

Table of Contents

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| Q: Main achievements of Enable India | 3 |
| Q: Who started Enable India? | 3 |
| Q: How did Enable India start? | 4 |
| Q: Basic details about Enable India and its vision? | 4 |
| Q: Enable India works with which disability?..... | 4 |
| Q: Enable India has reached how many locations? | 4 |
| Q: What types of job roles/levels does Enable India provide to persons with disability? | 5 |
| Q: How does Enable India’s training for persons with disability make a difference? | 5 |
| Q: How does Enable India provide jobs in private sector? Companies are not obligated to take disabled, so how does it work? | 6 |
| Q. What does the hiring process involve when companies come looking to Enable India? | 6 |
| Q: How do you think companies benefit upon hiring employees with disability? | 7 |
| Q: How does Enable India work with govt or PSUs where there is reservation in jobs? How have PSUs saved 1 crore per person with disability via inclusion? | 7 |
| Q: Some examples of workplace solutions developed by Enable India? | 8 |
| Q: Rewards and recognitions for Enable India? | 9 |
| Q: What is the impact of the work? How has Enable India helped change society perceptions? | 9 |

NOTE

The contents of this document CANNOT be shared with anyone outside Enable India without the permission of the Marketing and Communications team. For any clarifications please write to info@enableindia.org.

Q: Main achievements of Enable India

- 1,32,076 persons with disability across 11 disabilities, families, employees, leaders and community have been positively impacted by the work of Enable India
- 600 companies across 27 sectors, 48% of these companies hired severe and sensory disabled, 23% have hired over multiple years. 7% startup companies have hired
- 4500+ persons with disability gainfully employed across 11 disabilities. 26% females with disability in the workforce
- Scaling of employment via 272+ job roles opened up / developed for disabled. A job role opening up enables disabled to get job on their own or via other NGOs.
- Critical game changer jobs being done by blind include MIS executive, medical transcriptionist, Service management executive, spam management etc and by deaf include jobs in loan operations, cash operations, accounts payable, receivables and more)
- PWD are engaged in 70+ self-employment activities
- Highest starting salaries of 15 lacs (15,00,000) per annum for severe sensory disability. 18 lacs for person with physical disability.
- Deaf blind person salary: Rs 1.8 lacs (deaf blind – cannot see, cannot hear, cannot speak)
- Same wages as non-disabled
- 70 to 81% disabled are supporting their families
- Work has been across 359 locations in 28 states, 189 partner organizations, and stakeholders from 27 countries
- 10639+ leaders and decision makers have been coached to be inclusive and adaptive leaders
- 320+ trainers and employment officers across 189 partner organizations have scaled their operations with the capacity building done by Enable India
- 50+ Workplace solutions, each solution enables job roles, each possible job role opens up exponential job openings.
- 7+ innovations for scaling training, placements and independent living of persons with disability
- 80+ jobs opened up in the PSUs and banks for persons with sensory disabilities – these are in reservation / quota based jobs.
- Rs. 1 Crore per person with disability is saved by PSUs with their inclusion as a productive employee
- 87,000+ visitors to the open source collaborative platform for scaling livelihoods for PWD - Enable Academy (and Namma Vaani)
- Enable India is the PLACEMENT CELL FOR THE GOVT OF KARNATAKA
- Every 1 Rupee inflow has created an economic impact of 6.55 Rupees
- Enable India has scaled via 4+ mainstreaming partnerships
- Enable India has been granted special consultative status by United Nations Economic and Social Department, is representing India in the Workability Asia chapter, is the COE and TOT partner for Skill Council for PWD (NSDC/Skill India), and is on the governing council of ScPWD

Q: Who started Enable India?

Ans: Enable India was started by Shanti Raghavan and Dipesh Sutariya, both are software professionals with combined experience of 30 years in IT industry. Shanti Raghavan has over 12



years working in IT industry and worked in various technical positions latest being Program Manager. In addition to this Shanti has been full time working on the cause of economic independence and dignity for over 15 years. Dipesh Sutariya has over 18 years of experience working with IT industry in various technical roles latest being senior director helping setup an offshore development centre with 450+ employees. In addition Dipesh has been associated with Enable India since inception and last 3.5 years full time working for the cause of persons with disability.

