

**A STUDY ON IMPACT OF
DISABILITY INCLUSION**

A Champion needs a motivation
above and beyond winning

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ACKNOWLEDGEMENT

“A STUDY ON IMPACT OF DISABILITY INCLUSION” has been undertaken by the Social innovation program(SIP) team of School of Inspired Leadership(SOIL), Gurgaon - Akshay, Apoorva, Guneet and Chandan under the leadership of Head Group CSR of Spark Minda Ashok Minda group. It is based on the research done by doing interviews with the Persons with Disabilities (PWDs) to understand the impact program “Saksham” has created in their lives.

The findings are based on data collected from factories employing PWDs through primary and secondary sources as well as field visits. The study has drawn up a set of recommendations on possible ways to make the program “Saksham” sustainable and some case studies on the heart touching live stories of PWDs working in these factories which will motivate and inspire the like- minded.

The team is grateful to all the contributors of the study. We acknowledge the contribution of all the officials of the factories MCL Noida, MSEL Greater Noida, MCL DCD Greater Noida, MSL Greater Noida, MCL CD Greater Noida, MFE Greater Noida, MSL Aurangabad, MFE Bawal, MSL Chennai, MSEL Haridwar, MSL Pitampur, MCL Pantnagar, MSL Kakklur, Minda Vast Pune, MCL Pune, Minda Stoneridge, MCL DC Pune and MCL Murbad, who participated in this study with enthusiasm and sincerity. Special thanks to Spark Minda Foundation (SMF) team for initiating and monitoring the study.

BACKGROUND

Spark Minda, Ashok Minda Group (The Group)

The Group is one of the leading manufacturers of Automotive Components for the OEMs with Headquarters in India. The US \$533 Million Group, with 14000 employees was founded in 1958 by Late Shri S.L. Minda. The Group caters to the leading two and four wheeler vehicle manufacturers in India & overseas markets including Europe, CIS & ASEAN countries with 32 manufacturing plants. All Group manufacturing facilities are ISO/TS-16949 & ISO-14001 certified. The Group manufactures products in three verticals: Safety, Security & Restraint Systems, Driver Information & Telematics Systems, Interior System and also has significant presence in the Aftermarket. It caters to the needs of all Major Car, Motorcycle, Commercial Vehicles, Tractor and Off-road vehicle manufacturers in India and overseas. The Group also has several JVs with leading companies from USA, Japan, Italy, and Uzbekistan.

Spark Minda Foundation (SMF)

The Group has a legacy of Community Development since decades. The Community Development projects were undertaken by various units in and around their periphery. Later it was understood that a common entity for all the Group Companies needs to be incorporated. Accordingly, Spark Minda Foundation (The Foundation) was incorporated under Section 8 of Companies Act and is the CSR wing for The Group Companies to undertake CSR activities. The main aim of the Foundation is to work for community development by catering education, women empowerment, facilitation of healthcare, upliftment of people with disability and to sustain the environment.

The foundation is 100% subsidiary of the mother company, Minda Corporation Ltd, which is listed at BSE and NSE.

The six intervention areas, in which the Group operates, care for Persons with disability is one of it. The objective to intervene in this area is to determine sustainability to the lives of Person with Disability through ensuring their mobility, The Group has developed a program called "Saksham" to benefit PWDs. Under "Saksham" Program, The Group provides

- Accessible and Assistive Technologies
- Impart Skill Training through OJT (On Job Training)
- Create Inclusive Workplace and Ergonomics
- Train them for 5S, Life Skills and Evacuation
- Employ different type of Disabilities

This framework is designed for differently abled people to create an inclusive workplace, where their skill and talent are valued and respected. Countrywide in different manufacturing locations 135 Persons with disability are employed by The Group. The Group engages PWD's with an affirmation of its commitment to sustainable business practice. The various functions where PWD's are employed are Assembly, Production, Paint shop, Administration, Wire joint taping, Store Department, Inspection etc. Frequent job rotation is also carried out to provide ease to them while working.

School of Inspired Leadership curriculum has a unique course of applying the MBA learning in non-profitable organizations to improve their business process and make it sustainable which is called Social innovation program (SIP). We, a team of four got a golden opportunity to work with CSR team of The Group, where our project was to do the impact assessment of the program "Saksham".

This report captures how the “Saksham” program has been carried out till date, whether the vision and mission is being achieved and what all steps have been taken to make it a sustainable process. It is about examining and analyzing the training provided, their opinion, relation among stakeholders, ergonomics provided and what impact the program has created holistically.

SOIL

School of Inspired Leadership, often quoted as a ‘game changer’ in “Higher Education” brings together from all over the country, a group of bright, young professionals who showcase analytical abilities and leadership potential and grooms them to become responsible business leaders of consequence.

The Social Innovation Program (SIP) at SOIL involves a team of students working closely with non-profit organization working towards community development. We have partnered with 30 NCR based non-profit organizations this year students spend one day every week working with these partners. Every team choose a project that they can contribute meaningfully to and these include building business plans for income generation activity, developing case studies as marketing collateral, innovative fund raising initiatives amongst others.

INTRODUCTION

In order to build on the aspirations of Persons with Disabilities (PWDs), it becomes really important for the community to take initiative for betterment of their lives, so has been done by the Group by giving employment to those under the program called "Saksham". The CSR of the Group collaborated with School of Inspired Leadership for doing the impact analysis of the program for identifying the potential consequences of a change, and estimating what needs to be modified to accomplish a change. The team has assessed seventeen factories of the Group where PWD's have been employed. The Group has tied up with various nonprofit organizations which provide skill trainings to PWDs, for recruitment purpose. The NGOs such as Pune Blind Association, Navjyoti Development Society, Vocational Rehabilitation Service for blind and deaf (New Delhi), Association of People with Disability (Chennai), ITI Velhe (Maharashtra) etc. The assessment has been done by conducting personal and telephonic interviews and video conferencing with the PWDs. The student team visited the factories in NCR and Pune areas and had also gone to assess the assembly lines where PWDs are working. With a questionnaire having open and closed ended questions the team tried to unveil the minute details of the implementation of the program and did a stakeholder analysis. The details of each PWD working across the factories of The Group have been captured in the report. The report talks about the present condition of functioning and implementation of the program.

OBJECTIVE OF THE STUDY

- Perform an assessment to understand the implementation of the "Saksham "program at unit level
- To perform an audit for trainings and ergonomics provided to the PWDs
- To identify areas where the employability for PWDs can be scaled up

The project "Saksham" has been providing employment to PWDs under the Care for Persons with Disability vertical for many years.

Research Methodology

Primary data-

- Collected the relevant data of the PWDs working in different factories by using in depth interview which helped us in gathering useful as well as personal data.
- In-depth interview is a qualitative method of analysis, which proceeds as a confidential and secure conversation between an interviewer and a respondent.
- Method produced very precise and specific answers as well as an exhaustive and varied knowledge about individual determined experiences, opinions and motives, which the Group interview and the quantitative methods may not encompass.
- The interview had questions about their personal, social and economic life keeping in mind the same are not offensive, this helped us getting close to them and extract the authentic information as it will have impact on their socio- economic lives.
- Conducted in depth interview by visiting the factories (one on one), telephonic and video conference this made the survey more intensive and explorative.

