's Green Initiative:** Aligning with the FAME II project of the Government of India's Green Initiative reflects a commitment to environmental sustainability. This not only benefits the individuals involved but also contributes to the broader goal of addressing climate change and promoting a green economy.
- **Fulfills UN's Sustainable Development Goals:** The program aligns with the UN's Sustainable Development Goals by promoting quality education, decent work, and economic growth.
- **Additionally, its contribution to combating climate change through involvement in the electric vehicle sector aligns with environmental sustainability goals.**

- ✓ **Effectiveness & Efficiency:**

- **Increased Job Competitiveness and Employability Skills:** The fact that all candidates completing the training are placed as EV technicians demonstrates the program's effectiveness in enhancing employability skills and meeting industry needs.

- **Addresses Job Sector Needs:** Aligning with the growing demand in the electric vehicle industry signifies the program's responsiveness to evolving job sector needs, ensuring its relevance and sustainability.
- **Connect with Job Opportunities:** Successfully placing 100 candidates in the electric vehicle sector indicates a strong connection with job opportunities, showcasing the program's practical impact.
- **Program Objectives of MOU:** Meeting the objectives outlined in the Memorandum of Understanding (MOU) reinforces the program's efficacy and its ability to deliver on promised outcomes.
- **Beneficiaries' Satisfaction:** Collecting feedback from beneficiaries ensures their satisfaction with the services provided, offering insights into areas of improvement and further development.
- **Timely Project Execution:** Meeting the project timelines reflects the program's efficiency in delivering results, demonstrating effective project management.
- **Increase in Earning Capacity:** The improvement in earning capacity, as reflected in the offered salaries, signifies the program's success in enhancing the economic well-being of participants. All the placed beneficiaries were offered an initial salary of Rs 10,000/month. The salaries of most of these candidates were subsequently increased to an average of Rs 15,000/month.
- **Affordable Training:** Offering free training expands access to a broader range of individuals, increasing inclusivity and demonstrating a commitment to removing economic barriers.

✓ **Sustainability:**

- **Follow-up and Monitoring Mechanisms:** Establishing and maintaining follow-up and monitoring mechanisms ensures that the positive impacts of the program are sustained over time, providing ongoing support to participants.
- **Environmental Impact:** Highlighting the environmental benefits of electric vehicles contributes to the sustainability of the program, reinforcing the importance of green practices within the industry.
- **Continuity of Services:** Ensuring the continued provision of training and support services is essential for sustaining the positive outcomes and maintaining the program's long-term effectiveness. Reinforcement training needs to be done.
- **Government and Stakeholder Support:** Ongoing support from the government and stakeholders has been critical for the sustained success of the program, as it helps maintain a supportive ecosystem for its operations.

✓ **Social Impact:**

- **Social Equality and Inclusion:** Focusing on marginalized areas contributes to reducing disparities and promotes social equality and inclusion, aligning with broader social justice goals.
- **Increased Self-Confidence:** The program's impact on the self-confidence of individuals is an important indicator of its social impact, showcasing the intangible yet valuable outcomes of empowerment.
- **Potential to Reduce Poverty:** Assessing the potential for poverty reduction among program participants provides insight into the broader societal impact, demonstrating the program's contribution to socio-economic development.
- **Empowerment of Individuals:** The program's ability to empower individuals through training and employment opportunities showcases its role in fostering personal development and self-reliance.
- **Innovation and Economic Growth:** Participation in the electric vehicle industry, known for innovation, contributes to economic growth and societal development, showcasing the program's role in shaping the future job market.

- **Beneficiary Testimonials**

- ✓ "I am immensely grateful for the opportunity provided by the Digital Resource Centre's green IT skills training program. Before joining, I struggled to make ends meet, and finding a stable job seemed like an impossible dream. The program not only equipped me with valuable skills in electric vehicle technology but also opened doors to a fulfilling career."
- ✓ "As the sole breadwinner for my family, financial struggles were a constant concern. Joining the program at the Digital Resource Centre was a turning point for me. Not only did I acquire specialized skills in the electric vehicle sector, but the program also helped me secure a well-paying job. The increased income has lifted the burden of financial dependency on my family but and provided a sense of security. "
- ✓ "The Digital Resource Centre's training program not only boosted my income but also enhanced the way I am perceived in my community. Before the program, I faced challenges due to societal stereotypes. However, as an EV technician, I have gained a new level of respect and recognition. People in my community now see me as a skilled professional contributing to the green technology sector. This shift in perception has not only increased my self-esteem but has also positively impacted my relationships and overall well-being."
- ✓ I did not have any official employment. I used to work for some MNREGA projects near our village and earn around Rs.1,500 – 2,500 a month. Today I am earning Rs.15,000/- a month and have a permanent job.

- **Recommendations for Improvement:**

- ✓ Enhance Reinforcement Trainings: Develop and implement regular reinforcement training sessions to keep graduates updated on the latest advancements in electric vehicle technology, contributing to their sustained competitiveness in the job market.
- ✓ Ensure the active participation of women in the aforementioned training program by implementing targeted measures. Customize training modules to cater to the specific needs of female participants, fostering an inclusive and supportive learning environment. Establish support systems to address potential barriers that may hinder women's involvement. By prioritizing inclusivity, the training programs can empower women, contribute to breaking gender-related barriers, and enhance the overall diversity and effectiveness of the initiatives.
- ✓ Empowerment Workshops: Introduce empowerment workshops alongside technical training to further enhance participants' self-confidence and personal development, emphasizing the importance of their roles in the green technology sector. Also, classes on spoken English and Hindi could be held for the alumni to help them communicate better as they only speak their local language.
- ✓ Strengthen Environmental Education: Integrate more comprehensive environmental education components into the program to further enhance participants' understanding of the significance of their roles in the green technology sector.
- ✓ Diversify Training Programs: Consider expanding training programs to cover a broader spectrum of skills within the electric vehicle industry, ensuring that participants are equipped to meet evolving job sector needs.

- **Alignment with UN SDG**

- ✓ SDG 4: Quality Education: The program provides skill development opportunities, ensuring quality education in green IT skills. Targets first-generation learners, contributing to inclusive and equitable education.
- ✓ SDG 8: Decent Work and Economic Growth: Successfully placing 100 candidates in the electric vehicle sector directly addresses the goal of promoting decent work and economic growth. Enhances job competitiveness and employability skills, fostering sustainable economic development.
- ✓ SDG 10: Reduced Inequalities: Targets economically disadvantaged backgrounds, addressing inequalities by providing opportunities for those in need. Focus on marginalized areas contributes to reducing disparities and promoting social equality.
- ✓ SDG 13: Climate Action: Aligns with the FAME II project of the Government of India's Green Initiative, demonstrating commitment to environmental sustainability. Highlights the environmental benefits of electric vehicles, contributing to climate action.
- ✓ SDG 17: Partnerships for the Goals: Collaboration with placement agencies showcases a commitment to corporate social responsibility and community development.

- ii. **Mobile Employment Van to help unemployed youth**

- **About the Project and its Need:**

A mobile unit (Force Vehicle), designed as a mini-theater and equipped to accommodate nine students, was constructed to address the needs of students from economically disadvantaged backgrounds, particularly those from Below Poverty Line (BPL) households and other underprivileged communities. These students often lack guidance on essential aspects such as job application processes, resume drafting, interview preparation, and goal-setting. This project is tailored for rural youths providing accessibility & reach.

- **Location:**

Hyderabad

- **Project Expenditure:**

Rs. 16,08,600

- **Implementation Timelines:**

February 1, 2023 to March 31, 2023

- **Data Collection and Primary Stakeholders:**

On October 26, 2023, a meeting was held with the Nirmaan Project in charge. Subsequently, on October 31, 2023, another meeting took place involving the Placement Officer of Government Degree College in Khairtabad, along with one beneficiary and a survey of the mobile van. An interview through G-Meet with a counselor offering services from the mobile van was conducted on the 8th of November 2023. Following this, on November 22, 2023, G- Meet interviews were held with student beneficiaries. The primary stakeholders involved in these interactions included students, college faculty, counselors, and Nirmaan staff.

- **Overall Reach**

285 students were reached through this initiative.

- **Project Highlights:**

- ✓ The project had a concise timeline of just two months.
- ✓ To expedite support for economically disadvantaged communities before the van was ready, the Nirmaan team collaborated with Khairtabad Government Degree College and their placement officer.
- ✓ Workshops were initiated for second and third-year students (85% participation rate) from various streams (B.A., B.Com., B.Sc.) over three consecutive days, proving highly beneficial.
- ✓ The van was completed and inaugurated on March 29th within the college campus, raising awareness among all students.
- ✓ Anticipated is the utilization of this service by students throughout the academic year, with an expectation that both students and faculty will disseminate the information.
- ✓ Between March 29th and 31st, the van was stationed at different city locations, where students availed its services.

