

# Impact Evaluation of NGO UPAY



A Report by

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***Statement to Program Designers and Implementers:***

*I have the deepest respect and admiration for the ingenuity, focus, and determination required to design, launch, implement and coordinate the model UPAY. I have witnessed passionate professionals driven in their pursuit of promoting education and human development. Their shared resolve inspires and humbles me.*

***Statement of Gratitude***

*I wish to express our profound appreciation to everyone who participated in the External Evaluation. To everyone at the Executive body, Zonal staff and the volunteers in UPAY, I thank you for the hospitality that you have shown me, the frank and thoughtful interviews, and your openness and eagerness to share information. I applaud your efforts and commitment, despite the many challenges you encounter every day. To all of the other stakeholders, from the Reach and Teach Centers and Footpathshala I personally thank you for your insights, questions, and suggestions.*

## **1-Introduction**

India has approximate 40 million street children. Most of the time these street children are the migrants from other places or states moved to cities in search of a stable, secure life with a decent paying job. But ironically not all the times they come in reality with their dreams. They find their free of cost residence on the open side-walks or Footpaths. Theft, beggary, selling toys, crime & even prostitution remains as their choice of livelihood. They do not consider education as the right path. If children can bring money on the daily basis that too without doing anything but making a pathetic face and body gesture & simply asking money person to person, stretching their tiny little palms in front of others.

They don't want to change their minds. Some of them are living there for 4-5 generations without any hope or with a miraculous hope from the government totally ignoring education or literacy. As a member of an integrated society & the responsible people under the government, we must bring education and its perks to them.

### **1.1 Background to the Model UPAY**

UPAY primarily focuses on providing free of cost education to needy children and conduct recreational activities aimed at broadening the skill set of such children. It was founded by Varun Shrivastava, Ex IITian with the help of 3 socially motivated Engineers on 20.04.2010.

On 19 September 2011, UPAY was registered under Mumbai Public Trusts Act 1950 and The Societies Registration Act 1860. Currently it has 20 centers (8 centers in Nagpur zone, 8 centers in Mouda zone, 1 center in Mumbai zone, 1 center in Gurgaon & Delhi, 1 center in Varanasi, 1 center in Pune). UPAY has expanded from 15 children to more than 1200 children & 200 volunteers in a span of 5 years.

UPAY was established to provide a solution to the everlasting problem of rural education. It is working on developing a sustainable process of imparting knowledge to these underprivileged children. They teach as well as imbibe our children with the spirit of UPAY. These children are further carrying their responsibility of giving back to the society. So these children are not just the students of UPAY but they are also the harbingers and volunteers of UPAY who are

spreading it's cause across the country. UPAY is a continuous revolution which believes in the overall empowerment of the underprivileged areas.

## **1.2 Initiatives of UPAY**

### **Footpathshala**

UPAY has started it's Footpath-Shala initiative for the street children of Nagpur, who usually involved in begging at the Traffic signals. Every day UPAY volunteers go and teach these children at footpath only. at present we are having 5 centers for street children and 98 children are enrolled at UPAY centers. These are the children of beggars and street vendors who never went to school. Even young boys and girls of 17-20 years age, are not able to write their name forget about the formal education. UPAY is teaching them basic manners, moral education as well as teaching them reading and writing. Footpathshala runs at footpath and now running at major cities of India like, Nagpur, Delhi, Gurgaon, Mumbai, and Pune.

### **Reach and Teach**

UPAY has the motto of "Reach & Teach". It aims to reach every child of underprivileged villages and teach them to spread its glory across the country.

UPAY was established to provide a SOLUTION to the everlasting problem of rural education. It is working on developing a sustainable process of imparting knowledge to these underprivileged children. They teach as well as imbibe our children with the spirit of UPAY. These children are further carrying this responsibility of upliftment of society. So these children are not just the students of UPAY but they are also the harbingers and volunteers of UPAY who are spreading its cause across the country. Right now, it has 11 centers having 1100 children.

### **Apnasaaman.com Initiative**

UPAY's other initiative is Apnasaaman.Com which is bringing the fruits of upcoming e-commerce revolution to the traditional artisans and craftsmen of the hinterlands of India. The idea is to find the right skills, to ensure skill development of these poorly skilled artisans, engage

them through social entrepreneurship and provide them a platform or an integrated market where they will be able to sell their products and earn for their livelihood.

## **Granth on Rath**

UPAY has started an initiative “Granth On Rath” for recycling of old books from urban area to rural area. We have created a prototype for our new online portal in which any donor will be able to give details of unused or excess books to us by just a click. We will prepare a database of the books made available through this online portal with proper details of the donor. There will be another tab in this online portal in which the person who requires books will be able to give us details of the required book. We will thus have a proper database of the books available and which required. We will use a customized van to collect these books and then distribute them to the required person at a very nominal cost in the urban area. Besides these, we will maintain inventory of competitive books related to engineering, medical and commerce section

## **2-Methodological approach**

### **2.1 Objective of the Evaluation**

The overall objective of this study is to understand and evaluate the impact of the model UPAY. The Evaluation examines the implementation of UPAY which by its approach, is designed to identify, and educate the poor and underprivileged

### **2.2 Limitations**

1. The evaluation has only a limited time given to a particular center because classes are being done at different centers at the same time in the evening.
2. Some of the volunteers at the centers were having exams so a sample of 21 was taken from 2 zones.
3. As the comparison with the street children was limited thereby no control group could be taken.

