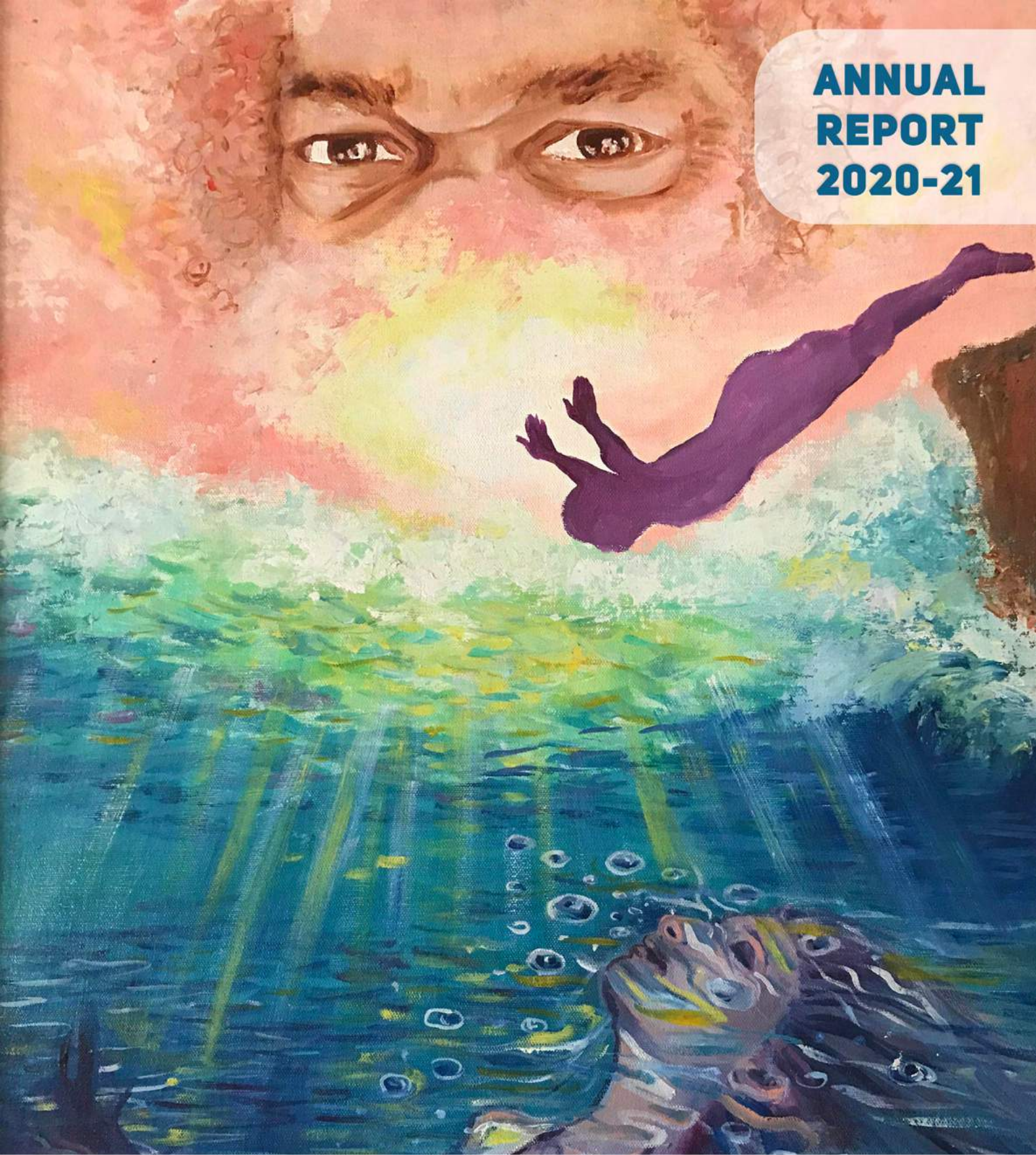


**ANNUAL  
REPORT  
2020-21**



**INSPIRE  
MINDS**

**EMPOWER  
YOUTH**



**MITRA Z**  
ENABLE PEOPLE. ENNOBLE SOCIETY

**ENRICH  
LIVES**

**UPLIFT  
SOCIETY**

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# MESSAGE FROM THE DIRECTOR



**SAVITHA  
RANGANATHAN**

In the words of Sri Sathya Sai Baba "The world's progress is dependent on the transformation of the youth today. Only when the youth transform themselves with good character, will the world be able to experience ideal virtues." In the last three years, MITRAz an NGO run by a few alumni of Sri Sathya Sai Institutions, has been constantly striving to build a motivational and inspiring community that can push the rural young men and women towards excellence by arming them with the necessary skills and values that will empower them to lead better lives.

In the last 18 months, the pandemic has rendered most of the country immobile but that hasn't dampened our zeal or our work. Though we were forced to suspend classroom sessions at MITRAz Skills, the learning has not stopped. Our faculty seamlessly switched to online mode to ensure the current batches do not face any gaps in their educational experience. Despite the many challenges rural students face when it comes to virtual classes, our students have risen to the challenge and how! Each student has embraced the new method of schooling with enthusiasm and this has served to reinforce our own commitment as mentors, especially in such uncertain times.

