

Impact assessment report

**Project name: #SeeAMillion, #HearAMillion, #RiseAMillion
and EnAble Vaani**

Apple India

March 2026



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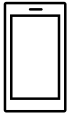
Executive summary

Apple India partnered with EnAble India to launch 4 impactful initiatives: #SeeAMillion, #HearAMillion, #RiseAMillion and EnAble Vaani. Overall, the programmes aimed to improve the livelihoods of persons with disabilities and provide access to 21st century skills and careers to create a more independent and inclusive society.

The following is a brief overview of all the programmes:



#SeeAMillion: The #SeeAMillion campaign empowers individuals with vision impairments by offering skill development and employment-focused training in areas like digital accessibility, assistive technologies, and workplace readiness.



Enable Vaani: Enable Vaani is an innovative platform designed to bridge the information and accessibility gap for persons with disabilities, especially in rural and underserved regions of India. By providing content in multiple regional languages, the programme offers valuable resources on livelihoods, education, government schemes, and assistive technologies.



#HearAMillion: Hear A Million, launched in 2020, aims to empower one million Deaf Indians through education, livelihood, and social inclusion. In 2024–25, it will strengthen its “House of Change” model by training Deaf individuals and allies in leadership, bilingual education, and professional skills through fellowships and empowerment programs.



#RiseAMillion: Rise A Million empowers people with cerebral palsy by increasing visibility, driving mindset change, and building solidarity. Through Rise Dialogues and a Leadership Development Program, it strengthens networks, nurtures leadership, and promotes advocacy, autonomy, and meaningful participation, creating an inclusive and responsive ecosystem for individuals with CP and their communities.

Apple India engaged Grant Thornton Bharat LLP to conduct an impact assessment of all Apple funded EnAble India programmes. The study was conducted virtually across multiple states in India. The primary objective of the study was to understand the perspectives of the primary beneficiaries and the relevant stakeholders of the programme.

The study was guided by the principles of the OECD-DAC. Key findings of the study are tabulated below:

Table 1: OECD-DAC Analysis

Principle	Analysis
Relevance	#SeeAMillion: The programme empowers persons with disabilities by strengthening digital skills, increasing awareness of assistive tools, and improving employability. By addressing key societal gaps, it helps participants build independence, pursue education, and actively support their families and communities. EnAble Vaani: EnAble Vaani effectively serves rural and under-served communities in India by offering a disability-inclusive platform that fills crucial gaps in livelihood information, health resources, and government schemes. #HearAMillion: Hear A Million tackles key challenges for Deaf individuals such as limited role models, communication barriers, and exclusion through culturally rooted Deafhood education, ISL-based learning, and practical skill-building. By localizing content to ISL and Indian history, it ensures relevance and directly meets participant-identified empowerment needs. #RiseAMillion: RAM addresses key gaps for persons with cerebral palsy by strengthening voice, visibility, and leadership. It counters stigma and lack of representation, boosting confidence, mobility, and identity. Participants valued Rise Dialogues and the Leadership Program for building agency, problem-solving skills, and advocacy capacity
Effectiveness	#SeeAMillion: Achievements include 2,736 awareness workshop participants and 1,665 digital literacy trainees. Outcomes such as increased independence and employment aspirations, along with 89 certified trainers, demonstrate tangible progress towards stated goals. EnAble Vaani: The platform has demonstrated strong impact by delivering tailored information. By moderating content in English and Indian languages, EnAble Vaani has broadened its reach and strengthened user engagement. #HearAMillion: HAM proved highly effective, enabling participants to grow from learners into leaders. Fellows co-created an ISL-adapted Deafhood curriculum, led exhibitions and youth camps, and trained new cohorts.

Principle	Analysis
	Participants reported stronger ISL skills, confidence, advocacy abilities, and leadership experience in teaching and project management. #RiseAMillion: The initiative delivered clear outcomes such as participants gained confidence, stronger communication, and leadership skills in advocacy and peer mobilization. Rise Dialogues generated practical solutions to issues like transport discrimination. Mental health support and networking reduced isolation and strengthened empowerment, which participants identified as highly valuable.
Impact	#SeeAMillion: The programme has meaningfully enhanced participants' lives by building their digital capabilities, improving employment prospects, and fostering greater social inclusion. Its impact is further sustained through certified trainers who continue to broaden its reach. EnAble Vaani: EnAble Vaani has substantially expanded access to vital information and livelihood opportunities, enabling users to make informed choices about their education, careers, and personal growth. #HearAMillion: HAM has strengthened identity, confidence, and leadership among Deaf individuals, with alumni now serving as trainers, project leads, and organizers driving systemic change. Exhibitions and Visual Vernacular performances enhance Deaf visibility. The programme reduces isolation, builds belonging, and creates ripple effects across schools, cultural spaces, and social media. #RiseAMillion: RAM has boosted participants' confidence, inclusion, and recognition, enabling access to education, jobs, and leadership roles. Public advocacy such as transport reforms and cultural initiatives shows growing societal impact, shifting perceptions and expanding opportunities for persons with cerebral palsy.
Sustainability	#SeeAMillion: By leveraging Parivartan centres and a network of certified trainers, the programme creates a foundation that can grow and adapt across regions. This approach not only ensures lasting benefits for participants but also supports easy replication, enabling communities to experience sustained and meaningful impact over time. EnAble Vaani: The platform's long-term value is clear, with users expecting it to support their future career and education needs. Its regional and multilingual expansion boosts its potential for wider adoption, and strong user

Principle	Analysis
	recommendations indicate a solid base for sustained impact. #HearAMillion: HAM's sustainability stems from its localized Deafhood curriculum, active alumni networks, and cultural partnerships. Key risks include dependence on few trainers and limited school integration. Training-of-Trainers and collaborations with educational institutions can reduce these risks, ensuring continuity and embedding Deafhood learning for long-term impact. #RiseAMillion: City-wise chapters and alumni networks show strong potential for continuity without external support. Participants are pursuing higher education, jobs, and freelance advocacy roles, signalling long-term empowerment. Sustaining momentum will require ongoing leadership development and resource-sharing platforms.
Coherence	All four programmes align with the RPwD Act by advancing accessibility, inclusion, and livelihood. #SeeAMillion builds digital skills; Enable Vaani expands accessible information; #HearAMillion promotes ISL and inclusive education; and #RiseAMillion fosters dignity, autonomy, and leadership, collectively strengthening rights-based participation.

1. Background and introduction

A. Programme rationale

Context and lived challenges

In India, persons with disabilities (PwDs) continue to face multidimensional challenges that affect nearly every aspect of daily life. Social stigma, entrenched attitudinal barriers, inadequate accessibility in public and private spaces, and limited institutional support systems collectively marginalize PwDs, increasing their vulnerability and social isolation. These barriers not only restrict participation in social and economic life but also limit access to essential services, education, and dignified livelihoods.

Education and literacy gaps

Educational outcomes for PwDs remain significantly below national averages. Recent national data indicate that the literacy rate among persons with disabilities stands at approximately 52.2%, substantially lower than the overall national literacy rate of about 80%, highlighting persistent gaps in access to inclusive, quality education and appropriate learning support.¹ This disparity underscores the need for sustained interventions that address both physical accessibility and pedagogical inclusion within mainstream education systems.

Employment outcomes and workforce participation

Employment opportunities for PwDs continue to be limited despite incremental progress driven by public sector reservations and affirmative action measures. Workforce participation among PwDs remains low, with only around 36% of persons with disabilities engaged in employment nationally, compared to nearly 60% among the non-disabled population. Pronounced gender disparities persist, with 47% of men with disabilities employed versus only 23% of women, reflecting the compounding effects of disability and gender-based exclusion.²

Exclusion from the organized and private sector

Participation of PwDs in the organized and private sector remains particularly constrained. Available evidence suggests that PwDs constitute less than 1% of the formal workforce, and a significant share of large Indian companies report having no permanently employed persons with disabilities.³ Attitudinal biases during recruitment, inadequate workplace accommodations, and inaccessible infrastructure further impede the ability of PwDs to secure and sustain formal employment, limiting their economic independence and long-term livelihood security.

Policy and programmatic response

¹ Ministry of Statistics and Programme Implementation, Persons with Disabilities in India: NSS 76th Round (July–December 2018) (New Delhi: Government of India, 2019), <https://mospi.gov.in>.