- **Evaluation using REESS framework**

- **Relevance**

- ✓ Students hailing from economically disadvantaged backgrounds, whether in rural or urban settings, are predominantly first-generation learners.
- ✓ Apart from their college degrees, these students lack exposure to various skill-based courses essential for entry-level job seekers, leaving them without guidance on crucial aspects like resume writing, interview attire, and interview expectations.
- ✓ This project addresses these gaps by guiding essential job-seeking factors and skill development.
- ✓ Despite academic excellence, many students from economically weaker sections struggle to clear interviews, hindering their ability to secure jobs matching their abilities and intelligence. The project aims to bridge this gap.
- ✓ The initiative not only trains students for interviews but also serves as a valuable resource for those lacking guidance on these aspects at home.
- ✓ Additionally, the project educates students on office etiquette, crucial for sustaining employment.
- ✓ Creating awareness about skills that enhance job prospects is a key focus, and since Nirmaan offers technical skills courses, students can easily register for these courses without the hassle of searching elsewhere. Moreover, these courses are provided free of charge.
- ✓ The project strategically parks the van near localities identified as communities in need, delivering crucial information to students almost at their doorstep.

- **Effectiveness & Efficiency**

- ✓ The ten students who engaged with the van following its inauguration have received comprehensive education on various factors and, notably, all of them have successfully secured jobs.
- ✓ The College placement officer and his team expressed their appreciation for the project, emphasizing its significant impact on the students.
- ✓ A key feature of this project is the delivery of services through the van, allowing it to reach students in diverse locations.
- ✓ The counselling sessions conducted within the van, spanning two hours each, covered essential topics such as time management, money management, resume building, interview preparation,

workplace language, and dress code. Additionally, students were introduced to various skills vital for securing employment.

- ✓ The staff involved in the project comprised a counselor, one trainer, and one MIS staff member.
- ✓ One beneficiary, recognizing the need to enhance her skills, was directed by the counselor to the Impact Hiring Program and Microsoft Skill Center—another collaborative project of Nirmaan with Microsoft. This guidance enabled the student to upskill herself, leading to job placement based on her enhanced skill set.
- ✓ Nirmaan's strategic interlinking of various projects enhances the effectiveness of each. For instance, students approaching the mobile van are informed about the skill center they run in collaboration with Microsoft, ensuring quality delivery. Thus, students not only learn crucial job-seeking aspects from the van but also have the option to upskill themselves at a quality center, free of cost.
- ✓ The immediate success of this project is evident as students who underwent counseling sessions in the van applied their learnings directly to secure jobs, thereby achieving the project's objectives.

- **Sustainability**

- ✓ The project's continuity promises significant effectiveness and utility, especially for first-generation learners and students from rural areas.
- ✓ The fully equipped van, furnished with TV, Wi-Fi, and a robust battery system, requires minimal ongoing maintenance, making it ready for deployment to rural areas without additional work.
- ✓ The van, with its 9-seating system, can efficiently deliver awareness sessions to small groups of students when parked in various localities, eliminating the need for a massive crowd.
- ✓ Nirmaan's well-equipped staff ensures the smooth handling and continuation of the awareness and training program.
- ✓ The flexibility of driving the van to localities and parking it on college campuses allows for diverse outreach strategies.
- ✓ Large-scale sessions can be conducted inside college classrooms after creating awareness of the services provided by parking the van on campuses.
- ✓ The project's adaptable approach adds to its advantage and facilitates ongoing success.
- ✓ Firstsource has confirmed continued funding for the next financial year, providing an opportunity to achieve more impactful targets with additional resources.

- **Social Impact**

- ✓ As of March 2023, India's overall unemployment rate was 8.11%, with urban areas experiencing 7.93% and rural areas slightly lower at 7.44% (Source: CMIE).
- ✓ The project's primary step involves creating awareness about various job opportunities, the requisite skills, and guiding interview preparation and work etiquette.
- ✓ In just 60 days, the project successfully guided 10 individuals, all of whom secured jobs, resulting in a positive shift in the economic status of 10 families.
- ✓ The knowledge-sharing aspect of the project benefited 270 students from the Government college.
- ✓ Nirmaan's strategic planning and implementation, linking various projects, showcases a positive social impact, contributing to community support and empowerment on different levels.

- ✓ Continuous implementation of the project is expected to significantly benefit a growing number of youth and their families, playing a vital role in the economic upliftment of the communities it serves.
- ✓ Testimonials from beneficiaries underscore the Nirmaan team's commitment and positive rapport with beneficiaries, emphasizing the project's societal impact.
- ✓ Beneficiaries actively endorse the service, expressing their satisfaction and recommending it to friends and juniors as a valuable resource.

- **Recommendations for Improvement:**

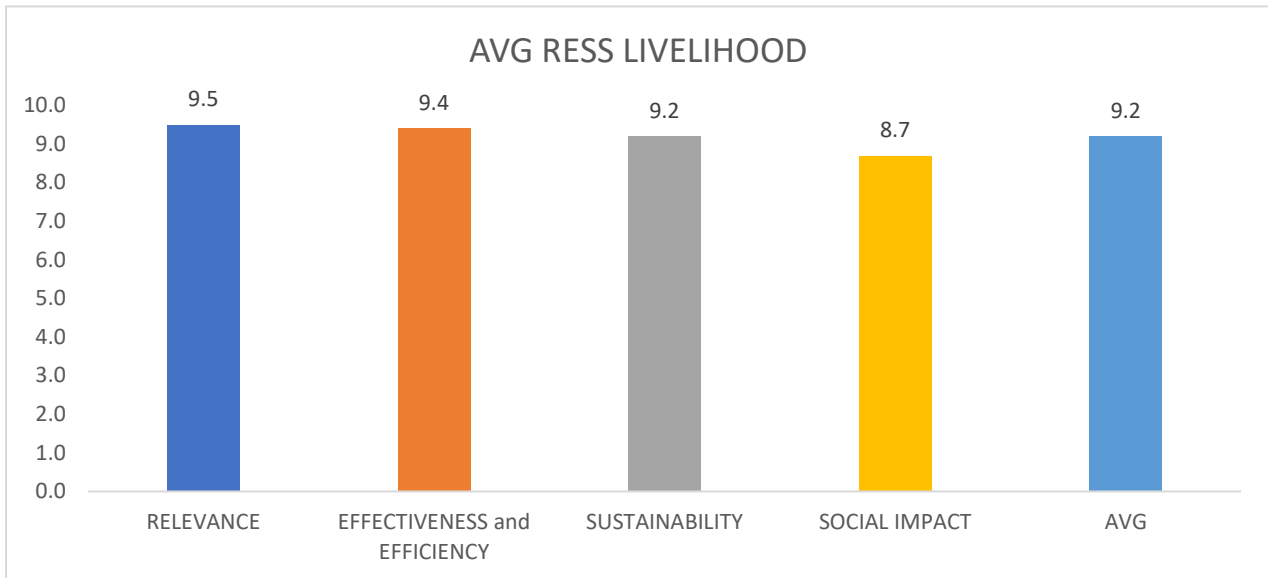
- ✓ Time constraints posed a significant challenge, with only 270 students attending workshops at the college due to sessions being scheduled in late March. The college suggested conducting sessions from July to September, considering students' preparation for final exams during the original timeframe.
- ✓ Despite the 270 students' attendance, evaluating the impact was challenging as 85% were final-year students who had left the college, with many pursuing higher studies. Maintaining a data bank of participants could offer a quantitative assessment of the project's impact.
- ✓ Providing information in the form of handouts would be beneficial, allowing students to take materials home for further review.
- ✓ Considering a periodic meetup with beneficiaries could enhance ongoing engagement and assessment of the project's lasting impact.
- ✓ Introducing incentives to motivate beneficiaries to guide unemployed youth to avail the services could contribute to the project's success and community outreach.

