



Creating Smiles



ANNUAL CSR REPORT

2023-24

rProcess is a distinguished Impact Sourcing Service Provider (ISSP), offering highly specialized IT-enabled services since 2010 from India, with seamless operations across five strategically located sites in Mysuru, Erode and throughout South India. We have established a solid reputation for delivering top-notch, value-added services to a global clientele.

rProcess has been implementing Corporate Social Responsibility (CSR) projects as part of its commitment to the economic and social development of the community. Thrust areas for the CSR program include education, healthcare, skill development and sustainable development.

We have collaborated with well-known trusts and organizations on various projects. Under education, our initiatives include renovating school buildings, facilitating career guidance programs and providing scholarships. In skill development, we focus on training disabled and blind individuals to lead independently, supporting entrepreneurs in tier-2 cities and contributing to various training programs.

Additionally, under sustainability, we have installed dustbins and raised awareness among locals in a tier-3 city. In the health sector, we have assisted disabled individuals in the Nilgiris by providing monthly critical medicine assistance and doctor consultations.



CONTENTS

Skill Development

| | | |
|----------------------------------|-------|---|
| Lend a hand | _____ | 4 |
| Hidden Talent | _____ | 5 |
| Diksuchi | _____ | 6 |
| Empowering the Visually Impaired | _____ | 7 |

Education

| | | |
|-----------------|-------|---|
| Sugamya Shiksha | _____ | 8 |
|-----------------|-------|---|

Health care

| | | |
|------------------|-------|---|
| Empowering Lives | _____ | 9 |
|------------------|-------|---|

Sustainability

| | | |
|------------------|-------|----|
| Swacch Marahalli | _____ | 10 |
|------------------|-------|----|

| | | |
|---------------|-------|----|
| Collaboration | _____ | 11 |
|---------------|-------|----|

Lend a hand

Empowering disabled individuals is paramount to fostering a more inclusive society. At rProcess, we are dedicated to providing resources, support and opportunities to help disabled individuals thrive. Through our programs and initiatives, we aim to break barriers and create a world where everyone, regardless of ability, can reach their full potential. Join us in our mission to empower disabled individuals and create a more equitable future for all.

In a heartwarming collaboration, rProcess has joined forces with Many Hands Divyanga Charitable Trust (Mysore) to champion the empowerment of individuals with disabilities. Together, we embark on a journey to unlock their potential and nurture their talents, enabling them to embrace self-sufficiency and independence. Through an array of engaging training programs including paper bag making, chess classes, computer awareness programs, and Braille education, we are sculpting a future where barriers are shattered, and dreams are realized. Each skill learned becomes a stepping stone toward a brighter tomorrow, where every individual, regardless of ability, can flourish and contribute meaningfully to society.

rProcess donated 17 office chairs to facilitate the learning of soft skills, impacting 17 partially blind individuals and other specially-abled personnel. This initiative underscores our commitment to creating a supportive environment for individuals with disabilities.



Paper bag making



Chess class



Braille training

Hidden Talent

The project was initiated by Chamarajanagar District Football Association (CDFA), in collaboration with Yajaman Dharma Samsthe. The objective of CDFA is to identify, encourage, train, develop, and provide opportunities to aspiring youth from the district of Chamarajanagara to achieve international-level excellence in football. The organization is dedicated to improving football facilities within the district by maintaining and developing existing infrastructure, including stadiums, to create the right environment for players to excel.

CDFA serves as a platform for football in Chamarajanagara district, fostering the spirit of the sport and promoting sportsmanship among players, coaches, and fans. Established by a group of like-minded individuals, CDFA is committed to cultivating a thriving football culture in the district and organizing events to identify and develop skilled players.

As part of this initiative, rProcess has contributed funds towards organizing the first football league in Chamarajanagar district. This league aims to identify hidden talent among the youth and provide them with further training to excel at the national level, thereby promoting football sports in rural areas and supporting talented youth to pursue football at higher levels.

The project aims to benefit 20 beneficiaries by providing them with opportunities to showcase their skills and pursue their passion for football.



Diksuchi

rProcess in collaboration with Shimoga Malnad Institute of Leadership Excellence and Junior Chamber International (JCI), spearheaded an impactful project aimed at nurturing entrepreneurship in tier-2 cities.

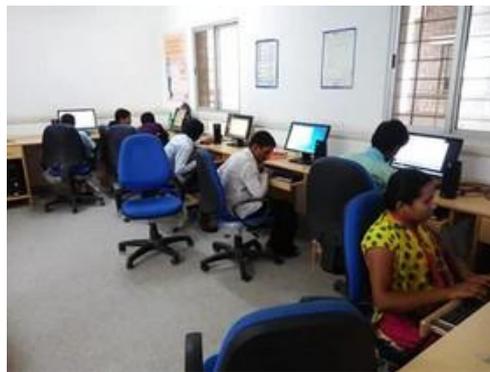
J.C.I. Shivamogga Malnad, a seasoned chapter with a 40-year history with J.C.I . India has led this initiative. They're known for their dedication to social development and personal growth, working locally and nationally to make a difference. Every year, they organize programs to help people become better speakers, leaders, and business owners. They are renowned for their commitment to social and personal development, embodying J.C.I. principles through active engagement at local, national, and international levels. Their leadership extends beyond borders, as they train individuals to become catalysts for societal progress. Each year, they orchestrate transformative personality development programs, covering pivotal topics such as effective public speaking, chairmanship, parliamentary procedures, and business acumen. They also run various social projects, including blood donation drives, environmental conservation efforts, anti-corruption campaigns, and social awareness endeavors.

rProcess's generous contribution has significantly bolstered the training efforts aimed at fostering entrepreneurial talent in tier-2 cities. The project's impact resonates deeply, empowering young minds with essential leadership and entrepreneurial skills. With over 50 beneficiaries and a staggering 90% participation rate from youth, the project stands as a beacon of hope and opportunity for aspiring entrepreneurs in underserved communities.