**Sample selection-** A sample of 21 (volunteers and Centre heads) and 15 students from 2 different zone both rural and urban i.e. Nagpur and Mauda were taken.

The methods of this evaluation combine quantitative and qualitative approaches.

1. The quantitative component is based on a survey conducted in Reach and Teach Centres, Footpathshala and Key informant meetings. The survey sample was Volunteers of Reach and Teach and Footpathshala selected randomly from all those in the program, (approximately 2-3 per Centre) and 15 Reach and teach students (normally 5 from each Centre). Separate questionnaires were applied to each sample. Data was collected from each Centre on infrastructure, staff, enrollment and attendance, extracurricular activities and administration.
2. The evaluation's qualitative component employed a participatory impact assessment method with 8 of the sampled Centers. This was a purposive sample drawn from different centers in urban areas. For the evaluation, I spent 3 days at 2 zones conducting participatory sessions with students, (some of whom were zonal team members, center heads, executive body members, and students). In addition, these were interviewed at length to better understand the relationship, operations, and impact.



*Interaction with the student in Santra Market ,Nagpur Footpathshala*



*Interaction with the Volunteers of Reach and Teach Center, Jagdish Nagar Nagpur*



### 3- Results and Interpretations

Following are the results based upon the sample taken

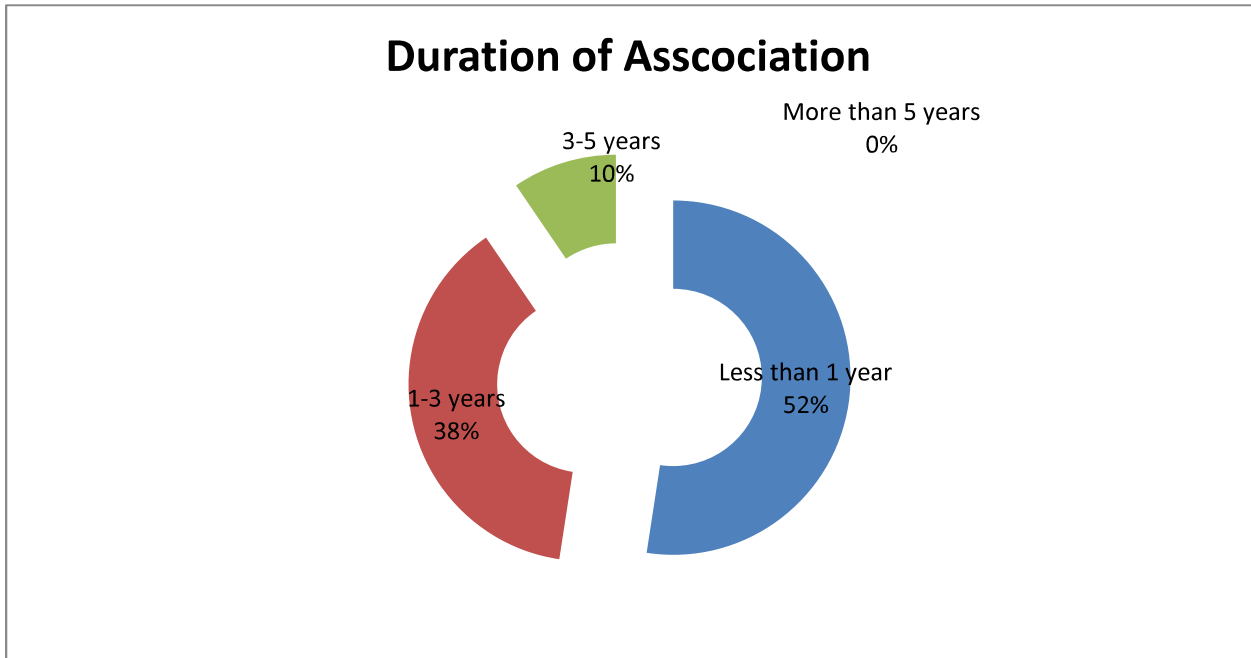


Fig 3.1

The above figure gives an interpretation that maximum volunteer and centre heads are new to the model as having an association of less than 1 year of tenure.