² United Nations Development Programme (UNDP) India, Bridging the Gap: Enabling Disability Inclusion in India's Workforce (New Delhi: UNDP India, 2023), <https://www.undp.org/india>

³ Economic Times, "Corporate India Shows Less Than 1% PwD Representation Despite Rising Disclosures," Economic Times, November 2024, <https://economictimes.indiatimes.com>

To address these systemic challenges, the Government of India has instituted a range of legislative and programmatic measures aimed at improving the rights, capabilities, and socio-economic inclusion of persons with disabilities. Key policies and schemes include:

- **Rights of Persons with Disabilities Act, 2016**

This comprehensive legislation aligns Indian disability law with international standards, expands the definition of disability to include 21 categories, mandates reservation in government jobs and educational institutions, and includes enforceable accessibility standards and grievance mechanisms.⁴

- **National Action Plan for Skill Development of Persons with Disabilities (NAP-Skill)**

A plan focused on enhancing employability through targeted skill development training adapted to the needs and abilities of PwDs, facilitating their integration into the labor market.

- **Sarva Shiksha Abhiyan – Inclusive Education Component**

Mainstreams children with disabilities into regular schooling by increasing accessibility, supporting specialized teacher training, and promoting retention and learning outcomes within universal basic education.

- **Accessible India Campaign (Sugamya Bharat Abhiyan)**

A flagship accessibility initiative aimed at retrofitting public buildings, transport systems, and information and communication technology to be barrier-free.⁵

- **Deendayal Disabled Rehabilitation Scheme (DDRS)**

Provides grants to NGOs and institutions to deliver rehabilitation services, early intervention, vocational training, and community-based support for PwDs.⁶

- **Assistance to Disabled Persons for Purchase/Fitting of Aids and Appliances (ADIP) Scheme**

Offers financial assistance for the procurement of assistive devices such as wheelchairs, hearing aids, prosthetics, and other mobility and daily-living aids.

- **Unique Disability ID (UDID) Project and Divyangjan Card**

A digital identification system that streamlines disability certification, reduces duplication, and facilitates access to benefits and concessions across government services.⁷

- **Rehabilitation Council of India (RCI) Act, 1992**

⁴ Rights of Persons with Disabilities Act, 2016, Government of India; see also “Empowering the Differently-abled: A Deep Dive into the RPwD Act,” InsightsonIndia, December 2025,

<https://www.insightsonindia.com/2025/12/23/upsc-editorial-analysis-empowering-the-differently-abled/>

⁵ *Accessible India Campaign (Sugamya Bharat Abhiyan)*, Government of India, accessed January 2026, https://en.wikipedia.org/wiki/Accessible_India_Campaign.

⁶ Deendayal Disabled Rehabilitation Scheme (DDRS), Department of Empowerment of Persons with Disabilities, Ministry of Social Justice and Empowerment, Government of India, <https://niepid.nic.in/ddrc/>

⁷ “India’s Commitment to Disability Rights,” NextIAS, accessed January 2026, <https://www.nextias.com/ca/current-affairs/03-12-2025/indias-commitment-to-disability-rights>

Establishes and governs the statutory body responsible for regulating training, professional standards, and rehabilitation education for disability service providers.⁸

- **Scholarship and educational support schemes**

Government scholarships (pre-matric, post-matric, and special allowances) support students with disabilities with tuition fee waivers, maintenance allowances, and educational resources.⁹

While these policies and schemes represent important progress toward disability inclusion, sustained efforts to strengthen implementation, expand accessible infrastructures, enhance employment pathways, and shift societal attitudes remain essential to achieving equitable and long-term outcomes for persons with disabilities in India.

Theory of change

To gain a holistic understanding of the programme, a Theory of Change was developed to gain a deeper understanding of the project. A Theory of Change outlines a project's expected outcomes and the steps to achieve them, helping stakeholders understand the project's logic, clarify goals, and measure progress more effectively.

Table 2: Theory of change of the programme

Resources	Activities	Outputs	Outcomes	Impact
• Human Capital • Funding • Collaborations • Technology	• Training programmes • Digital Literacy, Financial Literacy initiatives • Awareness Campaigns • Capacity Building • On-field projects • On the job experience	• Empowerment and increased digital literacy among persons with disabilities. • Availability of verified information on topics relevant to persons with disabilities. • Capacity building of professional workforce • Improved knowledge on livelihoods and disabilities sector	• Improved access to resources, trainings, and relevant opportunities • Capable workforce that can effectively support livelihoods of persons with disabilities. • Enhanced employability of persons with disabilities	Persons with Disabilities become more self-reliant and become active contributors to society

⁸ Rehabilitation Council of India, Government of India, https://en.wikipedia.org/wiki/Rehabilitation_Council_of_India.

⁹ Welfare of Persons with Disabilities: Policies and Legislative Measures, PubAdmin.Institute, accessed January 2026, <https://pubadmin.institute/public-policy-and-administration-in-india/welfare-persons-disabilities-policies-measures>.

B. About the programme

Apple India supported EnAble India, an NGO based in Bangalore, India, for six (6) disabilities related projects implemented across multiple states in India. The programmes included #SeeAMillion; #HearAMillion; RLM – Changemakers; Deaf Fellowship – Changemakers; EnAble Vaani and Discovering hands. The primary goals of the programmes were to improve skills and thereby employability of persons with disabilities and train persons to work in the disabilities sector. The key components of the programme are mentioned below:

#SeeAMillion

The #SeeAMillion programme was designed to reach over 1 million individuals through awareness, capacity building and digital literacy with the aim of empowering Persons with Disabilities with vision empowerment and transform them into active members of society and be ‘nation builders.’

The primary goals of the See a Million programme include building 21st century computer skills among the visually impaired and creating sectoral talent through partnerships. #SeeAMillion aims to build computer skills through establishing training centres, called Parivartan Centres (PC), and conducting courses for the visually impaired free of cost.

Beneficiaries at the PCs can avail training on a host of skillsets, ranging from basics like computer usage, mobile usage, assistive devices workshops to skills that increase employability. The criteria to set up a PC by EI is to first ensure that the vision of the implementing NGO aligns with EI, then have enough space for infrastructure support and lab setup.

The trainings consist of human centric insights that train PVI's in skills that can allow them to work in offices. The trainings are also conducted via the EYE-tool, which is a guided tool developed by EI for PVIs to navigate and learn computers on their own with minimum assistance from trainers.

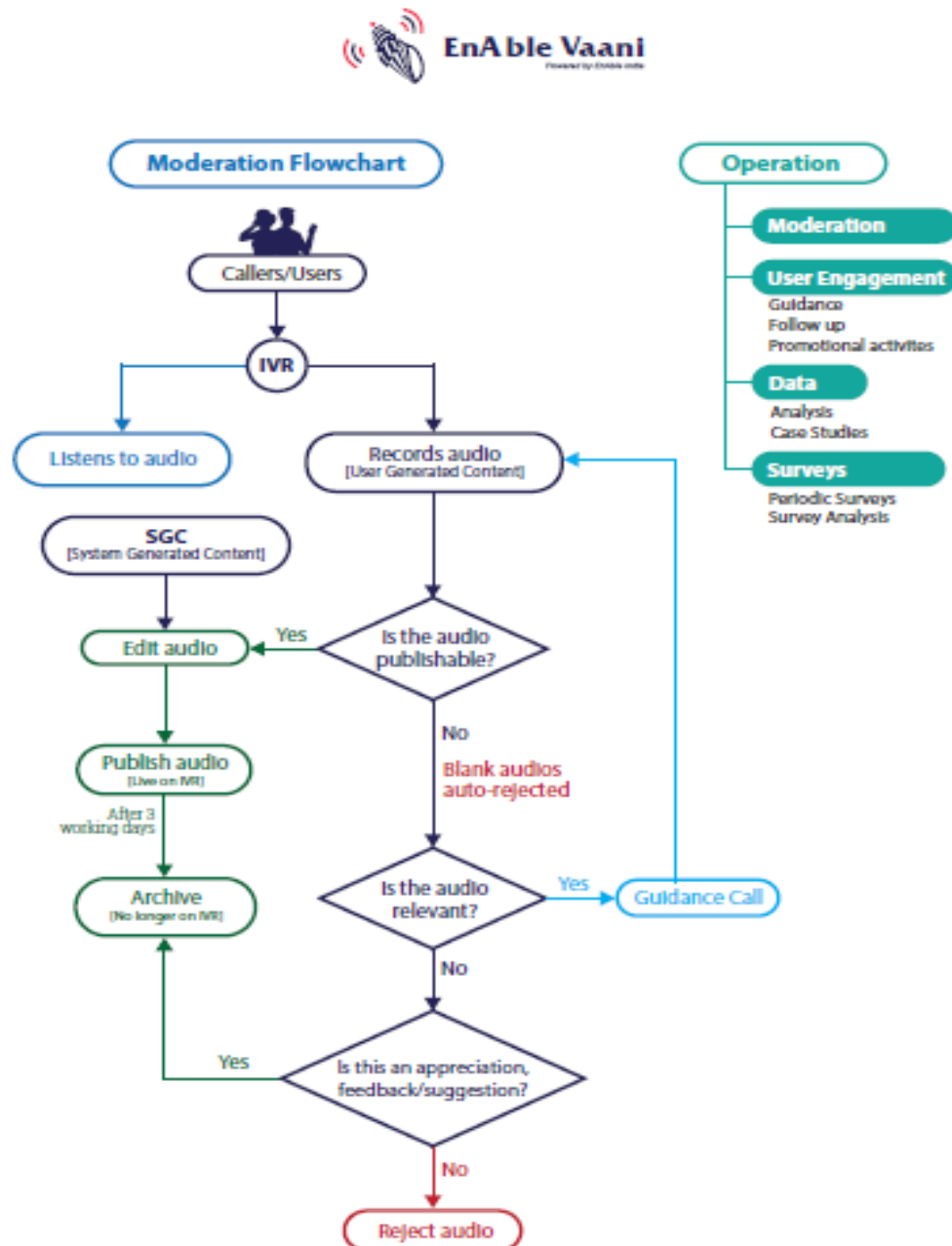
Inclusivity at the centres is ensured with meticulous attention. For example, magnifiers and projectors are installed in the Parivartan centres, in addition to ensuring that all computers are equipped with screen readers.