Q: How did Enable India start?

Enable India started when Shanti's brother started growing blind at the age of 15. After having successfully rehabilitated Hari, Dipesh and Shanti are now using their know-how & insights to empower others.

Journey of Enable India founders (15 minute interview of Shanti Raghavan on the show "Chai with Lakshmi")

- <https://www.youtube.com/watch?v=O-Nw-ZnCcco>

Shanti says "When my brother Hari was diagnosed with retinitis pigmentosa (RPT), a degenerative disease that eventually robbed him of his vision, my husband Dipesh Sutariya and myself were deeply involved in helping Hari become independent and build a future for himself. As part of his rehabilitation, we invited him to the United States and accompanied him in activities like swimming, kayaking, snorkelling, tandem cycling and many others. We also taught Hari computer skills that helped him prepare to receive a MBA.

We witnessed first-hand Hari's struggle for obtaining employment. Despite finishing his MBA in the top of his class, he was rejected in almost 70 job interviews. Today Hari is a global alliance manager at Dell.

In 1999, Enable India was registered as a citizen sector organization to help enable persons with disability and in January 2004, I left GE to focus full-time on my work.

<http://www.youtube.com/watch?v=PsSRhGheB2U> (Shanti Amazing Indian Enabling India)

Q: Basic details about Enable India and its vision?

Enable India was started in 1999 by Shanti Raghavan and Dipesh Sutariya and its vision is economic independence and dignity for persons with disability.

Before Enable India started in livelihoods, most persons with disability especially severe disabled were getting jobs via reservations / quota. Enable India opened up the private sector and made companies understand the business value in hiring persons with disability especially severe sensory disabilities.

Q: Enable India works with which disability?

Ans: Livelihoods for 11 disabilities

Enable India is the **only organization in India** to impact livelihoods across **11** disabilities in the country (visually impaired, physically disabled, hearing impaired, cerebral palsy, muscular dystrophy, autism spectrum disorder, spinal cord injury, intellectual disability, psychiatric disability/mental illness, learning disability, deaf blind)

Q: Enable India has reached how many locations?

Ans: Reach of 359 locations in 28 states of India.

Enable India has reached 359 locations in 28 states in India via one or many of the following - training, placements, self-employment, capacity building of trainers and employment officers, distribution of standardized content, innovative solutions, workshops and sensitization, field implementation and more.

Specifically wage and self-employment have happened across 55 locations.

Q: What types of job roles/levels does Enable India provide to persons with disability?

Ans: Enable India has provided skilled computer jobs to non-computer manual jobs **272+ job roles across 35 functions in 27 sectors** ranging from supervisory, design, technical operations to unskilled functions.

In fact Enable India believes in providing game changer jobs for disabled as mentioned below which opens mindsets and enables the eco system:

- Critical Jobs with high impact and pressure such as **MIS executive, medical transcriptionist, service management, HR executive, spam management executive** are some of the game changer jobs for persons with vision impairment. These are traditionally considered visual jobs which cannot be done by blind.
- High pressure jobs such as **loan operations, cash operations, accounts payable, receivables, insurance processing are game changer jobs** where deaf persons have been placed. These require high degree of knowledge requiring rich language skills on which can be seen as difficult for deaf who have limited language capacity.
- **20% of trained candidates with vision impairment are now able to find jobs on their own due to the jobs being opened up for them”**
- Each job role has the potential to give jobs to thousands of persons with disability. In fact persons with disability should be able to get jobs on their own
 - **183+ jobs opened up** for visually impaired who have traditionally been in 5 to 10 jobs such as candle making, telephone operator, recaning, lecturer.
 - **112+ jobs opened up** for hearing impaired who have traditionally been in 5 to 10 jobs such as helper, housekeeping and mechanical jobs.
 - **267+** jobs opened for physically disabled
 - **169+** jobs opened up for persons with cerebral palsy who have traditionally not been included in the work force
 - **70+ self-employment activities** such as kirana shop, mobile recharge, ragi malt making, beautician, bakery, auto driving, areca nut farming, dairy farming, paper cup making, plumbing and sanitary work, flour mill, chaat shop, home based chemicals etc
 - **80+ jobs** opened up in the PSU banks for persons with sensory disabilities

See **resource** below with the listing of **273+ jobs** which have been opened up for persons with disability.

