

A large group of children and adults, many in school uniforms, are gathered together. Many of the children are making peace signs with their hands. The group is diverse in age, with children in the foreground and adults in the background. The children are wearing blue and red polo shirts, some with school logos. The adults are dressed in traditional Indian attire. The overall atmosphere is positive and community-oriented.

Voltas Limited Impact Assessment Report

Community Development

April 2025

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Table of Contents

Overview	05
Approach and Methodology	09
Findings: Community Development Projects	18
Stakeholder Voices	35
Inference and Way Forward	42

Overview

Overview

About Voltas Limited

Voltas Limited, a part of the Tata Group, is a leading air conditioning and engineering solutions provider in India. Giving back to the community is one of the commitments of Voltas, who have designed their CSR framework based on the Tata ethos and community needs. Voltas has envisioned the creation of a more empowered and employable communities. It enhances lives through focusing on education, health, and water access, while fostering collaboration and empowering individuals for sustainable progress and better health outcomes. These key initiatives are centered around their thematic areas – sustainable livelihood, community development and issues of national importance.

CSR at Voltas Limited

Voltas CSR works with an approach of **“Engage, Equip and Empower.”** Voltas believes in ensuring participation and ownership of the communities and equipping them with necessary knowledge and skills to make them truly empowered. All its interventions for social development are need-based, sustainable in nature, and reach out to the underserved sections of society. Affirmative Action is a common policy for all the CSR initiatives of Voltas, where projects actively work towards the inclusion of SC and ST communities, marginalised women, and people with disabilities.

Need for intervention

Community Development at Voltas encompasses a broad spectrum of initiatives aimed at improving the quality of life for its citizens. This multifaceted approach includes enhancing educational opportunities, advancing healthcare services, particularly in critical areas like cancer care, and developing robust infrastructure.

Despite significant strides in these areas, numerous challenges persist, such as resource limitations, financial constraints, and regional disparities.

Education: India has seen significant progress in the education sector. However, due to unique challenges such as poor nutrition, rampant poverty, lack of awareness on navigating special requirements of persons with disabilities, there remains a large section of the population that struggles to access their basic right to education. There is a need for mid-day meals and coaching classes for children from marginalised communities to help them bridge – learning and nutrition gaps. There is also a need to provide facilities to children and youth with special needs to empower them to gain education and skills in a manner that addresses their special challenges.

Healthcare: India faces significant challenges in cancer care including disparities in treatment access and financial burdens on patients. Out-of-pocket expenses account for over 50% of health spending, with cancer treatment being particularly costly.



Voltas CSR Approach:

Voltas believes in ensuring participation and ownership of the communities and equipping them with necessary knowledge and skills.

Engage

Equip

Empower

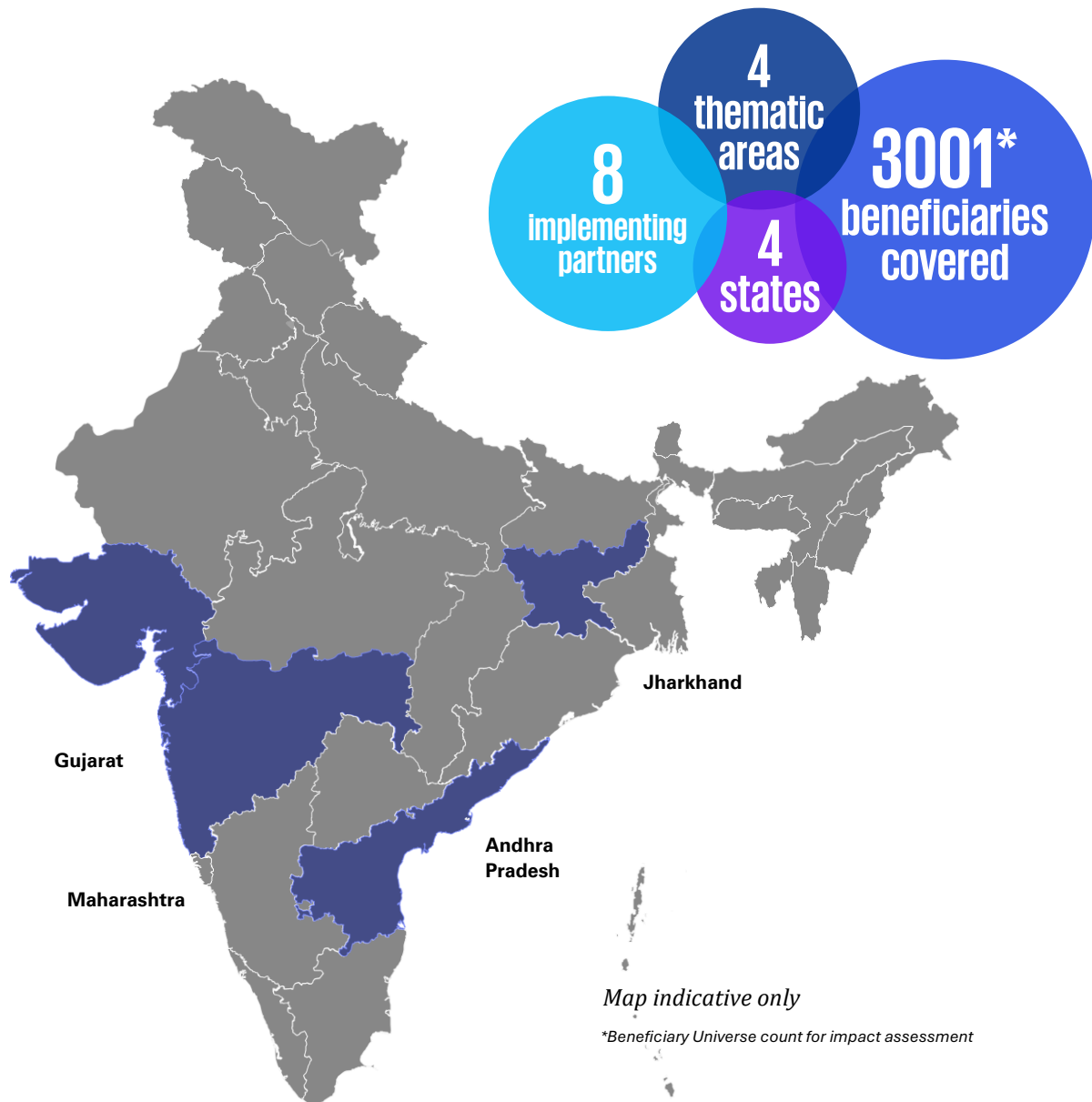


Students at learning corner, St. Jude India Child Care Centre, Mumbai

Inadequate insurance coverage and a shortage of specialised healthcare professionals and infrastructure, especially in rural and semi-rural areas, further limit access to effective care. The lack of essential medical equipment and advanced diagnostic tools also affects treatment quality. Additionally, the need for comprehensive counselling and psychological support for patients and families is often unmet. These challenges highlight the urgent need for healthcare reforms and targeted interventions to improve cancer treatment accessibility, affordability, and overall patient support across the country.

Art and Culture: Modernisation and globalisation threaten India's traditional art forms. To preserve them, efforts must focus on documentation, education, and promotion of these cultural treasures to ensure knowledge transfer for future generations. Supporting artists, providing performance platforms, and integrating cultural studies into curricula are essential. This enables to create an ecosystem in India that can safeguard diverse heritage and ensure classical dance forms like Bharatanatyam, Kathak, Odissi and more, to thrive.





Community Development Programmes Outreach:

16500+ Beneficiaries Impacted through CSR activities in FY23-24

13458 Students impacted through education interventions

450 By providing equipment to sewing and bakery units, individuals employed through SRTI



Approach and Methodology

Approach and Methodology

Methodology

A mixed-method approach to data collection was deployed to assess the impact of Voltas Limited's CSR projects. This approach involved either one of or both - quantitative and qualitative research tools (as relevant) for primary data collection. Using these tools, the team conducted the interactions (on-field) with the project beneficiaries and other relevant stakeholders.

Post data collection and analysis, the key insights and findings were collated in the form of a consolidated report for Management's consideration. This study was guided by the OECD-DAC Evaluation Framework which presents the analysis and inferences under Relevance, Effectiveness, Sustainability, Impact, Efficiency and Coherence. This was used to provide overall feedback on the efficacy of implementation as well as its efficiency in terms of achievement of the desired project outcomes with reference to inputs.

PHASE 1- Consultation & Scoping

- Discussion with Voltas's team was conducted to seek project related details, understand the scope and document the engagement's expectations.
- Information on Voltas CSR programmes was requested.