In fact, for us, the pandemic has been the classic case of converting a challenge into an opportunity, enabling us to conduct many more virtual events this year with guest speakers from all around the globe sharing their expertise and experience with us.

We are continually humbled by the generous support and endless dedication of our donors, volunteers, friends, family and well-wishers. Every contribution, small or big, is deeply appreciated. If we have made a dent in initiating societal transformation, it is because of all of you - a heartfelt and earnest 'THANK YOU'.



Secretary MITRAz  
Foundation, Director  
MITRAz Skills

# ABOUT US

## VISION

To build a responsible, caring & service-driven community by channelizing the inherent potential in individuals towards societal transformation.

## MISSION

To enrich the lives of individuals by empowering them with skills, a continuous learning approach to life and a larger commitment to serve the society through inculcation of human values.

## OUR VALUES

CARING

OPENNESS

COMMITMENT

EXCELLENCE

INTEGRITY

### CHAIRPERSON

### BOARD OF TRUSTEES



Prof. Sharada Subramaniam  
Warden, SSSIHL



Sujatha Raju  
Entrepreneur,  
Founder, MMC  
Infotech Services,  
Trayee Business  
Solutions



Seshu Prasad  
Senior Manager,  
SSSIHMS



Kavitha Ranganathan  
Associate Professor,  
Associate Dean  
(Research), TAPMI



Prakash Jogi  
Retired Banker

### ADVISORY PANEL

### SECRETARY



Prof. U.S. Rao  
Former Principal,  
SSSIHL



Shyam Mohan  
Entrepreneur,  
Founder & CEO, Tier  
1 Network



Jagadeesh  
Software  
Consultant, CISCO



Dr. Madhuri Jagadeesh  
Senior  
Physiotherapist,  
Santa Clara Medical  
Centre



Savitha Ranganathan  
Secretary MITRAz  
Foundation, Director  
MITRAz Skills

# WE BELIEVE IN: PERSISTENCE & GRIT

Amrutha Chinappan is one individual who never let the blanket of poverty and despair keep her down. Born to an alcoholic father and domestic helper mother Amrutha's childhood was one of compromise and yet she dealt with it uncomplainingly.

Amrutha's husband lost his job as a driver when the pandemic struck and their future looked bleak. It was then that Lady Luck knocked on her door and she chanced upon the Nurse Assistant Course offered by MITRAz Foundation. Fueled by her inherent desire to lead a better life, she approached the course with zeal and dedication.

Amrutha's hard work paid off and she was placed to work as a therapist with Olivia Skin Care Clinic, Bangalore on a starting salary of Rs 15,000. She is living the life she never thought she could have.

"My entire family looked down on me earlier," says Amrutha, "But now the tables have turned! Today, I not only earn my own bread but have earned the respect of all my relatives, including my in-laws!"

Today, as we look at her success story, one is reminded of a quote by Maya Angelou:

*"If you don't like something, change it. If you can't change it, change your attitude. Don't complain."*

# MITRAZ AT A GLANCE

Started MITRAz Skills on June 5, 2019

Improve livelihood for rural youth through quality training

Placement opportunities

Focus on human and life skills

Mitravaani - 24/7 free IVRS - based cellphone radio to spread awareness in Telugu

COVID Updates, Healthcare Tips, Teleconsultation & Spoken English

## SINCE INCEPTION:

SKILLED  
YOUTH

MITRAz  
Skills  
**222**

CALLS

Mitravaani  
**23311**

## VOLUNTEERS

COVID-19

**152**

Education

**75**

Community  
Works

**108**

## SUPPORTED BY



**TATA TRUSTS**



**KNOWLEDGE  
PARTNER**

**CERTIFICATION  
PARTNER**

**PROJECT  
PARTNER**

# OUR REACH

College graduates/  
youth/dropouts with  
poor employability

Lower/middle-income  
families from 43  
villages in 2/3 taluks  
of Anantapur district



80% of our students  
are first generation  
learners from poor  
families

PAN India rural sector  
through online classes  
due to Covid-19 since  
April 2020

# COURSES

We provide all courses and services  
FREE of cost



## Business Development Executive in Banking, Financial Services & Insurance

Banking and financial services is the major  
employer. (7% as per NSDC 2014-15 report.)  
Rewards performance through commissions.