- **SDG Alignment:**

- ✓ SDG1 No Poverty: The project aimed to counsel and motivate youth, encouraging them to acquire skills essential for employment across various fields. It raised awareness about the opportunities available in the industry. Guiding youth towards employment contributes to the alleviation of poverty.
- ✓ SDG4 Quality Education: Students were guided to relevant skill development courses based on their education and potential. Nirmaan, through another project, offered these courses while maintaining their quality and aligning them with job opportunities in the market.
- ✓ SDG5 Gender Equality: Counselling, guidance, and awareness sessions were provided to all genders without any form of discrimination.
- ✓ SDG8 Decent Work and Economic Growth: Even within a short span, students who independently availed the van services secured jobs. The project aimed to facilitate economic independence for economically disadvantaged youth, and it successfully achieved this objective.
- ✓ SDG10 Reduced Inequalities: Gender equality is already covered above in SDG 5. Additionally, it motivated youth towards financial and economic independence, making a significant stride in reducing economic disparities within society.
- ✓ SDG11 Sustainable Cities and Communities: Motivating youth in different communities toward economic independence ensured the sustainability of their communities. This step also contributed to building the resilience of the youth, emphasizing the project's commitment to inclusion.
- ✓ SDG17 Partnership for the Goals: Nirmaan believed in partnerships to achieve its goals. Collaborating with the college and various projects within the organization to attain the objectives of this project reflected the concept of "Together we win."

iii. Livelihood Projects RESS Ratings

RESS RATING INDICATORS		NIRMAAN	NASSCOM	AVG RESS LIVELIHOOD
RELEVANCE	Need for the program	10.0	10.0	9.5
	Benefits the truly underprivileged or needy	10.0	10.0	
	Availability of organizations that do similar work in the project area	7.0	10.0	
	Fulfils Firstsource Solution's CSR mandate	10.0	10.0	
	Fulfils Govt of India's mandates	10.0	9.0	
	Fulfils UN's Sustainable Development Goals	8.0	10.0	
	RELEVANCE AVG	9.2	9.8	
EFFECTIVENESS AND EFFICIENCY	Increased job competitiveness and employability skills	8.0	9.0	9.4
	Addresses job sector needs	9.0	9.0	
	Connect with job opportunities	7.0	9.0	
	Did the program meet the required objectives of the MOU?	8.0	10.0	
	Were the beneficiaries happy with the services provided	10.0	10.0	
	Was the issue adequately addressed and followed up	10.0	10.0	
	Were project timelines met?	8.0	10.0	
	Increase in earning capacity	10.0	10.0	
	Was the funding optimally utilized? Cost per beneficiary	10.0	10.0	
	Was the program provided for free/ at an affordable cost?	10.0	10.0	
	Use of technology to leverage the efficiency of the program	10.0	10.0	
	EFFICIENCY AND EFFECTIVENESS AVG	9.1	9.7	
SUSTAINABILITY	Follow-up and monitoring mechanisms by implementation agency	10.0	9.0	9.2
	Environmental Impact	9.0	10.0	
	Financial Sustainability	10.0	9.0	
	Continuity of services	10.0	8.0	
	Govt and Stakeholder support	9.0	8.0	
	SUSTAINABILITY AVG	9.6	8.8	
SOCIAL IMPACT	Social equality and inclusion	10.0	9.0	8.7
	Increased self-confidence	7.0	9.0	
	Potential to reduce poverty	8.0	9.0	
	Empowerment of individuals	8.0	9.0	
	Innovation and Economic Growth	9.0	9.0	
	SOCIAL IMPACT AVG	8.4	9.0	



The livelihood projects have received an impressive average RESS score of 9.2, signifying a remarkable impact on the targeted beneficiaries. Considering this exceptional outcome, it is recommended to either continue or expand the programs based on the specific needs of the community.

b. Healthcare

The collaboration with Nirmaan's Medical Camp & Tele ICU initiative in Telangana and the Rotary Club of Mumbai, Maharashtra aimed at a commendable commitment to overall healthcare support. Nirmaan, with funding of 13,41,400 INR, is addressing healthcare challenges in Hyderabad by conducting free multi-speciality health camps and supporting Tele-ICU units, aiming to benefit 2,500 individuals. Simultaneously, the Rotary Club of Mumbai, with a funding of 15,50,000 INR, was aimed to contribute significantly by offering free cataract surgeries to 200 economically disadvantaged patients in Mumbai.

NGO NAME	AMOUNT INR	GEO	CITY / DISTRICT	SCOPE OF WORK	BENEFICIARY COUNT
Nirmaan (Medical Camp & Tele ICU)	13,41,400	Telangana	Hyderabad	Firstsource to support Healthcare projects in Telangana. The proposed plan was to conduct free multi-speciality Health camps in outskirts of Hyderabad city and also to support two SPOKES setting Tele-ICU units	2,625
Rotary Club of Mumbai	15,50,000	Maharashtra	Mumbai	Free Cataract Surgery for 200 patients who are from economically poor background	200

i. **Providing free cataract surgeries to 200 poor patients by Rotary club of Mumbai**

- **Project Overview:**

The primary objective of this initiative was to offer free cataract surgeries to individuals facing eye problems, particularly those from economically disadvantaged backgrounds. Executed in collaboration with K.B. Haji Bachooali Charitable Ophthalmic & ENT Hospital, the project successfully conducted 200 cost-free cataract surgeries, encompassing pre- and post-operative examinations, as well as providing accommodations and meals for patients. Additionally, free spectacles were distributed based on individual requirements at designated vision centers. These centers played a pivotal role in identifying individuals with eye issues in underserved communities. Trained optometrists conducted screenings, and those requiring surgery were referred to the hospital for complimentary treatment, with subsequent follow-up appointments at the vision centers.

- **Location:**

Cataract surgeries were performed at K.B. Haji Bachooali Charitable Ophthalmic & ENT Hospital in Parel, Mumbai. The project sourced patients from 10 Vision Centers located in Mumbai, Karjat, Shahapur, Alibaug, Pali, Bhiwandi, Santacruz, Parel MFV, Janta Kendra, Worli NAB. Vision centers facilitated preliminary tests, post-surgery follow-ups, and acted as primary screening points.

- **Project Expenditure:**

The overall cost for the project is Rs 15,50,000

- **Data Collection and Primary Stakeholders:**

On November 8, 2023, the SAN auditor visited the project premises to assess and gather crucial data on the transformative initiative aimed at providing free cataract surgeries to patients in need. The primary stakeholders involved in this impactful project include patients grappling with cataract problems, dedicated hospital doctors, and the committed teams at the vision centers. Data collection during this visit involved evaluating the number of beneficiaries, understanding the socio-economic backgrounds of the patients, and assessing the overall impact of the initiative on the targeted community.

- **Overall Reach:**

200 patients were provided free surgeries through the program.

- **Project Highlights:**

- Vision centers played a crucial role in identifying patients through door-to-door screenings.
- Free spectacles were provided post-surgery.
- The hospital and vision centers offered end-to-end eye treatment, ensuring comprehensive care.
- High satisfaction among patients, leading to referrals to vision centers.

- **Evaluation using REESS framework**

- **Relevance:**

- ✓ Need for the program (Prevalence of disease): The high prevalence of eye-related issues in slum areas underscores the critical need for eye care programs. The project's focus on addressing this prevalent issue demonstrates its relevance.
- ✓ Benefits the truly underprivileged or needy: The project's target population includes the underprivileged and uneducated individuals in slum areas, ensuring that it caters to those who are most in need of eye care services.

- ✓ Availability of organizations that do similar work in the project area: Collaborations with various organizations suggest that there is recognition of the need for eye care in the project area. The project aligns with existing efforts, maximizing its impact.
- ✓ Fulfills Firstsource Solution's CSR mandate: By addressing the lack of awareness and providing free eye treatments, the project aligns with Firstsource Solution's Corporate Social Responsibility (CSR) mandate, demonstrating its commitment to social welfare.
- ✓ Fulfills Govt of India's healthcare mandates: The project's emphasis on providing free eye treatments and collaborating with government initiatives aligns with the healthcare mandates of the Government of India, enhancing its relevance and support.
- ✓ Fulfills UN's Sustainable Development Goals: The project contributes to achieving the UN's Sustainable Development Goals, particularly in ensuring good health and well-being (SDG 3) and reducing inequalities (SDG 10).

- **Effectiveness and Efficiency:**

- ✓ Improvement in the health of individuals or community: The successful cataract surgeries and ongoing engagement through post-operative checkups demonstrate a tangible improvement in the health of individuals and the community.
- ✓ Improvement in well-being of individual or community: Patients resuming work, regaining independence, and experiencing boosted confidence indicate a positive impact on the overall well-being of individuals and the community.
- ✓ Meeting MOU objectives and beneficiary satisfaction: The completion of 200 successful surgeries, adherence to project timelines, and ongoing engagement suggest that the program effectively met its objectives. Beneficiary satisfaction can be assessed through feedback mechanisms.
- ✓ Health issue addressed and followed-up: The project's focus on initial counseling, diagnosis, and door-to-door screenings indicates a comprehensive approach to addressing eye health issues and ensuring timely follow-up.
- ✓ Optimal utilization of resources: The project's success in conducting surgeries as planned, engaging with healthcare professionals efficiently, and utilizing collaborations for outreach suggests the optimal use of human and financial resources.
- ✓ Use of technology for program efficiency: Mention of modern facilities and collaborations implies the potential use of technology to enhance the efficiency of the program, though specific details would be needed for a thorough evaluation.

- **Sustainability:**

- ✓ Financial sustainability: The project's collaboration with various organizations and potential support from Firstsource Solution suggests efforts towards financial sustainability.
- ✓ Community engagement and trust: Door-to-door screenings, awareness campaigns, and collaborations contribute to community engagement and trust, essential for the sustainability of healthcare initiatives.
- ✓ Continuity of services: The provision of ongoing post-operative checkups and collaborations with organizations indicate a commitment to the continuity of services beyond the initial project phase.
- ✓ Local Capacity Building: Collaborations and engagement with local organizations may contribute to the development of local capacities, fostering sustainability in the long run.
- ✓ Long-term health impact: The focus on early detection, prevention methods, and ongoing checkups suggests a consideration of the long-term health impact, contributing to the sustainability of improved eye health.