PHASE 2- Review of existing Theory of Change

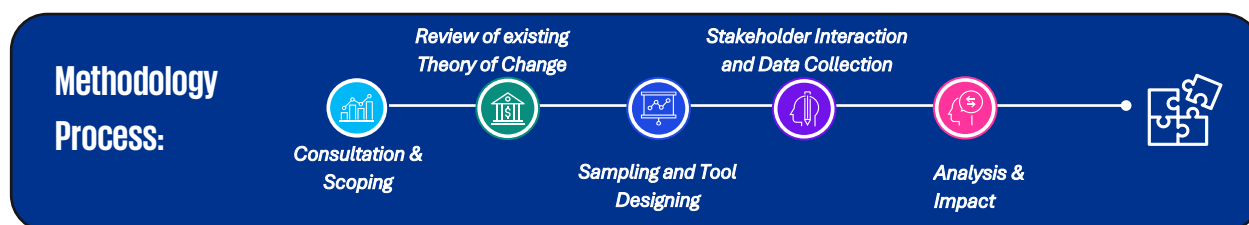
- Stakeholder interactions were conducted to understand projects, geographies, mode of implementation, intended impacts and processes.
- An "Impact Map" of this programme was developed and strengthened in consultation with project partners.

PHASE 3- Sampling and Tool Designing

- Finalised the sample plan for stakeholders, designed Impact Assessment tools for stakeholder interactions.
- Interactions conducted were a combination of one-on-one interviews, focused group discussions, and questionnaires.

PHASE 4- Stakeholder Interaction and data collection

- Conducted stakeholder interactions (on a sample basis) through offline modes, such as field visits to programme locations, and telephonic interactions.



PHASE 5 - Analysis & Impact Assessment Report Preparation

- Conducted data analysis and prepared reports on Impact Assessment basis information gathered through stakeholder interactions.

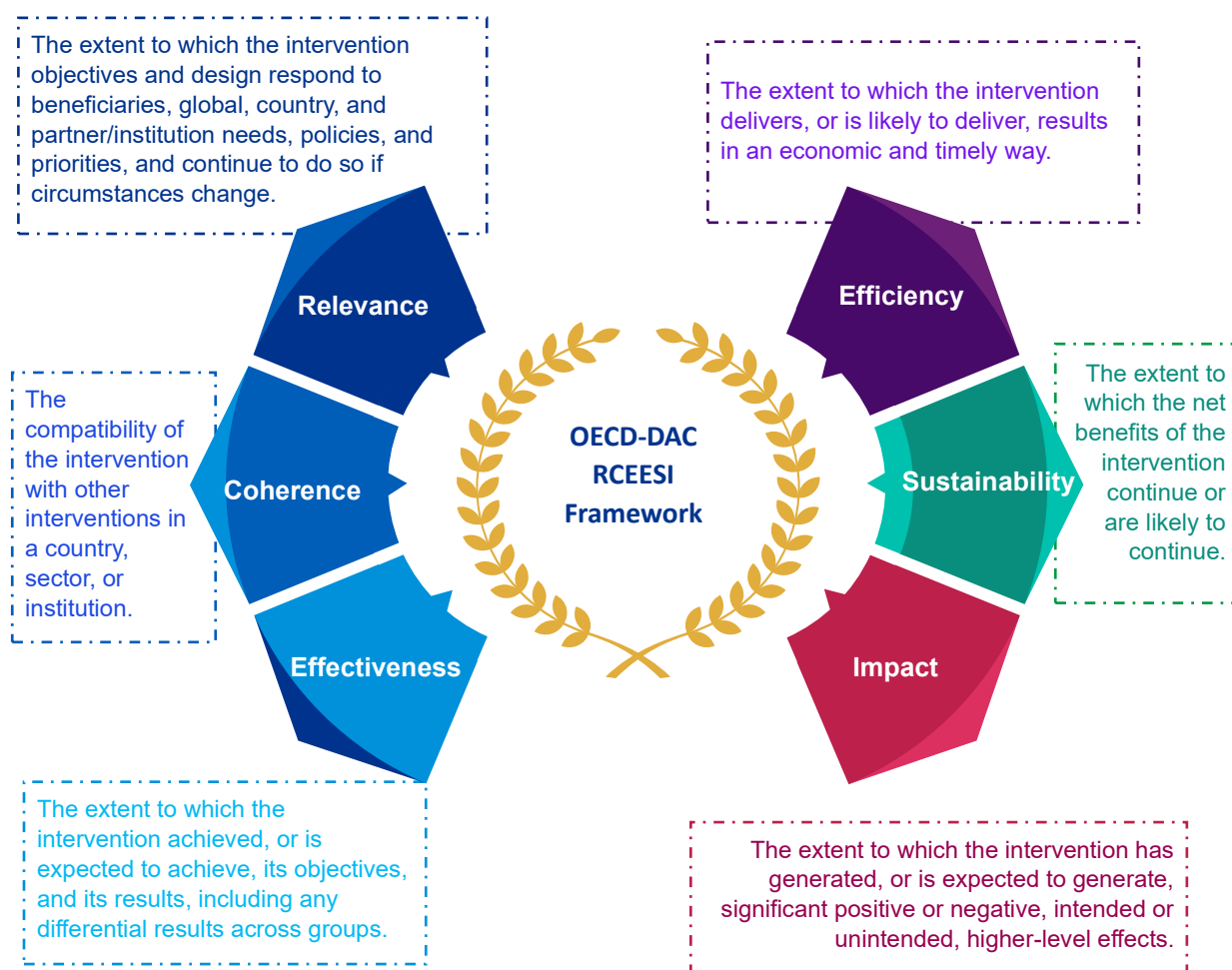
Sampling

Sample size for the study was determined to represent the programme universe, ensuring different segments of beneficiaries would get covered. The themes were Healthcare, Education, and Art and Culture. The sample was taken from the population beneficiaries of the programme till December 2025. Tools were structured such that the information from respondents were captured for all the programme outcomes mentioned in the impact map.

Approach:

In the selection of stakeholders, representation from various aspects of the programme and the implementation approach were considered. All the projects under the three thematic areas of Healthcare, Education, and Art and Culture were covered. All project locations were covered under the sampling.

Framework:



RCEESI Framework helps to understand the strengths of the project at each stage – Design, planning, implementation, monitoring, and evaluation.

This impact assessment study utilised the OECD-DAC evaluation framework, a globally recognised tool for assessing social impact initiatives. The framework provides a qualitative and quantitative understanding of development interventions with a focus on six key criteria: **relevance, coherence, effectiveness, efficiency, impact, and sustainability**. The above is an overview of how each criterion was applied in the context of the Voltas CSR Programmes.

Sampling:

Thematic Area	Nature of Intervention	Implementing Partner	Project Location	Beneficiary Universe	Proposed Sample	Achieved Sample	Type of Interaction	Stakeholders for Interaction
Healthcare	Cancer Care	Tata Cancer Care Foundation	Mumbai, Maharashtra	3001	5 to 10	3	Key Informant Interview	Coordinator of Project/ Institute Level
		KARO Trust*			Upto 10	12 to 15		*(Beneficiaries interactions conducted only for KARO Trust and St. Jude India Childcare Centre)
		St. Jude India Childcare Centre*			Upto 10	20 to 25		
Education	Mid-day Meal	The Akshaya Patra Foundation	Waghodiya, Gujarat		Upto 50	35 to 40	Qualitative	Project Coordinator/Parents of Children receiving Mid-Day Meal/Teachers
	Mid-day Meal & Coaching Class	The Bethany Society	Panvel, Maharashtra		Upto 50	25 to 30	Qualitative/ Quantitative	Project Coordinator/Children receiving Mid-Day Meal & Coaching Classes Teachers/Parents
	Educational Support to Neurodiverse Children	Human Development Centre Trust	Mumbai, Maharashtra		Upto 20	15 to 25	Key Informant Interview	Project Coordinator / Caregivers of Neurodiverse Children/Teachers
	Infrastructure Development	Sir Ratan Tata Institute			10 to 15	8 to 10		Project Coordinator/Institute Level Interaction



Art and Culture	Support to Pravah Dance Festival	National Centre For The Performing Arts			10 to 15	8 to 10		Artists/Workshop/Participants
TOTAL					Upto 300	Upto 200		

