

PROGRESS REPORT (May 2014 –July 2015)

Subject	Minimum requirements progress & final reports
Name	Aga Khan Foundation, Aga Khan Development Network (AKDN)
Project	Humayun's Tomb-Sunder Nursery- Nizamuddin Basti Urban Renewal Initiative
Local Partner (if applicable)	<p>The Humayun's Tomb-Hazrat Nizamuddin Basti-Sundar Nursery Urban Renewal Initiative is being implemented under a not-for-profit public-private partnership (PPP). The partners in the initiative are the Archaeological Survey of India (ASI), Central Public Works Department (CPWD), Municipal Corporation of Delhi (MCD) and Department of Women and Child Development (DWCD), Government of Delhi as the public partners and the Aga Khan Foundation (AKF) and Aga Khan Trust for Culture (AKTC) as the private partners. The partnership was formed following the signature of a ten year Memorandum of Understanding in July 2007.</p> <p>The Nizamuddin Urban Renewal Initiative is a unique project that aims to combine conservation with socio economic development. It aims to revitalize and unify three historical sites – Humayun's Tomb, Nizamuddin Basti and Sunder Nursery into a unique heritage zone. This is a rare occasion when multiple agencies have come together in a not-for-profit public-private partnership.</p> <p>The Nizamuddin Basti, development intervention combines conservation, urban improvements and socio-economic development through a community centred collaborative approach to improve the quality of life of the resident population. The socio-economic initiatives comprise strengthening basic services through interventions in areas of health, education and environmental sanitation and interventions to promote livelihood and economic empowerment opportunities, especially for youth and women.</p>
Location	<ul style="list-style-type: none"> • India • New Delhi
Duration	<ul style="list-style-type: none"> • Project duration 2 years (15th May 2013 – 14 May 2015) • No cost extension for 3 months i.e till 14th August 2015 • Number of months passed since the start of the project 26 months
Donation	<ul style="list-style-type: none"> • Total Project Cost (Euro 87,736) • Amount paid out (Euro 40,000) – GSRD Share
Share GSRD Foundation	<ul style="list-style-type: none"> • Share GSRD Foundation in project (Euro 50,000) • Share Aga Khan Development Network (Euro 37,736) • Did anything change in the funding – There is no change in the funding.
Reach	<ul style="list-style-type: none"> • How many beneficiaries are reached up till now? <p>The programme targeted 175 youth both men and women. As of now we have mobilized and identified 346 youth in the area. Based on an aptitude test and counselling sessions, 298 participants have undergone different training programs including 40 youth engaged in computer course and health training programme (General Duty Assistant (GDA) / Nursing Assistant) etc.</p> <p>All the successful trainees were also provided counselling, motivational, life skills training and pre-placement workshop in order to boost their confidence to face the interviews for acquiring jobs.</p>

All the successful trainees appeared in the job fair organised by AKF at MCD School in collaboration with potential employers from National Capital Region of Delhi (NCR) and also participate in interviews organised by renowned companies / industries as and when required. About 198 (67%) trainees got employment through job fair and company's interview (the details are provided below).

Most of the renowned companies / industries were invited for job fair and successful trainees were placed in the reputed companies e.g. Marks and Spencer, GIP amusement park, Dunkin' Donuts, Serco Group, V Mart, 24*7 Retail Pvt Ltd, Nature Basket, Reliance Fresh, Efforts BPO, Renu Foundation, Women's wear, Westside store, Art & Soul, I energiser, Costa Coffee, Mc Donald's, Bangladesh Embassy and Lakshita. About 50 of them are self employed and running own shops and hotel etc.

The average salary offered to the trainees was INR 9250/- per month, there were a few exceptional trainees who were selected for higher initial salaries of INR 20,000/- and above.

During the last 26 months, AKF has completed most of activities such as computer based training programmes including Customer Service Associate Training (CSAT), Data Entry (DE), Certificate for accounting package (CCAP), Video editing & motion graphic, Apprenticeship program (Mason, Plumbing, Electrician, tiles making and chef), Diploma in Early Childhood Care and Education (ECCD) and English language for employability (Religious leaders).

Health care programme (General Duty Assistant –GDA /Nursing Assistant) is in progress. Health care programme is conducted by Possit Skills Organisation, a training agency approved by the National Skills Development Council (NSDC), Ministry of Skill Development, Government of India.