- ✓ Partnership and collaboration: Collaboration with various organizations indicates a commitment to partnership, enhancing the project's sustainability through shared resources and expertise.
- **Social Impact:**
 - ✓ Social inclusion: The project's outreach to slum areas and free treatments promotes social inclusion by addressing the healthcare needs of marginalized populations.
 - ✓ Enhanced productivity: The resumption of work by BPL category patients reflects an enhancement in productivity, positively impacting their financial stability and contributing to the overall economy.
 - ✓ Improved well-being and overall health: Regained independence, boosted confidence, and reduced dependency on others contribute to the improved well-being and overall health of the community.
 - ✓ Improved access to healthcare: Door-to-door screenings and awareness campaigns contribute to improved access to healthcare, particularly for those who may face barriers in accessing traditional healthcare facilities.
 - ✓ Positive public health outcomes: The successful completion of surgeries, ongoing checkups, and increased community awareness are indicative of positive public health outcomes, addressing a prevalent health issue in the community.
- **Testimonials and Case Studies**
 - ✓ Namdev Shelke, a 72-year-old male driver, confronted a decline in his ability to drive and struggled with nighttime driving due to blurred vision in his left eye. Unfamiliar with available eye care options and facing financial constraints, Namdev sought help at private hospitals where the operation costs were prohibitively high. However, he discovered a ray of hope at KBHB hospital, where he received free cataract surgery for his left eye in March 2023. The surgery proved transformative as it restored clear vision, enabling Namdev to resume driving without difficulty, even at night. This intervention not only addressed his immediate visual challenges but also significantly enhanced his overall quality of life.
 - ✓ Roshan Aga Shaikh, a 62-year-old woman living independently, grappled with blurred vision in both eyes, severely limiting her mobility and ability to work. Unaware of accessible eye care services, Roshan's life took a positive turn when she underwent free cataract surgery for both eyes at a local vision center in March 2023. The outcome was nothing short of life-changing – Roshan regained clear vision, allowing her to navigate and crossroads independently. The provision of free spectacles further empowered her to continue her livelihood of sewing buttons, marking a significant improvement in her overall well-being.
 - ✓ Optometrist Prashant Salvi, with eight years of experience at Kurla Kamani Vision Center, shed light on the challenges encountered in a community where lack of awareness and education hampered regular eye checkups. To bridge this gap, the vision center engaged in door-to-door screenings, identifying patients who required intervention. However, Prashant emphasized the uphill task of convincing patients to seek treatment and adhere to post-surgery care, requiring persistent counseling and outreach efforts.
 - ✓ Mohammad Saif Ali Khan, a 62-year-old taxi driver, expressed profound gratitude for the volunteers who conducted eye checkups in his area. Following free cataract surgery on his left eye at KBHB in March 2023, Mohammad's life underwent a positive transformation. His ability to recognize faces was restored, enabling him to confidently resume his profession of driving, a crucial aspect of his daily life.

- ✓ Malili Pardeshi, a 64-year-old tailor, found himself at a crossroads when the exorbitant costs of eye surgery in other hospitals posed a significant barrier. The vision center provided a lifeline by guiding him to an eye camp where he underwent free cataract surgery on his right eye at KBHB. With renewed clarity of vision, Malili was able to pick up the threads of his profession, resuming his tailor work and contributing to his community.
- ✓ Eknath More, a 65-year-old construction worker, faced disruptions in his daily wage work due to blurred vision. Despite hearing negative feedback about municipal hospitals, Eknath chose to undergo free cataract surgery at KBHB, dispelling concerns and experiencing a positive outcome. With improved vision, Eknath successfully returned to his construction work, highlighting the importance of accessible and reliable eye care services.
- ✓ Rakesh Kapoor, a 51-year-old wireman/electrician, candidly shared his initial fears and hesitation regarding eye surgery. Overcoming these concerns with the support of the vision center staff, Rakesh underwent a quick and problem-free cataract surgery at KBHB. This intervention not only restored his vision but also allowed Rakesh to happily resume his profession, underscoring the impact of timely and supportive eye care.

- **Recommendations for Improvement:**

- ✓ Maintain concise reports with patient outcomes.
- ✓ Establish separate files for patients at vision centers involved in funded projects.

- **Alignment with UN SDGs**

- ✓ SDG 3: Good Health and Well-being: The project addresses the goal by providing free cataract surgeries, conducting pre- and post-operative examinations, and distributing free spectacles. It contributes to improving eye health, ensuring well-being, and reducing the burden of eye-related issues in the targeted community.
- ✓ SDG 10: Reduced Inequalities: The initiative specifically targets economically disadvantaged individuals in slum areas, addressing the issue of inequality in access to healthcare services. By providing free eye treatments to the underprivileged, the project aims to reduce disparities in health outcomes related to eye conditions.
- ✓ SDG 17: Partnerships for the Goals: The collaboration with K.B. Haji Bachooali Charitable Ophthalmic & ENT Hospital, Vision Centers, and potential support from Firstsource Solution reflects a commitment to partnerships. This aligns with SDG 17, emphasizing the importance of collaborative efforts to achieve sustainable development goals.
- ✓ SDG 1: No Poverty: While not explicitly focused on poverty alleviation, the project indirectly contributes to reducing poverty. Addressing eye health issues in economically disadvantaged populations enhances the well-being and productivity of individuals, potentially breaking the cycle of poverty.
- ✓ SDG 8: Decent Work and Economic Growth: The project positively impacts the economic well-being of individuals by enabling them to resume work after successful cataract surgeries. This aligns with SDG 8, promoting decent work and economic growth by enhancing the productivity of community members.
- ✓ SDG 5: Gender Equality: While gender-specific impacts are not explicitly mentioned, the project's focus on providing healthcare services to the community at large implies a commitment to gender equality in accessing eye care services.

- ✓ SDG 11: Sustainable Cities and Communities: The project operates in various locations, including slum areas, contributing to the goal of creating sustainable and inclusive communities. By addressing a prevalent health issue, it enhances the overall sustainability of the targeted communities.
- ✓ SDG 9: Industry, Innovation, and Infrastructure: Although specific details about technology utilization are not provided, the mention of collaborations and potential use of modern facilities implies an openness to innovation and technology. This aligns with SDG 9's focus on promoting innovation and building resilient infrastructure.
- ✓ SDG 2: Zero Hunger: While the project does not directly address hunger, it indirectly contributes to reducing barriers that individuals with eye health issues might face in accessing opportunities for work and livelihood. This could positively impact food security in the long run.

ii. Multi-Specialty Health Camps

- **About the Project and its Need:**

Health camps are commonly organized by various organizations to address fundamental healthcare needs. Nirmaan specifically targeted economically disadvantaged communities for these camps, where the awareness regarding the necessity of consulting specialists was limited or absent. Many individuals, even if aware, faced financial constraints that prevented them from seeking specialized medical attention. Visiting a specialist in a general hospital not only incurred additional costs but also meant losing a day's wage for these individuals. To address this gap in healthcare access, the Nirmaan team, with funding from Firstsource, conceptualized and implemented a multi-specialty health camp.

- **Location:**

- ✓ Evergreen Friends Association, Bholakpur, Musheerabad - 27/01/2023
- ✓ Yalal, Tandur Mandal, Vikarabad Dist. - 23/01/2023
- ✓ Krishna Nagar Basti, Bholakpur, Musheerabad - 08/01/2023
- ✓ Prem Nagar Basti, Hafeezpet - 24/12/2022
- ✓ Keshav Nagar Basti, Gowlidoddi, Gachibowli - 11/12/2022
- ✓ Borabanda Site 3 - 19/02/2023
- ✓ Gannavaram, Vijayawada - 19/03/2023
- ✓ Chadarghat, Malakpet - 05/03/2023

- **Project Expenditure:**

All health camps were successfully conducted between December 2022 and March 2023, meeting the set timelines.

- **Implementation Timelines:**

The timelines were met by the Nirmaan team as all the health camps were completed between December 2022 and March 2023.

- **Data Collection and Primary Stakeholders:**

Data collection involved meetings with Nirmaan in-charge in-charge in charge and visits to communities. Primary stakeholders included men, women, children, community mobilizers, doctors, nurses, helpers, and volunteers.

- **Overall Reach**

The health camps reached eight locations, benefiting a total of 2,625 individuals across urban and rural slums.