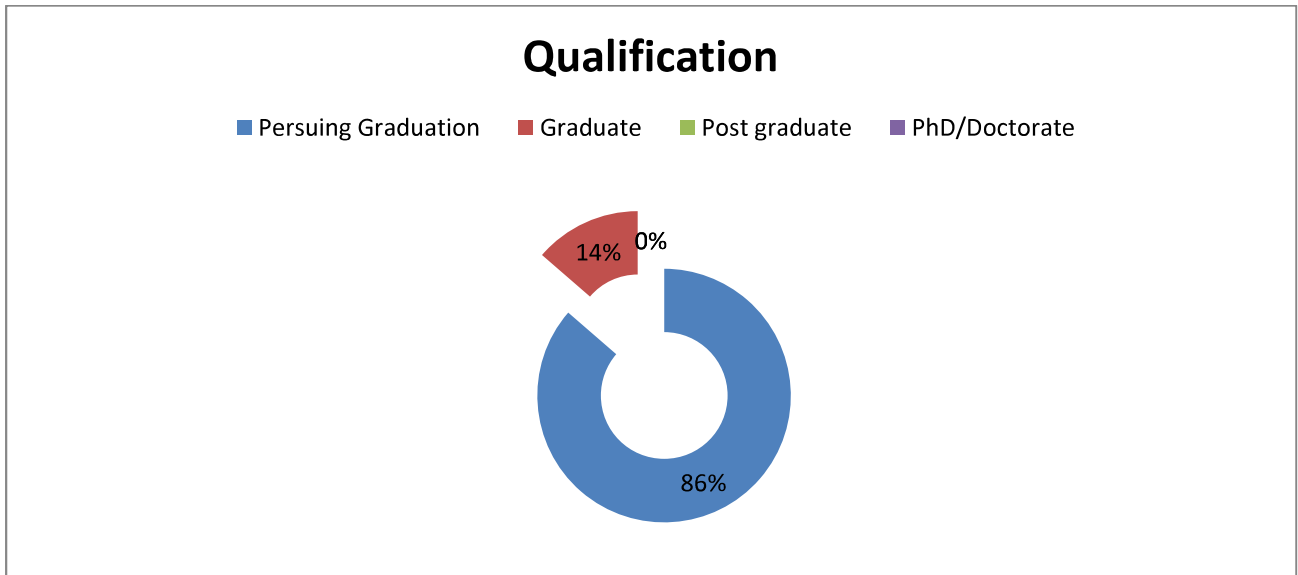
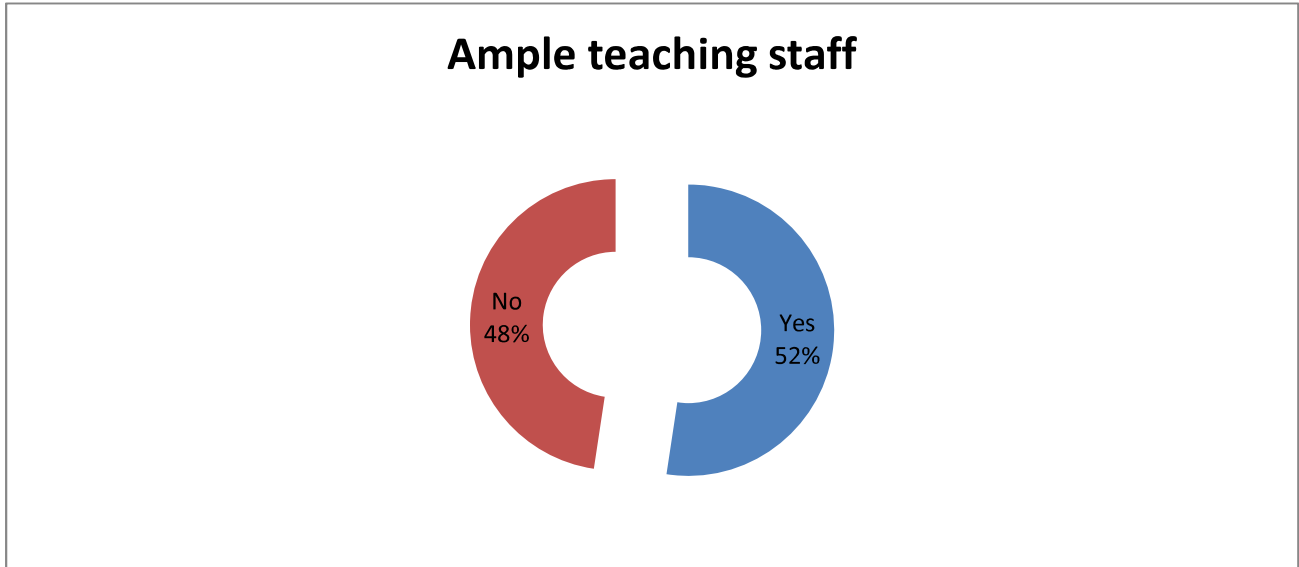