## General Duty Assistant (Healthcare)

Presence of several hospitals and  
Senior Citizens in Puttaparthi

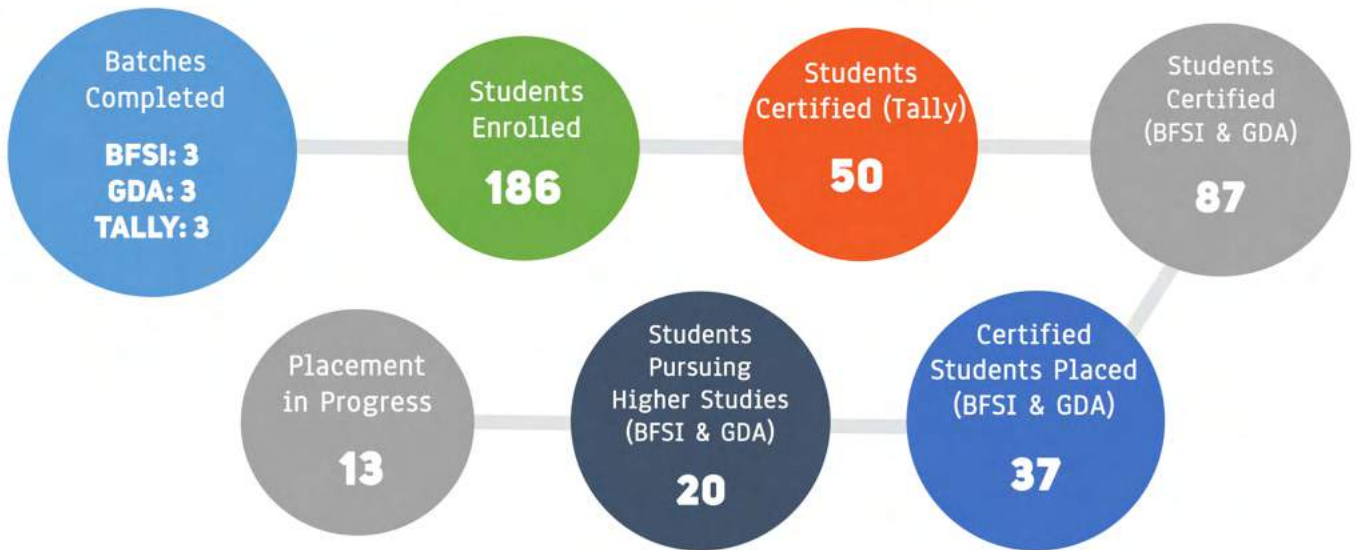


## Tally Training

Job demand in SME sector has grown.  
GST compliance has also increased the  
opportunities.

# PERFORMANCE HIGHLIGHTS

Though the pandemic had rendered most of the country immobile, it hadn't dampened our zeal or our work. Though classroom sessions at MITRAz Skills were forced to be suspended, the learning had not stopped. We switched to online mode to ensure the students do not face any gaps in their educational experience. Since inception, **222** students were certified and **55%** were placed at reputed organizations. Find below impact metrics for the FY 2020-21.



## WE BELIEVE IN: MAKING OUR MARK

The daughter of a cook in Sathya Sai Canteen and a homemaker, **Nisha Kumari Thakur**, hails from Puttaparthi, Andhra Pradesh. While she was struggling to find her career path, she came to know about MITRAz from a friend who had completed BFSI at MITRAz Skills Centre. She enrolled herself for the BFSI course during the pandemic and never missed a single online class despite not having access to the best internet facilities. She was always an enthusiastic student and displayed grit and determination to succeed as a result of which she got, not one, but, two job offers from reputed companies in Bangalore - Cognizant and Accenture! Having always struggled with health issues, she had a tough time convincing her parents to allow her to work in Bangalore but her enthusiasm prevailed. She works as a Customer Service Associate with Accenture.

Nisha says, "I am so grateful for the opportunity to join MITRAz. It was a wonderful journey. MITRAz is a family. All the teachers taught and guided us so well and I had the most amazing learning experience. I will always be thankful to everyone at MITRAz Foundation."

## GROWING WITH YOUTH OVER TIME

MITRAz works all year round to help students of rural areas who were never presented with the opportunity to become more competent and confident. We up-skill them and mould them into more capable and caring adults who will make a difference in the community.

We offer courses in technical/professional skills, combined with life skills and human values to make them self-sufficient.

## ALUMNI SPEAK

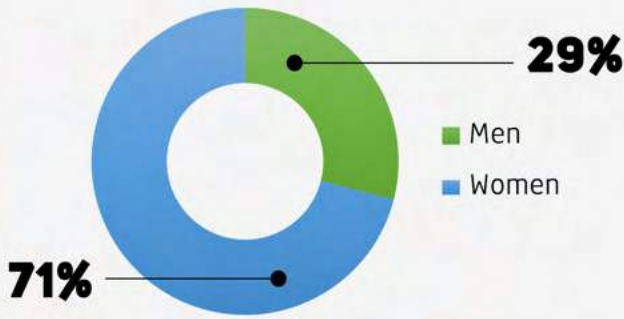


**Sai Anjali B, GDA Batch 1,  
Nurse Assistant,  
SSSIHL-Anantapur Hostel**

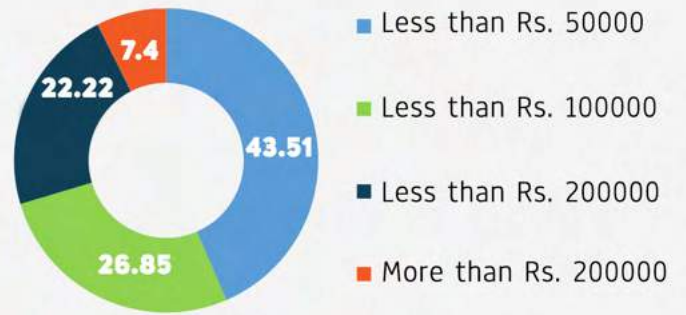
“My parents are very happy I am earning now. Now I am able to help my father with his medication. I have completed my 12th standard and I want to study more. I am thankful to MITRAz Skills for showing me the right path.”