The criteria to set up a PC by EI is to first ensure that the vision of the implementing NGO is like EI and additionally, they have the infrastructural capabilities to conduct trainings. In addition to specific trainings, EI also conducts routine community building workshops and awareness campaigns with other organizations in the disability space to empower them.

EnAble Vaani

EnAble Vaani is a moderated Interactive Voice Response (IVR) rural social media platform for Persons with Disabilities. It is primarily a community engagement platform that functions without the internet and hence all callers in the platform can interact with it to post or listen to audio clips about their life experiences, access employment or training opportunities and share advice and tips. The calls are moderated by the team to ensure accuracy in the advice shared and to maintain a

safe space for all callers. The following flowchart demonstrates the moderation process:



Beyond providing people with disabilities an avenue to access guidance and request for advice, EnAble Vaani has also managed to help persons with disabilities connect socially.

The platform is made available in the following languages:

- a. Hindi
- b. Kannada
- c. Bangla
- d. Tamil
- e. English

#RiseAMillion

The #RiseAMillion collective for persons with Cerebral Palsy is a transformative initiative designed to foster enablement and empowerment for individuals with cerebral palsy (CP). The project focuses on three core objectives:

- Enhancing voice and visibility by ensuring representation of persons with CP across all spheres of life
- Driving change in mindsets to promote equity, empathy justice for an inclusive society
- Accelerating velocity through solidarity and networks of allies

The methodology centers on cultivating agency and leadership through two key components:

- Building a network of individuals with CP, their families, caregivers, and allies across two cities via Rise Dialogues, which serve as structured forums for listening circles, knowledge exchange, problem-solving, and actionable strategy development
- Developing leaders through a Leadership Development Program that equips emerging leaders with skills to advocate, lead peer support networks, mobilize community action, and participate in decision-making spaces.

This initiative aims to create a responsive ecosystem that strengthens autonomy, visibility, and meaningful participation for persons with cerebral palsy.

#HearAMillion

Hear A Million is a mission-driven initiative launched in October 2020 with the objective of empowering one million Deaf individuals across India. The project seeks to enable them to lead productive and fulfilling lives through mainstream inclusion in education, livelihood, and society. It emphasizes the development of sign language as the natural language of the Deaf community and promotes bilingual language proficiency, including reading and writing skills in an additional language alongside sign language.

For the fiscal year 2024–25, the project aims to strengthen its foundation by fostering aspirations, enhancing potential and enablement, and cultivating changemakers under its “House of Change” framework. These goals will be achieved through the following key actions:

- Training deaf individuals and hearing allies under the Soapstone Fellowship Program.

- Training participants at the #HearAMillion Centre in areas such as Deaf Empowerment & Deafhood, Bilingual Teaching Methodology, and Professional Sign Language Interpreting.
- Training participants in the Deaf Leadership Program for Youth.

C. Scope of assessment

Grant Thornton Bharat LLP¹⁰ was appointed by Apple India to conduct an impact assessment of the #SeeAMillion, #HearAMillion, #RiseAMillion and EnAble Vaani. To conduct the Qualitative assessment, key areas of enquiry were developed for each stakeholder group to obtain a holistic understanding of the programme results. The study was executed through In-Depth Interviews with beneficiaries of the programme to gauge an overall understanding of the outcomes and impact. The assessment included discussions with stakeholders to document their perception and feedback on the programme. The key objectives of the assessment:

- To assess the impact of the four programmes
- To gather feedback of the stakeholders and beneficiaries on the programme
- To analyse and report the data collected through interactions with the beneficiaries.

The study aimed to understand the overall process of the programme through qualitative in-depth interviews with beneficiaries and key stakeholders within the programme.

¹⁰ Grant Thornton Bharat LLP or GTBL is a member of Grant Thornton International Ltd. The firm is at the forefront of helping reshape the values in our profession. We are helping shape various industry ecosystems through our work across Assurance, Tax, Risk, Transactions, Technology and Consulting, and are going beyond to shape a more Vibrant Bharat. Our ESG practice constitutes of a dedicated team working to support efforts towards sustainable development. Our team understands the common challenges, and provides tailor-made solutions leveraging on our knowledge, experience, and enthusiasm.

2. Approach and Methodology

A. Assessment framework

The study was conducted through a pre-defined approach to assess the impact of the programmes on the beneficiaries. The study was guided by the principles of the OECD-DAC framework and assessed the impact of the programmes through the following areas:

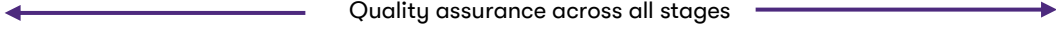
Table 3: OECD -DAC principles and key focus areas

Evaluation principles	Focus areas
Relevance	- The need for human capital in the disabilities sector - The need for digital training and employability awareness of persons with disabilities
Effectiveness	- Learning outcomes of the programmes - Inclusivity of the programmes - Efficacy of trainers of the programme - Capacity building of trainers
Impact	- Efficacy of learning outcomes - Employability of trainees - Employability of fellows - Satisfaction with learning outcomes
Sustainability	- Long-term implications of programme outcomes - Longevity of the programme
Coherence	Alignment with RPwD Act and other relevant government policies

B. Methodology followed

The methodology for the study had three stages and relied on qualitative and quantitative indicators.