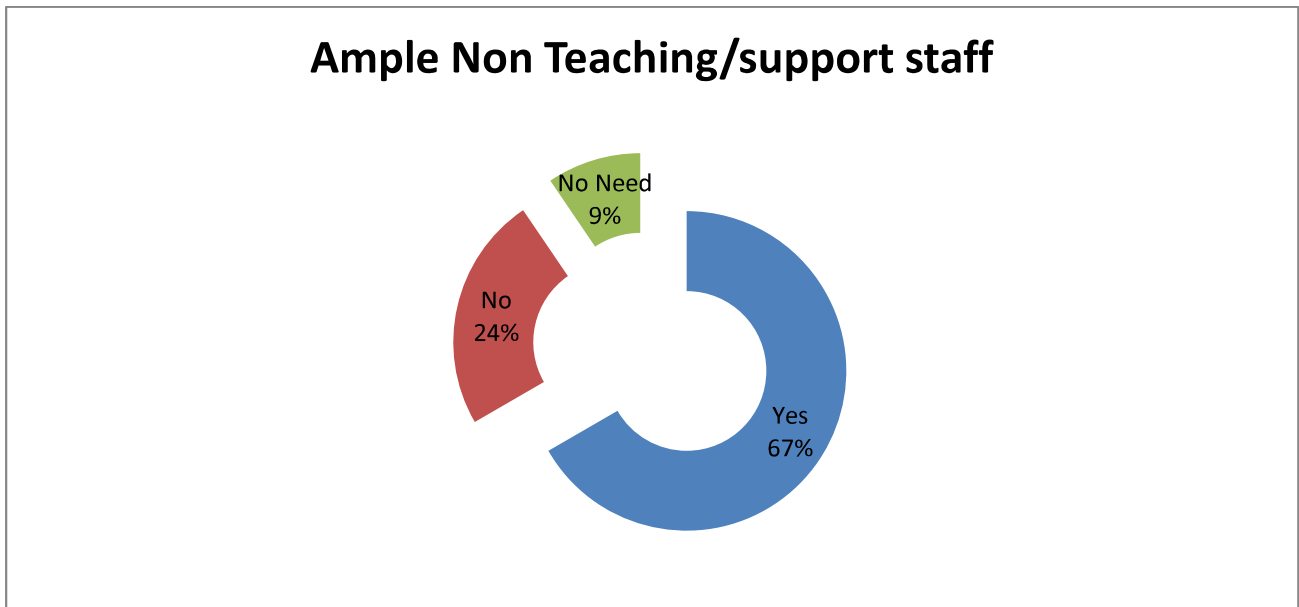
Fig 3.2

The above figure suggests that 86 percent of volunteers and Centre heads are perusing their graduation and rests of them are a graduate.



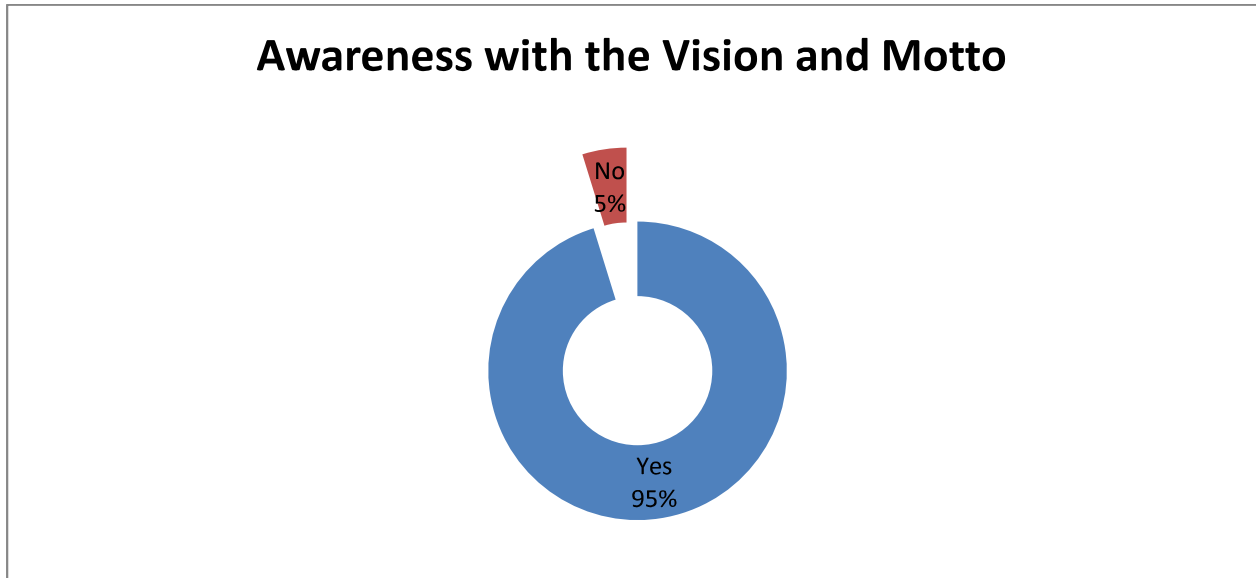
*Fig4.3*

According to the figure, 4.3 52 per cent of people responded that the Centre has ample teaching staff.