# STUDENT PROFILE

Gender



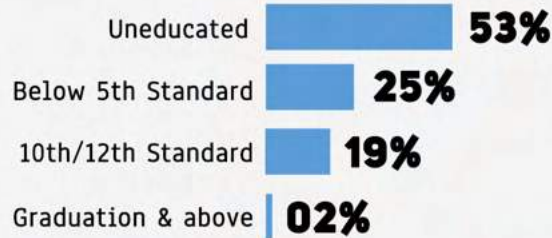
Annual Household Income



Caste Category



Parent's Education Background



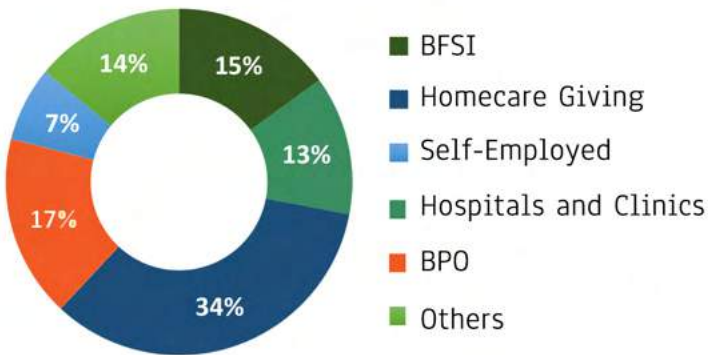
Parent's Occupation



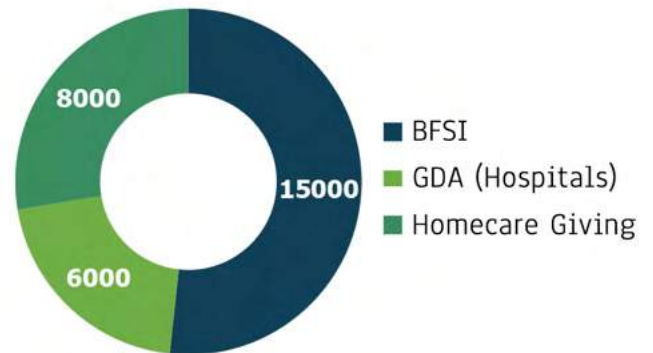
## PLACEMENT PROFILE

Homecare Giving sector absorbed a large no. of students proving a strong demand for our GDA course. However, BFSI sector benefited the students the most, offering an average salary of upto Rs.15,000/-. Our training in overall general competence of the students also attracts a significant no. of offers from the BPO sector. Access to locally prominent employers such as KIA motors, Sri Sathya Sai campuses has also become a win-win scenario for us, being able to upskill the neighbouring population for local demand.

Sector-wise Employers



Avg. Salary of Students (in Rs.)