S NO.	LOCATION	NO. BENEFICIARIES
1	Evergreen Friends Association, Bholakpur, Musheerabad	108
2	Yalal, Tandur Mandal, Vikarabad Dist.	311
3	Krishna Nagar Basti, Bholakpur, Musheerabad	518
4	Prem Nagar Basti, Hafeezpet	510
5	Keshav Nagar Basti, Gowlidoddi, Gachibowli	323
6	Borabanda Site 3	364
7	Gannavaram, Vijayawada	140
8	Chadarghat, Malakpet	351

- **Project Highlights:**

- ✓ Dr. P Rajesh, with prior government experience, leads the project, leveraging his expertise and government connections for its success.
- ✓ The seven multi-specialty health camps featured 7 to 11 specialists, while the eighth camp focused on cervical and breast screening for women.
- ✓ The diverse locations included four urban slums, two rural slums, and one camp specifically targeting cervical and breast health in an urban slum.
- ✓ Beneficiaries encompassed various occupations such as construction workers, security guards, cleaners, helpers in MNCs, daily wage labourers laborers, and housemaids.
- ✓ To achieve their turnout target, the Nirmaan team engaged in extensive community outreach, visiting households, consulting community leaders, political figures, and community mobilizers. They utilized pamphlets and engaged auto-mounted speakers for community-wide announcements.
- ✓ Collaboration with local NGOs/Institutions, including Maa Sharada Hospital at Vikarabad and SRD (Society for Rural Development) at Musheerabad, facilitated the successful execution of health camps.
- ✓ The services received positive feedback from beneficiaries, highlighting the project's impact and effectiveness.
- ✓ A total of 2625 individuals derived benefits from these health camps.

- **Evaluation using REESS framework**

- **Relevance**

- ✓ The Nirmaan team initiated a thorough needs assessment within the communities.
- ✓ Considering the community's needs, the team carefully selected specific medical specialties to not only raise awareness about healthcare but also provide an opportunity for consultations.
- ✓ Recognizing the growing concerns about mental health, a psychiatrist was included in the team to not just offer consultations but also to raise awareness about mental health care and wellness within the community.
- ✓ Many health issues tend to go unnoticed, especially among economically disadvantaged individuals who often prioritize saving time, effort, and a day's wages over regular health check-ups.
- ✓ By organizing health camps within the Bastis, Nirmaan effectively saved residents both time and money for travel. This approach allowed individuals to promptly return to their jobs after

completing their check-ups. The multi-specialty health camp served as an enlightening experience for many beneficiaries, emphasizing the importance of consulting specific specialists for certain ailments, rather than solely relying on Primary Health Centers or over-the-counter medications, which may not be the most appropriate interventions.

- ✓ Citing a 2016 study titled "Burden of Cervical Cancer and Role of Screening in India" by Saurab Bobdey, Jignasa Sathwara, Aanchal Jain, and Ganesh Balasubramaniam, published in the Indian Journal of Medical and Paediatric Oncology, the prevalence of cervical cancer contributes significantly to cancer cases among women (6-29%). The study emphasizes the lack of screening as a major contributor to this statistic. Additionally, data from the breast cancer India website reveals a staggering 87,090 women in India lost their lives to breast cancer in 2018, marking the second-highest global incidence for that year. This data underscores the critical relevance of Nirmaan's cervical and breast cancer screening camp.

- **Effectiveness & Efficiency**

- ✓ Four days before the health camp, the team engaged with the community, dedicating time to sensitize them about the significance of health check-ups. Additionally, they motivated community mobilizers to actively encourage community members to avail themselves of the services.
- ✓ The selection of communities for the camps was meticulously conducted through extensive research. For instance, Bholakpur, where two camps were organized, was chosen due to past incidents of numerous deaths attributed to polluted water.
- ✓ The involvement of various stakeholders was a key aspect, encompassing political leaders, community representatives, community mobilizers, and partner NGOs, ensuring a collaborative and inclusive approach.
- ✓ The camp itself was well-organized, featuring an ample number of volunteers and nurses guiding individuals through a basic interview with the relevant specialists.
- ✓ Attendees had the freedom to meet with any or all doctors based on their preferences.
- ✓ The distribution of free medicines further enhanced the accessibility and impact of the health camp.
- ✓ Nirmaan's team established a connection with the community, taking steps to ensure hygienic restroom facilities for doctors, nurses, and volunteers.

- **Sustainability**

- ✓ Nirmaan remains steadfast in its commitment to providing ongoing healthcare services to economically disadvantaged communities. A significant step in this commitment is the initiation of the White Coat Family Clinic, in collaboration with support from a corporate partner. In this clinic, outpatient department (OPD) services will be offered free of charge, ensuring accessibility for individuals with limited financial means.
- ✓ As part of the sustainability model, blood work charges at the White Coat Family Clinic will be set at 120% of the cost incurred in private diagnostic centers. This approach is designed to strike a balance, ensuring affordability for the economically disadvantaged while covering the essential costs associated with diagnostic services.
- ✓ The White Coat Family Clinic is envisioned to go beyond basic healthcare services by incorporating specialty clinics within the OPD setup. This strategic expansion ensures that individuals from economically challenged backgrounds not only have access to primary healthcare but also to specialized medical consultations.
- ✓ By establishing these OPD clinics with a focus on both general and specialty healthcare, Nirmaan aims to bridge the gap in continued healthcare access for the economically disadvantaged. This initiative aligns with their broader mission of sustaining the positive health impact generated by their

previous health camps, creating a more lasting and comprehensive healthcare support system for the communities they serve.

- **Social Impact**

- ✓ An impactful incident occurred in Keshav Nagar Basti, serving as a poignant reminder of the project's influence. During a walk through the Basti, a member of the SAN team was approached by a couple of ladies eagerly inquiring about a health check-up. The community recognized the Nirmaan team member members, associating them with a health camp held 11 months prior, showcasing the lasting impact and positive perception within the community. This not only indicated the community's consistent utilization of services but also their satisfaction with the quality, eagerly anticipating further engagements.
- ✓ Women who participated in the cervical and breast cancer screening camp expressed newfound knowledge on self-assessment of their breasts. The feedback from beneficiaries actively advocating for more such camps in different Bastis highlighted the social impact, particularly on women's perspectives regarding sensitive health issues.
- ✓ The project successfully raised awareness among economically weaker communities on often overlooked health aspects, including mental health and women's health.
- ✓ The health camps encouraged individuals to prioritize their well-being along the wellness spectrum. Beneficiaries emphasized the importance of attending such health camps even in the absence of apparent ailments, as these consultations serve as validations of one's overall wellness state.
- ✓ These health camps dispelled the misconception that specialty health consultations are prohibitively expensive. By delivering affordable specialized healthcare services to 2625 economically disadvantaged individuals, the project has achieved praiseworthy success in making specialized healthcare accessible to a broader population.

- **Testimonials**

- ✓ "A significant number of residents from our Basti participated, and the distribution of medicine proved beneficial. My neighbor's neighbor's cough was effectively treated with the provided medicine."
- ✓ "I consulted the bone doctor at the camp regarding my knee pain, and he diagnosed it as excess strain. The prescribed tablets provided relief for a while, but now that the medication is finished, the pain has returned, partly because I couldn't follow his advice to rest."
- ✓ "I received painkillers for my leg pain, and they were incredibly helpful," - Beneficiary from Keshav Nagar Basti.
- ✓ "I attended the women's health camp where the doctor patiently examined me and assured me of my well-being. Additionally, she taught me how to perform self-checks," shared a woman who participated in the cervical and breast cancer screening camp.
- ✓ "Encouraging women to attend the screening camp was challenging, but those who did attend expressed great satisfaction, insisting that every woman should participate. They also motivated others to join," - Community Mobiliser from Musheerabad.