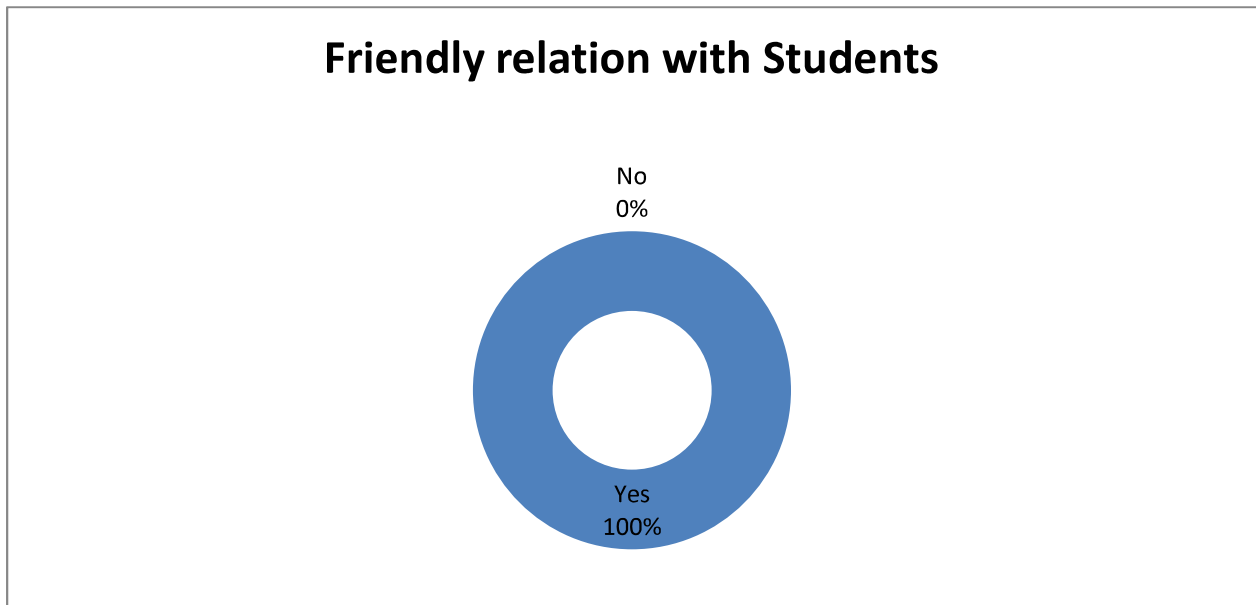
*Fig 4.4*

The above figure gives an interpretation that 67 percent of the centers have ample non-teaching staff.24 percent of the respondent replied that there is not ample support staff as needed. More than 8 percent responded that there is no need for any support staff.



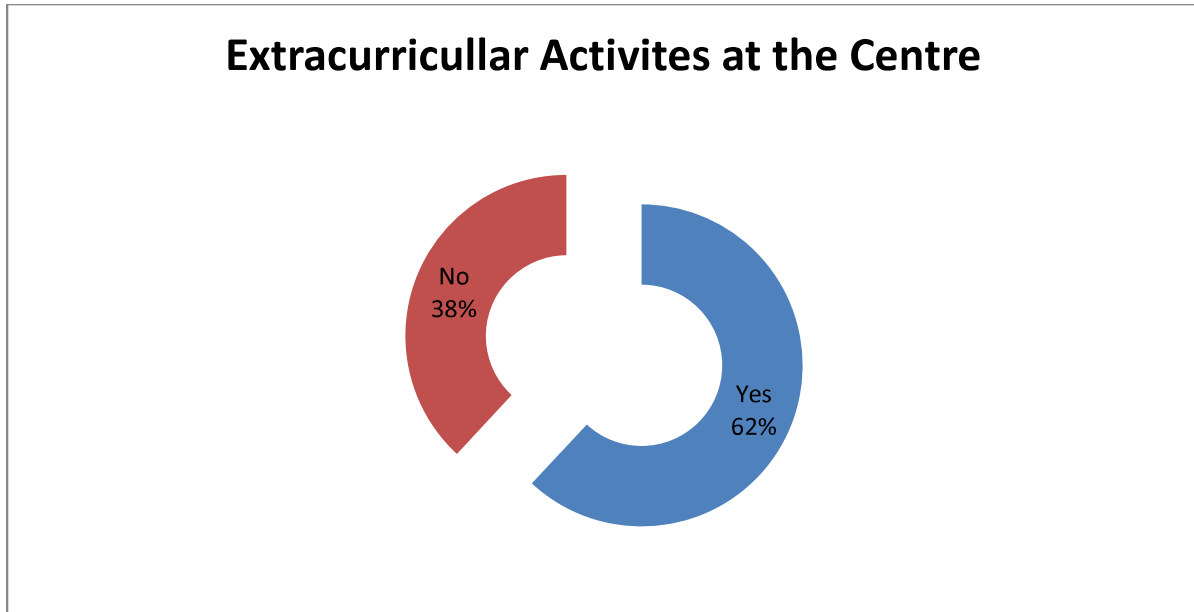
*Fig 4.5*

It can be clearly seen in the above figure that more than 90 percent of respondents are clear with the vision and motto of UPAY model.