[24]7.ai

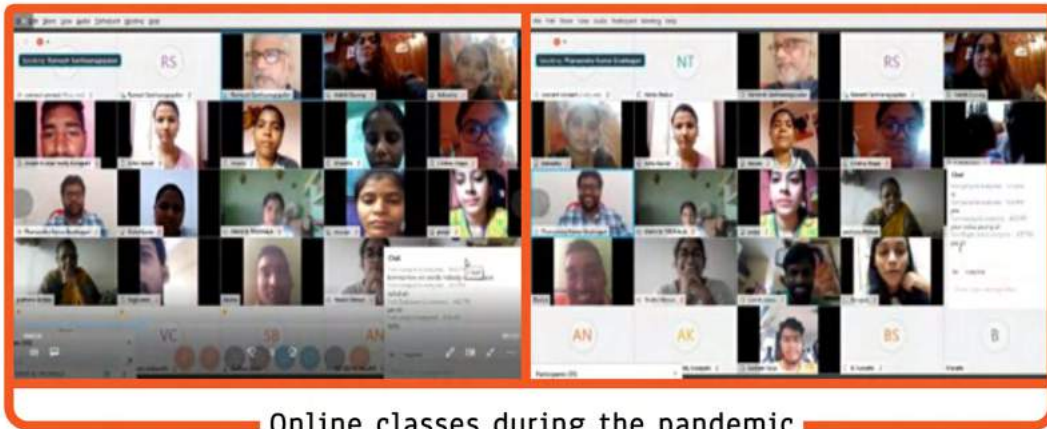


... and more

Homecare Giving



# RIISING TO THE CHALLENGE



Online classes during the pandemic



Making Face-shields & masks for GH and Quarantine Centers



Food Distribution to stranded patients

## WE BELIEVE IN: CHALLENGING ENVIRONMENT

Things were tough for **Mahalakshmi's** family. She worked hard at a hospital and yet only brought home a measly sum of Rs 10,000 with which to support her young family of four. Sheer chance, brought her to the doorstep of the MITRAz Foundation. She enrolled in the GDA course and immersed herself in upgrading her skills in order to give her family a better life. MITRAz placed her with Apollo Home Care in Chennai where she works as a home care giver. She earns Rs 16,000 a month and is more than happy to finally be able to provide a comfortable lifestyle for family. Mahalakshmi's work speaks for itself. After working as a home care-giver for an elderly woman for just one day, the lady refused to accept the services of any other care-giver sent by the agency. "I want that sister back", insisted the client, "She treated me like I was her mother. I want her and only her". This defining moment gave the dedicated and ever smiling Mahalakshmi all the validation she needed.

"MITRAz treated me like family," says Mahalakshmi. "Each faculty member was so helpful, patiently working me through every doubt and problem. I am where I am today only because of Mitraz and the support I have received from them."

As humanity, collectively, we have explored space. We have touched the moon; we have our sights set on Mars. We have gone the distance.

*"Like they say, what life gives you is destiny. But what you do with it is self-effort. The story of Mahalakshmi is an example of rising above the down pull forces of the challenging environment."*

# MITRAVAANI

Mitravaani was setup on our 1st Anniversary, 5th June, 2020. This Community Cellphone Radio Service is in partnership with Gram Vaani, our technology and service partner. Villagers give a missed call to our number, in response to which they receive a call from our number. The service has a much broader scope to reach out to the underserved sections of the society and is offered free of charge. We piloted the service with Covid-19 awareness and have now expanded into Healthcare awareness, communicative English, story telling for children etc.

**14542**  
out-bound calls  
on awareness  
creation

**6020**  
calls or feedback/  
queries  
received

\*as of March 2021



Give a missed call to  
9278707369



Receive a call back  
from 011... number



Press 1 to listen to  
latest updates and



Press 2 to take a Covid  
self assessment survey



Press 3 to record  
your message



Press 1 to Skip,  
4 to go to Previous item  
5 to Bookmark & forward  
message

## VOICES FROM THE FIELD



**ADI,  
ANANTPUR**

“ The Mitravaani team put me in touch with a doctor from Apollo Hospital when I had Corona-like symptoms. The doctor explained everything in detail. Wow, such a service during these critical times is very commendable, hats off to you guys! I have already recommended Mitravaani service to all my friends!

”



**VENKATESH,  
BRAHMANAPALLI**

“ My wife is pregnant. There was lot of confusion about her diet. The Mitravaani service referred me to a doctor who took time out to explain patiently. Similarly, I received help for my back pain. Even hospitals don't have such kind interactions. The ones who are running this service are doing great noble seva!

”



**JAFFER HUSSAIN,  
PAMIDI**

“ I am an old man with heart-related ailments. I had questions about what care to take. The doctors supporting Mitravaani team, spoke to me for a long time and explained to me all the precautions I should take and cleared my doubts. Many thanks for their service!

”

# LEARN AND GROW TOGETHER



The team that learns together, grows together - As the team learns and grows with each other in an internal knowledge-sharing environment, a sense of support and well-being helps in enhancing team dynamics.

## WE BELIEVE IN: TAKING THE LEAD

The beauty of community work lies in those defining moments, marked with a gleaming smile - a smile that is not born of immediate benefit, but out of a sense of having made a lasting change to one's life. Such is the inspiring case of **Varalakshmi**. Varalakshmi hails from Puttaparthi, Andhra Pradesh and is a first-generation learner. Her father is a daily wage earner and mother works as a house cleaner. She learnt about MITRAz from a TV ad and, as a hardworking and sincere girl, pursued the BFSI course with enthusiasm, making sure she soaked up all the knowledge she was exposed to. She was the first candidate from her batch to be placed with Kotak Mahindra Bank as an Acquisition Manager. Though she comes from a rural area, she always exuded confidence and the ability to speak well which made her a great fit in the marketing segment. In the last 6 months, she has consistently met and outpaced her sales targets in getting insurance clients for the bank and is now a permanent employee of Kotak Bank. Her manager is very impressed with Varalakshmi's sterling work ethic and has asked our centre to send more candidates like her to them in the future!

Varalakshmi's job has had a meaningful impact her family's situation. She has cleared her education loan and her family now support her being a working professional. Always a girl of simple desires, Varalakshmi is just happy that she can afford to buy bakery items or fruit for her family every day.

MITRAz Skills was started with the singular goal of raising the income-earning potential of people like Varalakshmi. Seeing her succeed, holds a light to more young people who we endeavor to bring into the stable income stream.