Secondary data-

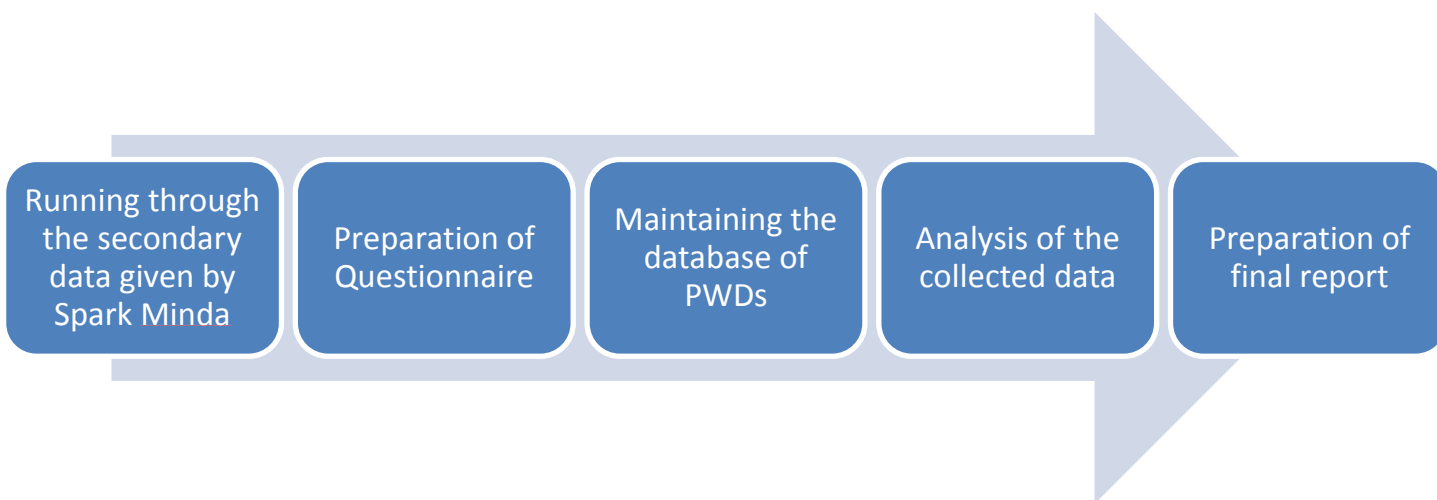
- Collected data of the PWDs associated with the Group from the CSR team and annual report.
- Collected data available with HR of factories PAN India.
- Went through the database provided by the team which helped us to realize how many PWDs are working in concerned factories and segregate them according to their type of disability, so that we can prepare questionnaire keeping the situation in mind.

Units Covered

Number of PWDs Surveyed-135

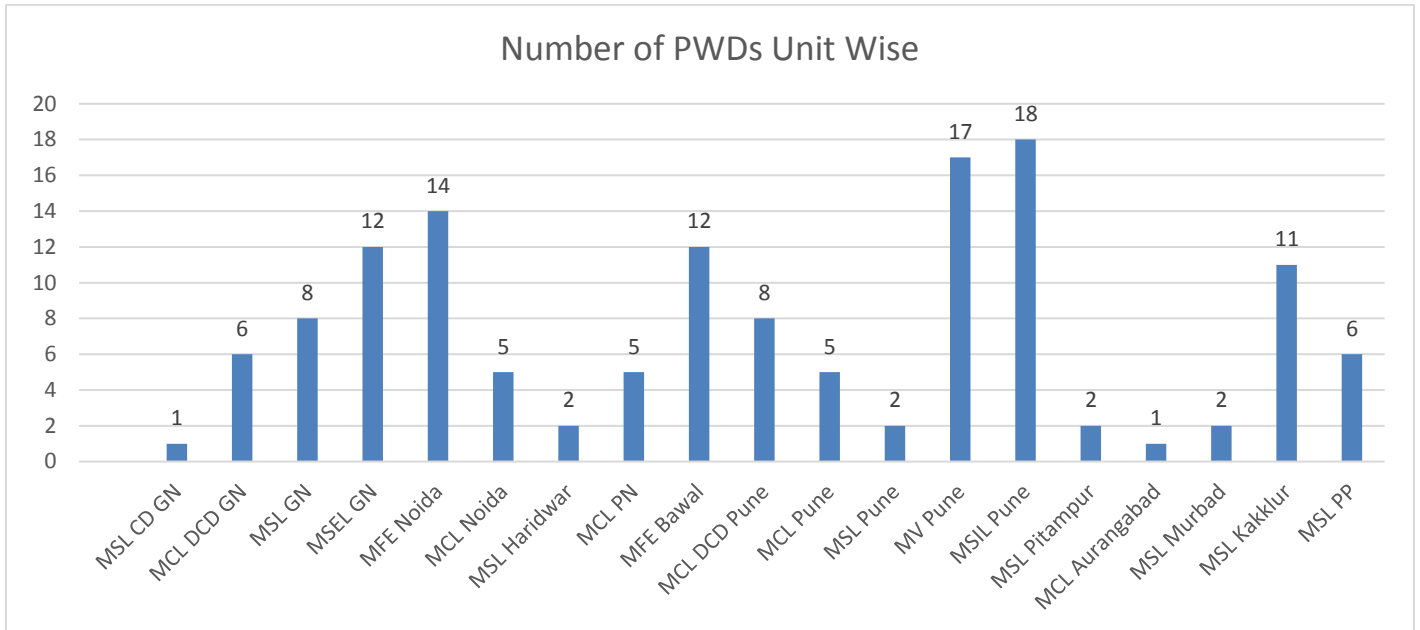
NORTH	SOUTH	WEST
<ul style="list-style-type: none"> •MCL Noida •MSEL Greater Noida •MCL DCD Greater Noida •MSL Greater Noida •MFE Noida •MFE Bawal •MSL Haridwar •MCL Pantnagar •MMSL •MASL •MSL CD Greater Noida 	<ul style="list-style-type: none"> •MSL Kakklur •MSL Chennai 	<ul style="list-style-type: none"> •MSL Pune •Minda Vast Pune •MCL DCD Pune •MSIL Pune •MCL Aurangabad •MSL Pitampur •MSL Murbad •MCL Pune