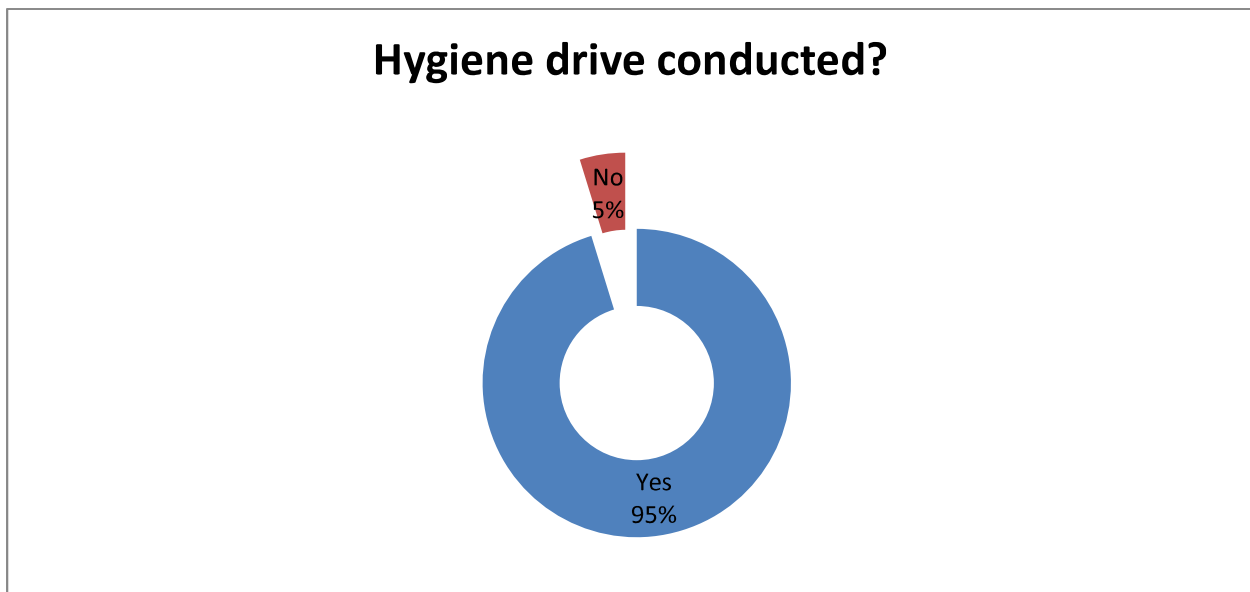
*Fig 4.6*

The above figure gives a view that all the respondents have a friendly relationship with their students.



*Fig 4.7*

In accordance with the above figure 62 percent of the respondents replied that there extracurricular activities held at the Centre regularly.



*Fig 4.8*

The above figure suggests that more than 90 percent of respondents have replied that they have conducted a hygiene drive at their center.

## Student Record Maintenance

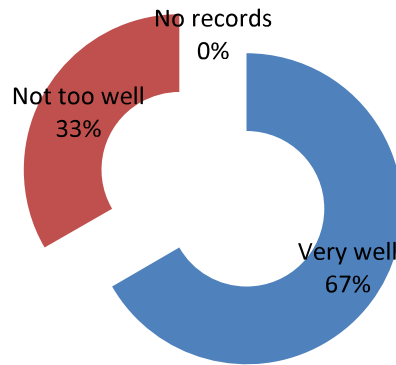


Fig 4.9

The above figure suggests that 67 percent of centers have their student record maintained to satisfactory level and the rest 33 percent have records which are not up to the mark.

## Volunteers Attendance Maintained

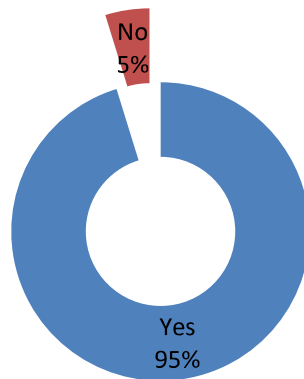


Fig 4.10

The above figure suggests that in 95 percent of the volunteer attendance is maintained at the center level.

## School Enrollment in Footpathshala

■ No students   ■ Less that 10 % students   ■ 10% to 50% students   ■ More than 50 % students

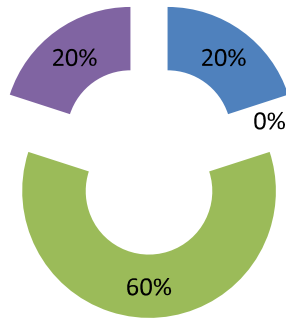


Fig 4.13

The above figure shows the enrollment of Footpathshala students in the school. It depicts that majority of 10 to 50 percent of student are enrolled from Footpathshala into school.

## Frequency in Touch with the Executive Body

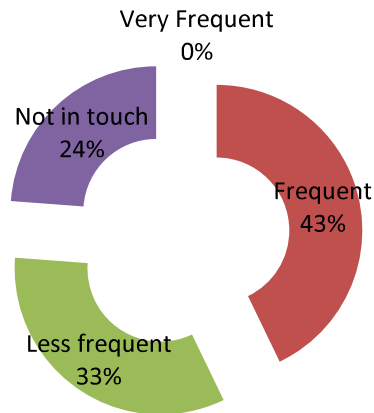


Fig 4.14

The above figure suggests that 43 percent of the respondents are frequently in touch with the executive body 33 percent are less frequent and 24 percent are not in touch with the executive body.

### **3.1 Implications-**

From the above charts in various heads following implications can be taken.

- It is evident that maximum of volunteers and center heads have recently attached to UPAY with less than one year of association.
- Most of the volunteers are perusing their graduation. Thus the shortage of teaching staff (48 percent) is often seen in the centers.
- Student record needs to be maintained from time to time as 33 percent of the student records were not maintained well.
- Over 90 percent of volunteers are aware of the motto and vision of UPAY which shows a definite aim towards working for the result in a project mode.
- The zonal administration needs to improve its coordination with the centers as 43 percent of the center staff was not satisfied with the administration.
- Also the frequency of the touch with the executive body needs to be improved at the center level as 33 percent respondents were less frequent in their touch with the executive body and 24 percent of the respondents were not in touch with the executive body.
- On over 38 percent of the centers the extracurricular activities are not conducted on the regular basis hence center wise this part needs improvement for the overall development of the students.
- Enrollment of students into school at the footpathshala level in maximum centers around 10% to 50%.