Table 1 Courses provided and students trained and placed

Computer based course	No of person trained / in training	No. of person placed	Name of companies	Annual Salary range In INR
Customer Service Associate Training (CSAT)*	74	50	Mc Donald's, GIP amusement park, Marks and Spencer, V Mart, 24*7 Retail Pvt Ltd, Reliance Fresh, Efforts BPO, Renu Foundation, Women's wear, Westside store, I energiser, Bangladesh Embassy and Lakshita	108000 – 168000
Data Entry (DE)*	55	37	Art & Soul, IBA Craft Pvt Ltd, India Infoline, Fayz travels, Naseeb emporium and World of wonder	96000 – 144000
Certificate course in	28	20	Dunkin' Donuts, V Mart, Nature	108000 –

accounting package*			Basket, Barista, Mega Cab, Costa Coffee Day,	144000
Video editing & motion graphic *	10	5	Gallery Art & Soul, MS media solution, Ahuja graphics & AKTC	120000 - 240000
Apprenticeship				
Electrical, Plumbing, Tiles and Chef* *http://dihm.tripod.com	95	68	Sobha Developers Bangalore, Sharma Buildtech Ltd, Ghaziabad, Self Employment, Daily wage earner, Hotel Hilton, Kalka Guest house, Hotel Amar, Mc Donald's and Costa Coffee	84000 - 144000
Diploma Courses				
Diploma in Early child care and education (ECCD) http://jmi.ac.in	9	6	Mohabbten, Preschool, Torch NGO and Aga Khan Foundation	60000 - 84000
Health Care –General Duty Assistant (GDA) / Nursing Assistant	15	0	Training in progress	
Special Skill Enhancement				
English language for employability (Religious leaders)	12	12	Teaching at madrasa, Maqtab and Private tuition	60000 - 96000
TOTAL	298	198		

*<http://www.niitfoundation.org/index.php/participate/sponsor/60>

1. Customer Service Associate Training (CSAT): This is a 4 month course that focuses on training students on customer handling be it face to face or through telephone. The basic components of this course are Basic MS Office, customer service and sales, foundation English, career orientation, communication skills and presentation skills.
2. Certificate Course in Data Entry (CCDE): This is a 4 month course which focuses on training students on data entry and skills to work on databases such as their organisation and retrieval of organisations. The basic components of this course are Basic MS Office, Advance MS Office, personality development and interview skills.
3. Certificate Course in Accounting Package (CCAP): This is a 6 month course focusing on training the students for the field of accounting. This course is a package of skills set which makes the student ready for getting into accounts

	<p>related field or MIS Field. These basic components of this course are Basic MS Office, Advance MS Office, Basic Accounting, Foundation English, Taxation, Interview Skills, Tally ERP 9.0, Grooming and etiquettes, Logical Reasoning and using the Internet.</p> <p>4. Video editing & motion graphic: This is a 4 month course focusing on training the students for the field of video editing and motion graphic programming. Students learned about multimedia which included Adobe Premiere, Adobe after effects and Photoshop. Video editing program is conducted by MS Media Solution ltd. This course is a package of skills set which makes the student ready to solve several practical issues and problems that arise in making and editing of movies. Students also understood how films/ads are made technically and creativity nurtured to give out the best.</p> <p>5. Apprenticeship (Electrical, Plumbing, Chef and Tile making): These courses have been conducted through the Construction Industry Development Council , Delhi Institute of Hotel Management and Aga Khan Trust for Culture.</p> <p>6. Diploma in Early Child Care and Education (ECCE): This is a one year diploma in Jamia Milia Islamia one of India's top universities. The larger aim of promoting this programme is for the participants to gain knowledge of child development (how children grow, develop emotionally, socially, cognitively physically and morally) a respect for the unique quality of each child. The ECCE course guides and encourages teachers to think about their purpose, questions traditional practice. It prepares young women to take on teaching assignments.</p> <p>7. Health Care Programme (General Duty Assistant – GDA): is also known as “Nursing Care Assistants”, “Nursing Assistant”, “Nursing Aides”, “Bedside Assistants” or “Orderlies” when working in a hospital environment. Individual on the job provides patient care and help maintain a suitable environment. Some of the key responsibilities of the General Duty Assistant are to provide patient's daily care, patient's comfort, patient's safety and patient's health needs, assist nurse in measuring patient parameters accurately, help patient to eat and drink, transferring patient within the hospital etc.</p>
<p>Goal</p>	<p>The project goal is to improve the quality of life of the resident population by providing a range of training programmes for youth and women in the basti to promote livelihoods and opportunities for economic empowerment. In order to do this, the project equips young people to earn their livelihoods in a profession that matches their requirements and needs. The project team is providing support to get suitable employment opportunity and monitoring the progress for a period of one year to enable them to settle down in their preferred career.</p> <ul style="list-style-type: none"> • What are the successes? We have been able to expand the scope of the programme to include a component of aptitude testing and career counselling. Further, we have been able to go deeper into the basti and reach an unreached group i.e. youth with low education levels for apprenticeship programme. <p>Specifically , we have accomplished the following:</p> <ol style="list-style-type: none"> i. The project team has been able to identify and link 107 potential youth for suitable training programmes during the period of May 2014 to March 2015. ii. Based on an aptitude test and counselling sessions, 98 participants have undergone Electrical, Plumbing and Chef training and 90 trainees have completed these programmes successfully. iii. AKF team were able to place 63 (70%) youth of the 90 youth who have successfully completed the training during the last 10 months. iv. No. of families directly benefited 63.