PROCESS FLOW OF RESEARCH



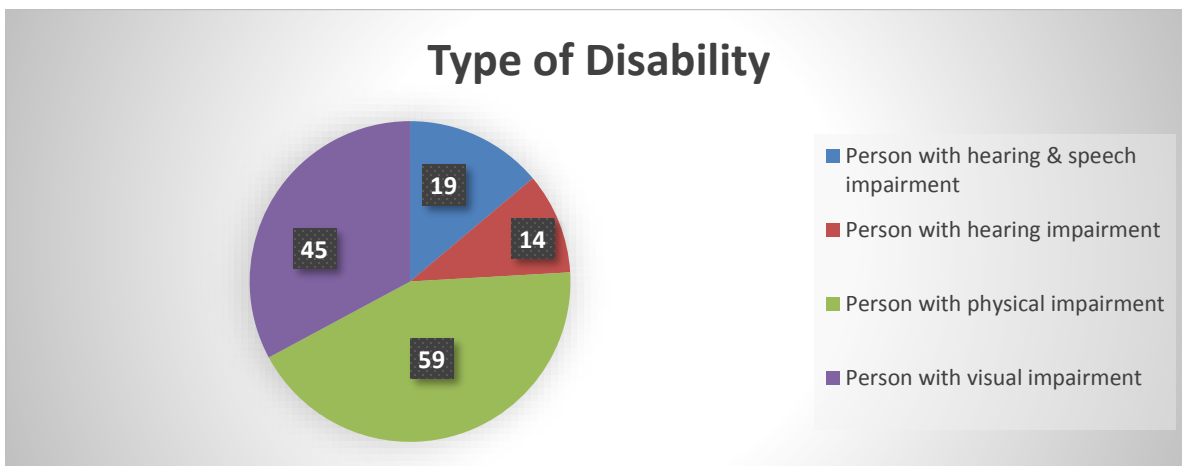
ANALYSIS

1. UNIT WISE DISTRIBUTION

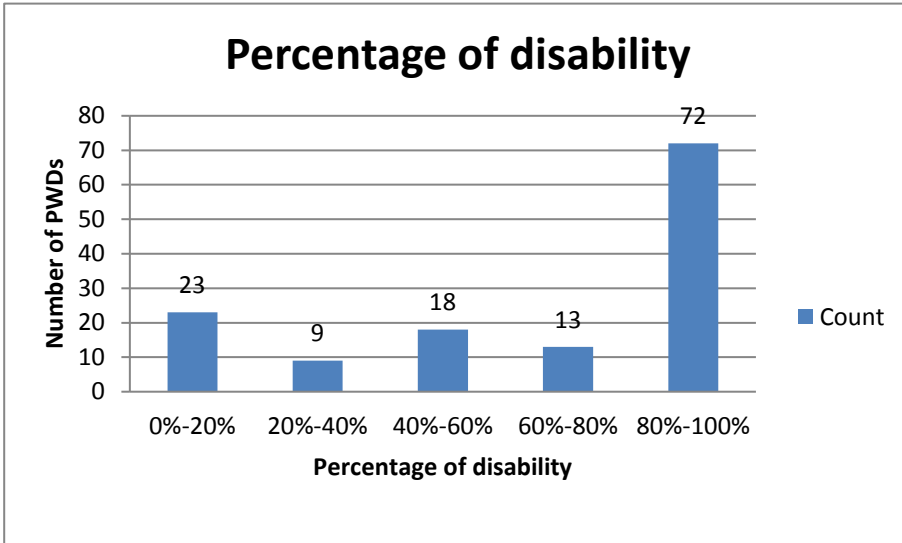


This shows the number of PWDs working for The Group in the above-mentioned areas and the graph depicts Greater Noida and Pune locations has the maximum number of PWDs which means people are aware of the program “Saksham” in these areas.

2. TYPE OF DISABILITY

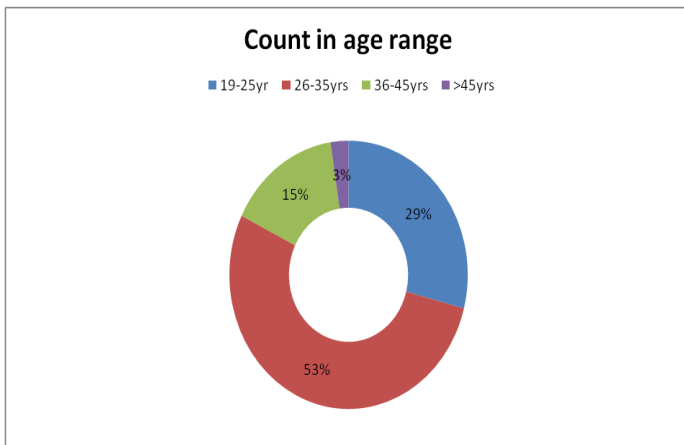


Type of disability shows major chunk are people with visual impairment, which means organization trusts these people more than others and the verbal statement from respective factory HR says these people deliver 100% defect free and are more productive with higher efficiency level.



This shows number of PWDs having 100% disability are in majority. This data also brings the idea of training on sign language to employees. The Group has been recruiting more number of PWDs with 100% disability, providing them training, necessary facilities and making them self sufficient enough to lead a smooth and happy life.

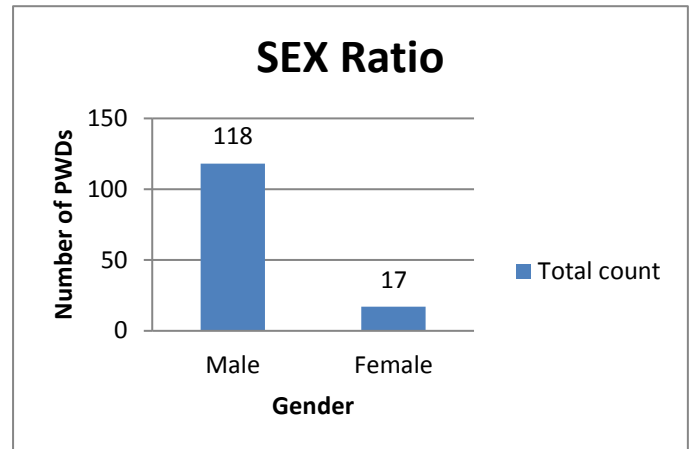
3. AVERAGE AGE



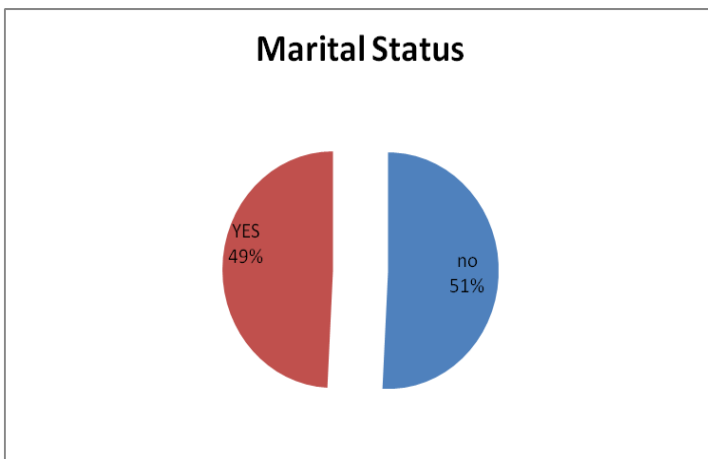
The above chart represents data which shows the major chunk of PWDs fall under 26-35 yrs range which is a positive sign as it shows energetic and young people getting attracted towards the job, realizing the responsibility and will definitely help the Group to excel by putting up their new and innovative ideas. These people will become the medium of spreading awareness about "Saksham", which will act as word of mouth in order to increase the number and make the program more successful.

4. SEX RATIO

Generally, we don't see more of women working in manufacturing industry because of social and family issues. Society has always seen women as the sufferer and not strong enough to carry out things and if they are specially abled then they are made to be homebound. The Group has come out of this thought process and recruited 17 women PWDs in different units, mostly in southern India. The Group has shown a matured outlook which encourages women to come out of their comfort zone, face challenges and succeed in life.