### **3.2 Suggestions**

As per the both qualitative and quantitative analysis of the Model following are the suggestions:-

1. A well-designed training schedule for volunteers at zonal level is needed a module can be designed for the same containing management, leadership, and soft skill. For the ease of assessment and for the ease of the volunteers these modules can be also made online.
2. It was seen in some centers that all the segregation of the volunteers should be done so as every center has one high experienced volunteer hence he could.

3. A more frequent hygiene drive and a weekly health checkup are needed to be initiated. For these local government hospitals, medical colleges, clinics can be approached.
4. The indicators of the Centre Monitoring Committee needs to be modified to a broader extent i.e. it should be explanatory and every indicator should be defined i.e. at “what level is excellent” these indicators need to be discussed at the different hierarchy of the organization.
5. The CMC have to be more frequent in their visits to the centers.
6. A team of individuals can also be included to give new ideas on the learning and teaching, for example, mobile applications, innovative teaching modules etc. for these students of technical colleges can be contacted for voluntary support.
7. Center wise donations should be monitored and awards/incentives based on donations must be given to the individual/volunteer/center head for encouragement amongst the volunteers.
8. Cultural and extracurricular activities at the footpathshala level should be encouraged to ensure maximum participation of local stakeholders
9. It was seen through the interaction with accounts department at the 2 zones it was observed that the accounts need up gradation on a regular basis. For the same, dedicated accounts professional can be appointed.
10. Maximum enrollment should be achieved at the footpathshala level and monitoring for the dropout students should be done time to time.
11. A separate record for donors needs to be maintained so that they can be contacted in the future for appreciation as well as support.
12. The inventory of the first aid kits at the center needs time to time monitoring and procurement.
13. Parents involvement needs to be increased other than parents teacher meet. A regular interaction can be done via the PR team.

**Attachments**

1. *Annexure 1- Survey form for volunteers and students.*
2. *Annexure 2- Assesment of executive body*

**Questionnaire for mentors/volunteers/Centreheads**

1. Name.....
2. Age..... Sex M/F
3. Contact No.....
4. What is your role of association with UPAY?.....

**Teachers Quality**

5. What is your qualification?
  - a) Perusing Graduation
  - b) Graduate
  - c) Post Graduate
  - d) Doctorate/Phd
6. How long are you associated with UPAY?
  - a) Less than 1 year
  - b) 1-3 years
  - c) 3-5 years
  - d) More than 5 years
7. Do you think that your center has ample teaching staff?
  - a) Yes
  - b) No
8. Do you think that your Centre has ample non- teaching (support staff)?
  - a) Yes
  - b) No
  - c) No need
9. Do you think that the staff shares a friendly relation with all the students/collegues?
  - a) Agree
  - b) Dont Agree
10. How well are records regarding students updated and stored appropriately?
  - a) Very well
  - b) Not too well
  - c) No records
11. What is the attrition level of students in your centre?
  - a) No attrition
  - b) 5%
  - c) 10%
  - d) More than 10 %
12. Has the Centre been successful in arousing interest in students in various extracurricular (Sports, Cultural) activities?
  - a) Yes
  - b) No
13. Are you satisfied with the in the infrastructure/Adminstration of the organization?

- a) Yes
  - b) No
14. How frequently are you in touch with the executive body of UPAY?
- a) Very frequent
  - b) Frequent
  - c) Less frequent
  - d) Not in touch
15. Are you aware of the motto of UPAY?
- a) Yes
  - b) No
16. After joining how many students are enrolled to school?(for footpathshala only)
17. Are you satisfied with the attendance of the students at the school? (for footpathshala only)
- a) Yes
  - b) No
  - c) Don't Aware
18. Volunteer attendance sheet is maintained or not?
- a) Yes
  - b) No
19. Overall infrastructure ?
- a) Satisfactory
  - b) Not

**Quality of education (for Students)**

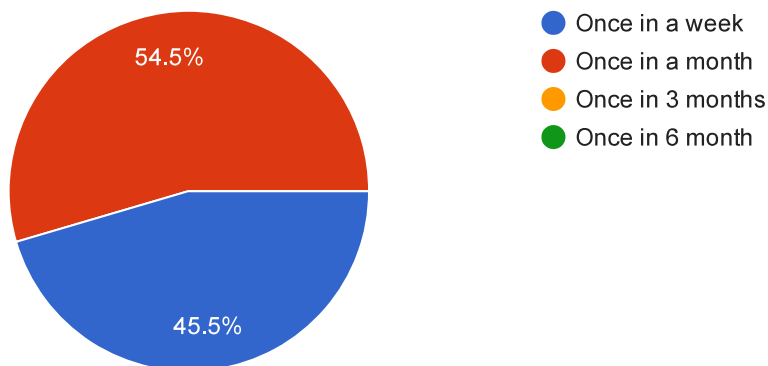
1. Are there any sports activities at the center?
- a) Yes
  - b) No
2. Are proper tests happening at the center?
- a) Yes
  - b) No
3. Are you equally treated or not at the Centre?
- a) Yes
  - b) No
4. Sports facilities are available at the centre?
- a) Yes
  - b) No
5. Do you think that the quality of teachers should be improved or not?
- a) Yes
  - b) No