Table 4: Methodology

Stage I Planning	Stage II Data collection	Stage III Reporting
		
1. Inception meeting with the EnAble India team to understand the objectives of the study. 2. Review of available documents and reports to further understand the programme. 3. Study design including identification of key stakeholders and areas of enquiries.	4. Development of tools for data collection 5. Development of the sampling plan for the study 6. Quantitative data collection and in-depth interviews (IDIs) were conducted with the stakeholders of the programme.	7. Data analysis to identify relevant trends and key statistics. 8. Submission of draft and subsequently the final report

C. Study design

Stakeholder wise tools were created for the primary interactions. Stakeholders such as learners with visual impairment, trainers and fellows covered through virtual surveys as well as focus group discussions (FGD). In-depth interviews were held with the EnAble India management teams of all the programmes. Quantitative data was collected using an application-based online tool to ensure efficiency. The tool enabled real-time tracking of the data collected and improved overall efficiency

Table 5: Stakeholders and areas of enquiry

Programme	Stakeholders	Key areas of Enquiry
#SeeAMillion	Trainees	- Effectiveness of trainings provided. - Accessibility at Parivartan centres - Employability after training - Satisfaction with services provided. - Changes in livelihood after training
	Trainers	- Capacity Building - Training curriculum - Monitoring, evaluation, review of learners
	EnAble India Team	- Details of the programme - Functioning of the operations team - Challenges with programme implementation - Sustainability of the programme
#RiseAMillion	Fellows	- Effectiveness of trainings - Employability after training - Satisfaction with course curriculum - Learning outcomes
	EnAble India Team	- Details of the programme - Challenges with programme implementation - Sustainability
EnAble Vaani	EnAble India Team	- Planned vs Achieved targets - Monitoring of content on app - Publication procedure - Case Studies
#HearAMillion	Beneficiaries	- Effectiveness of trainings - Employability after training - Satisfaction with course curriculum - Learning outcomes
	EnAble India Team	- Details of the programme - Functioning of the operations team - Challenges with programme implementation - Sustainability of the programme

3. Key Findings

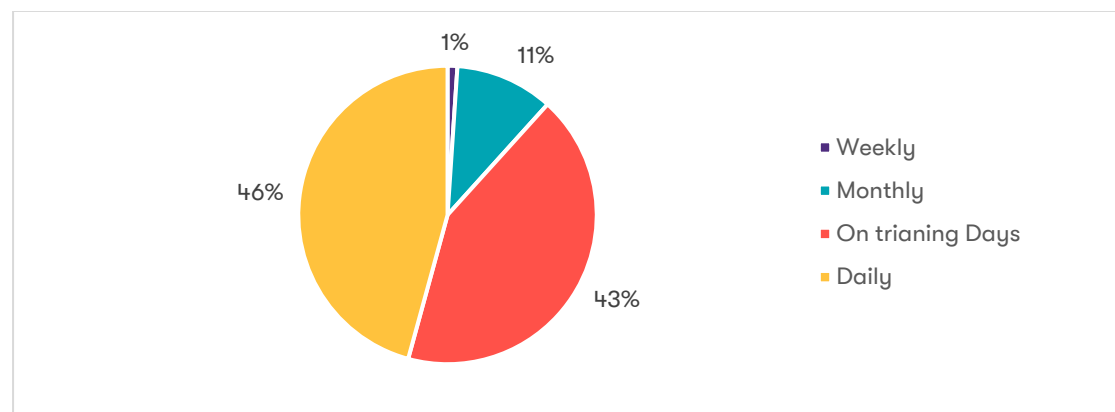
Mentioned below are the key findings for all projects covered under the assessment. The various sections mentioned below have been divided project-wise.

#SeeAMillion

The following are the key findings for the #SeeAMillion Campaign:

Programme Need: The SAM programme addresses a significant gap in digital access and skill development for persons with visual impairment (PVI). Many individuals with visual impairment face barriers such as limited exposure to digital tools, inadequate access to structured training, and minimal support from existing service ecosystems. As a result, they experience reduced participation in education, employment, and civic life.

Figure 1: Frequency of visits to the centre



The programme responds to this need by creating accessible learning environments through Parivartan Centres (PCs), where beneficiaries receive systematic training in computer usage, mobile navigation, assistive technologies, and job-oriented digital competencies. The emphasis on 21st-century computer skills reflects current workforce demands, ensuring that participants can seek opportunities in sectors increasingly dependent on digital workflows.

Inclusivity: The programme integrates inclusivity into both its training design and operational approach. Parivartan Centres are established only after confirming that partner organizations share a common vision on disability inclusion, ensuring that the environment is supportive and aligned with the needs of PVIs. The centres are equipped with essential accessibility infrastructure such as magnifiers, projectors, and



Figure 2: Awareness workshop conducted at Dhristikon foundation, Assam

screen readers across all computers. This ensures that individuals with varying degrees of visual impairment can participate effectively. Additionally, workshops and awareness campaigns conducted in partnership with organizations in the disability sector promote a broader understanding of the needs of PVI. These initiatives contribute to creating a more inclusive environment both within training centres and in the wider community.

Increased Digital Skills: A core outcome of the SAM programme is the development of strong digital skills among persons with visual impairment. Training delivered through Parivartan Centres focuses on foundational competencies such as computer operation, mobile navigation, and the use of assistive technologies like screen readers.

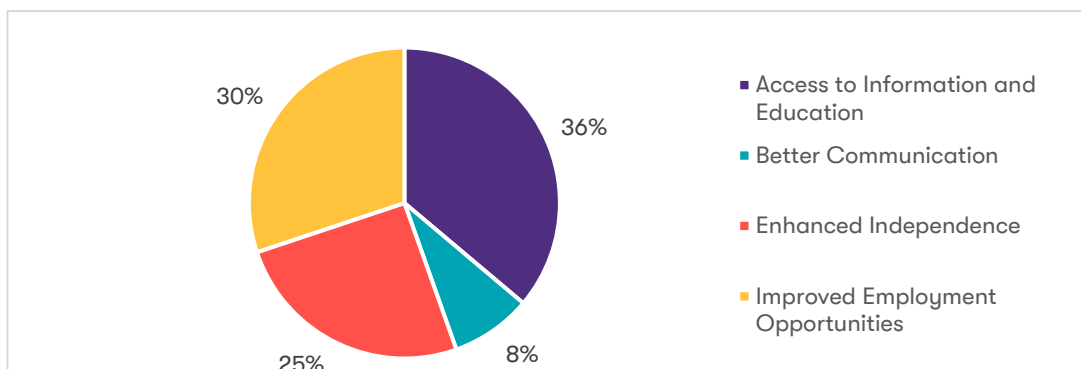
80% trainees stated that due to the training, they were now comfortable to use a computer



Figure 3: Candidates with vision impairment using computer at Navajeevan centre

These skills form the basis for independent digital engagement, enabling beneficiaries to perform essential tasks typically required in academic and workplace settings. The programme extends beyond basic training to include employability-focused skills, preparing learners for roles that require proficiency in digital tools, documentation, communication platforms, and structured online navigation. The programme's approach ensures that PVI gain practical, applicable digital competencies rather than theoretical knowledge. These skills contribute directly to improved eligibility for employment opportunities and create pathways for continued learning.

Figure 4: Benefits of Digital Literacy courses



Increased Mobility: The SAM programme contributes to improved independent mobility for persons with visual impairment by integrating structured spatial and mobility training into its curriculum. Beneficiaries receive guidance on navigating physical environments safely, using techniques suited to different levels of visual impairment. This includes orientation skills, understanding spatial layouts, and using mobility aids effectively. Trainers support participants in building the confidence needed to move independently within training centres, public spaces, and daily environments. The programme also introduces learners to assistive tools that enhance orientation, enabling them to travel with greater autonomy. Through consistent practice and guided instruction, participants develop a clearer understanding of how to assess surroundings, plan routes, and respond to environmental cues.

Improved Awareness on Disability-Related Issues: The SAM programme contributes to broader awareness of disability-related issues through its outreach initiatives, partnerships, and routine workshops. These activities target not only persons with visual impairment but also organizations and stakeholders within the disability sector.

78% trainees stated that they were satisfied with the training provided at the Parivartan center

Through collaboration with implementing NGOs and awareness campaigns, the programme helps create a more accurate understanding of the challenges faced by PVLs and the types of support that enable their participation. Training modules delivered at Parivartan Centres embed disability-sensitive perspectives that help participants navigate social environments more effectively. Beneficiaries also gain clarity on available resources, rights, entitlements, and assistive devices.

Increased Confidence: Confidence building is a key outcome of the SAM programme, supported through structured training, accessible infrastructure, and a consistent learning environment. Many participants begin with limited exposure to digital tools and low self-assurance in their ability to engage in academic or professional activities. Through gradual learning in computer usage, mobile navigation, and assistive technologies, beneficiaries develop practical competencies, which reinforce a sense of achievement.

Capacity Building for Trainers: Capacity building for trainers is a central component of the SAM programme, ensuring high-quality delivery and sustainability of training across centres. This ensures that training sessions meet the diverse needs of persons with visual impairment. Trainers gain practical experience in engaging learners with varying skill levels and providing support tailored to individual requirements. SAM also involves trainers in community workshops and awareness activities, helping them develop a broader understanding of the disability landscape and strengthening their ability to collaborate with multiple stakeholders.