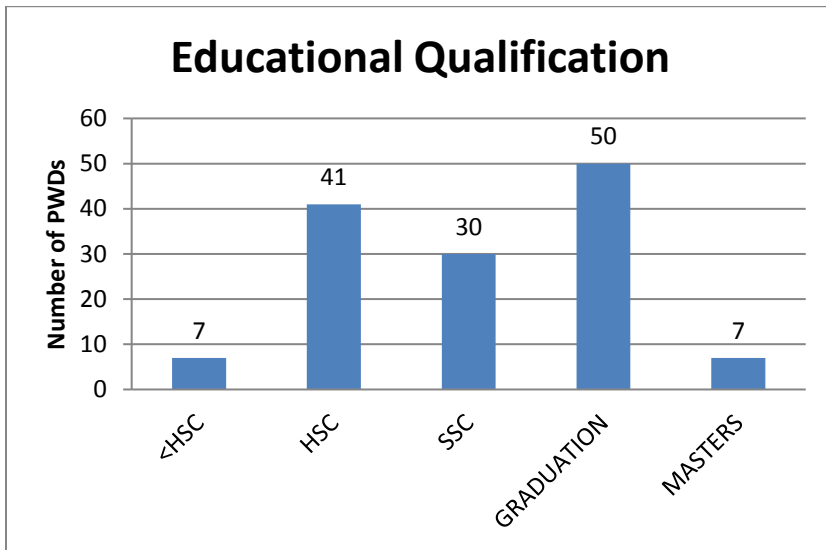


5. MARITAL STATUS



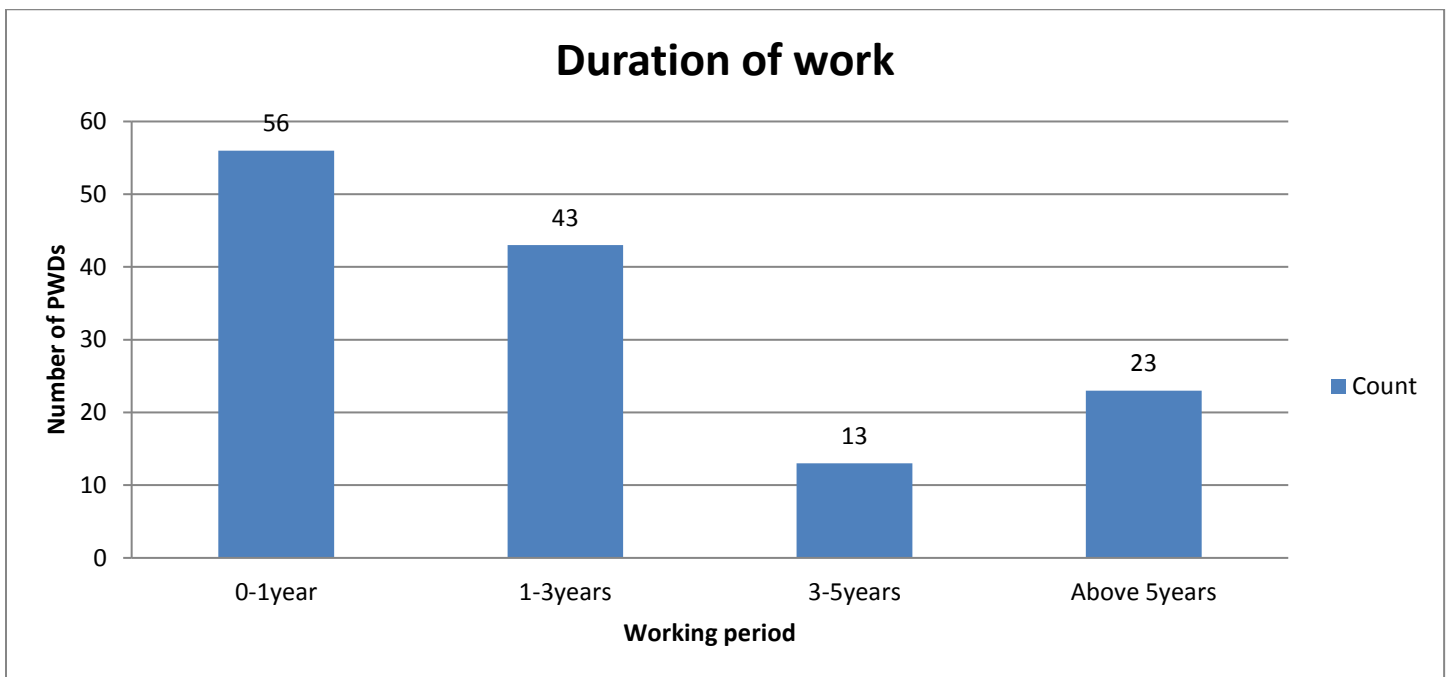
PWD manpower is almost equal for married and unmarried people, which shows that the Group has given equal opportunities. It has helped married people in planning their future and shaping young lives. It has provided a platform which they would not have experienced, a place to work, share feelings, most importantly learn and realize that they are at par with normal people.

6. QUALIFICATION



From the above analysis, it is clear that the Group has not set a tough recruitment process for the PWDs. Generally, these people are deprived of studies and work related training. Major chunk of PWDs are from HSC and Graduation. Majority are not aware of the industry, how it works, what are the deliverables, how to interact, etc. Above graph shows more than half of employed PWDs are literate and have basic knowledge to grasp the training and deliver accordingly.

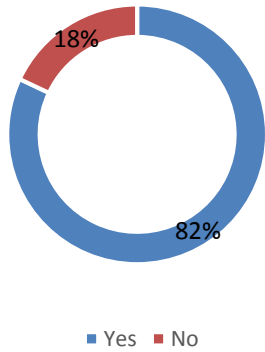
7. DAYS IN ORGANIZATION



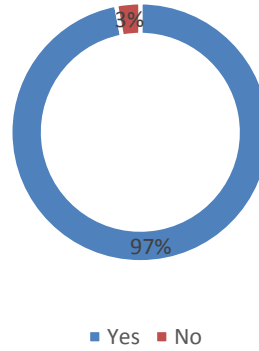
The above data shows PWDs have found the Group a great place to work, above number gives a clear picture that PWDs have been working for a long period which has motivated and encouraged young generation to step in and serve for a longer period. The data tells us how loyal these PWDs are to the organization as the Group has been providing the necessary facilities, maintained a healthy environment to work and supported them mentally, physically and financially in order to make them self-sustainable. PWDs have been consistent with the Group. We can see almost 30% PWDs fall in the 1-3 year range which depicts that PWDs have received good training, they are satisfied here and 34% ranging 0-1 year depicts that the Group has been able to attract more PWDs who have faith in them and consider it as a place to start their career.

8. TRAINING

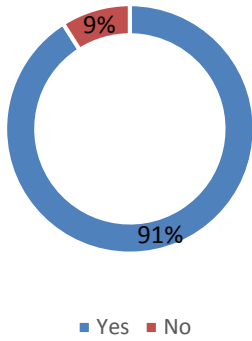
Evacuation Training



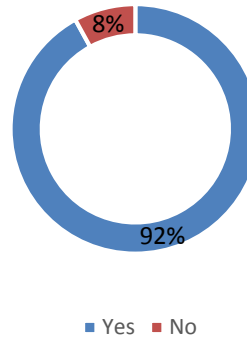
On-Job Training



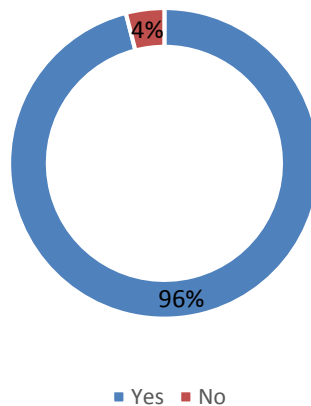
Soft Skill Training



5S Training



Skill Training



One of the most devastating losses to an organization is the loss of human life. Not only is it emotionally depleting, it can involve adverse publicity, large settlements, loss of organizational leadership, and the inability to deliver services. An emergency evacuation plan can make life-or-death differences for the staff, volunteers, visitors, vendors and program participants in an organization. Hence, the group has planned the evacuation training with the following course content:

- Purpose of an emergency plan
- Fire Safety
- Evacuation procedures
- Preplanning
- The emergency scene
- Zone sweep
- Types of emergencies
- Specific emergencies and responses
- Communication channels
- General evacuation and duties
- Emergency response personnel
- The Evacuation
- Emergency Drill

Soft skills are a combination of interpersonal people skills, social skills, communication skills, character traits, attitudes, career attributes, social intelligence and emotional intelligence quotients among others that enable people to effectively navigate their environment, work well with others, perform well, and achieve their goals with complementing hard skills.