Table 1: Sampling Overview



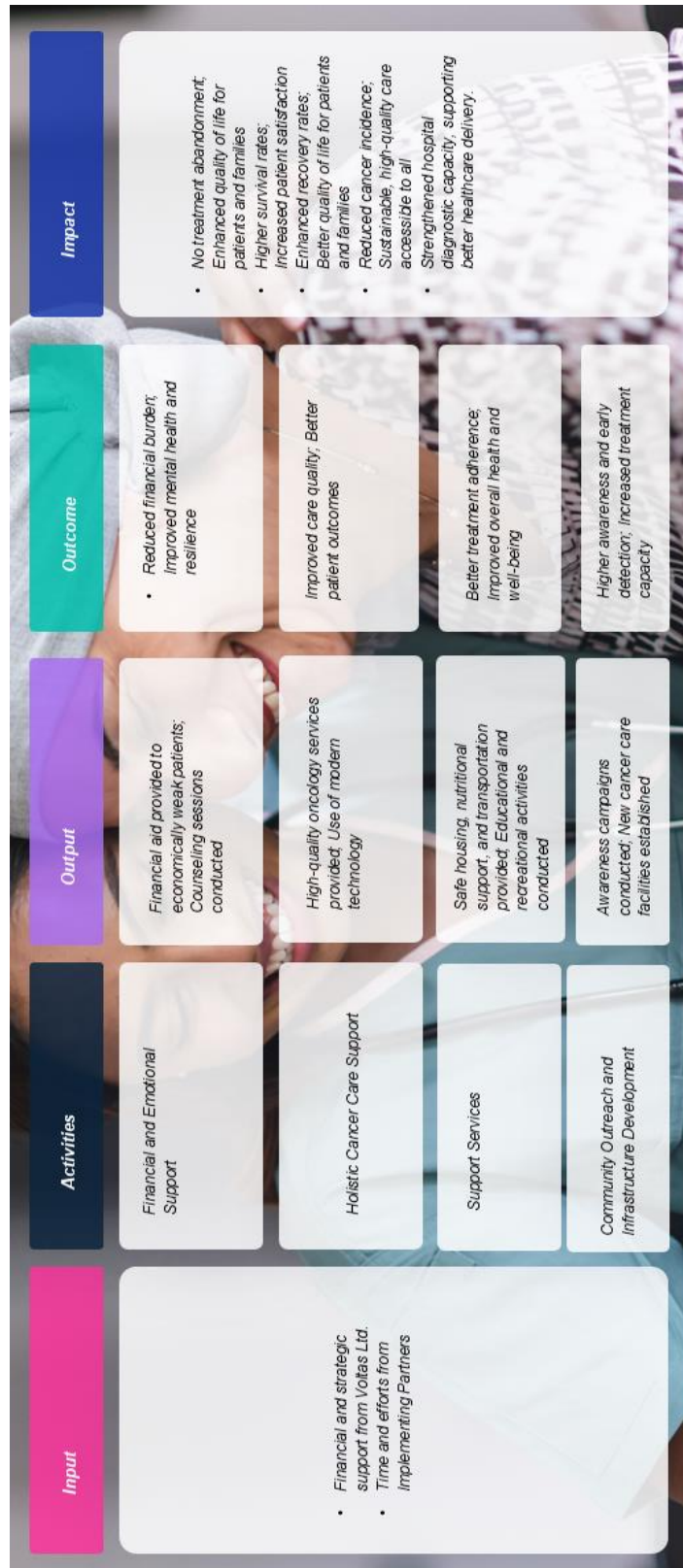
KPMG SPOC interacting with the children of Bethany Society who are receiving mid-day meal and coaching class support



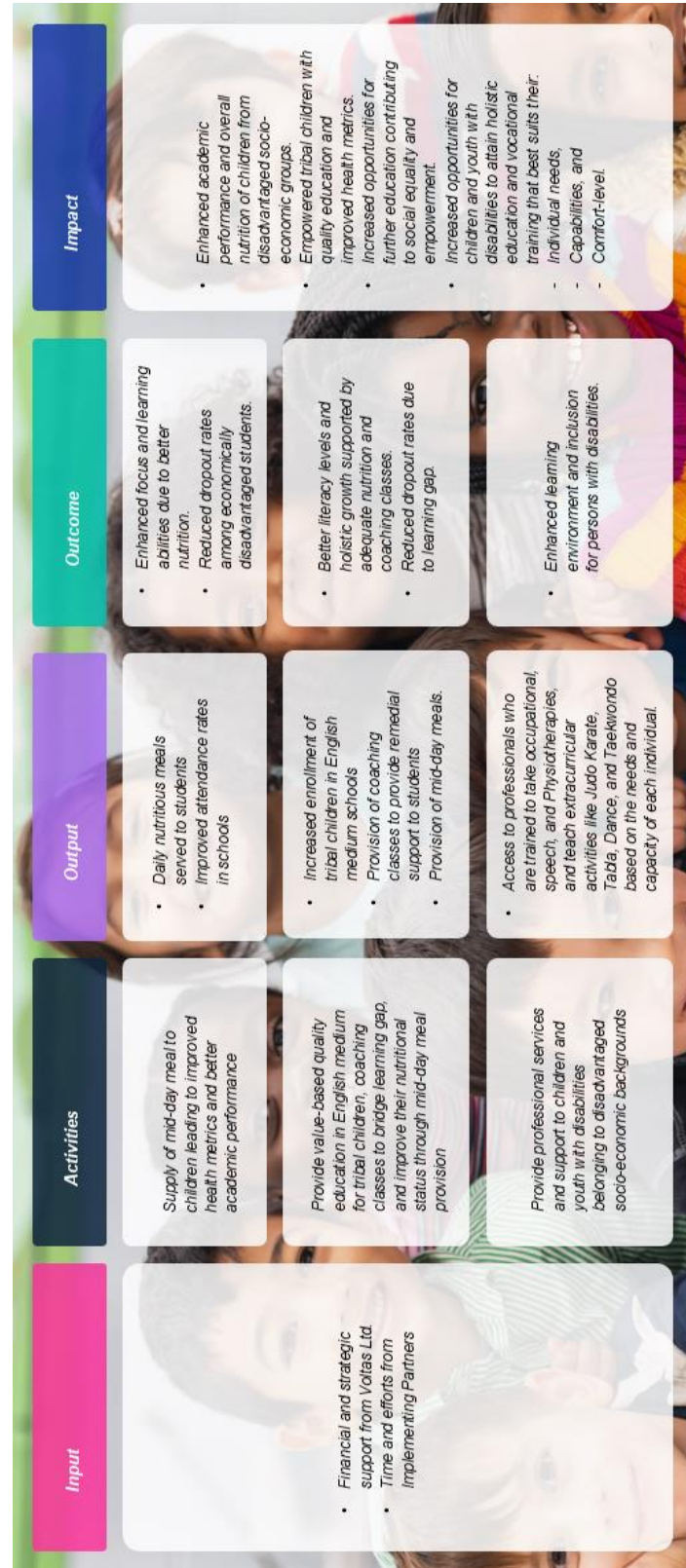
Guru Vaibhav Arekar conducting Masterclass at the NCPA, Mumbai