75% trainers stated that IEC material provided to them was useful in training the students

Key Outcomes of the Programme

Table 6: #SeeAMillion - Outcomes for FY 23-24

Category	Annual Target (2024-25)	Achieved (2024-25)
Persons with Visual Impairment trained on digital literacy	1,600	1,665
Persons who attended awareness workshops	2,500	2,736
Trainers undergone TOT training	80	89

EnAble Vaani

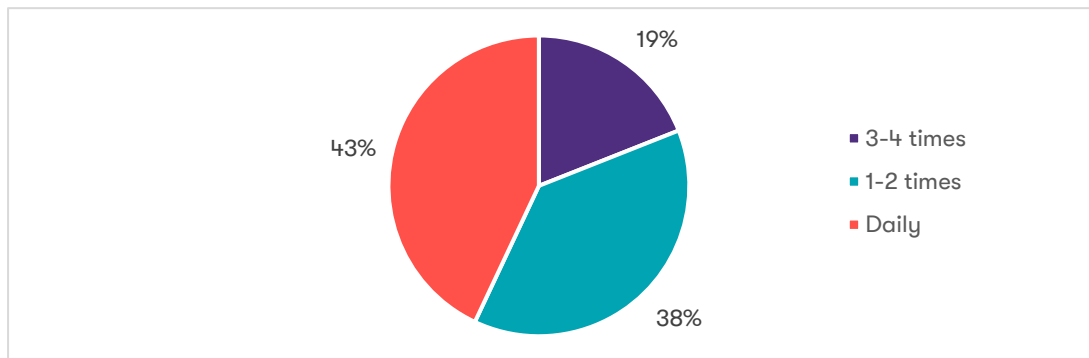
The following are the key findings of the EnAble Vaani platform:

Community engagement: EnAble Vaani serves as a powerful community engagement platform for persons with disabilities. The platform's moderation ensures a safe and reliable space where users can express themselves openly without fear of misinformation or harm. Over time, EnAble Vaani has evolved into a community of daily users where persons with disabilities not only seek guidance but also support each other, celebrate achievements, and exchange practical tips for daily living. This sense of community strengthens social inclusion by ensuring users are heard, valued, and engaged.



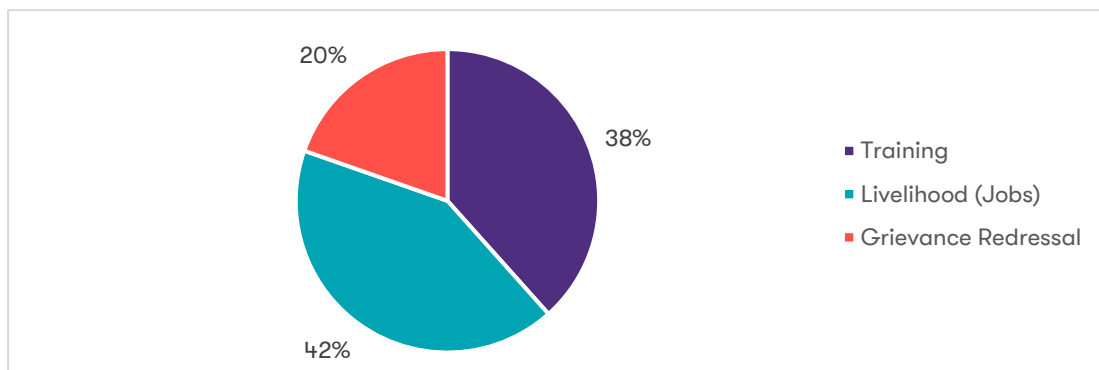
Figure 5: Rohtak school for the Blind - Scaling of Hamari Vaani

Figure 6: Frequency of platform utilization



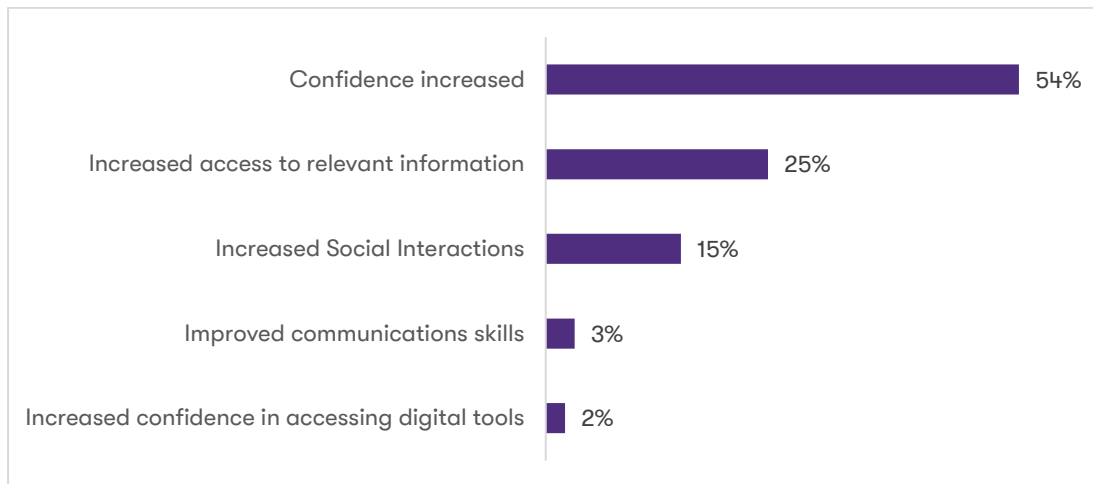
Livelihood enhancement: EnAble Vaani plays a crucial role in improving livelihood opportunities for persons with disabilities by providing timely and accessible information on employment, vocational training, and skill-building programs. This eliminates one of the most significant barriers faced by individuals with disabilities in rural areas—limited access to employment-related information. 61% beneficiaries stated that they were able to access new opportunities related to education or career related information through the app. Through moderated audio postings, users can learn about job openings, government schemes, entrepreneurship opportunities, and training workshops relevant to their abilities and aspirations. The moderation system ensures that all information shared is accurate, safe, and useful, which builds trust among users and encourages active engagement.

Figure 7: Content accessed on platform



Increased Self-confidence: Engagement with EnAble Vaani significantly contributes to building self-confidence among persons with disabilities. For many users, especially those living in rural areas, social isolation and limited exposure often lead to hesitation in expressing themselves. The platform provides a safe, moderate space where they can share experiences, ask questions, and express their views without fear of judgment. Additionally, gaining access to accurate information on education, employment, and personal development helps users feel more in control of their future, directly boosting their confidence.

Figure 8: Benefits due to the platform



Linguistic diversification: EnAble Vaani’s availability in multiple languages—Hindi, Kannada, Bangla, Tamil, and English—significantly enhances its reach and inclusivity. Linguistic diversification ensures that users from different cultural and regional backgrounds can access the platform comfortably in their preferred language. This is particularly important for persons with disabilities in rural areas, where local language proficiency often outweighs familiarity with English or mainstream digital interfaces. By offering content in multiple languages, EnAble Vaani removes barriers to understanding and encourages wider participation.

Information Accuracy: EnAble Vaani maintains information accuracy through a clear and systematic moderation process that reviews every user-submitted audio clip before it is made available on the platform. This approach ensures that the advice, experiences, and livelihood information shared by users is reliable and appropriate for a diverse audience. Moderators assess content for factual correctness, clarity, and relevance, reducing the risk of misinformation related to employment, education, or government schemes. Content that does not meet quality standards is either corrected or excluded, ensuring that users receive accurate guidance that can be acted upon with confidence. By maintaining stringent oversight, EnAble Vaani ensures that the information ecosystem remains dependable and consistent across all languages offered.