<http://www.enableacademy.org/resources/jobs-done-by-persons-with-disability/>
and see publication <http://www.enableacademy.org/register/?order=522>

Q: How does Enable India’s training for persons with disability make a difference?

- Enable India trains disabled with innovative employability training framework.
- The innovative employability training models and methodologies of Enable India help to get candidates job ready while overcoming disability related challenges. More importantly, candidates with disability have an edge due to the employability training. Hence the following impact has emerged
- Most disabled **do not have access to education and hence EVEN if they get a job – it would be manual or semi-skilled jobs**. Perhaps if the barriers were not there, they would have done degree and got skilled jobs.
- **In this situation - 2% of persons with disability** placed by Enable India **got a higher salary** and got than the going market rate for their education qualification. This was because they

were hired in skilled jobs. In fact, they were hired **based on SKILLS not on education**. Enable India was able to influence leaders because of the power of the employability training as well as the power of the business case. Today these best practices are available for scaling

- *“Hearing impaired who are tenth standard pass are working successfully as **SOFTWARE TESTERS** in SM Netserv. These jobs usually require BCA, BTech”*
- *“BA graduates with vision impairment are earning **12 lacs per annum** working in technical jobs such as network engineer and accessibility tester due to the training and influencing leaders”*
- *“**10th and 12th standard pass** visually impaired were hired for medical transcription after rigorous 12 month training”*
- *“**10th standard cerebral palsy person with multiple disabilities** earning **1.8 lacs per annum**”*

Q: How does Enable India provide jobs in private sector? Companies are not obligated to take disabled, so how does it work?

Ans: Enable India has opened up the private sector in India (across 600 companies in 27 sectors) where they have hired disabled especially 48% have hired severe and tough disabilities

Before Enable India started in placements, most persons with disability especially severe disabled were getting jobs via reservations / quota. Enable India has opened up the private sector to understand the business value in hiring persons with disability. Previously, companies tend to take persons with mild disability such as one leg polio. Directly **600+** companies across 27 sectors have hired persons with disability and indirectly 1000+ companies have hired via partner NGOs whom we have trained

Q. What does the hiring process involve when companies come looking to Enable India?

We provide consultancy for the hiring process of companies. Based on their mandate, we suggest different models and approaches. Our hiring process includes 3 simple steps – creation of job opportunity for PWD in the company, services to enable hiring and inclusion such as sensitization for managers and employees, placements and post placement services. The services to enable the hiring and inclusion process includes leadership development (to build inclusive and adaptive leaders), Consultancy for D&I Vision, Train and Hire Model, Policies and Procedures, Outsourcing services (if jobs need to be outsourced instead of hiring), Campus Recruitments, Scaling and Impact Services, career progression services and more.

Most companies initiate the discussion with “we want to hire a person with disability”. More often than not, the companies have not identified the roles, have not identified if a person with disability can perform the role, if the person with disability can access their office, etc. So, helping the companies understand what they need to consider before they hire a pwd and what actions they need to take to be successful at hiring and retaining the pwd. For an organisation that is just starting on this process, this can take anything upwards of 3 months. Crucial part is identifying the area of work and then identifying a person to fit the role. We rarely, if ever, try and fit a role to a person. In our experience force fitting a role to a person (like fitting a square peg to a round hole) causes challenges both for the organisation and the pwd. The most important process is the inclusion after hiring and hence the host of services for the company.

We encourage companies (especially those hiring for the first time to look at the process on Enable Academy - <http://www.enableacademy.org/employers/i-want-to-hire/>).