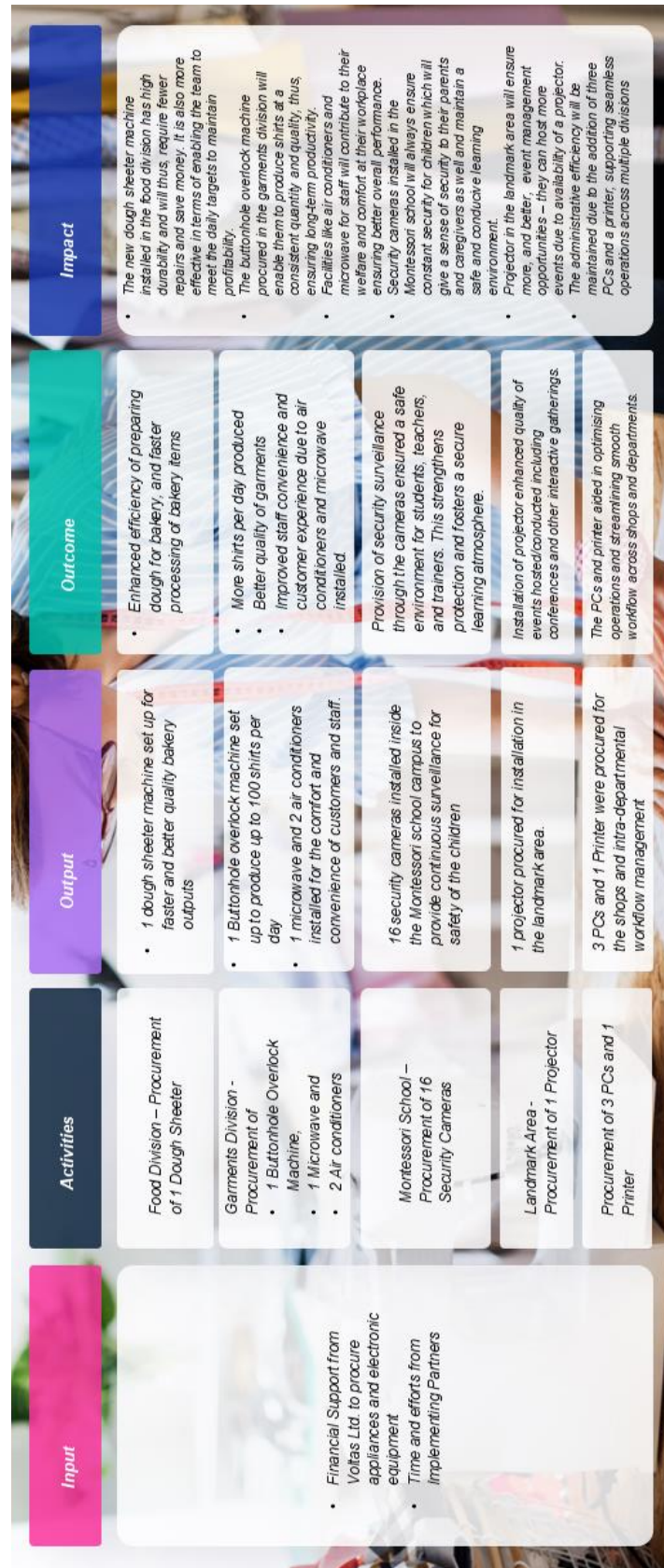
Impact Map – Healthcare



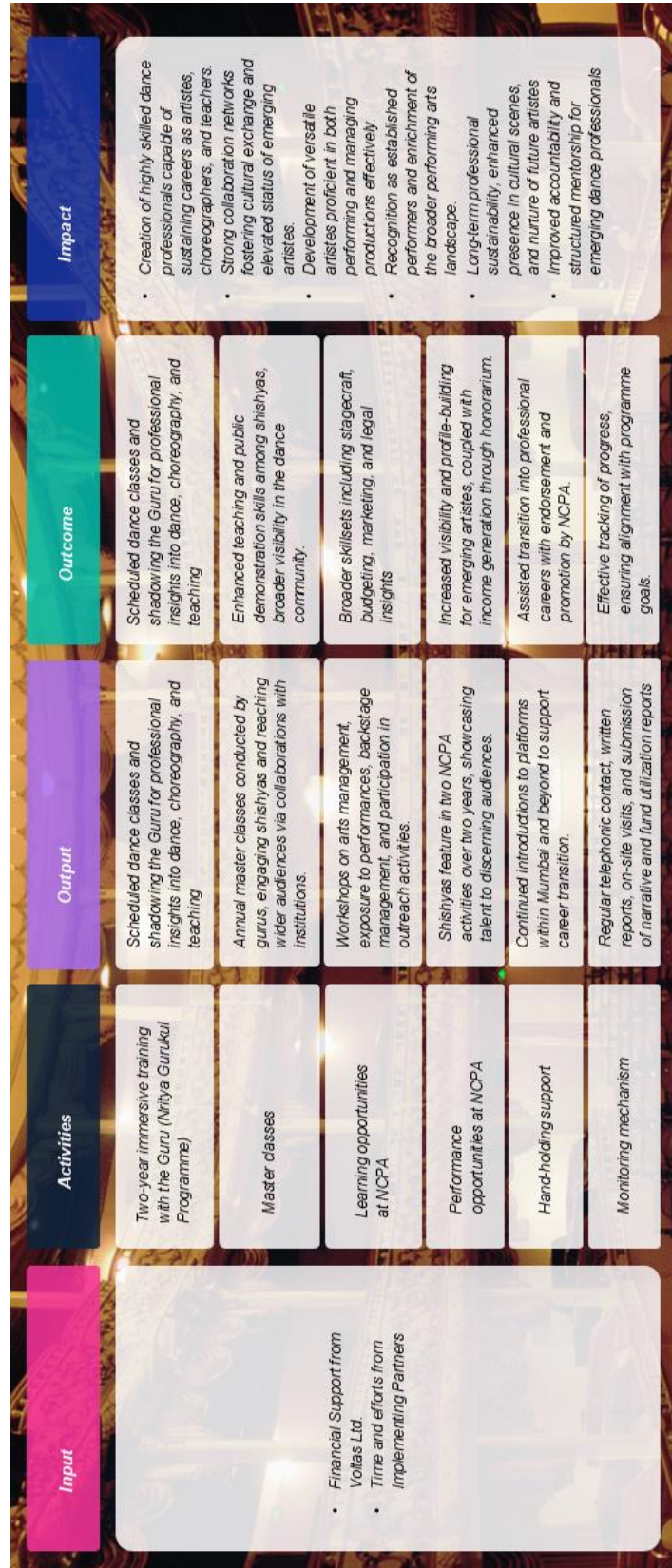
Impact Map – Education



Impact Map – Education (Infrastructure support)



Impact Map – Art and Culture



Community Development Projects Findings

Tata Cancer Care Foundation (TCCF)



Healthcare

ABOUT THE PARTNER

The Tata Cancer Care Foundation (TCCF) formerly known as Alamelu Charitable Foundation, established in 2017, is a not-for-profit entity under Tata Trusts. TCCF aims to provide affordable, high-quality cancer care to underserved populations across India. By setting up comprehensive healthcare networks and advanced cancer care facilities closer to patients' homes, TCCF ensures timely diagnosis, treatment, and support. Their initiatives focus on early detection, community awareness, and capacity building among local healthcare professionals, significantly improving cancer care accessibility and outcomes for millions of Indians.

Direct Patient Impact: ~4130 cancer patients from Ranchi (Jharkhand) and Tirupati (AP) received comprehensive support covering diagnosis and treatment.

Awareness Campaigns and Outreach:

- Outreach teams and patient navigators strive to ensure continuous follow-up and treatment coordination for patients.

Accessibility & Convenience:

- Patients no longer need to travel to distant cities for PET-CT scans, saving time and money, and reducing the physical and emotional strain associated with long-distance travel.

ABOUT THE PROJECT

UMPEL, wholly owned subsidiary of Voltas, has supported TCCF in the installation of a PET-CT scan machine in Ranchi which enhanced diagnostic capabilities, enabling early cancer detection and timely interventions, while reducing the need for long-distance travel. In Tirupati, the Beneficiary Support Fund provided financial assistance for diagnosis, treatment, and care, increasing access to cancer treatments, and supporting community outreach programmes. Patients benefited from staying close to home and receiving emotional and social support from their families and communities. These initiatives significantly improved cancer care accessibility and support in both regions.

Financial Impact:

- Respondents reported that the treatment significantly reduced their medical expenses and helped them cope with stress.
- Respondents reported that they could employ financial resources for other vital purposes due to subsidised diagnosis at TCCF.

Treatment Effectiveness:

- 100% Respondents reported that treatment was crucial to recovery of the patient.
- Early diagnosis has enabled healthcare providers to tailor treatment plans to the specific needs of each patient, improving the overall effectiveness of the interventions.

Key Impact Finding: 100% respondents reported to be satisfied with the ease of availing health services at the hospital



In interaction with Dr. Prashant (M.D), Sri Venkateswara Institute of Cancer Care & Advanced Research (SVICCAR), set up by Tata Cancer Care Foundation (TCCF), Tirupati, Andhra Pradesh.



Voltas' CSR support is deeply appreciated and viewed as transformative, enabling early detection, diagnosis and treatment for economically disadvantaged individuals.

Impact Observation in comprehensive Patient Care and Support:

- Patients often face logistical and emotional challenges, such as financial stress, lack of transportation, and anxiety regarding treatment outcomes.
- Post-treatment follow-ups are currently not included in grants, leading to dissatisfaction or missed opportunities for continued care.
- Limited funding necessitates pooling resources to cover high-end equipment costs and patient diagnostic/treatment needs.
- Diagnostic tests not covered under schemes place a financial burden on individuals, thus, requiring donor support.



Karo Trust



Healthcare

ABOUT THE PARTNER

KARO Trust is a charitable organization based in Mumbai, dedicated to providing comprehensive cancer care to low-income patients, especially teenagers and young adults. Established in 2014, the trust offers financial assistance, preventive healthcare, rehabilitation, and mental health support. Key initiatives include free accommodation for out-station patients, financial aid, and specific projects for Ewing's Sarcoma and bone marrow transplants. Founded in memory of Karan Malhotra, KARO Trust aims to ensure no patient abandons treatment due to financial constraints, helping them complete their treatment with dignity.

Direct Patient Impact: ~111 Teenagers and Young Adults (TYA) patients (ages 11-35) received comprehensive support covering: ₹53.67 lakhs in direct treatment costs.

Clinical Outcomes

- 95% survival rate improvement among beneficiaries (12-month follow-up).
- ~100% reduction in treatment abandonment cases.
- ~80% decrease in emergency hospital re-admissions.

Impact Observations:

- Noted recurring non-financial needs: mental health (70% cases), accommodation, and nutrition (50%).