Empowering the Visually Impaired

National Association for Blind Karnataka (NAB-K) champions the cause of empowering visually impaired individuals, enabling them to lead lives of dignity and independence since 1977. Through various training programs, NAB-K aims to integrate the visually challenged seamlessly into mainstream society. These programs cover a wide range of skills, including rehabilitation, mobility, daily living skills, and employability/vocational skills such as basic computer literacy and call center training. The organization's *Train the Trainer Program* further strengthens its mission by building capacity and scaling objectives, ensuring that there are ample certified trainers equipped to support the visually impaired. Over the past 46 years, thousands have benefited from NAB Karnataka's initiatives, which extend beyond their centers in Bangalore and Mysore to include 7 new Taluk Training Centers across districts like Mysore, Hassan, Tumkur, Sira, Raichur, Nanjangudu, and Hospet. A significant contribution to the Trainer program has enhanced the number of certified instructors, particularly in mobility training, thereby amplifying the impact of NAB Karnataka's efforts. This Train-the-Trainer initiative is a cornerstone in India's mobility instruction landscape, providing essential certification for individuals tasked with training and supporting the visually impaired, ultimately fostering greater independence and inclusion within society.



Sugamya Shiksha

rProcess has dedicated its time and resources to contribute to the field of education through Sugamya Shiksha, an initiative by the Grassroots Research and Advocacy Movement (GRAAM). The primary aim of Sugamya Shiksha is to empower students with the necessary knowledge and confidence to pursue higher education and professional careers. This Career Planning Project for students of two high schools span across two years with a total contribution of Rs. 3.5 Lakhs. Through collaborative partnerships with schools, the program offers essential information and exposure, enabling students to make informed decisions regarding their educational and career paths. GRAAM, as a development research and public policy engagement initiative, is firmly committed to creating an inclusive platform for community voices to influence public policy. By engaging various stakeholders, including governmental bodies, citizens, private sector entities, civil society organizations, and academia, we strive to foster a collaborative environment conducive to positive social change. The project's outcomes include the successful implementation of programs in schools, benefiting approximately 100 students per school and totaling 300 students annually, resulting in an 80% increase in AIM scores from pre to post- assessment. We anticipate that 80% of students will gain a clear understanding of education and career options, thereby expressing confidence in their future plans. Through our modest contribution, Sugamya Shiksha has positively impacted around 600 students, equipping them with the necessary skills and aspirations for a brighter tomorrow.



Empowering Lives

Bridging Healthcare Gaps in the Nilgiris

In the Nilgiris district of Tamil Nadu, where more than 10,000 people, making up 13% of the population, have disabilities, the need for support is evident.

Unfortunately, despite this significant population, there isn't a proper Rehabilitation Centre in the district to cater to their needs. Additionally, orthopedic disorders are prevalent in India, affecting up to 36% of the population.

These disorders, including neck pain, back pain, knee pain, heel pain, and shoulder pain from conditions like arthritis, often require non-pharmacological interventions like physiotherapy and occupational therapy. However, in the Nilgiris district, there's only one Government hospital offering such services, and it lacks the necessary staff and equipment to meet the demand.

This highlights the pressing need for initiatives like the "Skill Assistance for Disabled" project by Kinder Trust, which aims to fill these gaps in care and improve the quality of life for individuals with disabilities in the region.

Kinder Trust, a non-profit organization registered in 2017 in Bangalore, is dedicated to improving the lives of individuals in the region. With a contribution from rProcess, the project has made significant impact on the lives of those living with disabilities and disorders in the Nilgiris, particularly in terms of pain management. Through this support, the project provides monthly critical medicine assistance and doctor consultations to 34 beneficiaries who are unable to access medication from the Government. This initiative is crucial for enhancing the quality of life and well-being of individuals with disabilities in the Nilgiris, ensuring they receive the care and support they need.



Swacch Marahalli

In collaboration with the Grama Panchayat Santhamaralli, rProcess initiated a cleanliness drive in SantheMarahalli called "Swacch Marahalli", our branch's Tier 3 city. With the aim of promoting Swaccha Bharat awareness, we installed 20 dustbins in key locations, following approval from the Santhemarahalli Grama Panchayat. These dustbins, separated for dry and wet waste, were maintained by the Grama Panchayat to ensure effective waste management, benefiting over 200 residents. This initiative aids the residents of Santhemarahalli in utilizing the dustbins for waste disposal. We were the first to install public dustbins in the city, pioneering a significant step towards enhancing cleanliness and waste management.



Collaboration