Q: How do you think companies benefit upon hiring employees with disability?

Widens the candidate pool: Employers of persons with disability have always found that an alternate but equally competent candidate pool is especially useful where the skill pool is limited or employees are in short supply.

Cafe Coffee Day has large number of branches across the country. The demand for brewmasters is so high that they were always short-staffed when it came to brewmaster's position. EnAble India did the initial job analysis and found the brewmaster job most suitable for the hearing impaired candidates, provided we find the right workplace solution. Once the workplace solution was identified, eligible candidates were identified, trained and placed. Today, nearly 120 hearing impaired brewmasters are working in Cafe Coffee Day all over the country. Read about our collaboration with Cafe Coffee Day.

Promotes diverse Workforce: Many organizations have already recognized that diversity among their workforce brings many business benefits like creative thinking and innovation that promotes efficiency, productivity and overall business success.

Satyabhama, from TESCO, who is hearing impaired is always bubbling with ideas. One of her ideas has simplified the invoice processing method resulting in better productivity and quality of work. She also has won many awards for her efficiency. Read [Sathyabhama's story](#)

Creates an inclusive organization: Being part of an inclusive organization boosts employee morale and team work. The new perspective helps in bringing out better and more inclusive products thus expanding the customer base.

Thoman Xavier, Operations Support Manager from Shell says that the job of a petrol attendant is physically demanding. When fellow workers see that a person with disability is doing the same job cheerfully, it has a positive effect on the overall team.

Embodiment of CSR (Corporate Social Responsibility): A socially responsible company is appreciated by its customers and stake holders thereby improving its public image.

Persons with disability constitute 1% of Thomson Reuters' workforce in India. The company received the Helen Keller award in early 2008 for its efforts in providing employment opportunities for persons with disability.

Q: How does Enable India work with govt or PSUs where there is reservation in jobs? How have PSUs saved 1 crore per person with disability via inclusion?

- Employers in PSUs and govt do not know what to do regarding persons with disability especially vision and hearing impairment.
- Example: We collaborated with State Bank Of India to open up 80+ jobs in branches and back office with the help of workplace solutions. A simple solution such as "putting a barcode on pass book enabled the blind person to read the account number quickly" opened up this job across 24000 branches.
- With the help of our training, 800+ SBI Employees with vision and hearing impairment gained the necessary skills for the job. Our team provided **awareness to branch managers across 175 villages and towns in 25 states** and did the initial handholding for the employees with disability. The impact has been that the employee's potential is being used by the bank. Hence the bank which was paying salary but now using the potential is saving (1 crore = 35000 * 12 months * 25 years) A case study is given below



“No words to explain the way he is productive. Gopal is the branch pet. The word excellent is less to explain about him and his commitment is high. The sensitization conducted by Enable India has helped SBI to treat the pwd’s in par with the team” - **Kadapa main branch AGM, Mr. Narasimham regarding visually impaired employee Gopal**



Gopal comes from the rural part of Kadapa, He is totally blind and had done his education in the regular school. Prior to Enable India training he was just issuing the empty challans to the customers and also sending them to various counters.

After undergoing the training by Enable India and now has turned to be a productive member to the bank by performing the tasks such as: Answering customer queries, linking UID to account, answering customer’s enquiry, Making announcements in the bank for the convenience of the customers, along with old tasks of guiding customers to the counters and issuing vouchers

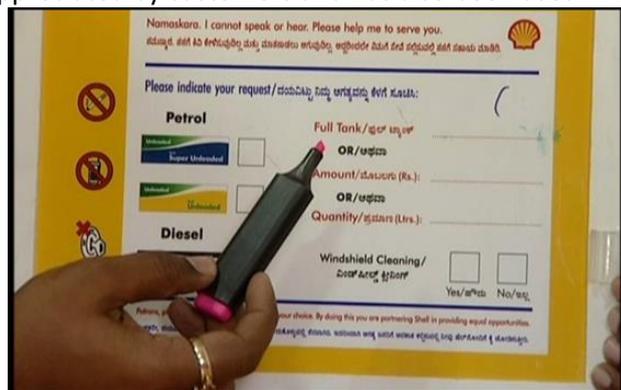


Bhanu Chander is Gopal’s colleague who has been working with him since both joined the bank together says “ Gopal wanted to perform work from the beginning, now after the Enable India training he is able to really do it and we feel he is more satisfied. He says **“I am now feeling the pressure with the amount of work he is performing”**.”