	<ul style="list-style-type: none"> • What are the challenges The main challenge that we have faced in the last financial year has been terms of placing students. The gap between their career aspirations and actual skill is high. The student's desire in terms of salary and job profile is very high in comparison to their skills. This becomes difficult to match as there is little regulation for employers and it is relatively easy to find replacement at the entry level – which is where most of the trainees are placed. The employers are also better placed to find legal loopholes to continue paying the least amount. The other issue is that the youth would like to be placed in areas close to the settlement which rather limits options. It requires counselling for them to agree to step out and gain experience so that they may get jobs closer to their aspirations. However, life skills and motivational workshops were organised to boost and motivate the trainees to get the entry level job in the organised sector. Based on their experience, more lucrative options will be available for them. Another challenge is related to women's employment – the parents initially agree for the training and placement but at some point develop reservations about permitting their daughters from going out and seeking employment and would like to wait for the daughter to get married so that her in-laws can decide her future. We have helped at least 3 workshops with the parents on these issues and the importance of a career for youth – both women and men. • Has the goal been reached or how far are you in reaching the goal? The programme targeted 175 youth. During the last 2 years a total of 298 youth has been trained in different courses. Among them about 198 (67%) youth has been placed in different companies. The exceeding number was mainly due to the demand and better mobilisation done by the field team.
Reason	<ul style="list-style-type: none"> • Did the situation change over time? Yes, the situation has changed over time. The regular interaction with the parent community has helped them understand the issue of young people, especially of the girls working outside.
Activities	<ul style="list-style-type: none"> • What activities have been undertaken to reach the goal in the past reporting period? <ol style="list-style-type: none"> i. Community mobilisation that includes house hold visits and community meetings with potential youth and their parents. ii. Identify youth with low education levels for apprenticeship programme. iii. Follow up with potential youth and parents. iv. Visiting schools in the neighbourhood to orient students about options in computer linked training programmes. v. Short listing and prioritisation based on pre decided vulnerability criteria vi. Aptitude testing and counselling vii. Identifying new training opportunities to be able to link potential students with the most appropriate training programme viii. Motivational workshops and life skills session for confidence building, team work, effective communication skills and decision making etc. ix. Resume writing and mock interviews for students to prepare them for the real interviews that they need to face have them practice interview. x. Market intelligence to identify training and placement opportunities. xi. Exposure tours to various industries / companies and interaction with HR officials.