# COMMUNITY ENGAGEMENT

JULY 19'



Skilling Awareness Sessions  
Parents' Day Celebrations

OCT 19'



Chitravathi River Cleaning

DEC 19'



Street Play on Importance of Skilling

JAN 20'



Employment Drive in partnership with SEEDAP

FEB 20'



Senior Citizens Care Workshop  
Talent competitions at Government Students' Hostel

MAR 20'



Coronavirus Awareness Session

MAY 20'



Food Distribution and Making of face-shields and masks during coronavirus crisis

AUG 20'



Collaboration with Rotract Club of TCET on Project Eloquent

## INDUSTRY CONNECT EVENTS

**December 2020:** Online Career Counselling Session by experts from various organisations, volunteers and our facilitators.

**March 2021:** Collaboration with Geolife Youth Club (GYC) for soft skills training, business communication and career counselling sessions for MITRAz Skills trainees.

**March 2021:** Collaboration with Geolife Youth Club (GYC) for certified financial literacy training for school children.



### Partnership with Barclays from Feb 2021:-

1. Interactive virtual sessions primarily relating to workplace readiness, corporate etiquettes, customer service, preparing resumes, etc.
2. Buddy-connect initiative: Our students were paired with volunteers for mentoring interactions and coaching via phone to help them improve their communicative English and reinforce core values.

## ALUMNI GIVING US BACK



Ms. VANI CHINTHAMANI,  
Part-Time Homecare Giver

The smile on this young woman's face shines genuinely as the mark of someone who has, through their hard work and dedication, turned their life around.

Vani Chinthamani hails from the economically weaker section of the society and her joint family of nine subsisted on a dismally low income of Rs 4000 per month. With barely any knowledge of English and very-low self-esteem, Vani came to MITRAz to pursue the GDA course. A conscientious student, she completed all her assignments on time, despite family issues and displayed great discipline, observational skills and punctuality throughout her course. Now, six months after completing her training, Vani works as a part-time home care giver and also helps the facilitator at MITRAz with On Job Training for the other batches. Her confidence has taken a huge boost and she is comfortable interacting with other students in a class and working in a team.

Vani is truly grateful to MITRAz that she is now in a position to support her family financially and is at the same time able to give back to the community. *"Now I'm not only working but am also helping with the GDA training in MITRAz. I have improved my English and communication skills and am able to help the elders around me, as has always been my goal. My parents and family are very happy and proud of me. Thank you MITRAz for being there for me."*



We believe in coming together to learn, earn, perform and celebrate!

# APPRECIATION



 TATA Strive CEO

Dear Savitha

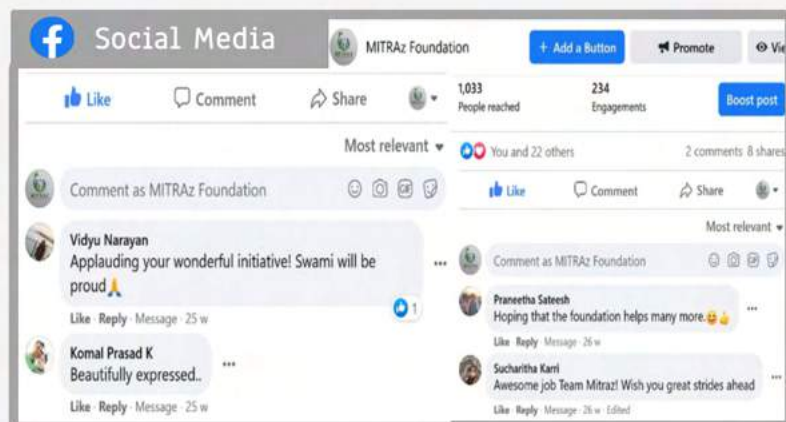
Thank you for your kind mail, enjoyed reading it and learning of the impact on youth.

All credit goes to you and your team, we share our content with many others but it takes a good team to achieve this kind of success.

Wish you all a Happy Pongal and Makar Sankranti

Regards

Anita Rajan  
CEO, Tata STRIVE



 Donors' Appreciation

Best wishes for your seva in shaping the lives of young men and women. Sairam.

Regards

Appreciate the inspiring work at your center. March on!

## ALUMNI SPEAK



E Phaneendra Kumar, BFSI Batch 4, Assistant Manager, Administration  
SSSIHL, Puttaparthi

“

I have learnt a lot in these sessions, especially about marketing and communication. I really missed attending classes in the center but I'm grateful even during pandemic I was able to acquire skills through online sessions. I was able to get my dream job of working in SSSIHL and have made my parents and family proud and happy!

”

We gratefully recognize the profound way people have helped MITRAz and made the foundation what it is today. We have succeeded in achieving our goals, only because so many of you contributed in so many ways.

Volunteers form an important pillar of support for MITRAz besides Placement Coordinator, Facilitators, Accounts, Admin and Mobilization leads.