Q: Some examples of workplace solutions developed by Enable India?

Some of the workplace solutions developed by Enable India are shown below. Many are simple solutions and some require the usage of aids or technology

- **Communication board for hearing impaired CSAs** to communicate at the Shell petrol pumps – this enables the hearing impaired to communicate ot customers effectively. This inclusive solution is useful even for CSAs without disability. After the customer selects and writes on the board, the CSA delivers the service and wipes the board for a fresh customer. This solution has been appreciated by customers and has also been used in Pakistan! This



Talking cash counting machine for visually impaired – Enable India liase with vendor who makes the cash counting machine to work on a talking version of the same. This will open up jobs for visually impaired to be cashiers or work in banks where the cash counting is done on a daily basis

Integrated Solution for severely disabled to work from home on the computer – Enable India has not developed these solutions but integrated existing solutions to ensure that the person with

severe disability is able to dial the phone using her voice, use computer applications such as Excel to take down customer information. Extensive training has to be given to be efficient with the solution.

Pass book printing by visually impaired – This solution was accepted by State Bank of India to enable the visually impaired to do pass book printing which is very visual. This solution is a good example of a change in process along with usage of existing technology. The pass book has an account number which has to be keyed in by the bank clerk. Though there are OCR solutions which enable visually impaired to read printed book, they do not work on the account number. We have requested that every pass book in SBI has a barcode with the account number. This can be read by the barcode scanner by persons with and without vision impairment. This inclusive solution which requires a process change is in the process of getting implemented

How deaf communicate at a petrol pump with customers - See https://youtu.be/5Sh_MfSy630)
 How do blind and deaf work? <http://www.enableacademy.org/resources/how-do-blind-and-deaf-work/20/>
 How do people with multiple disabilities work? <https://youtu.be/eKNs-SVf-Xc>
 Shanti talking about workplace solutions and the power of technology - <https://www.youtube.com/watch?v=wjn7T5edqrs&feature=youtu.be>

Q: Rewards and recognitions for Enable India?

- 2016 - Finalists at the **Social Entrepreneur of the Year 2016** awarded by Union Minister Nitin Gadkari (awarded to Dipesh and Shanti)
- 2015 - **Best NGO award** from Govt. of Karnataka awarded by Minister Umashree
- 2015 - Special Consultative Status by the United Nations Department of Economic and Social Affairs
- 2012 - **Times Now Global Amazing Indian** awarded by **President Pranab Mukherjee** awarded to Shanti Raghavan
- 2010 - **South Asia Pacific Manthan** Award for ICT Innovation
- 2010 - **National Award** awarded by **President Pratibha Patil**
- 2008 - Sadguru Gnanananda Award
- 2007, She is also the recipient of the Karmaveer Puraskar award
- 2005 - **Prestigious Ashoka Fellowship** for social entrepreneurs awarded to Shanti Raghavan
- 2005 - **NCPEDP Shell Hellen Keller Award** awarded by Minister Arjun Singh

Q: What is the impact of the work? How has Enable India helped change society perceptions?

Ans: Impact of employed persons with disability has changed perceptions in society

- **81%** of persons with disability are supporting their family in urban areas
- **70%*** of disabled are supporting their family in rural areas after getting job (*this is from sample survey).
- **95%** of families who felt that the person with disability would be dependent on them are now respecting them and being supportive
- **78% employers** have a positive perception** of persons with disability after placements.
- **68% employers** find persons with disability productive* employees and have been inclusive by providing solutions for 44% of the cases
- **35% are the primary bread winners in their family**
- (**** from SAN report of 2011, **retention analysis report march 2015**)