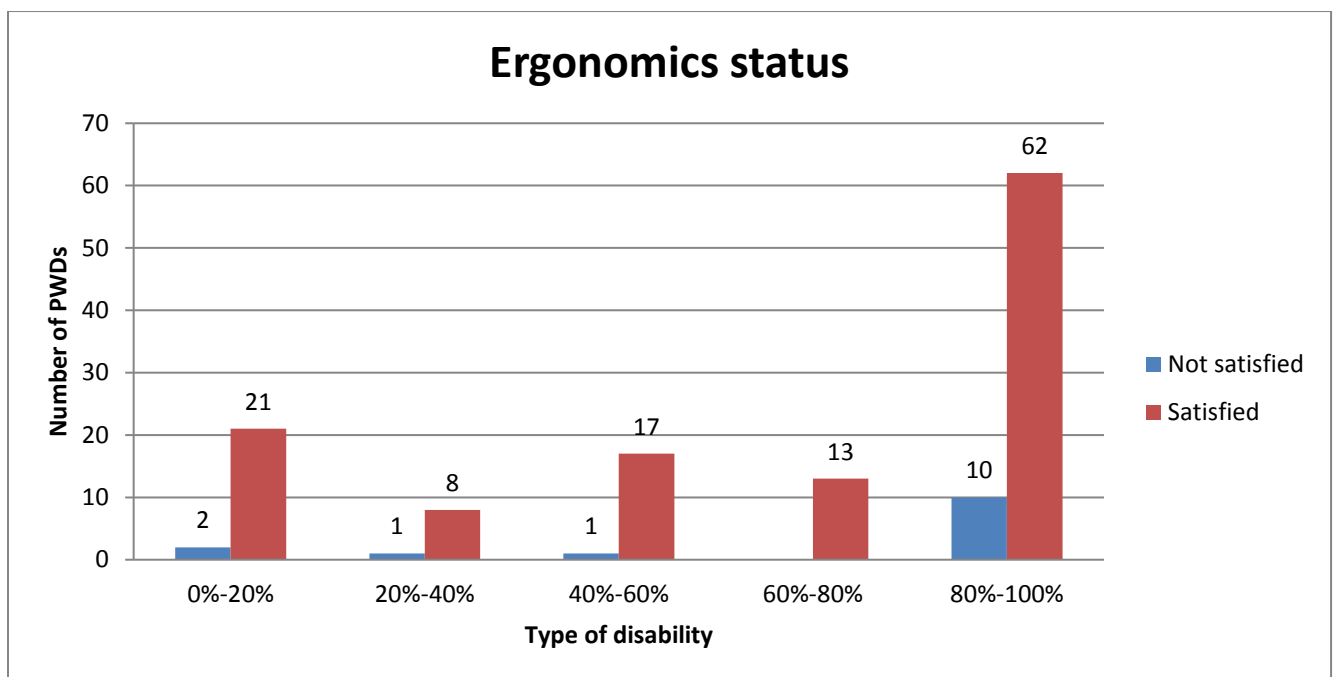
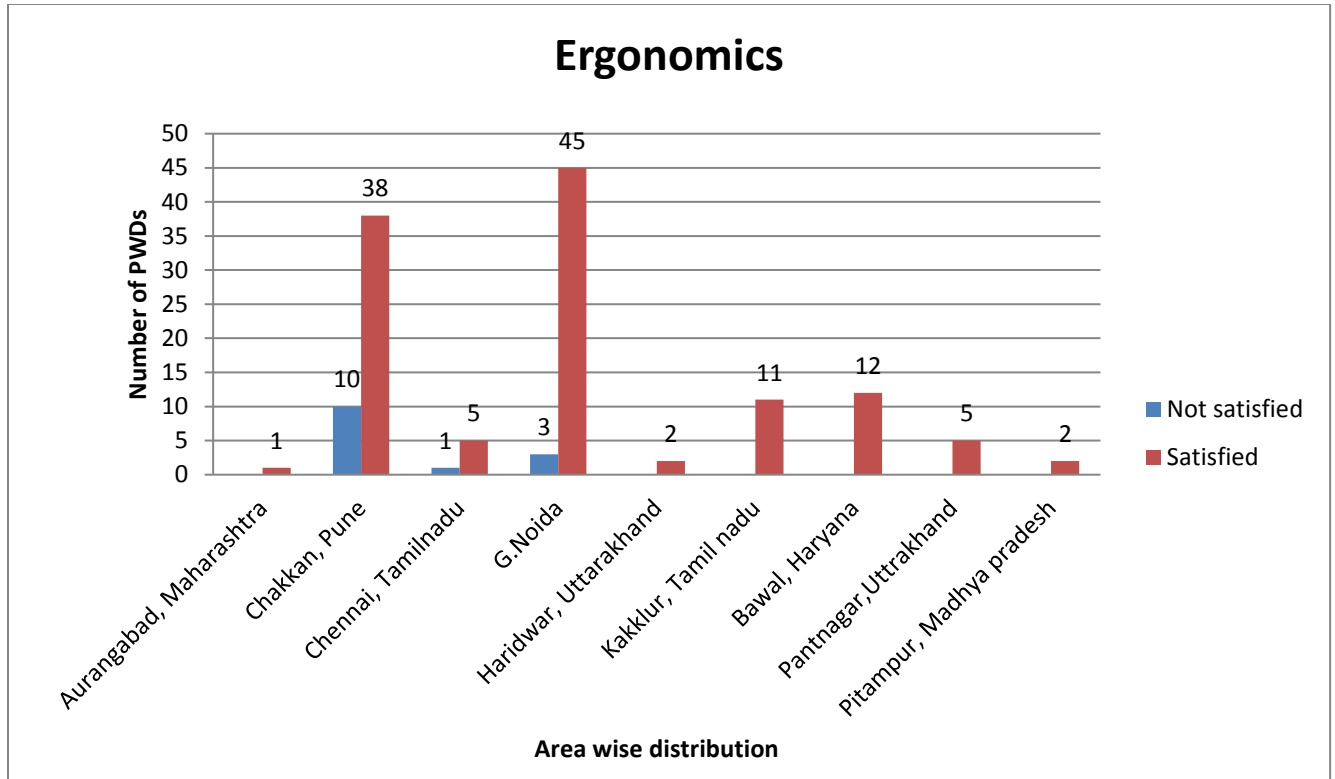
On-the-job training, sometimes called direct instruction, is one of the earliest forms of training (observational learning is probably the earliest). It is a one-on-one training located at the job site, where someone who knows how to do a task shows another how to perform it. In antiquity, the work performed by most people did not rely on abstract thinking or academic education.

5S training teaches how to organize a work space for efficiency and effectiveness by identifying and storing the items used, maintaining the area and items, and sustaining the new order. The decision-making process usually comes from a dialogue about standardization, which builds understanding among employees of how they should do the work.

Out of these 5 trainings except evacuation all other are much necessary to make an employee efficient, skilled and updated enough to handle every possible challenge while working. Evacuation training is also very important to other above mentioned trainings as it reduces risk, makes employees aware of hazards, make

them self-sufficient to save themselves as well as others. Considering the training part, the Group has given importance to all possible training needed. Except MCL Chennai and MCL Kakklur units rest have provided all the necessary trainings required. Skill and on job training has been provided in regular intervals making sure the PWDs are up to date and well aware of what they are working or employed for. Regular training has improved their learning, made them more versatile and motivated.