- **Recommendations for Improvement:**

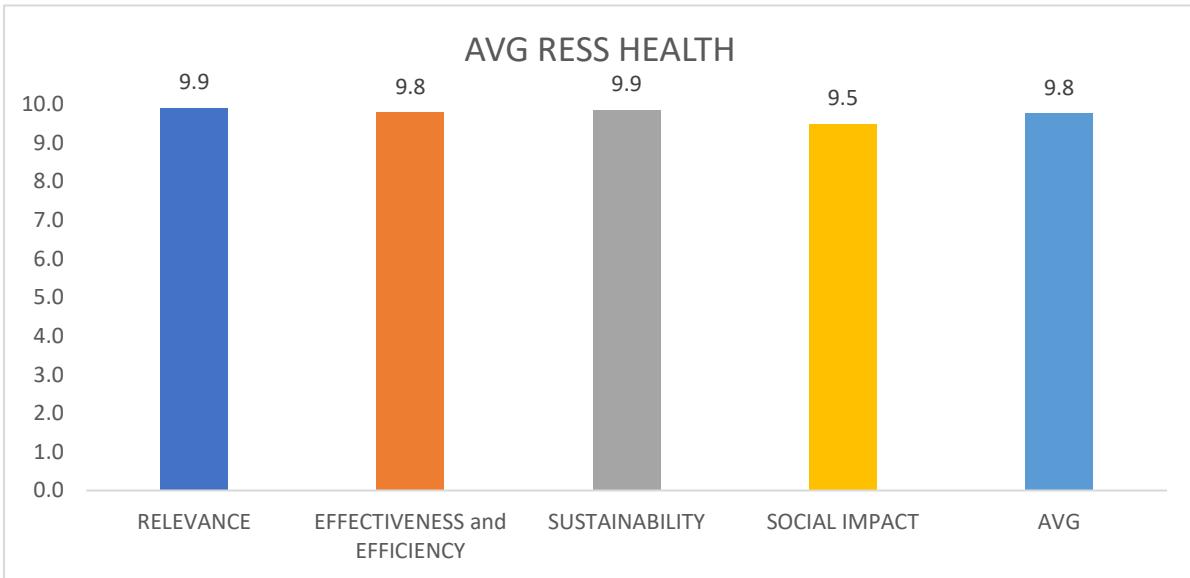
- ✓ Along with health camps, awareness of menstrual hygiene may be offered.
- ✓ Since the pandemic has recently ended, a Pulmonologist may also be part of the team.
- ✓ Vaccines for cervical cancer may also be provided in the breast and cervical health camp.
- ✓ Sex education, when offered by the medical fraternity, may be well accepted. Hence this too may be offered as part of the health camp.
- ✓ Glaucoma management, presently being one of the health conditions that is seeking public health concern, as it times many times goes undetected, an ophthalmologist may be part of the Doctors team.

- **SDG Alignment:**

- ✓ **SDG3 Good Health and Well-Being:** The objective of the project is to create awareness about health, identify any issues/ ailments, and diagnose or refer and ensure the beneficiaries maintain good health. The objective aligns with SDG 3.
- ✓ **SDG 5 Gender Equality:** The health camp welcomed all genders to avail of the services being offered, thus aligning with SDG 5.
- ✓ **SDG 10 Reduced Inequalities:** The services were open to all and were rendered to everyone who visited the camp thus completely overcoming all forms of discrimination and thus aligned with SDG10
- ✓ **SDG17 Partnership for The Goals:** Organising the health camps involved joining hands with the local political parties, other NGOs working with communities, and the youth association in the Bastis. This process indicates that the SDG17 has been aligned with.

iv. Health Projects RESS Ratings

REESS RATING INDICATORS		NIRMAAN MEDICAL CAMP AND TELE ICU	ROTARY CATARACT	AVG RESS HEALTH
RELEVANCE	Need for the program (Prevalence of disease)	10.0	10.0	9.9
	Benefits the truly underprivileged or needy	10.0	10.0	
	Availability of organizations that do similar work in the project area	9.0	10.0	
	Fulfils Firstsource Solution's CSR mandate	10.0	10.0	
	Fulfils Govt of India's healthcare mandates	10.0	10.0	
	Fulfils UN's Sustainable Development Goals	10.0	10.0	
	RELEVANCE AVG	9.8	10.0	
EFFECTIVENESS AND EFFICIENCY	Improvement in the health of individuals or community	10.0	10.0	9.8
	Improvement in the well-being of individuals or community	10.0	10.0	
	Did the program meet the required objectives of the MOU?	10.0	9.0	
	Were the beneficiaries happy with the services provided	10.0	10.0	
	Was the health issue adequately addressed and followed up	10.0	9.0	
	Were project timelines met?	10.0	10.0	
	Were the human resources optimally utilized?	10.0	10.0	
	Was the funding optimally utilized? Cost per beneficiary	10.0	10.0	
	Was the program provided for free/ at an affordable cost?	10.0	10.0	
	Use of technology to leverage the efficiency of the program	10.0	8.0	
	EFFICIENCY AND EFFECTIVENESS AVG	10.0	9.6	
SUSTAINABILITY	Financial sustainability	10.0	10.0	9.9
	Community engagement and trust	10.0	10.0	
	Continuity of services	9.0	10.0	
	Local Capacity Building	10.0	10.0	
	Long-term health impact	10.0	10.0	
	Partnership and collaboration	10.0	10.0	
	SUSTAINABILITY AVG	9.9	9.8	
SOCIAL IMPACT	Social inclusion	10.0	9.0	9.5
	Enhanced productivity	10.0		
	Improved well-being and overall health	10.0		
	Improved access to healthcare	10.0		
	Positive public health outcomes	10.0		
	SOCIAL IMPACT AVG	10.0	9.0	



Health projects backed by Firstsource Solutions Limited have garnered an impressive overall RESS rating of 9.8, highlighting nearly flawless project implementation and significant impact in terms of relevance, effectiveness, efficiency, social impact, and sustainability. It is strongly advised to expand the scale of these programs to enhance their health impact further.

c. Environment

The collective efforts of Say Trees in Karnataka and Thuvakkam in Tamil Nadu were aimed to exemplify a robust commitment to overall environmental support. Say Trees collaboration, with funding of 12,50,000 INR, planted 10,000 fruit and forestry saplings in the farmlands of 70 rural farmers in Kolar district. This initiative not only contributes to environmental conservation but also directly benefits local farmers by enhancing biodiversity and promoting sustainable agricultural practices. Meanwhile, Thuvakkam, with funding of 14,02,500 INR, is focusing on greening urban spaces by planting 5,000 trees in a Chennai city Corporation-owned Park at Kundrathur.

NGO NAME	AMOUNT INR	GEO	CITY / DISTRICT	SCOPE OF WORK	BENEFICIARY COUNT
Say Trees	12,50,000	Karnataka	Kolar	10000 Fruit and forestry saplings to be planted in the farmlands of 70 rural farmers in Kolar district of Karnataka.	70
Thuvakkam	14,02,500	Tamil Nadu	Chennai	Planting 5000 trees in a Chennai City owned owned owned corporation-owned park at Kunrathur	5000

i. Cultivating Prosperity: Nurturing Fruit Saplings in Kolar District

Endowed with a funding of INR 12,50,000, Saytrees undertook a pivotal project to plant 10,000 fruit and forestry saplings across the agricultural lands of 60 rural farmers in the Kolar district of Karnataka.

- **About the Project and its Need:**

This endeavor originated from a request by the Daan Foundation—an NGO actively involved with Self-Help Groups (SHGs) and farmer communities. Recognizing Kolar's agricultural potential, particularly in fruit cultivation, the project aimed to enhance the economic well-being of local farmers.

- **Project Location:**

The project unfolded across four distinctive regions of the Kolar district, strategically reaching the heart of agricultural activities in the area.

- **Project Expenditure**

The total cost of implementing the program was Rs 12,50,000.

- **Implementation Timelines:**

The project was implemented in the year 2023. The saplings were transplanted into soil of Kolar in August 2023.

- **Data Collection and Primary Stakeholders:**

Ensuring a comprehensive project evaluation, a SAN India auditor visited two villages in Malur Taluk. Interactions with 46 supported farmers, on-site visits, and engaging discussions with local coordinators from Daan Foundation, the Project Coordinator for Malur Taluk from Saytrees, and the program manager formed the foundation of primary data collection.

- **Overall reach**

The project's influence extended to benefit 60 farmers across Kolar and Malur Taluks, casting its positive impact over 22 villages and underscoring its far-reaching influence.

- **Key Highlights**

- ✓ The training provided to farmers aimed at equipping them with essential knowledge for nurturing fruit saplings.
- ✓ A promising anticipation of a threefold increase in average income, particularly with the cultivation of mango varieties.
- ✓ A commendable survival rate of over 90% for the saplings during the challenging drought of 2023.
- ✓ The introduction of native fruit saplings held significant promise for the sustainable economic upliftment of the farmers.

- **Evaluation using REESS framework**

- **Relevance:**

- ✓ **Need for the Program:** The agricultural landscape in Kolar district faces challenges, and this program is tailored to address the specific needs of underprivileged farmers. It recognizes the economic struggles and seeks to enhance livelihoods through sustainable agriculture.
- ✓ **Benefits the Truly Underprivileged or Needy:** The program's design ensures that the benefits directly reach those who require support the most – the underprivileged rural farmers. By targeting this demographic, it aims to bridge economic disparities.
- ✓ **Availability of Organizations Doing Similar Work:** Saytrees is the only organization doing similar work. Collaboration with entities like Daan Foundation to implement the program allows for a more coordinated and impactful approach.
- ✓ **Fulfills Firstsource Solution's CSR Mandate:** The program aligns with Firstsource Solution's commitment to social responsibility, demonstrating a purposeful investment in community welfare, environmental stewardship, and sustainable development.
- ✓ **Fulfills Govt of India's Mandates:** By contributing to sustainable agriculture and rural development, the program aligns with the broader mandates of the Government of India, supporting national initiatives for holistic progress.