	<ul style="list-style-type: none"> • What activities are planned for the upcoming period? <ul style="list-style-type: none"> i. Visit of Human Resource Department officials from various industries to orient students on employer needs ii. Industrial visit for students to give them exposure of the working style of all the industries- BPO, Food and Beverage, Retail etc. iii. Parent trainer meeting for clear understanding of trainee skills and family expectations in terms of job, and also for the counseling of the parents for placements. This is particularly important in the case of training and placement of young women. 																							
KPIs	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;"></th> <th style="width: 25%;">Target</th> <th style="width: 25%;">Actual</th> </tr> </thead> <tbody> <tr> <td>Number of children enrolled in ECCD centres</td> <td>1100</td> <td>950</td> </tr> <tr> <td>Improved quality of preschool education in government centres</td> <td>All govt centres</td> <td>All govt centres (7 Aanganwadis¹, 1 MCH and 1 Nursery)</td> </tr> <tr> <td>Increased enrolment and retention of children in primary school (6-14 years)</td> <td>1500</td> <td>1550</td> </tr> <tr> <td>Support to senior school students</td> <td>500</td> <td>700</td> </tr> <tr> <td>Number of youth benefitting from continuing education and employability interventions</td> <td>800</td> <td>1405</td> </tr> <tr> <td>Increased number of people benefitting from health facility</td> <td>Entire Nizamuddin basti + visitors</td> <td>Entire Nizamuddin basti + visitors</td> </tr> </tbody> </table>				Target	Actual	Number of children enrolled in ECCD centres	1100	950	Improved quality of preschool education in government centres	All govt centres	All govt centres (7 Aanganwadis ¹ , 1 MCH and 1 Nursery)	Increased enrolment and retention of children in primary school (6-14 years)	1500	1550	Support to senior school students	500	700	Number of youth benefitting from continuing education and employability interventions	800	1405	Increased number of people benefitting from health facility	Entire Nizamuddin basti + visitors	Entire Nizamuddin basti + visitors
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Direct outcome	<ul style="list-style-type: none"> • Please compare the expected and actual direct results. • If the results are different than expected, could you explain the cause? • What are the consequences for the future? • What lessons did you learn? <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 40%;">Numbers</th> <th style="width: 30%;">Target set</th> <th style="width: 30%;">Target achieved</th> </tr> </thead> <tbody> <tr> <td>Mobilised</td> <td>175</td> <td>346</td> </tr> <tr> <td>Enrolled in training</td> <td>175</td> <td>312</td> </tr> <tr> <td>Completed /in training</td> <td>175</td> <td>298</td> </tr> <tr> <td>Placed</td> <td>175</td> <td>198</td> </tr> </tbody> </table> <p style="margin-top: 10px;">The trainees skill levels have improved and they have been placed. The placement remains the challenge. There are gaps between skill/education and aspiration but there is also the issue of little control over the employer and the work place environment.</p> <p>For example, there have been cases where the trainee in question has been able to obtain employment in the organised sector thereby increasing his/her family income substantially – in different categories the average salary range is from INR 60000 to INR 168000 per annum.</p>			Numbers	Target set	Target achieved	Mobilised	175	346	Enrolled in training	175	312	Completed /in training	175	298	Placed	175	198						
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¹ An aanganwadi is a government Integrated Child Development Services (ICDS) centre

	We are preparing the students better, coordinate with HR officials of the companies and work hard to provide hand holding support.												
Indirect outcome	<ul style="list-style-type: none"> • Please compare the expected and actual indirect results. • If the results are different than expected, could you explain the cause? • What are the consequences for the future? • What lessons did you learn? <table border="1"> <thead> <tr> <th></th> <th>Expected Results</th> <th>Actual Results</th> </tr> </thead> <tbody> <tr> <td>Number of women in the programme</td> <td>149 (50 % of total)</td> <td>132*</td> </tr> <tr> <td>Increase in annual family income</td> <td>INR 66,000 per family per annum</td> <td>Average salary in different categories from INR 60000 to INR 168000. There are a few cases where the annual income increased by INR 288000.</td> </tr> <tr> <td>Consultation with parents</td> <td>At least once for every batch (10)</td> <td>18 meetings have happened where parents/elders of family of trainees participated</td> </tr> </tbody> </table> <p>* Only male candidates were enrolled in the apprenticeship course so there are 50% of all courses where women were enrolled.</p> <p>Meetings with parents have been very useful in meeting the information deficit among them regarding the vocational education programme and building their trust in AKF to include young women in the project. Of the 298 there are 132 young women in the group i.e. 44 per cent.</p> <p>We need to continue meeting parents and answering their queries.</p> <p>We have been able to sharpen our market intelligence and customise programmes according to the needs of the community and employers.</p> <p>We have been able to work with youth with low levels of education to link them with skills that are more appropriate with their education and at the same time providing a more dignified wage.</p>		Expected Results	Actual Results	Number of women in the programme	149 (50 % of total)	132*	Increase in annual family income	INR 66,000 per family per annum	Average salary in different categories from INR 60000 to INR 168000. There are a few cases where the annual income increased by INR 288000.	Consultation with parents	At least once for every batch (10)	18 meetings have happened where parents/elders of family of trainees participated
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Budget	See attached budget.												
Pictures	See attached pictures.												