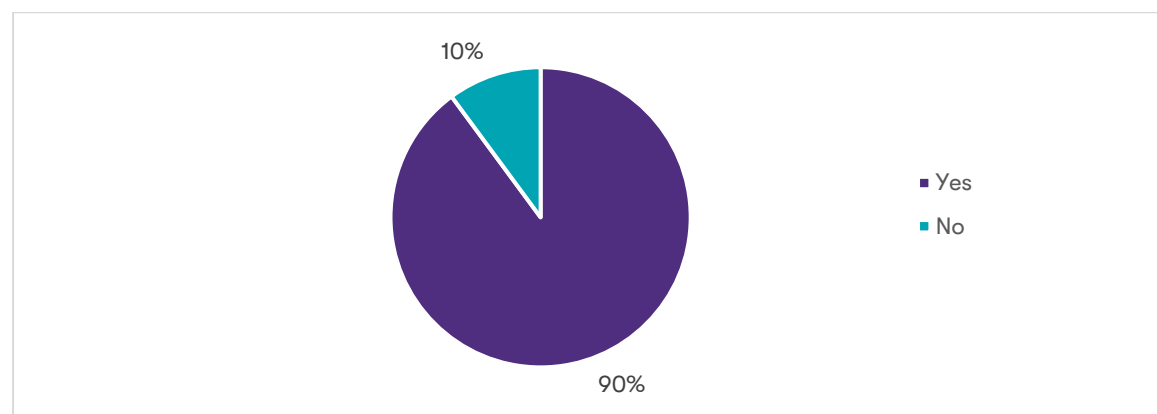
User Safety and Ethical Safeguards: User safety is a critical component of EnAble Vaani’s design, supported by a structured moderation system that reviews all content before publication. This ensures that users are not exposed to harmful, misleading, or inappropriate information. The moderation team evaluates audio clips for accuracy, relevance, tone, and compliance with platform guidelines. Content that may cause distress, reinforce stigma, or promote unsafe practices is filtered out, preventing negative impacts on vulnerable users. By maintaining high standards of content verification and community management, the platform establishes a secure space where users feel comfortable seeking help and sharing their experiences.

Accessibility and technology design: EnAble Vaani’s design is centered on accessibility for persons with disabilities who have limited exposure to digital

platforms and low internet penetration. By operating through a basic Interactive Voice Response (IVR) system, the platform removes the need for smartphones, data connectivity, or digital literacy, which are common barriers for rural users. This design choice ensures that individuals can participate using any basic phone, making the platform widely usable across socio-economic groups. The moderation team plays an important role in maintaining a clear and consistent user experience by reviewing and organising audio submissions before they are published. This reduces confusion, prevents misinformation, and ensures that users receive content that is easy to follow.

Scalability and Replicability: EnAble Vaani demonstrates strong potential for scalability due to its low-cost, low-infrastructure model and multilingual implementation. The IVR-based system does not require smartphones or app development, making it relatively easy to deploy across new regions with minimal technical adaptation. The platform’s ability to operate in multiple languages—currently Hindi, Kannada, Bangla, Tamil, and English—positions it well for expansion into additional states without substantial redesign. Moreover, the platform’s format is flexible and can incorporate state-specific information related to livelihoods, government schemes, or local services. This makes the model adaptable to different socio-economic contexts while retaining its core functionality.

Figure 9: App recommendation to others



Key Outcomes of the Programme

Table 7: EnAble Vaani - Key outcomes for FY 24-25

Key parameters	Annual Target (2024-25)	Achieved (2024-25)
Calls	12,50,000	15,01,966
Total audios published	50,000	59,160
Information audios	10,000	14,841

#HearAMillion

The #HearAMillion (HAM) has had a transformative impact on Deaf candidates across multiple dimensions, addressing a critical need, fostering skill development, nurturing leadership, and building an inclusive ecosystem.

Need for the programme: The #HearAMillion (HAM) program addressed a critical gap for Deaf individuals by providing access to Deaf role models, a shared cultural perspective, and structured learning in Deafhood. Prior to this program, respondents reported growing up or working in hearing-dominated environments without adequate knowledge or tools to navigate daily exclusion. Respondents highlighted that before HAM, they had no exposure to Deaf peers or role models. The fellowship programme was their first opportunity to connect with other Deaf individuals, which they described as life changing. Respondents who had studied and taught in hearing environments, emphasized learning about Deaf identity, allyship, empowerment, and the RPwD Act. This knowledge gave them confidence to advocate for themselves.

“I thought I knew everything, but the Deafhood course completely changed my perspective. Before, I was confused about my identity; this course gave me clarity and direction.”

- HAM programme beneficiary



Figure 10: Deafhood Training Program

Skill Development: HAM’s approach extended beyond theoretical learning to practical skill-building. The program equipped participants with competencies in Indian Sign Language (ISL), research, curriculum design, visual communication, arts, accessibility technology, and project management. This hands-on methodology

enabled participants to transition from learners to creators—co-developing the Deafhood curriculum for the Indian context, organizing exhibitions, and leading youth camps. Respondents mentioned that the soapstone fellowship enhanced their skills in research, project training, and exhibitions. The programme successfully broadened participants’ capabilities beyond language and identity to include technical, creative, and managerial skills.

Additionally, respondents emphasized growth through independent responsibilities such as scheduling, understanding grants, and leading projects which they experience in their workplace. Assigning independent tasks fostered confidence and leadership among participants.

“The 10-month fellowship helped me in research, project training, and even exhibitions. I realized I could contribute not just through research but also in art and project management.”

*HAM programme beneficiary
Soapstone fellowship*

Leadership development: One of the most significant outcomes of the HAM program has been the transition from participation to leadership. Participants moved beyond being learners to taking on roles such as project leads, trainers, school change-makers, and community organizers. The programme successfully enabled participants to assume leadership roles, moving beyond passive learning. The programme fostered confidence and self-advocacy, reducing feelings of inferiority among Deaf individuals. Respondents mentioned they are initiating systemic changes, such as training local leaders and influencing educational practices in Deaf schools. Additionally, respondents mentioned that incorporating concepts like audism and identity reframing improved teaching quality and student understanding. In conclusion, the HAM programme provided opportunities to address historical exclusion from leadership roles in hearing-dominated environments.



Figure 11: Deaf Leadership Program Youth Camp 2025

“I plan to start an organization to run workshops for at least 10 Deaf schools in Punjab and train local Deaf leaders.”

*HAM programme beneficiary
Soapstone fellowship*

Ecosystem Building: The most significant long-term impact is the creation of a robust ecosystem. This network includes Deaf fellows, educators, interpreters, cultural institutions, and young learners collaborating to develop Indian-context curricula and accessible experiences. A key achievement has been the co-development of a Deafhood curriculum adapted to Indian Sign Language (ISL) and Indian history. Social media plays a critical role in sustaining this ecosystem. Respondents mentioned that it bridges Deaf and hearing communities and expands

conversations beyond Deaf issues to include gender, disability rights, and financial inclusion.

The program has evolved into a collaborative network, ensuring sustainability and scalability. Adapting Deafhood content to ISL and Indian history reflects cultural relevance and inclusivity. The shift from individual empowerment to collective action positions the programme as a catalyst for long-term structural transformation.

“We keep learning together through an active WhatsApp group—and I’m bringing Deafhood into schools and local leader trainings in Punjab”

*HAM programme beneficiary
Soapstone fellowship*

Key outputs of the programme:

Table 8: Hear A Million – Key outcomes for FY 24-25

Category	Annual Target (2024-25)	Achieved (2024-25)
Soapstone fellow	10	10
Youth Camp	20	34
Deaf Program through HAM centre	35	43
Training of Trainers	-	3

#RiseAMillion

The #RiseAMillion (RAM) collective for persons with Cerebral Palsy (CP) is a transformative initiative that strengthens autonomy, visibility, and meaningful participation for people with CP. The programme addresses a critical gap by creating safe spaces for voice and representation, shifting societal mindsets, and accelerating collective action through ally networks across cities.

Need for the programme: Respondents mentioned about the persistent barriers they face such as stigma and misperceptions in public spaces, insufficient representation in decision-making, fragmented support for education/employment, and limited platforms to convert lived experience into advocacy. Several respondents described public transport exclusion, social humiliation, and isolation before joined the programme. Additionally, they mentioned hesitation to engage publicly due to prior negative experiences.

RAM directly responds through two integrated components:

- Rise Dialogues (listening circles and strategy labs) that surface priority issues (e.g., accessible transport, access to scribes, mental health), enable peer problem-solving, and build solidarity.

- A Leadership Development Program (LDP) that equips emerging CP leaders with structured skills in advocacy, peer-network facilitation, inclusive organizing, and public engagement.

“Previously, I was shy and avoided talking to strangers. Through RAM, I spoke to transport unions and worked on a questionnaire for wheelchair users. I feel confident approaching systems now.”

- RAM programme beneficiary, Kolkata

Skill development: RAM goes beyond awareness to practical skill-building. Participants learn to design and lead community projects, engage with authorities, and create advocacy campaigns. Skills include public speaking, inclusive organizing, peer network facilitation, and creative communication through songs, memes, and social media content. Respondents highlighted how mentorship and structured sessions boosted their confidence and ability to take initiative. For example, participants collaborated on projects like Samvad and transport sensitization drives, demonstrating their ability to translate ideas into action.