ABOUT THE PROJECT

Project KARO Life - TYA Care is an initiative by KARO Trust, specifically designed to support teenagers and young adults (TYA) battling cancer. Funded by Voltas Limited through their Corporate Social Responsibility (CSR) programme, this project aims to provide comprehensive care and support to young cancer patients. The project focuses on ensuring that these patients receive the necessary medical treatment without financial constraints. By addressing medical needs, KARO Life - TYA Care aims to improve the overall quality of life for young cancer patients and their families.

Socio-Economic Impact

- ~94% families reported reduced financial distress.
- ~87% beneficiaries could maintain livelihood/education during treatment.

Programme Efficiency

- 100% fund utilisation rate with full accountability.
- 1:3 leverage effect: Additional funds are mobilised from other donors.

Key Impact Finding: Families that received support showed 100% treatment adherence vs. 60% earlier.





Representational Image
Source: Karo Trust Website

Voltas CSR's flexible funding enabled rapid response to critical cases.

Impact Observation:

- 90% reported reduced anxiety about treatment costs.
- 85% expressed need for more counselling services alongside financial aid.
- 87% respondents expressed they were satisfied with the ease of availing services at the hospital.
- 95% respondents reported that the staff helped them cope with stress.



St. Jude India Childcare Centre



Healthcare

ABOUT THE PARTNER

St. Jude India Childcare Centre provides a safe and nurturing environment for children undergoing cancer treatment. Their mission is to ensure that no child is denied treatment due to lack of accommodation. They offer clean living spaces, nutritious meals, reliable hospital transport, and continuity in education. Emotional support through counselling and stress-reducing activities like art and games are also provided.

This holistic approach addresses physical, emotional, and educational needs, fostering a supportive community, and leading to better health outcomes for the children. St. Jude India Childcare Centres truly offers a home-away-from-home where children can thrive during their treatment journey.

ABOUT THE PROJECT

The "Home Away from Home" project, implemented by St. Jude India Childcare Centre and funded by Voltas Limited's CSR, provides safe and nurturing accommodation for children undergoing cancer treatment. Key features include clean living spaces, nutritious meals, reliable medical transportation, continuous education, emotional counselling, and recreational activities. This holistic support improves children's health, well-being, and academic performance, while fostering a supportive community for families.

Recreational corner for parents at St. Jude Child Care Center, Mumbai.



Learning corner for children at the Center, Mumbai.



Key Impact Finding: The St. Jude Childcare Center provide safe housing, nutrition, transport, education, counseling, and skill development to children with cancer and their families, significantly improving their treatment outcomes and quality of life.



Respondents found the accomodation & nutrition crucial to patients' recovery and health

"Children reported improved physical and emotional well-being due to stable housing and nutritious meals."

- Parent of 10-year-old child

Respondents reported reduced psychological challenges and increased resilience

"Counselling support strengthened family bonds and fostered an improved home environment"

- Mother of 15-year-old child

Respondents reported a reduction in missed medical appointments, ensuring timely and stress-free healthcare access

"We not only got good treatment, but also got timely transport and emergency transport facility available"

- Parent

Respondents reported that therapeutic activities for children and parents was vital to reducing their mental stress and anxiety

"Art and craft activities like basket making and cloth mask creation have been incredibly therapeutic, providing a creative outlet and a welcome break from daily stress"

- Parent

Respondents reported that children showed significant academic improvement and development of life skills

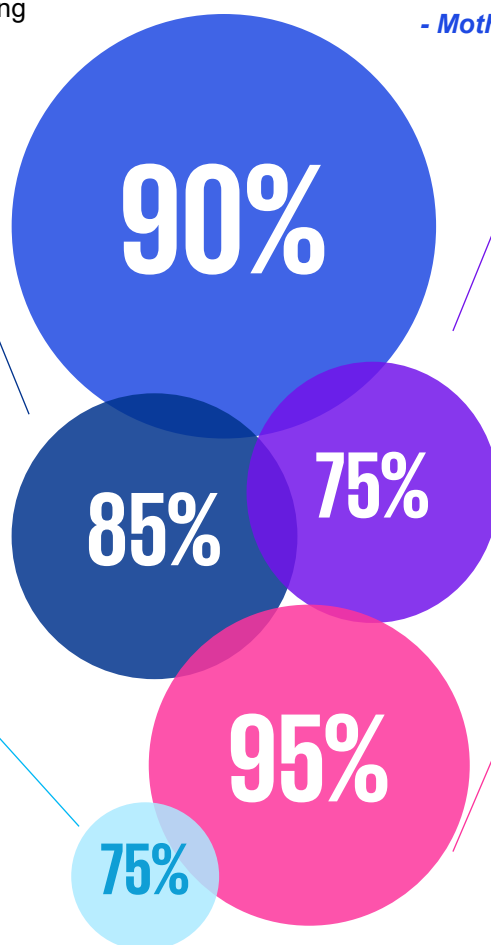
"I am incredibly grateful for the positive changes I've seen in my child's growth and development due to value-based education and counselling"

- Parent

Respondents reported successfully reintegration into their families and communities, sustaining recovery within supportive settings

"The counselling and other support provided at shelter home helped us to remain calm. We got courage to face the situation because of the motivation offered by them."

- Mother of 10-year-old child



The Akshaya Patra Foundation



Education

ABOUT THE PARTNER

The Akshaya Patra Foundation is a registered Public Charitable Trust providing mid-day meals to children in government and government-aided schools (PM POSHAN Abhiyaan) and Anganwadis (ICDS). It has been working in this field for more than 20 years with an aim to ensure that children are provided healthy, balanced, nutritious, and hot meals in their schools. Its primary objective is to reduce drop-outs in schools on account of hunger and malnutrition. They believe that well-fed children will likely complete their education and find employment and exit the cycle of poverty. They receive funds from government, corporates and philanthropists to aid them in their vision.

ABOUT THE PROJECT

As per the 2011 census, 8.4 crore Indian children do not go to schools. Additionally, World Bank has reported that India has one of the highest levels of malnutrition among children. Out of the 20.65 lakhs inhabitants of Vadodara, about 20% belong to marginalised communities of scheduled tribes and scheduled castes. About 42% of Vadodara's children are stunted, 20% are wasted and 50% suffer from anaemia. Children from poor socio-economic strata often drop out of school due to neglect and chronic hunger. Thus, this programme was designed to eliminate this massive obstacle to childhood education – hunger and inadequate nutrition. Enabling children to receive a hot and nutritious meal in school will ensure greater energy levels and better concentration in school, and help complete their education.

Students who have received daily mid-day meals under this programme:

- Total 1387 students (612 in Kanya Shala school and 775 in Kumar Shala school) received daily mid-day meals.
- 41% of these students who received mid-day meals are from scheduled tribe families
- 40% of these students who received mid-day meals are from OBC families.

Peace of mind: 100% of the parents that were interviewed stated that they feel peace of mind since their children receive a healthy and nutritious meal at their school every day. This enables parents to focus on their work as they are dependent on daily income for running their household.

Teachers have reported a significant reduction in school drop-out rates, from 12-13% to less than 1% over the past decade. They attribute this improvement to various factors, including the mid-day meal program supported by Voltas' CSR intervention.

- 100% of the interviewed teachers noted that students' overall health has improved, not only in terms of health metrics recorded by the PHCs, but also on visual cues – after their summer vacations all students come back visibly malnourished and underweight.
- 100% of the teachers felt that due to proper nutrition, majority of the students have much improved attention span and greater interest during their classes.
- 80% of the teachers feel that food variety for children needs to be expanded.

Key Impact Finding: 100% of the interviewed parents feel that good quality and nutritious food is given to their children in mid-day meals.





100% of the interviewed parents said that they are more motivated to send their children to school since they receive a meal, and thus, parents don't have to worry about their children staying hungry.

The staff at Akshaya Patra's Vadodara kitchen unit manually checking the fortified rice to ensure no impurities get through the straining process. The rice goes through multiple levels of dry and wet cleaning to ensure only clean rice is cooked. Similar cleaning processes are followed for the Daal and vegetables. All food products are cooked and consumed on the same day (except Masalas).

Teachers at the two schools noted that due to daily mid-day meal provision, regular school attendance in both schools is between 75%-80%

- 100% of the interviewed parents felt that their children want to complete their education (school is till 8th standard)
- 80% parents felt that their children want to pursue higher studies



The Bethany Society



Education

ABOUT THE PARTNER

The Bethany Society has been working since 1988 to bring about sustainable development among the tribal communities through formal and non-formal education, environment, channelling government schemes, health, livelihood, skilling, and youth empowerment through a rights-based approach. Bethany Society started providing quality English education to children from 10 Adivasi wadis in 2017. These children are given quality English medium education and nutritious meals to help them live up to their fullest potentials.