9. ERGONOMICS



Type of ergonomics

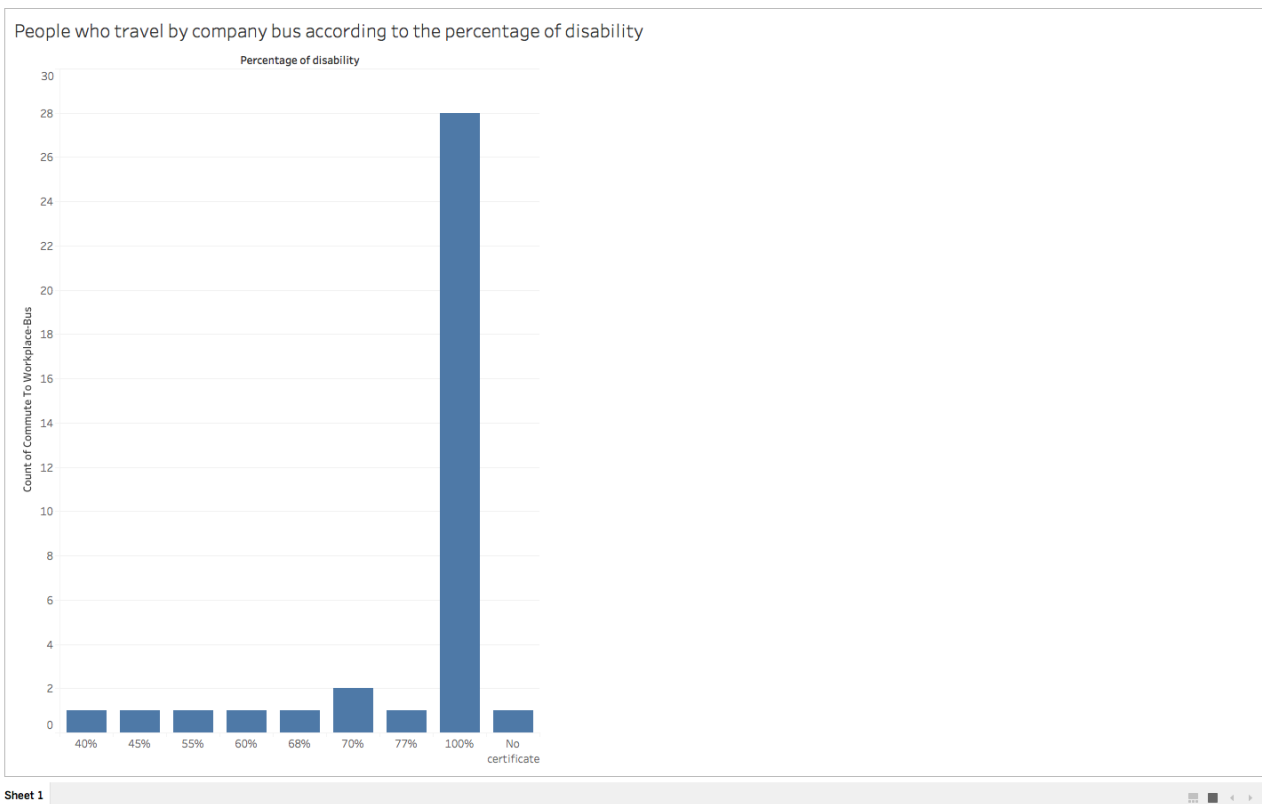
Obejects to touch and identify
 Self explanatory chart papers
 Stool and support items
 Board on shopfloor to communicate

Type of disability

visually impaired
 hearing impaired
 polio
 speech impaired

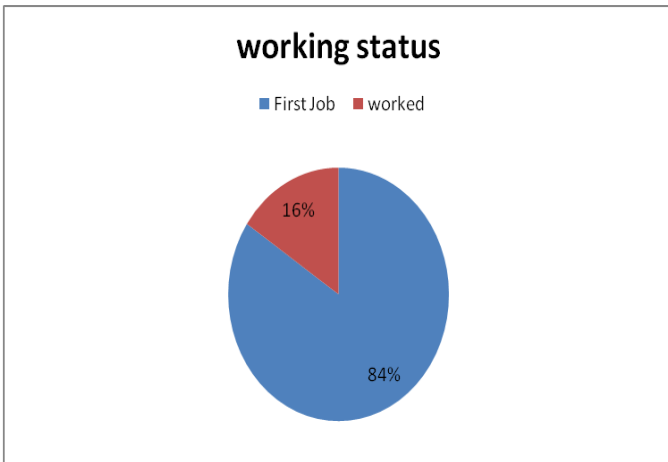
Ergonomics has been provided to 85% PWDs and this is the positive part of the program. Ergonomics is a very important part of the program and the above analysis shows The Group has successfully implemented the program and is determined to make it sustainable. PWDs have been provided the most needed facility which would motivate them and drive them to work efficiently. This is the basic way to learn, communicate and share for the PWDs of different kind this has been given much importance and has definitely helped the line managers and PWDs to maintain a smooth and friendly relationship.

10. TRANSPORT ARRANGEMENT



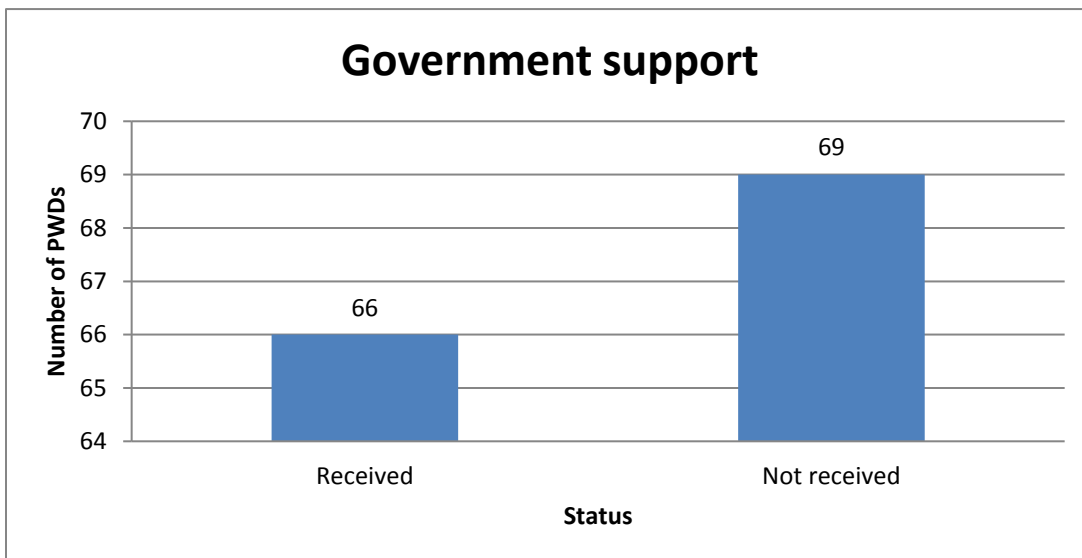
Above analysis shows the percentage of disability and company bus provided for transportation to these PWDs. Company has provided bus service to all the PWDs having 100% disability and PWDs having less than 100% disability opt to commute on their own, this draws a conclusion that how well the “Saksham” program has been implemented and how concerned is the company for these people, this reduces the risk factor associated to PWDS, increases the efficiency in order to make them more focused towards their work.