- **Effectiveness and Efficiency:**

- ✓ **Enhanced Air Quality:** The introduction of fruit and forestry saplings functions as a natural air purifier, actively absorbing pollutants and releasing oxygen. Monitoring improvements in air quality serves as a key indicator of the program's effectiveness.
- ✓ **Increase in Flora and Fauna:** Program success extends beyond sapling growth, emphasizing a positive impact on local biodiversity. By prioritizing native mango varieties like Mallika, Benisa, Badami, Thothapuri etc, the initiative aims to cultivate a thriving ecosystem.
- ✓ **Increased Quality of Life:** Sustainable agricultural practices, avoiding the use of fertilizers and chemicals, contribute to improved crop yields and economic stability. This directly influences the quality of life for farmers and their families.
- ✓ **Improved Health and Dignity:** Beyond economic considerations, the program seeks to enhance the overall well-being of farmers, fostering a sense of dignity and pride in their agricultural work.
- ✓ **Providing Income Opportunities for Beneficiaries:** The program's success is measured by its ability to offer sustainable income opportunities, anticipating an average increase of Rs 75,000-100,000 per year for mango saplings from the fourth year onward. Meanwhile, prudent support includes annual fruiting trees like jamun, gooseberries, woodapple, water apple, sitaphal, etc.
- ✓ **Timely Project Completion:** Adherence to project timelines demonstrates efficiency and a commitment to delivering results on time. However, refining the planning of sapling planting times as per the actual cropping cycle is recommended.
- ✓ **Optimal Utilization of Human Resources:** Collaborating with Daan Foundation ensures the effective utilization of human resources, with well-defined roles and efficient distribution of responsibilities for streamlined execution.
- ✓ **Optimal Utilization of Funding (Cost per Beneficiary):** With an approximate cost of Rs 20,833 per farmer for a lifelong fruiting plant, the cost per beneficiary is justified, considering the sustained benefits provided by the program.

- ✓ **Free or Affordable Access to the Program:** The program's success hinges on its accessibility, achieved by providing all saplings free of charge to farmers. This ensures that the initiative remains inclusive and reaches the intended beneficiaries without financial barriers.

- **Sustainability:**

- ✓ **Organization's Ability to Continue Without Donor Support:** The organization's tie-ups with other donors who support saplings to farmers in other districts determine its ability to sustain the program independently, ensuring continued impact in the area.
- ✓ **Follow-up and Monitoring Mechanisms:** Establishing robust mechanisms for follow-up and monitoring ensures the ongoing success of the program, enabling timely adjustments and addressing emerging challenges.
- ✓ **Environmental Impact:** The program's sustainability is intrinsically tied to its positive environmental impact, including carbon sequestration, soil conservation, and overall ecological balance.
- ✓ **Community Ownership of Spaces Created:** Sustainable impact is achieved when local communities take ownership of the spaces created, actively participating in their maintenance and preservation. This is currently not happening.
- ✓ **Ability for Future Generations to Benefit:** The program's design considers its long-term implications, ensuring that future generations can reap the benefits of improved agricultural practices and environmental conservation.
- ✓ **Maintenance of Saplings:** Ongoing efforts to ensure the health and growth of saplings post-planting contribute to the sustainability of the project, preventing attrition and maximizing the impact on the local ecosystem. This is being done currently.

- **Social Impact:**

- ✓ **Creation of Healthy Spaces:** The creation of green spaces contributes to healthier environments, providing residents with spaces for recreation and relaxation.
- ✓ **Reduction in Pollution:** By addressing environmental concerns, the program actively contributes to the reduction of pollution, fostering a healthier living environment for all residents.

- **Beneficiary Testimonials**

- ✓ "The Saytrees initiative has undeniably transformed our lives as farmers in the Kolar district. The program has laid a solid foundation by equipping us with essential knowledge and resources, but the potential of perennial fruits like jackfruit, guava, and pomegranate remains untapped. These fruits offer not only long-term economic benefits but also contribute significantly to the biodiversity of our lands. We appeal for continued support from organizations like Saytrees and others to expand the program's scope, incorporating a diverse mix of perennial fruit saplings. This additional support will not only bolster our economic sustainability but also further enhance the environmental impact of our agricultural practices. With the right backing, we believe we can create a lasting legacy of fruitful lands that benefit both current and future generations."
- ✓ "Before the Saytrees initiative, we were limited to cultivating beans and horse gram. We faced economic challenges as these crops had limited market demand. The introduction of fruit saplings by Saytrees has been a game-changer for us. Now, with mango varieties, we not only anticipate a significant increase in income but also diversify our produce for a more sustainable and profitable future."

- ✓ "We are truly grateful for the support we received from Saytrees and Daan Foundation. The involvement of their dedicated staff, including the Project Coordinator for Malur Taluk and local coordinators, has made a significant impact. From the timely provision of saplings to continuous follow-up visits, the entire team has been helpful."
- ✓ "The introduction of fruiting trees by Saytrees has brought a renewed sense of hope and aspiration to our family. Earlier, the challenges of cultivating traditional crops left us uncertain about our economic future. Now, with the promise of mango varieties and other fruits, we see a brighter tomorrow. The program not only brings economic benefits but also instils a sense of pride and dignity in our agricultural work. We are excited about the positive changes these fruiting trees will bring."

- **Recommendations for Improvement**

- ✓ Advocate for the timely provision of saplings, aligning with optimal planting seasons.
- ✓ Suggest a diverse mix of tropical fruit saplings, such as gooseberries, jamun, sitaphal, ram phal, woodapple, or water apple, alongside high-income crops for a sustainable and diversified income.
- ✓ Encourage the inclusion of flowering seeds like marigold, rose, or gerbera to enhance economic landscapes, leveraging Kolar's natural affinity for flowering plants.
- ✓ Propose additional support to farmers in the form of cattle or goats to supplement income while contributing essential manure.
- ✓ Emphasize the need for more robust documentation of project visits for comprehensive and transparent records.

- **Alignment with Sustainable Development Goals (SDGs):**

- SDG 2: Zero Hunger - Promoting Sustainable Agriculture: Implementation of sustainable agricultural practices ensures long-term food security. Empowering rural communities with agricultural knowledge and skills for self-sufficiency. Diversification of crops, promoting resilience against climate-related challenges.
- SDG 3: Good Health and Well-being: Improved access to healthy food like fruits from sustainable agriculture positively impacts health.
- SDG 8: Decent Work and Economic Growth: Creating employment opportunities in the agricultural sector, contributing to economic growth. Empowering rural communities with skills for sustainable livelihoods. Fostering entrepreneurship in agribusiness, enhancing income-generation capabilities.
- SDG 13: Climate Action - Afforestation Efforts: Planting initiatives contribute to carbon sequestration, mitigating the impact of climate change. Enhancing resilience against climate-related challenges through sustainable land management.
- Promoting environmentally friendly agricultural practices to reduce the project's carbon footprint.
- SDG 15: Life on Land - Biodiversity Enhancement: Restoration of land through planting, contributing to increased biodiversity. Integration of sustainable farming practices to preserve and enhance soil health, supporting life on land.

ii. Miyawaki Trees

- **About the Project and its Need:**

The Miyawaki Urban Forest project, implemented in Chennai, Tamil Nadu, by Thuvakkam NGO stands as an initiative aimed at addressing the multifaceted challenges arising from rapid urbanization. With a project expenditure of 14,02,500 INR, this endeavour signifies a pioneering step towards creating resilient urban environments. Rooted in the urgent need to counteract the adverse effects of population growth and urban development, the Miyawaki method was employed to establish miniature urban forests within the cityscape.

- **Location:**

Chennai, Tamil Nadu

- **Project Expenditure:**

14,02,500

- **Data Collection and Primary Stakeholders:**

Field visit to the program site was conducted.

- **Overall Reach**

An urban forest in a land of size 25,500 sq. ft. composed of 5,000 plants using Miyawaki technique,

- **Project Highlights:**

- ✓ Creating an Urban Forest at Sri Nageshwara Park, Kundrathur in a land size of 25,500 sq. ft.,
- ✓ 5,000 saplings planted using Miyawaki technique.
- ✓ 60+ species saplings were planted, comprising native species which suited the soil.
- ✓ The process of creating the forest involved soil testing, followed by cleaning, soil enrichment, levelling, marking, pit drilling leading to the plantation.
- ✓ Many corporate volunteers helped in the plantation.
- ✓ A pond was created inside the forest, to benefit the forest and as a water storage unit. The size of the pond is 17,000 Cu. Ft., its depth 10 Ft.
- ✓ Regular monitoring of the park is done by a gardener who stays at the location, who is supervised periodically by the coordinator and Project manager of Thuvakkam.
- ✓ Around 90% of the trees have survived the vagaries of the weather.