ABOUT THE PROJECT

Bethany Society aims to empower the children of various tribal communities by providing them with good quality value-based English education. They have identified that parents of these tribal children are not able to give them the care and attention that they need to live productive lives once they are grown. Voltas Ltd. enables Bethany to provide an atmosphere where tribal students can integrate into society, consume a nutritious meal daily, and attend coaching class to help them bridge the learning gaps. It contributes towards laying the foundation for proper physiological and psycho-social development of all children studying at Bethany Society.

No of students benefitted:

- 40 students (22 Boys, 18 Girls) belonging to PVTGs* like Katkari Tribe, Adivasi tribes like Thakar, and some Christian and Maratha.

Integration into community:

- Teachers have noted that there is a significant reduction in discrimination faced by tribal children.

Healthy nutrition, better concentration:

- 100% of the teachers noted that coming to school daily ensures these children eat at least one nutritious meal and attend school, play sports and learn in the coaching classes.
- 100% of teachers noted that students are more attentive in classes and more regular to school as they get a meal.

Mobilisation of children by social workers:

- Children from neighbouring tribal villages are identified.
- Parents are counselled to send their children to school.
- A private bus, previously donated through CSR intervention of Voltas Ltd., transports the children and the cook (of the mid-day meals) from their villages to the school and back.

Mid-day meal cook is a Katkari:

- The food is prepared by a local Katkari community woman which ensures that the food is of a familiar taste to the children.

Variety of Food provided in Meal:

- Including Eggs, Chicken and Banana (several times a week).

Key Impact Finding: 100% of the children come to school regularly due to meals and coaching classes.

*PVTGs - Particularly Vulnerable Tribal Groups



100% of the students surveyed noted that they enjoy participating in extra curricular activities and in various sports and games in school. Their parents do not worry for their safety because the school bus takes them home.

100% of the interviewed parents prefer sending their children to school for the hot meals and coaching classes, as they are unable to provide academic support at home.

75% of the students felt that eating healthy food daily helps them to focus on their studies.

Impact Observations:

- 80% of interviewed parents expressed a sense of security and pride about their children studying at an English medium school like Bethany Convent.
- 90% of interviewed parents noted that their children were much more energetic, more confident in socio-cultural settings, better at communicating, and overall healthier ever since they had started coming to this school.
- 100% of the parents interviewed were confident that they want their children to keep studying at Bethany.
- 100% of the interviewed parents felt a sense of safety and fulfilment in sending their children to school here for their overall growth.
- 100% of the students noted that they like the taste of the food served daily.



Human Development Centre Trust



Education

ABOUT THE PARTNER

Human Development Centre Trust is a registered public charitable trust working towards education, cultural development, and aid and assistance for the welfare, growth, development, and rehabilitation of persons with any form of mental, physical, or cognitive disability. They started small in 2022 with 1 class, 4 teachers and 12 students. Today they have grown to 150+ students who have the option to pursue NIOS (National Institute of Open Schooling), functional academics, or vocational training to enhance their lives and expand their potential. Vocational students also have a platform to sell their products and earn.

ABOUT THE PROJECT

The Educational Sponsorship programme has been designed in a way that students with special needs from financially distressed economic backgrounds can avail the professional services being offered to neurodivergent children coming to study at the Little Angels School under the management of HDCT, as well as older neurodivergent youth who are enrolled for the vocational trainings at HDCT. Their fee, funded by Voltas, enables them to come to the centre daily to participate in the various facilities including extracurricular activities, therapies, and remedial classes (such as computers) which are undertaken by professionally trained specialists, all under one roof.

Education to children with special needs:

- 20 students received benefits - ranging from the ages of 6 years to 42 years.
- 35% of students are enrolled in academics and will appear for 10th and 12 examinations (NIOS).

One-Stop access to Facilities:

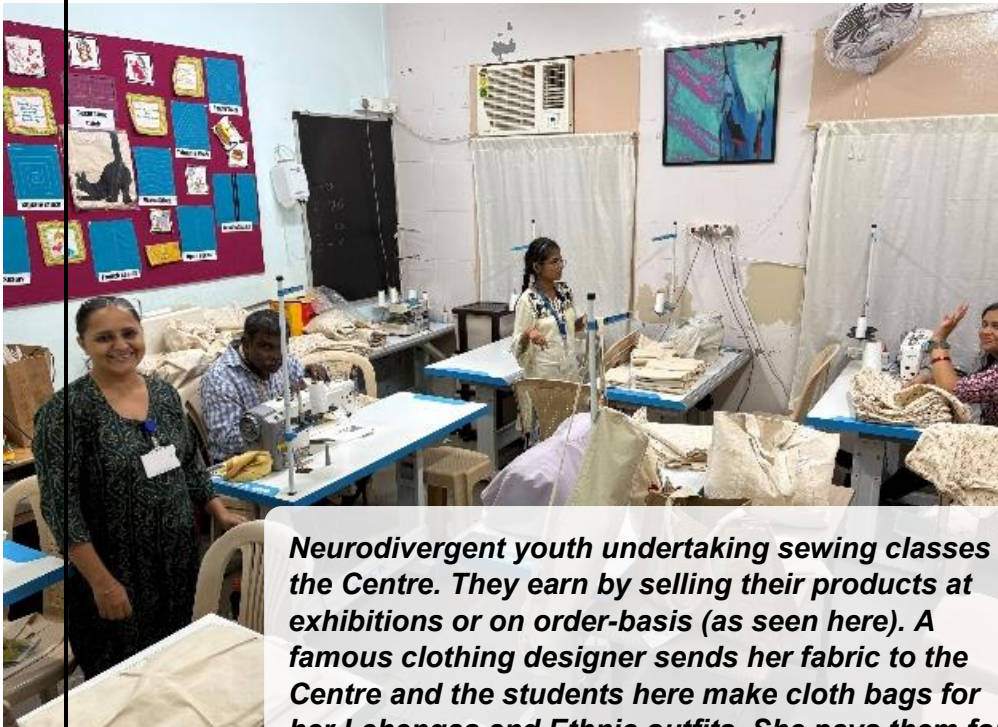
- Therapies – occupational, speech, and physiotherapy.
- Special Remedial Classes (including computers).
- Extra-curricular Activities – Judo karate, Tabla, dance, Taekwondo.
- One-to-one sessions for extra support.

Holistic support as per child's capacity and comfort: IEP (Individualised Education Programme)

- HDCT team conducted IQ and EQ assessments, family background checks, behaviour patterns assessment, home visits, interviews, medical records, previous assessments, disability diagnosis, etc.
- Depending on the age and aforementioned factors, HDCT determine the best fit for the child - Pre-primary, Academics (NIOS), functional Academics, or vocational training.
- They conduct regular assessments and open houses with parents/caregivers to monitor and assess individual child's needs, requirements, and progress.

Key Impact Finding: 100% of the interviewed caregivers of neurodivergent children have expressed very high satisfaction with the facilities provided.





Neurodivergent youth undertaking sewing classes at the Centre. They earn by selling their products at exhibitions or on order-basis (as seen here). A famous clothing designer sends her fabric to the Centre and the students here make cloth bags for her Lehengas and Ethnic outfits. She pays them for the finished products.

Opportunity to learn vocational skills:

Opportunity to earn money through skills learned and to be more independent.

Constantly adding new activities to keep the students productively engaged, calm, and to avoid stagnation.

Sponsorship to economically disadvantaged neurodivergent children and youth:

- INR 8,600/- per month per child has been spent on various activities for the children and youth.
- Very low drop-outs have been noted from students who have received support.

Overall Impact

- 100% of the interviewed caregivers noted improvement in self-confidence of students.
- 66% of the interviewed caregivers noted better mood regulation of students at their homes.
- 100% of the interviewed caregivers felt that their ward's individual needs were attended to.
- 100% of the interviewed caregivers felt that their wards enjoy coming to school daily and participating in the various activities.



Sir Ratan Tata Institute



Education

ABOUT THE PARTNER

The Sir Ratan Tata Institute (RTI), established in 1928 by Lady Navajbai Tata, empowers women from underprivileged backgrounds through training in cooking, tailoring, embroidery, and Montessori education. Supporting 145 employees, including persons with disabilities and senior citizens, RTI fosters self-reliance and dignity. Its Montessori school and garment division provide affordable quality services, with proceeds aiding staff welfare. With 7 locations in Mumbai, RTI has preserved Parsi cultural traditions while adapting to modern needs, enriching lives, and promoting financial independence for almost a century.

Enhanced Efficiency: The dough sheeter streamlined production, ensuring high-quality bakery output and faster processing.

Cost & Reliability: 5-year warranty minimises downtime and operational costs, supporting smooth operations.

Improved Production & Quality: The buttonhole overlock machine boosted efficiency, producing approx. 100 shirts/day while enhancing garment quality.

Enhanced Workplace Comfort: Air conditioners and a microwave improved staff convenience and customer experience.