11. STATUS BEFORE JOINING



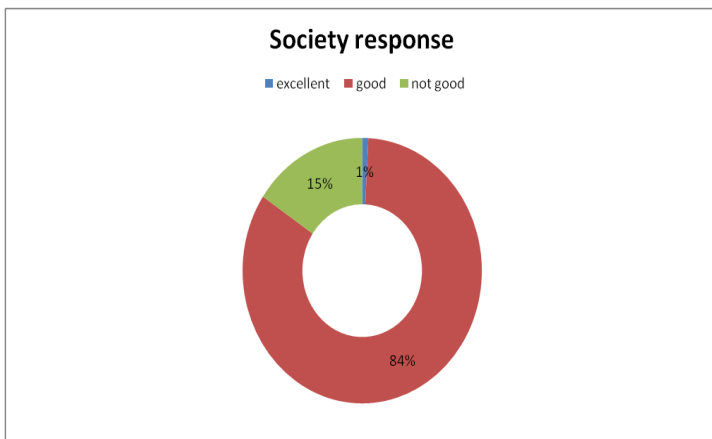
“Saksham” has helped many PWDs getting their first job, provided them their livelihood, motivated them to learn socialize and fulfill their dreams as they did not even get chance in other companies to work. Even the Group has faith on the PWDs working on different platform and believes that these people can also deliver if given proper training.

12. GOVERNMENT AID



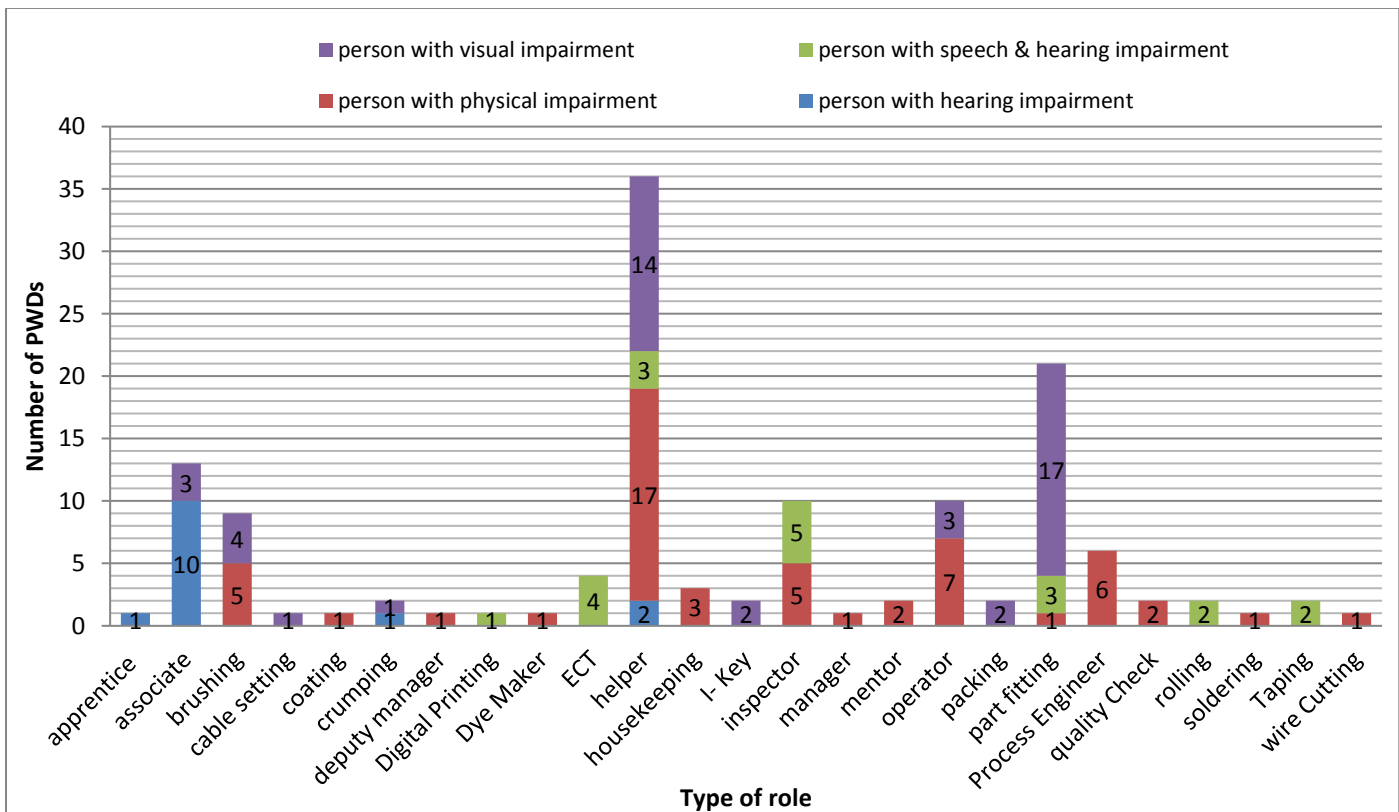
About 60% of PWDs are not aware of government support for Pwds; they do not take the pain of enrolling themselves in the database of Governments program where they could get compensation which will be useful for them.

13. SOCIETAL RESPONSE



Society response pie chart shows 85% of PWDs are satisfied with the behavior of society. Exposure given at the Group has helped them opening up, socialize and has reduced the thinking of being neglected. It has also changed the perception of other people and has helped PWDs in leading peaceful lives.

14. ROLE AND DISABILITY ASSOCIATED



The above graph shows the number of PWDs (type of disability) working for different roles and it gives a clear picture of risk associated with them so that the same can be mitigated in near future with the level of OJT required as well as the ergonomics to make the work smoother and easier.

FORECAST

About 48 percent of its business accrues from driver information systems and telemetries, wiring harness and speedometers, 38 percent from safety and security systems with the balance 14 percent coming from plastic interiors. In the past four years, all Group companies have been transferred under it. In the first year of operations, the company chalked a top line of around Rs 75-80 crore. The same year, the budding firm struck its first joint venture with Huf Hulsbeck and Furst GmbH & Co of Germany to source technology for entering the four-wheeler security systems segment and began interacting with carmakers like Ford, General Motors, Maruti Suzuki, Daewoo and Mahindra & Mahindra. the four-wheeler business is growing speedily, compared to other segments, and has great potential especially as the Indian auto industry is targeting 5 million passenger vehicles by 2020. In 2015-16, The Group, along with its 11 subsidiary companies, posted a turnover of Rs 2,450 crore and is targeting a 24 percent CAGR over the next five years. In line with this vision, in April this year, The Group acquired 100 percent equity of Pan Alfa Autoelektrik of Haryana which manufactures starter motors and alternators for the tractor market. The inorganic growth plan will see sales of Rs 2,600 crore by 2019-20 starting this fiscal. The forecast for next 5 years say that there will be a steady growth of 8-9% in automobile industry and The Group being the major player in catering above mentioned services to the automobile industry will have atleast growth of 24%. As per our study we have observed that in all units the PWDs have delivered 100% defect free and the efficiency has even increased as they are more focused which is a positive sign. This will help reaching the long-term goal and fulfill the dream of recruiting 1500 PWDs by 2020. Keeping the above observation in mind we would recommend The Group to recruit more of PWDs in place of normal candidates which would bring more efficiency and completion of assignment before deadline. From the analysis of duration of work above we have find out that new recruitment is 70% of the existing PWDs and the percentage of recruitment can be increased 10% every year as the productivity and efficiency for PWDs has been pleasing and more than 100%. Below mentioned is the growth rate.

Particulars	2016 (in cr)	2017	2018	2019	2020
Revenue	3153	4118	5293	6743	8369
PWD manpower currently present	124	210.8	379.44	720.936	1441.872
growth in requirement of PWDs		70%	80%	90%	100%

CASE STUDIES



Ravindra – a young man with lofty dreams and great aspirations, unfilled because of his visual impairment. His sense of disability condemned him to a life of depression. There seemed to be no end to his misery, forget about fulfilling dreams. Not just a very responsible worker, Ravindra is a loving husband too. He comes to work an hour early so that he can leave an hour early, to help his wife in her domestic chores. His confidence can be seen in his approach towards life now - he says that even if his child comes out to be with a similar impairment he would not lose strength; instead he will somehow earn and save money to provide his child a better education. He adds, if it's a daughter, he would like to see her as a doctor and if it's a son, he wants to see him an engineer. Ravindra is an amazing singer too. He believes, *'People are not bad, situations make them so'*. "If given an opportunity to make a change in the society, I would like to work against corruption in my country, and improve the condition of people like me" says Ravindra.