“The LDP inspired me to create content and collaborate with peers. I realized I can design and lead my own project.”

- RAM programme beneficiary, Bengaluru

Leadership development: One of RAM’s most significant achievements is the shift from passive participation to active leadership. Participants now lead city chapters, organize awareness campaigns, and support families of children with CP. Respondents mentioned mindset shifts from self-doubt to empowerment, enabling them to advocate for inclusion and influence local systems. Alumni are emerging as role models, guiding new cohorts and sustaining community action. This leadership channel is critical for long-term systemic change.

“I realized the meaning of leadership—be the change for the next generation. Now I lead awareness sessions and support families in my city.”

- RAM programme beneficiary, Kolkata

Ecosystem building: RAM has successfully built a collaborative ecosystem that includes individuals with CP, caregivers, professionals, and allies. City-based chapters and WhatsApp groups serve as platforms for knowledge exchange, emotional support, and rapid problem-solving. Participants have leveraged these networks to arrange exam scribes, access therapy assessments, and mobilize public campaigns. The programme’s emphasis on solidarity ensures that individual

empowerment translates into collective strength, laying the foundation for sustained advocacy and inclusion.



Figure 12: Rise dialogues

Key output of the programme

Table 9: Rise A Million - Key outcomes for FY 24-25

Category	Annual Target (2024-25)	Achieved (2024-25)
Rise dialogues	100	102
Leaders	10	12

4. OECD-DAC analysis

As a part of the study, 5 out of the 6 OECD - DAC principles (Organization for Economic Cooperation and Development - Development Assistance Committee) were used as a guide to assess the various programme activities. The table below illustrates the findings for the principles of relevance, effectiveness, impact and sustainability.

Table 10: Analysis basis OECD-DAC principles

Principle	Analysis
Relevance	#SeeAMillion: The programme addresses critical needs for persons with disabilities by bridging gaps in digital literacy, assistive technology awareness, and employability. Its alignment with societal needs ensures participants gain independence, access education, and contribute to family and community. EnAble Vaani: EnAble Vaani effectively meets the needs of rural and under-served communities in India, providing a platform tailored to individuals with disabilities. It addresses critical gaps in access to livelihood information, health resources, and government schemes. The expansion into regional languages and the Northeast region of India shows its alignment with the diverse needs of users, making it relevant to a broad audience. #HearAMillion: Hear A Million effectively addresses the critical challenges faced by Deaf individuals in India, including lack of access to Deaf role models, communication barriers, limited awareness of rights, and exclusion in hearing-dominated environments. The programme's tailored approach covering Deafhood (identity, culture, history), Indian Sign Language (ISL), and practical skills such as research, curriculum design, arts, accessibility technology, and project management aligns closely with the educational and empowerment needs of participants. By localizing Deafhood content to ISL and Indian history, HAM ensures cultural relevance and directly responds to gaps identified by beneficiaries. #RiseAMillion: RAM addresses critical gaps for persons with cerebral palsy (CP) by focusing on voice, visibility, and leadership. It responds to challenges such as social stigma, lack of representation, and limited advocacy platforms. Participants reported increased confidence, ability to navigate public spaces, and identity affirmation. Structured forums like Rise Dialogues and the Leadership Development Program (LDP) were most valued for building agency and problem-solving skills.

Principle	Analysis
Effectiveness	#SeeAMillion: Achievements include 2,736 awareness workshop participants and 1,635 digital literacy trainees. Outcomes such as increased independence and employment aspirations, along with 89 certified trainers, demonstrate tangible progress towards stated goals. EnAble Vaani: The platform has proven highly effective in offering information on livelihoods, education, and health, with content tailored to users' needs. By moderating content in regional languages like Hindi, Kannada, Bangla, and Tamil, EnAble Vaani has increased its outreach, ensuring greater engagement and user satisfaction. The platform's ability to resolve queries and provide opportunities for further engagement highlights its effectiveness in meeting its goals. #HearAMillion: HAM has demonstrated strong effectiveness by enabling participants to transition from learners to leaders. Fellows co-developed an ISL-adapted Deafhood curriculum, organized exhibitions like The Power of Gestures, led youth camps, and trained new cohorts. Individual outcomes include improved ISL proficiency, confidence, and advocacy skills, as well as leadership roles in project management and teaching. #RiseAMillion: The initiative has led to tangible outcomes: participants gained confidence, improved communication, and developed leadership skills such as advocacy and peer mobilization. Rise Dialogues facilitated practical solutions—e.g., addressing public transport discrimination and creating awareness campaigns. Respondents highlighted mental health support and networking as key benefits, reducing isolation and fostering empowerment.
Impact	#SeeAMillion: The programme has significantly improved the lives of participants by empowering them with digital skills, increasing their employment opportunities, and enhancing societal acceptance. It also sustains impact through certified trainers expanding outreach. EnAble Vaani: EnAble Vaani has had a significant impact on increasing access to information and livelihood opportunities. It has empowered individuals by providing them with the tools to make informed decisions regarding education, career, and personal development. The platform has also led to greater digital literacy and confidence in using technology, contributing to broader societal inclusion.

Principle	Analysis
	#HearAMillion: HAM has significantly impacted participants and the wider community by fostering identity, confidence, and leadership among Deaf individuals. Alumni now act as project leads, trainers, and community organizers, influencing educational practices and advocating for systemic change. Cultural impact is visible through exhibitions and Visual Vernacular performances that enhance Deaf representation in mainstream spaces. The programme transforms isolation into belonging and creates ripple effects in schools, cultural institutions, and social media networks. #RiseAMillion: RAM has transformed participants' self-perception and societal engagement. Individuals reported feeling more included, respected, and recognized. The programme enabled access to education, job opportunities, and community leadership roles. Public awareness efforts (e.g., transport advocacy, cultural projects) indicate broader societal impact.
Sustainability	#SeeAMillion: The programme builds a scalable model with Parivartan centres and certified trainers, ensuring long-term benefits for participants and replicability across regions, fostering sustained community impact. EnAble Vaani: The sustainability of the platform is evident in the long-term value it offers to users, with many indicating its usefulness in the future for career development and education. The expansion to multiple regions and languages further supports the platform's potential for continued growth and widespread adoption. High levels of recommendation from users suggest a strong foundation for sustained impact. #HearAMillion: HAM's sustainability is anchored in its localized Deafhood curriculum, alumni networks (active WhatsApp groups), and partnerships with cultural institutions. These elements ensure continuity and scalability. Risks include reliance on a small trainer pool and limited formal integration into school curricula. Planned Training-of-Trainers and collaboration with educational institutions can mitigate these risks and embed Deafhood learning for long-term impact. #RiseAMillion: City-wise chapters and alumni networks show strong potential for continuity without external support. Participants are pursuing higher education, jobs, and freelance advocacy roles, signalling long-term

Principle	Analysis
	empowerment. Sustaining momentum will require ongoing leadership development and resource-sharing platforms.
Coherence	All four programmes #SeeAMillion, Enable Vaani, #HearAMillion, and #RiseAMillion are strongly aligned with the Rights of Persons with Disabilities (RPwD) Act, 2016 and related national policies on inclusion, accessibility, education, and livelihood. See A Million supports the Act's mandates on skill development, equal employment opportunities, and digital accessibility. Enable Vaani advances policy goals on access to information, barrier-free communication, and participation by providing accessible, multilingual content on livelihood schemes, education, and government services. Hear A Million aligns with the Act's recognition of Indian Sign Language (ISL), promoting linguistic rights, inclusive education, and cultural participation for the Deaf community. Rise A Million upholds provisions related to dignity, autonomy, and community involvement for persons with cerebral palsy through leadership development and advocacy platforms. Together, these programmes operationalize the RPwD Act's vision by strengthening access, enabling independent living, and fostering meaningful participation across disability groups.