ABOUT THE PROJECT

The support from Voltas to RTI is through key equipment procurement. It aims to enhance operations across key divisions, fostering safety, efficiency, and empowerment. Security cameras ensure a safe learning environment at the Montessori Division, while a projector supports seamless events at the Landmark venue. The Garments Division benefits from improved services with a buttonhole overlock machine, microwave, and two air conditioners installed at shops. A dough sheeter boosts bakery production in the Food Division, along with additional support of three IT equipment and a printer. RTI empowers persons with disabilities and senior citizens by promoting self-reliance and investing proceeds in their welfare.

Enhanced Campus Security: 16 security cameras ensured a safe environment for students, teachers, and trainers. This strengthens protection and fosters a secure learning atmosphere.

Enhanced Event Functionality: Projector improves conferences, high-tea gatherings, and interactive sessions in the Landmark area.

Optimised Operations: Three laptops and a printer ensure seamless workflows across shops and departments.

Key Impact Finding: Funding support facilitated increased production efficiency and quality, enhanced school safety, improved the learning environment, and ensured seamless administrative operations.



**Dough maker machine provided at Food Division,
RTI Main Building, Mumbai**



The institute features 7 sales shops, a Montessori school for ages 1-5, a teacher training center, and a garments division with 2 shops specialising in ladies' and kids' wear.

Below equipments were procured by department heads via needs assessment, followed by competitive quotations and committee approval.

*1 server pc & printer is used accounts dept, 1 is used in bakery and 1 utilised school.
Green Status indicates the equipment is received and working.

Equipment	Qty	Usage	Status
Dough Sheeter	1	Food Division	●
Buttonhole Overlock Machine	1	Garment Division	●
Microwave	1	Garment Division	●
Air conditioner	2	Garment Division	●
Security Cameras	16	Montessori school	●
Projector	1	Landmark	●
PCs	3	Both buildings*	●
Printer	1	Accounts dept.	●



National Centre For The Performing Arts



Art and Culture

ABOUT THE PARTNER

The National Centre for the Performing Arts (NCPA), Mumbai, is India's foremost cultural institution. Established in 1969, it was South Asia's first multi-venue, multi-genre arts centre. Founded by visionaries JRD Tata and Dr. Jamshed Bhabha, the NCPA preserves and promotes India's rich heritage and fosters new artistic work across music, dance, theatre, literature, and film. Housing five theatres, galleries, libraries, and archives, it hosts 700 events annually. The NCPA also runs the Symphony Orchestra of India and focuses on education, training, outreach, and international collaborations.

ABOUT THE PROJECT

The Nritya Gurukul programme nurtures aspiring dancers transitioning into professional artistes through an immersive two-year mentorship with renowned Gurus. Combining traditional training with contemporary inputs, the programme refines shishyas' skills through dance classes, masterclasses, and workshops in arts management. Performances at NCPA festivals and masterclasses offer visibility, while hand-holding support introduces them to new platforms, ensuring a smooth transition into the professional arts world. The programme also benefits Gurus by preserving their legacy, reaching over 1,000 dance enthusiasts and promoting excellence in India's performing arts ecosystem.

Artistic & Professional Growth:

- Mentorship under experienced gurus enhanced choreography skills, stage confidence, and economic sustainability in dance.
- **Structured Capacity Building Training:** The programme formalises training, bridging gaps in the unstructured dance world while fostering a strong dance ecosystem.
- **Multidisciplinary Learning:** Collaboration across dance, photography, arts management, curation, production, reporting and communication.
- **Performance Exposure:** Early mentor-led showcases followed by independent performances, ensuring practical stage experience.

- **Masterclass:** 29 dance enthusiasts from various forms attended an immersive session organized by NCPA.
- **Allied Workshops:** Shishyas received training in budgeting, marketing, and arts management to enhance professional growth.

Eligibility Criteria:

- **Shishyas:** Marginalised backgrounds, aged 20–30, committed to professional classical dance with prior proficiency, selected based on talent, sincerity, and mentor recommendations.
- **Gurus:** Highly experienced professionals aged 50–60, industry award holders, dedicated to preserving classical dance legacies.

Key Impact Finding: *The Nritya Gurukul Programme preserves Indian classical dance by providing structured training, financial support, mentoring and guidance beyond dance skills, and visibility – empowering students and gurus while overcoming challenges to sustain cultural heritage and professional growth.*



National Centre for the Performing Arts (NCPA), Mumbai

2-year programme with 2 Gurus and 5 Shishyas in Pune & Odisha, fostering holistic skill development, focus on performers to become educators and professional artistes in Indian Classical Dance.

Programme Impact beyond dance: They gained practical skills in event management, PR, social media, and live orchestra coordination, ensuring industry readiness and adaptability in professional performance spaces. Shishyas will develop voice modulation, rhythm, literature appreciation, and improvisation for holistic artistic growth.

Impact on Stakeholders:

- **Shishyas (Students):** Gain structured, professional training with access to infrastructure, exposure, skill development, and networking for long-term career growth.
- **Gurus (Mentors):** Establish a structured mentorship ecosystem while preserving and passing on classical dance legacies.



Stakeholder Voices: Case Studies

Representational image



Santosh,
Cancer Survivor,
Thane,
Maharashtra

Overcoming Adversity – Santosh's Journey to Health and Education with KARO Trust's Support

Santosh (name changed), an 18-year-old resident of Diva, Thane, has faced numerous adversities throughout his young life. His family, comprising his mother and elder brother, has endured significant financial and personal challenges. His mother, the sole breadwinner, works in a small company performing Dhaga cutting, earning a modest INR 7,000 per month. His father, struggling with alcoholism, lived on the streets and was unable to provide financial or emotional support to the family. Despite these hardships, Santosh and his mother demonstrated

resilience and unwavering determination in the face of adversity.

Health Challenges and Medical Intervention: In October 2019, at the age of 16, Santosh experienced persistent fever and dental complications, which did not improve with local treatment in Bihar. Seeking advanced medical care, his family travelled to Mumbai, where Santosh was eventually diagnosed with Severe Aplastic Anaemia, requiring a Bone Marrow Transplant (BMT) for survival. Financial constraints posed a significant obstacle, delaying crucial medical procedures. However, KARO Trust stepped in to support pre-BMT investigations with a contribution of INR 50,000, enabling the process to move forward.

Fortunately, his elder brother Dipu was identified as a suitable match for an Allogenic Hematopoietic Stem Cell Transplant, and despite the ongoing difficulties posed by their father's addiction, the family pursued treatment. Tragically, in May 2023, Santosh's father succumbed to a liver infection, further straining the family emotionally and financially. His mother, displaying immense resilience, continued working tirelessly in Dadar to support her children.

Financial Hardship and Housing Constraints: Santosh's post-transplant recovery presented further challenges. The medical team advised his family to rent a separate,



hygienic living space near the hospital, as commuting from Diva to Borivali was impractical and posed risks to his weakened immune system. With rent ranging from INR 9,000 to INR 10,000 per month, the financial burden increased, exacerbating their already precarious situation. While the hospital covered the costs of the BMT, the associated expenses, including accommodation and post-operative care, fell upon the family.

Santosh's mother courageously decided to proceed with the BMT, prioritising her son's health. The transplant was successfully conducted on 1st December 2022, and KARO extended further assistance, providing INR 50,000 on 29th December 2022, facilitating necessary post-operative care.

Educational Aspirations and Continued Struggles: Following the transplant, the family relocated to a cleaner, rented accommodation. Santosh's mother took a three-month leave and borrowed INR 50,000 from her employer to sustain the family's expenses. She diligently adhered to medical guidelines, ensuring a hygienic environment and nutritional meals for her son. Despite these difficulties, Santosh remained committed to his studies, completing his 10th standard and enrolling in the commerce programme at N.G. Joshi Bedekar College of Commerce, Thane.

Medical debt continues to challenge the family, affecting their ability to pay his college fees. Seeking further assistance, they approached KARO Trust, which collaborated with Manav Dharma Trust to support Santosh's education and his brother's admission to a pharmacy programme. Santosh aspires to build a career in banking, reflecting his perseverance and ambition.

Conclusion: Santosh's journey exemplifies resilience, determination, and the power of community support. With generous support by Voltas Limited, assistance from KARO Trust and his family's unwavering resolve, he overcame significant medical, financial, and personal hardships. Now enjoying good health, he looks forward to a future of stability and growth, driven by his ambition and the support he has received.





Ratna, Student,
Bethany Convent
Kolkhe, Panvel,
Maharashtra

Ratna's Journey of Perseverance and Transformation with the Support of Voltas Limited

Ratna Shivaji Katkari, a resident of Khanavle Adivasi Wadi, has faced significant adversities throughout her life. Coming from an economically disadvantaged background, she has struggled with financial hardships and personal loss. Despite these challenges, Ratna has remained determined to pursue her education and build a better future for herself. Her journey is one of resilience, perseverance, and the transformative power of timely support.