Rahiman Sheikh, 29, is working in Minda SAI Limited, Pune since past four years. He got recruited from PBM Trust where he used to make paper bags. At a very young age, when Rahiman was giving his matriculation examination he felt losing his vision. The poor family was not much literate to understand his problem, which led to damaging his retina permanently leaving 20% vision. He loves his job in the assembly line involving inserting switch in the lock of an automobile part. For him, every single individual in factory is helpful and loving. Working in factory made him realize his worth in family, and now he proudly contributes in his household expenses. When asked about his aim, he says he wants to create a venture, where he could employ persons with visual impairment, just as he got an opportunity in the Group.



Sandeep Modi, 32, a native of Nanded shifted to Pune after getting married. He has two children with one pursuing his primary education. Sandeep has hearing and speech impairment since he was born. He has worked in Motherson for five years before he joined MSL unit, Pune. He lives with his family and his father is a door to door salesman. He has one elder and one younger brother with a sister to get married. A good place, where his work is respected and recognized was what he always looked for. The perfection he has in his work is praised by his supervisor. The factory HR is so impressed that Sandeep motivated him to recruit more people like him.

At a young age of 19, Pappu, a native of Bihar, stepped out to work and stand on his own feet. The soon he decided to work, his friend, who was working in MSL, Greater Noida referred him to the company. Pappu is having physical impairment as he is a victim of polio since birth. He stays in a rented accommodation and is proudly working in Assembly/Mounting. He sends more than half of what he earns to his family, as his father is a farmer and there is no other source of income. He is extremely proud since the day he has started earning. He believes any kind of disability is just felt mentally, person should try and find out his way to success, the message he wants to convey to other polio stricken people. He has passed his intermediate examinations and is now in graduation, which he is undertaking in correspondence along with his job.



Deepak Kumar, 25, has speech and hearing impairment by birth. He is the most vibrant and intelligent of all his fellow mates. He has working in Minda Furukawa Electric, G.Noida since past two years now. Since his childhood, he had always been good in academics and always wanted to learn and teach people. Due to some financial issues at home, he had to halt his studies and start working to earn his daily. He is an Associate in CNC department of MFE. He got recruited from NDS NGO, from where he learned sign language and basic computer operations. Since he has started working he has been trying to teach sign language to other people like him working in the factory as well as other people in assembly line for having a better connect with them. He loves to play cricket and badminton with his friends. Deepak, along with his job has recently enrolled himself for Bachelors in Humanities from Open University, for his love of studying.

Manoj Kumar, an assembly worker in the Group has a different view on the topic of disability. Manoj has physical impairment as he can't walk and is 45% disabled. He says that disability is rather in the mind of the person instead of the body of the person. Manoj at the age of 10 was down with fever and a few days later, he got to know that he could not walk properly for all his life. After this incident, he started observing people like him and he saw a pattern in them. He says people with disability whether born with it or people disabled after an incident become dependent on the people around them and create expectations from their loved ones. They are satisfied until their needs are fulfilled but become disappointed if their needs are not fulfilled. To become self-sustainable, he started working with The Group and has completed 5 years. He wants to grow in the same company and sees a long-term commitment with The Group. He is married and blessed with a daughter of 2 years. He says he would never let his daughter feel less special than any other child because of the condition of her father. He feels his daughter is special and he will work hard to support the education of his daughter. He wants his daughter to become a doctor in the future. He believes that doctors are like living God on Earth and can provide new life to people. He thinks as a doctor; his daughter will work for people with disabilities and make their lives better and happier.

RECOMMENDATION and SUGGESTIONS

1) **SOP for the recruitment of persons with disabilities should be prepared by the Group**

One of the establishments while conducting surveys for the Group was that there was no proper recruitment guide available for the hiring of PWDs. Guidelines must be laid down by the Group which mandates the HRs to follow a proper process while hiring PWD candidates.

- Identify the NGOs working for disabled people – There are many such organizations which are working for the cause of disability and also provide them skill development and soft skill trainings.
- People who are having certificate only should be Employed – The selection of NGOs from which recruitment has to be done should be filtered according to the fact that they have people with identity proofs and government certificates for disability
- Reference should also have certificate - The same should apply to the candidates which are recruited through references that is the candidate recruited offline should be having certificate of disability with them.
- According to the amended Disability Act 2009, no disability certificate is provided to people with less than 40% disability. Rest should come under General category.

2) **Organizing of a two-day Certification Camps where a Government doctor is available for assessing and issuing a certificate. The camp can be organized in the Aakarshan centers and the NGOs or institutes which are tied up with the Group.**

3) **Increase the quantum of recruitments of PWDs- As analyzed through the assessment the work efficiency the PWDs has seen to be really good but for further improvement in their efficiency and expansion of their roles more comprehensive training needs to be provided. For better operation of this the number of candidates to be trained should be higher.**

4) **Basic sign language training must be given to concerned so that they are all able to communicate with each other**

During the interviews of employees with hearing and speech impairment at the factories, it was observed that they are unable to communicate with other employees. Persons with hearing and speech impairment are unable to talk among each other as most of them do not know sign language. We also became aware of the fact that most of the times they are unable to communicate with their HR manager as he/she also do not know sign language.

Saddest part of this was when we came to know that these employees are unable to communicate with their family members as almost none of them know sign language.

5) **Employees can be made permanent after serving a particular time period in the company**

Database of employees with disability shows that even after working for more than 3 years, an employee is still working on contract basis. She/he is devoid of the pays and perks a permanent employee is liable to get. This makes the employees feel that they are not treated equally when

compared to other employees. Despite of this factor, it has been seen that the level of performance of these employees does not gets altered under any circumstances as stated by all the HRs of the factories.

6) Central database with all the details of PWDs must be created

During our surveys at the factories, it was found that most of the times there was a mismatch in the count of PWDs given by the factories earlier to our visit. Majorly, the count of PWDs was lesser than the previously conveyed count. To keep everybody on the same page, there should be a central database which must be updated with on-boarding and off-boarding of PWDs on real time basis and must be accessible to the CSR and HR.

7) Employ engagement activities of PWDs

Engagement activities should be conducted on regular basis for the PWDs employees. Activities involving general and PWDs should be conducted in order to increase the interaction among them. Common activities will make the PWDs feel a sense of equality in the Group. Better engagement will lead to better productivity and the employees will feel a connection to the Group as well. They believe that the work they're doing is important and therefore work harder.

Cultural events or fests must also be conducted which helps in engaging the organization as a whole.

8) Motivate PWDs to apply for Government support

Another finding from the surveys was that many of the PWDs did not have the disability certificate issued by the government stating their type and percentage of disability. Due to this, they were unable to get the monthly pension which they are lawful to get. With this certificate in hand they are liable to get equipment's like hearing aid or stick free of cost by the government.

9) Encourage PWDs to participate in events conducted at other NGOs which would help them in socializing with others, make new peer groups and even make them aware about the program "Saksham".

10) There should be a detailed survey on the ergonomics provided in all the factories which can be done by a team coming for internship. Survey would provide the details of the problem occurring to the PWDs while working and even can be helpful during evacuation.

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“MY
ABILITY
IS STRONGER
THAN MY
DISABILITY”

—Kurt Vonnegut, Jr. (1922–1997)