5. Impacts of the programme

The following sections presents the year on-year progress in outcomes:

#SeeAMillion

Category	Annual Target (2023-24)	Achieved (2023-24)	Annual Target (2024-25)	Achieved (2024-25)
Persons with Visual Impairment trained on digital literacy	1,500	1,537	1,600	1,665
Persons who attended awareness workshops	3,000	3,035	2,500	2,736
Trainers undergone TOT training	60	66	80	89

EnAble Vaani

Key parameters	Annual Target (2023-24)	Achieved (2023-24)	Annual Target (2023-24)	Achieved (2023-24)
Calls	8,00,000	11,09,460	12,50,000	15,01,966
Total audios published	8,500	8,743	50,000	59,160
Information audios	2,000	4,566	10,000	14,841

#HearAMillion

Category	Annual Target (2024-25)	Achieved (2024-25)
Soapstone fellow	10	10
Youth Camp	20	34
Deaf Program through HAM centre	35	43
Training of Trainers	-	3

#RiseAMillion

Category	Annual Target (2024-25)	Achieved (2024-25)
Rise dialogues	100	102
Leaders	10	12

6. Case Studies

Case Studies 1

Name: Samraggi Brahma

Location: Kolkata

Project: #RiseAMillion

Samraggi, a young woman with Cerebral Palsy from Kolkata, faced significant challenges in her daily life prior to joining #RiseAMillion (RAM). Public transport was a major barrier—drivers often refused to take her



wheelchair, fearing damage to their vehicles. These repeated experiences of rejection and judgment eroded her confidence and made her hesitant to interact with strangers. She described herself as shy and self-conscious, avoiding conversations due to fear of being judged.

The lack of accessible transport and societal stigma created a cycle of isolation for Samraggi. She wanted to participate in public life but lacked the tools and confidence to advocate for herself. Her primary challenge was breaking through these barriers and finding a platform to voice her concerns.

Through RAM's Rise Dialogues and Leadership Development Program (LDP), Samraggi found a safe space to share her experiences and learn practical advocacy skills. She participated in structured sessions focused on problem-solving and leadership building. One of her key projects involved addressing public transport accessibility. She designed a questionnaire for auto drivers to understand their concerns and initiated conversations with transport unions—an unprecedented step for her.

The LDP also helped her develop skills in public speaking, community organizing, and stakeholder engagement. Mentorship and peer support boosted her confidence, enabling her to lead awareness sessions and support other families dealing with CP.

Today, Samraggi leads city-level dialogues, supports families of children with CP, and advocates for inclusive practices in public spaces. Her journey reflects a shift from isolation to empowerment, with a clear vision to expand workshops and train local leaders, ensuring long-term impact for the CP community.

Case study 2

Name: Ravneet Kaur

Location: Punjab

Programme: #HearAMillion

Ravneet, an educator from Punjab, faced communication challenges throughout her education and work in hearing-dominated environments. She lacked the tools and confidence to advocate for herself and her community.



Through the Hear A Million Deafhood Program, Ravneet learned about Deaf identity, allyship, empowerment, and legal rights under the Rights of Persons with Disabilities Act (RPwD). These sessions provided her with practical knowledge and strategies to engage with the hearing world and promote inclusion.

The program also introduced her to leadership development. Ravneet now plans to establish an organization that will conduct workshops and training sessions for Deaf leaders and schools across Punjab. Her goal is to reach at least 10 schools and create awareness about Deafhood among educators and students.

Ravneet actively uses social media to share information and stays connected with other fellows through community groups. She also integrates Deafhood concepts into her teaching practices at her current school, ensuring that students understand identity and empowerment.

Today, Ravneet is working toward building a stronger support system for Deaf individuals in Punjab through education and advocacy. Her journey demonstrates the impact of structured training and leadership development in creating inclusive ecosystems.

Case study 3

Name: Ramnaresh Verma

Location: Uttar Pradesh

Programme: Enable Vaani

Ramnaresh Verma, a resident of Jalon district in Uttar Pradesh, is a person with vision impairment who has faced long-standing challenges in accessing reliable employment opportunities. Coming from a family of modest financial means, Ramnaresh always aspired to become a teacher. Despite holding an M.A. in History and a B.Ed., he struggled to find job openings due to the lack of accessible information. He often missed application deadlines simply because vacancies were not available in formats or platforms he could easily access. As a result, his dream of becoming a teacher remained out of reach for several years.



Ramnaresh's situation changed when he began using Hamari Vaani, an audio-based information platform. Through the platform, he learned about a vacancy for a Braille teacher at a blind school in Chakam, Gaya district of Bihar. This was the first time he received clear and timely information about a suitable job opportunity. He immediately applied, was selected, and has been teaching at the school for the past few months. Along with employment, the school provides him accommodation and meals, easing the financial burden on his family.

Ramnaresh credits Hamari Vaani for transforming his life from being dependent on his family to becoming a contributing and confident member. He now actively uses the platform to stay informed about training opportunities and future career prospects. His experience reflects the importance of accessible information systems in empowering persons with disabilities and enabling them to pursue meaningful livelihoods.

7. Conclusion and way forward

The impact assessment study was conducted in December 2025 to assess the progress and highlight the impact of the programme. The various projects undertaken were found to be highly relevant and were appreciated by its beneficiaries and other stakeholders.

The project demonstrates alignment with the OECD-DAC principles of relevance, effectiveness, impact, and sustainability addressing critical requirements in the disabilities sector.

The primary beneficiaries of the various programmes expressed their satisfaction with the way the various projects were implemented. Other stakeholders such as family members and community members, particularly community members with disabilities appreciated the outreach initiatives and had an overall positive outlook towards the project.

The programme's various implementation teams and the management are all experts in their respective field and are highly motivated and their efforts have resulted in a substantial positive impact on the beneficiaries as well as the community at large. Their expertise in implementing the various projects was evident in the way the projects were carried out in an efficient and effective manner, achieving more than the parameters initially set for the project.

For further improvement, Apple India may consider the following recommendations to make the programme more efficient:

Areas of improvement	Recommendation
It was observed that some of the programme's activities were not well documented and reported. With time, the recall ability community or the programme team could reduce.	It is recommended that a format be developed for documenting the implementation strategies and all the crucial activities of the programme. This would enable archiving of the details and could help the team to record key best practices and lessons learnt for future activities.
It was observed that EnAble Vaani is made available in 4 languages across India.	To substantially increase the scale of the project, it is recommended that EnAble Vaani scale up to be able to cater to a wider audience.

8. Annexures

List of abbreviations

Abbreviation	Full Form
CP	Cerebral Palsy
EI	EnAble India
FGD	Focus Group Discussion
GT	Grant Thornton
HAM	Hear a Million
IDI	In-depth Interview
IVR	Interactive Voice Response
NGO	Non-Governmental Organization
PC	Parivartan Centre
PVI	Persons with Visual Impairment
PwDs	Person with Disabilities
RAM	Rise A Million
RPwD Act	Rights of Persons with Disabilities Act
RSETI	Rural Self Employment Training Institute
SAM	See A Million
SEE	Socio Emotional and Ethical
ToC	Theory of Change

List of interactions

Programme	Stakeholders	Target	
		Planned	Actual
#SeeaMillion	Trainees	93	100
	Trainers	47	50
EnAble Vaani	Users	97	100
Hear A Million	Beneficiary	12	12
	Project Team	2	2
Rise A Million	Fellow	5	5
	Project team	2	2

Limitations of the study

- **Dependence on Available Documentation:** The findings are constrained by the accuracy, completeness, and timeliness of the documents reviewed. Any gaps or outdated information in these sources could influence the analysis.
- **Contextual Limitations:** Without on-site verification, certain contextual factors—such as implementation challenges or local socio-economic conditions—could not be fully assessed.

Caveats

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- The information collected for this study is through field visits, meeting with various stakeholders, information shared by respondents and backend data provided by the client. We have relied on the information shared by these sources. The scope of work here does not constitute an audit or due diligence of the information shared, hence information received from the various sources was believed to be accurate.
- This report should not be considered as an expression of opinion on any form of assurance on the financial statements of or on its financials or other information.
- The recommendations provided as part of the assessment exercise may be implemented after an analysis of prioritization. The decision to implement the recommendations is the responsibility of the management of the client. Field visits were conducted in cognizance with the client, the implementing partner and field teams with prior acceptance on approach, methodology, coverage plan, survey, and tools.
- Owing to communication gap and the inherent human instinct to report everything as above-expectations and glitch-free, it was challenging to make interviewees understand the purpose of the survey and ensure that correct data was accordingly gathered. In the absence of baseline data, responses for retrospective questions are based on the respondents' ability to recall past information.
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