Overcoming Economic and Personal Hardships: Ratna's early life was marred by financial instability. Her father suffered from tuberculosis, severely affecting the family's income and placing an immense burden on her mother, who worked as a daily wage labourer to support five children. Despite these challenges, Ratna began her education at Bethany Convent School, where she received assistance from the Bethany Society.

Tragedy struck when Ratna was in the 9th standard—her father passed away, leaving her mother as the sole provider for the family. The financial strain intensified, forcing Ratna to discontinue her education and take up work in a brick kiln to contribute to the family's livelihood. The prospect of losing her education was a significant setback, but through the unwavering intervention of the Bethany Society, she was given the opportunity to return to school.

The Role of the Mid-day Meal Programme: One of the most critical factors that enabled Ratna to continue her education was the Mid-day Meal Programme, generously supported by Voltas Limited. This initiative provided her with access to nutritious meals, which significantly improved her health, energy levels, and ability to concentrate in school. Before the intervention, Ratna often attended school without having had a proper meal, which affected her academic performance and overall well-being.



The availability of a daily meal not only contributed to her physical health but also fostered a sense of security and motivation to persist in her studies. This crucial support helped Ratna overcome the immediate obstacles presented by her economic circumstances and allowed her to fully engage in academic and extracurricular activities.

Progress and Future Aspirations: *With continued encouragement, Ratna has demonstrated remarkable progress both academically and personally. She is now pursuing her Pre-University Course (PUC) in Commerce, an achievement made possible through the sustained support of the Bethany Society and Voltas Limited. Her growing self-confidence, enthusiasm, and positive interactions with her peers serve as a testament to her resilience.*

Ratna's determination to complete her education and improve her circumstances reflects the profound impact that external support can have on young individuals facing adversity. She aspires to build a successful career, ensuring financial stability for herself and her family while contributing to her community.

Conclusion: *Ratna's journey exemplifies the transformative effects of perseverance and strategic interventions. The support she received from Voltas Limited through the Mid-day Meal Programme has not only nourished her physically but has also empowered her educational aspirations. Her story underscores the significance of sustained assistance and the opportunities it creates for individuals to overcome challenges and strive for a better future. Ratna and her family remain deeply grateful for the generosity extended to them, which has helped shape a path toward hope and success.*



Stakeholder Voices: Testimonials



Education

"It is overwhelming to see support received from Voltas Ltd. It helped children complete their 10th & 12th class through open schooling and also learning many life skills during this journey which brings independence and hope to the young neurodivergent students which helps them to face a better tomorrow." -

Trustee, Human Development Centre Trust



Education

"Appreciate the support provided through upgraded infrastructure. The procurement of key equipment has significantly enhanced productivity in both the food and garment divisions. Additionally, the installation of security cameras ensures a safe and secure learning environment for Montessori students, fostering their overall well-being."

- Shernaz Buhariwala - Head of Operations, RTI

"Being a part of the Nritya Gurukul programme has been an incredible journey and a transformative experience for me. After recovering from a critical injury, I had almost lost hope in returning to dance, but this programme gave me the opportunity and confidence to rediscover myself as an artist. With the guidance of my guru, who has been a constant source of motivation, I've not only regained faith in my abilities but also evolved as a performer." - **Ankita, Shishya**

Art and Culture



"My child's cancer treatment at Mumbai TATA Memorial Hospital was tough, but St. Jude Childcare Center made it bearable. The staff's compassion and dedication provided exceptional emotional support." - **Parent of 10-year-old Cancer Patient**

Healthcare



"The grant paid for my daughter's chemotherapy; we didn't have to sell our land." - **Mother of 32-year-old cancer patient**

Healthcare



Testimonials



Inference and Way Forward

Healthcare



TATA CANCER CARE FOUNDATION

- The respondents have indicated that the programme is highly **relevant and effective** as it focus on making cancer care **accessible and affordable** for economically disadvantaged patients.
- Limited funds capped for **treatments individual support at ₹1 lakh at TCCF**, making out-of-pocket costs challenging. **Opportunity exists on increasing the budget per person** or providing additional funding on case-by-case evaluation.
- Including **post-treatment care like prosthetics, follow-ups, and associated costs at TCCF (e.g., transportation, meals)** would enhance the program's impact.
- The inclusion of **home-based palliative care services** could be identified as a critical unmet need, highlighting the importance of end-of-life care and support for patients.



KARO TRUST

- The programme has provided substantial **financial support to TYA patients** for their treatment so that no TYA patient should abandon his or her treatment due to lack of funds.
- **Expanding mental health services** with counseling, workshops, and **trauma-informed care will improve emotional well-being, physical health, relationships, and productivity.**
- Implementing **better documentation and telecall follow-ups** can ensure **accurate patient data and improved project monitoring.**
- Extending support for patients in need of **accommodation and nutrition** could facilitate their speedy recovery.



ST. JUDE CHILDCARE CENTRE

- The respondents have indicated that the programme is **highly relevant and effective** as it focus on providing a wide range of support services, including medical treatment, accommodation, nutrition, and emotional counselling.
- The budget for **ration, transport, and counseling could be increased** based on the patient's needs.
- Enhancing **team capacity** to effectively manage the increasing patient demands has been identified as a critical need.



Education



THE AKSHAYA PATRA FOUNDATION

- The programme has been highly effective in addressing the **issues of school drop-outs and low attendance** due to chronic hunger and poor nutritional status of children in Vadodara.
- The programme has been effective in identifying students from **marginalized communities and ensuring that they receive nutritious mid-day meals**.
- Basis the inputs gained from parental and teacher interactions, the programme can be enhanced by **increasing the food variety** served to the children.
- Scaling up the project to cover more schools that have students from marginalized communities will further strengthen the objectives undertaken by Akshaya Patra.
- Quantifying the **nutritional value** consumed by children daily in the mid-day meals prepared by Akshaya Patra to ensure better adherence to **recommended dietary intake**.



THE BETHANY SOCIETY

- The programme implemented at the Bethany Society has been **effective at addressing the issue of poor nutrition** among the underserved and tribal children. The programme has effectively addressed the need to provide coaching classes to **bridge the learning gap** faced by the target group.
- Basis the inputs gained from interactions with students, parents and coaching class teachers, students are more **attentive and regular to the school**. School drop-outs reasons are not related to **hunger or poor nutrition**, but rather on unprecedented familial problems on account of unemployment, illness or abandonment by a parent or death of the primary caregiver etc.
- Provision of **hostel support** for tribal students who may be experiencing familial issues that may be causing low attendance or undernutrition among them
- **Continuing the support** provided to the school for the mid-day meals and coaching class will ensure children complete their entire education



HUMAN DEVELOPMENT CENTRE TRUST

- The programme at the Human Development Centre Trust **effectively provides financial aid to caregivers of neurodivergent children** and youth, supporting their holistic development through tailored education, extracurricular activities, and physical exercises, all within the same premises.
- As a way forward, it is essential to ensure **continued support to these children** as their caregivers cannot afford specialized care due to financial constraints. Many of these **neurodivergent children can lead relatively normal lives** if they receive the right support at the right time and for an adequate duration.
- **Scaling up the number of sponsorships** will be beneficial as many neurodivergent children/youth from poor communities require financial aid.
- Support for older neurodivergent youth to help them find **sources of income** in non-traditional settings that are comfortable for them.



Education



SIR RATAN TATA INSTITUTE

- The programme adjusted spending enabled **alternative purchases** like PCs and printers, ensuring operational efficiency without compromising essential needs.
- Leverage the **newly procured equipment** – dough sheeter; air conditioner, buttonhole overlock machine and microwave to **enhance efficiency**.
- A need to **develop playground to encourage** physical activity and **boost student enrollment at Montessori School**.
- Ensuring **strengthening operations** across divisions to support **differently-abled individuals and senior citizens, promoting self-reliance and inclusivity**.
- It was shared as a **project learning** that equipment quotations will be based on competitive market prices. This approach ensures procurement in proposals are **aligned with close-to-real equipment costs**.

Art and Culture



NATIONAL CENTRE FOR THE PERFORMING ARTS

- **A structured training programme** in allied fields like dance photography, fitness, event management, and costume design would foster financial independence and career versatility.
- Introducing **digital reporting and progress monitoring system** for mentors and students to track growth and key milestones.
- Expanding the programme to include a wider range of **classical dance styles, ensuring representation and inclusivity**.
- Establishing partnerships with international institutions and festivals which **could enhance the programme's global visibility and reach**.

Guru-Shishya Model:

- Strengthening the model to preserve cultural heritage and the **Gurus' legacy, to promote excellence in performing arts**
- To maintain a focus on personal transformation through **professional skill enhancement and the empowerment of personal growth**



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30 years
and beyond

kpmg.com/in/socialmedia



Thank you

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