## OUR VOLUNTEERS HAVE HELPED US IN EVERY WAY POSSIBLE



## WE BELIEVE IN: BECOMING OUR BEST SELVES

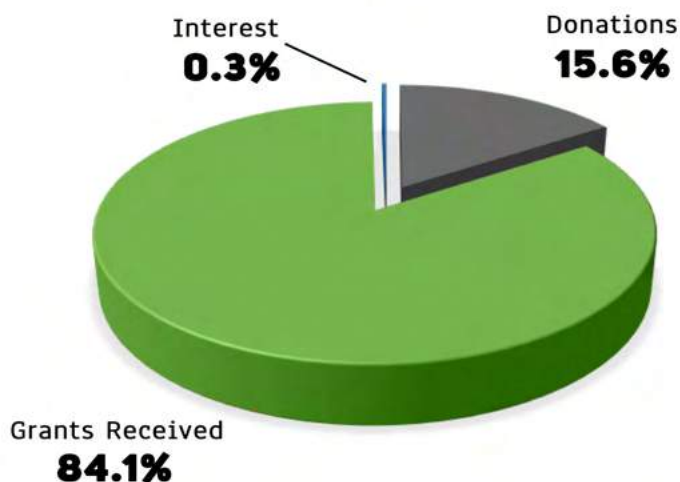
*He saw success around him, but he didn't have access to it.  
He knew the life he wanted, but didn't know where to start.  
He was undeterred by failure, but language was a barrier.  
His thinking was defined, but his presentation was not refined.*

Seldom do young men make a conscious transition from a position of disadvantage to one of confidence, through tenacious, consistent efforts. The story of **Galli Ravi** is one such. Coming from a poor family, Ravi studied in government institutions all his life and after college landed a job in Vishakhapatnam that demanded 12 hours work for a salary less than the minimum wage. During one of our mobilization visits to villages he came to know about MITRAz and joined our BFSI course. Despite his rough exterior and crude manners, Ravi realized that this was an opportunity to turn his life around. He showed great enthusiasm towards the classes and became obsessed with improving his English - to the extent that he would write down each new word that he learnt and actively practiced using it in conversations.

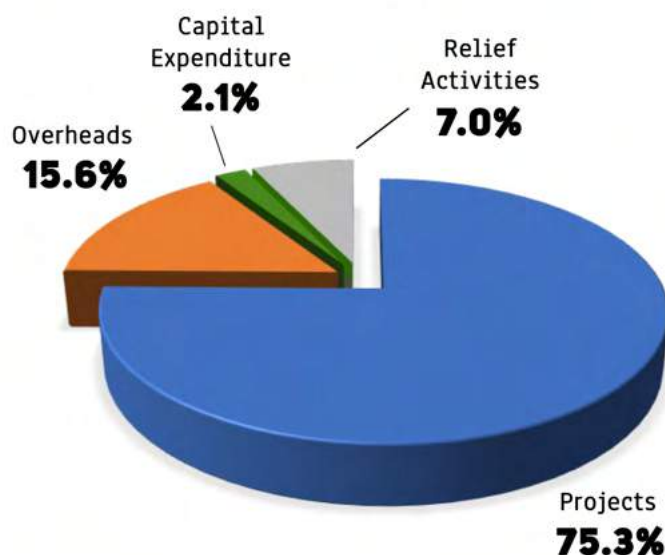
Ravi got through all three rounds of interviews in the placement process and joined Kotak Mahindra Bank, Penukonda on a starting salary of Rs 15,000. Currently he is working with HDFC Bank, Puttaparthi. His stint at MITRAz turned his life around. His boss is a happy man as Ravi handles difficult customers with aplomb and takes the initiative to bring new customers to the bank with his active pursual of leads and convincing conversations. From the difficult boy in his family, Ravi has gone to being the man who provides for them by contributing two-thirds of his salary to the household. In his own words Ravi says, "The single most significant takeaway from MITRAz for me was - I have to take responsibility for what I do. To work like an owner not like a laborer!"

# ABRIDGED FINANCIALS

## INCOME FY 2020-21



## EXPENDITURE BY CATEGORY FY 2020-21



## PROJECT-WISE EXPENDITURE FY 2020-21



## PAYING IT FORWARD



Mr. NAVEEN

Joy is when you see a young person, whose life you have touched, going on to serve the community and inspire others to do the same.

Naveen comes from family stricken by poverty in Yenumanapalli village. His father, an auto-rickshaw driver, never took responsibility for the family and his mother was left to care for herself and the children.

Despite all the hardships he endured, Naveen, through sheer determination and sincerity, managed to complete his graduation but was at a loss as what step to take next. The turning point in his life came when he joined the third batch of BFSI at MITRAz. On completion of his course, with the help of the foundation, Naveen set up a small business to deliver vegetables and groceries in Puttaparthi whilst working part time with MITRAz in admin and mobilization work. He not only earns enough to support himself but also his mother and is now pursuing an MBA from JNTU. He remains grateful to MITRAz for giving him the opportunity of a life time and is paying back by volunteering with the foundation. During the second wave of the pandemic, under the guidance of MITRAz, he has undertaken delivery of free food and vegetables to needy people in Puttaparthi.