- **Evaluation using REESS framework**

- **Relevance:**

- ✓ In the bustling metropolis of Chennai, the detrimental consequences of rapid population growth and urbanization have become increasingly apparent. The widespread expansion of concrete structures has resulted in a stark reduction of green spaces, leading to a myriad of environmental challenges.
- ✓ Deforestation, coupled with the rise in global temperatures, has triggered climate change, exacerbating issues such as water scarcity, diminishing biodiversity, and poor air quality. By implementing miniature urban forests within the cityscape, this initiative aims to counteract the adverse effects of urban development. These green pockets enhance the aesthetic appeal of Chennai

but also play a crucial role in replenishing the water table, fostering biodiversity, and purifying the air.

- ✓ Firstsource Solution's support to the Miyawaki project is part of its commitment to environmental conservation. By sponsoring or actively participating in the creation of these urban forests, the company demonstrates its dedication to offsetting the environmental impact of urbanization and promoting green initiatives.
- ✓ The Miyawaki urban forest aligns with several mandates and initiatives of the Government of India, reflecting its commitment to sustainable development, environmental conservation, and the well-being of its citizens. Here are ways in which the Miyawaki urban forest helps achieve these mandates namely National Action Plan on Climate Change (NAPCC), Smart Cities Mission, National Biodiversity Strategy and Action Plan (NBSAP), National Mission for Sustainable Agriculture (NMSA), National Clean Air Programme (NCAP).

- **Effectiveness & Efficiency:**

- ✓ In coastal urban centers such as Chennai, indigenous tree varieties differ from those with towering and straight trunks, instead favouring species characterized by sprawling growth patterns. Examples include the Indian laurel (*Calophyllum inophyllum*), banyan (*Ficus bengalensis*), Indian beech (*Pongamia pinnata*), and portia (*Thespesia populnea*). The unique ecological conditions of Chennai pose a challenge for accommodating these specific species within a Miyawaki forest model. Notably, the original vegetation of Chennai comprises sparse tree growth, predominantly featuring palms such as the wild date, palmyra, and coconut.
- ✓ A significant proportion, exceeding 25-30%, of the trees failed to establish roots successfully. This outcome was attributed to unsuitable soil conditions for the Miyawaki technique, primarily characterized by a predominance of clay in the soil composition.
- ✓ The trees reached considerable heights, but their overall health and vibrancy suffered due to overcrowding and inadequate space for optimal growth. This is akin to the challenges faced when students are crammed into a crowded classroom.
- ✓ All the species in the Miyawaki forest exhibited slender stems, lacked flowering and fruiting potential. Some trees only have three branches with countable leaves at the top. In stark contrast, naturally grown Neem trees showcase robust crowns with a substantial foliage mass.

- **Sustainability:**

- ✓ As this program is done in partnership with the Corporation of Chennai, the park would be maintained by the Corporation.
- ✓ While the method helps improve air quality, it is a sustainable and holistic approach to mitigate the environmental impact of urbanization in Chennai.

- **Social Impact:**

- ✓ The program allows for the creation of green spaces that enhance the overall aesthetics of the city while providing essential ecosystem services.
- ✓ The trees contribute to oxygen production and play a crucial role in mitigating pollution in the Chennai area.

- **Recommendations for Improvement:**

- ✓ In the context of rapidly urbanizing cities facing space constraints, a more strategic approach to afforestation is recommended. Rather than exclusively relying on densely packed trees and shrubs in limited spaces, considering the planting of a select number of well-grown trees can be a more efficient and sustainable strategy. These well-established trees can effectively sequester carbon and contribute significantly to the overall urban green cover.
- ✓ By focusing on native trees, urban planners and environmental agencies can achieve a balanced and impactful afforestation strategy. This approach not only addresses the spatial limitations but also promotes the long-term health and resilience of the urban forest.
- ✓ Prioritizing the restoration of natural vegetation within the available spaces in urban areas should be the central focus of afforestation efforts, guided by a scientific understanding of the ecological history of the specific landscape. In the case of Chennai, historical ecological data indicates a lack of dense forests, except for mangroves. Instead, the region has predominantly featured slow-growing, long-lived palms. While this may not yield instant results, recognizing and embracing the inherent characteristics of the local flora is crucial for sustainable and effective urban afforestation initiatives.

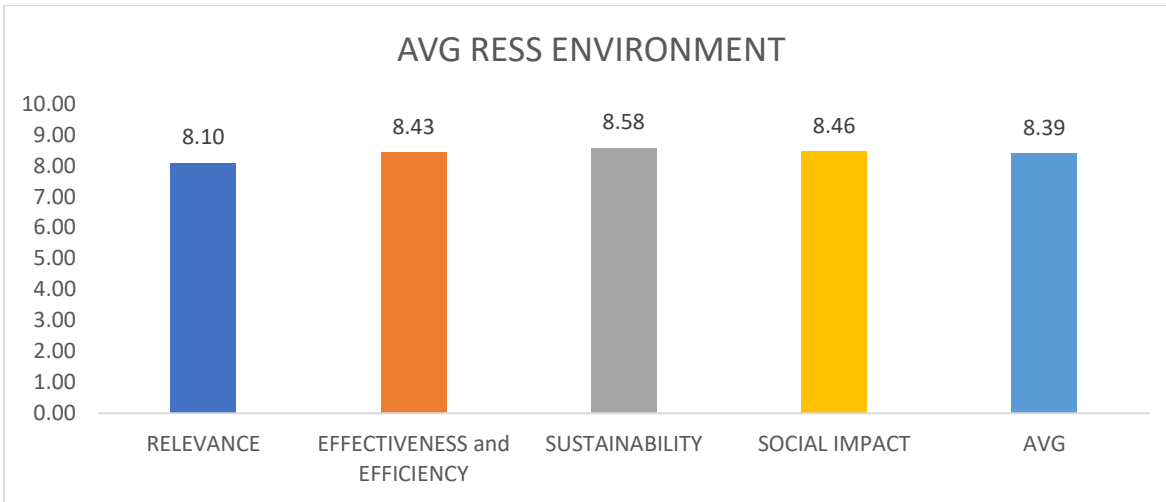
- **Alignment with UN SDG**

Here is how the Miyawaki method supports specific SDGs:

- **SDG 11 - Sustainable Cities and Communities:** The Miyawaki urban forest helps create sustainable and resilient cities by enhancing green spaces within urban areas. It contributes to improved air quality, biodiversity, and overall environmental health in cities, promoting a better quality of life for residents.
- **SDG 13 - Climate Action:** Miyawaki forests play a crucial role in climate change mitigation by sequestering carbon dioxide and reducing greenhouse gas emissions. The increased green cover helps regulate temperatures, mitigating the urban heat island effect and contributing to overall climate resilience.

iii. Environment Projects RESS Ratings

RESS RATING INDICATORS		SAY TREES KOLAR	THUVAKKAM	AVG RESS ENVIRONMENT
RELEVANCE	Need for the program	9	6	8.1
	Benefits the truly underprivileged or needy	9	6	
	Availability of organizations that do similar work in the project area	9	8	
	Fulfils Firstsource Solution's CSR mandate	9	8	
	Fulfils Govt of India's mandates	9	8	
	RELEVANCE AVG	9	7.2	
EFFECTIVENESS AND EFFICIENCY	Enhanced air quality	8	8	8.4
	Increase in flora and fauna	9	8	
	Improved community health/dignity for farmer	10	7	
	Were project timelines met?	9	9	
	Were the human resources optimally utilised?	9	9	
	Was the funding optimally utilised? Cost per beneficiary	9	7	
	Was the program provided for free/ at an affordable cost?	8	8	
	EFFECTIVENESS AND EFFICIENCY AVG	8.9	8.0	
SUSTAINABILITY	Ability of organization to take the program forward without donor support in future	9	10	8.6
	Follow-up and monitoring mechanisms by implementation agency	9	8	
	Creating opportunities for sustained income	9	-	
	Environmental Impact	9	8	
	Govt ownership of spaces created	-	7	
	Ability for future generations to benefit from the project	10	7	
	Continued maintenance of trees/saplings	9	8	
	SUSTAINABILITY AVG	9.2	8.0	
SOCIAL IMPACT	Creation of healthy spaces	-	9	8.5
	Improvement in air purity	9	8	
	Bio diversity increase	8	8	
	Reduction in Pollution	9	8	
	SOCIAL IMPACT AVG	8.7	8.3	



The fruit saplings project in Kolar by Saytrees and the Miyawaki program in Chennai, implemented by Thuvakkam NGO, have obtained average RESS ratings of 8.39. These ratings suggest a reasonably positive impact on both the environment and the project's beneficiaries. Although there are some reservations regarding the potential sustainability of the plants supported through the Miyawaki project, it can be concluded that the project has successfully met its targets and intended outcomes.

VII. Conclusion

In conclusion, all the CSR projects of Firstsource have revealed commendable efforts in areas such as healthcare, environmental sustainability, and livelihoods. All the projects contribute meaningfully to community development, foster goodwill, trust, and positive relationships with stakeholders by addressing societal challenges and promoting long-term sustainability and resilience. The projects are driving positive social change, creating shared value, and is focussed on building a more inclusive and equitable society.