His parents only have good things to say about him, "Earlier he was lazy and careless. Now he takes his life and studies seriously. He has become responsible and feels he must work towards achieving something in his life. MITRAz is how any Institute should be."



# MITRAZ IN THE MEDIA



Outreach through Multiple Media

Healthy mix of online and offline channels

Personal connect and prompt response during mobilization

## COME JOIN US

The best gift you can give is that of time. An NGO cannot run without a network of highly dedicated and dynamic volunteers. MITRAZ Foundation is a vibrant community of students, parents, faculty, staff, alumni, donors and trustees. Whether it is for an hour or two or full-time, MITRAZ can carve out a niche for you to suit your skill set and interest. As we expand our repertoire of activities and initiatives, we need volunteers to run the show so that we can reach out to as many needy and underprivileged people as possible and bring about real change.

### WHY VOLUNTEER WITH MITRAZ?

- As a nonprofit organization, MITRAZ is focused on using its resources wisely.
- We rely on the generosity of volunteers to help us meet our goals.
- Learn new things everyday and build everlasting relations while contributing to the society.
- Play a role in impacting the lives of many whilst enriching your own.

**JOIN THE MITRAZ FAMILY AND MAKE YOUR DAYS MEANINGFUL!**

# JOIN US IN OUR JOURNEY

MITRAZ Foundation is a Sec.12AA-registered public charitable trust formed in 2017 in Puttaparthi, Anantapur Dist. Andhra Pradesh. At MITRAZ, we are constantly looking for new opportunities to empower individuals and create a deeper impact. In order to do this, we require substantial funding to expand and take up new initiatives, which will in time create a better tomorrow. We need your support. Every little bit counts!

## CREATE SUSTAINABLE RESULTS

Help our projects through your organization's CSR program



## BRICK BY BRICK

Sponsor specific expenditure for Furniture or Equipment



## CONNECT AND CO-CREATE

Collaborate with us on curriculum design, training and placement



## XTRA MILE, MITRA SMILE

We value word-of-mouth than any campaign. Tell others about us.



## COUNT ME IN

Commit to donate a small amount every month towards student costs



## LOVE IN ACTION

Volunteer for us with your talent or expertise



Mitraz has a flagship SIP (Systematic Inspiration Plan) which encourages donors to commit to give a small fixed amount every month towards a cause and help sustain the programs long term.

Through various such donations, MITRAZ has grown to effectively help the underprivileged sections of society and we are always on the look out to expand our reach!

**SPONSOR EVERY MONTH**



**LIGHT A LAMP**

Join our flagship giving programme, 'SIP' Systematic Inspiration Plan! Commit to give fixed amount every month. Give standing instructions to your bank now!

**AMOUNT RS.**  
**2274**





Please share the following details to [connect@mitraz.org](mailto:connect@mitraz.org) or WhatsApp the same to 9491737180 to help us send your receipt.

1. Name
2. Address
3. Email Address
4. Mobile Number
5. PAN

We have also undertaken many other initiatives during the pandemic to help tide the community over this tough time. These have not only been very well-received but much appreciated and this brings us immense joy, as a fairly new charitable organisation.

But this is not the time to rest upon our laurels. We have to build on the momentum of the wheel of change that has been set in motion over the last few years. Looking ahead we have several initiatives in the pipeline and some already in the primary steps of execution that we hope to see to fruition in the next few months:

- A Care-giving Unit - This will absorb our GDA students and provide basic home-caregiving services to needy patients and senior citizens in and around Puttaparthi.
- Basic financial literacy and well-being - This project is targeted at niche target sections such as rural youth & school children, senior citizens, women, migrant workers.
- Part-time course in English and Communication Skills for working youth.
- Disseminating Skill Development awareness for youth through the Mitravaani smartphone app.

## THANKING NOTE

*"Giving is not just about making a donation.  
It's about making a difference."*

*~ Kathy Calvin*

As an NGO, we require substantial funding to create impact and your generosity undoubtedly counts. We are always looking for active contributors to help us in our mission to empower the marginalised and underprivileged sections of society. From experience, we have learnt that it is only in giving back that we can effect change whilst simultaneously enriching our own lives.

We are deeply thankful to and would like to express our immense gratitude to Tata Trusts and Titan Company for enabling MITRAz to create substantial social impact by enhancing the potential of underprivileged rural youth. We are deeply indebted to the thousands of MITRAz supporters and the alumni of Sri Sathya Sai Institute of Higher Learning who have walked along with us on this journey. Please know that the contribution of each one of you is important to us.

We also extend huge appreciation to all the alumni, parents and everyone else who contributed their valuable time and expertise that is helping us in our journey to effect change. At times when things are not in our control, your trust and support is especially valuable.



**GOPURAM MAIN ROAD, PUTTAPARTHI,  
ANDHRA PRADESH 515134**



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**@mitrazfoundation**