# Questionnaire for Executive Body?

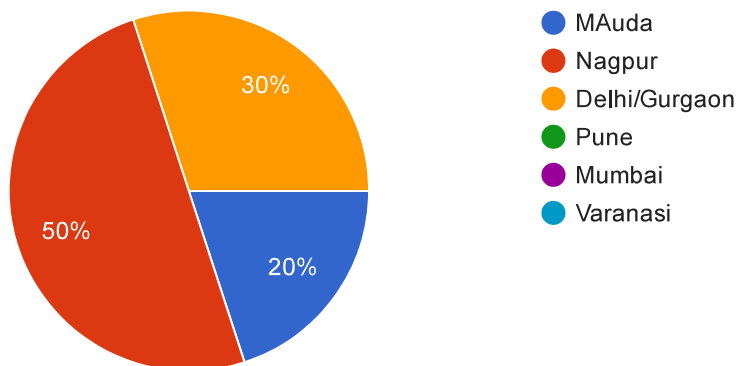
12 responses

## How frequent do you meet or interact with the zonal body of UPAY?

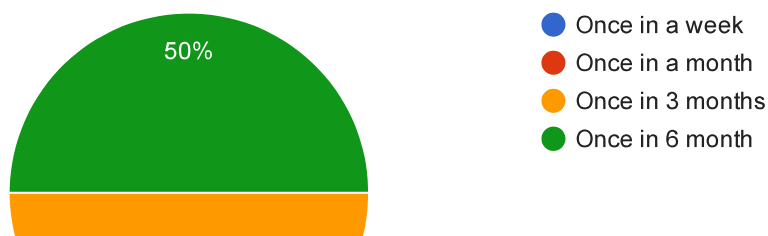
(11 responses)



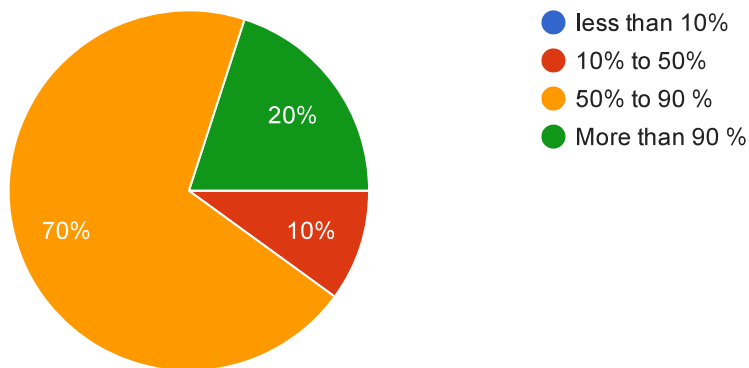
## Your zone of residence? (10 responses)



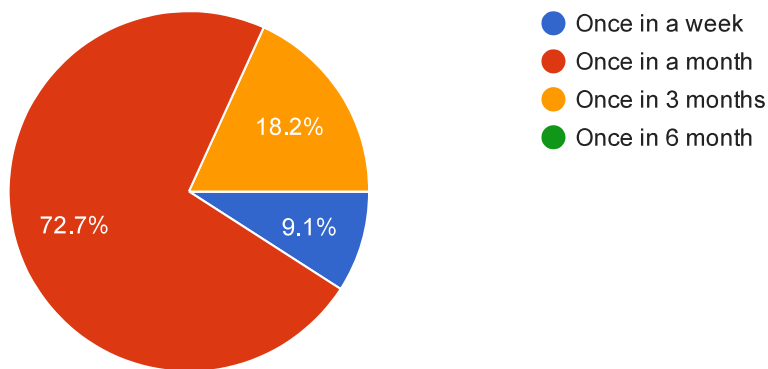
## How frequently you visit different zones? (10 responses)



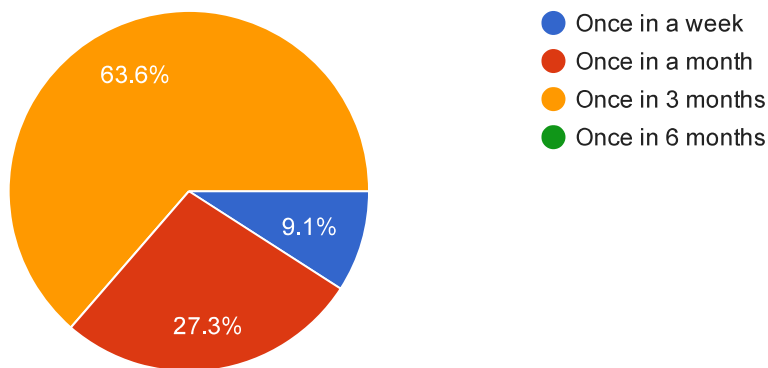
How much percentage of volunteer you know by face? (10 responses)



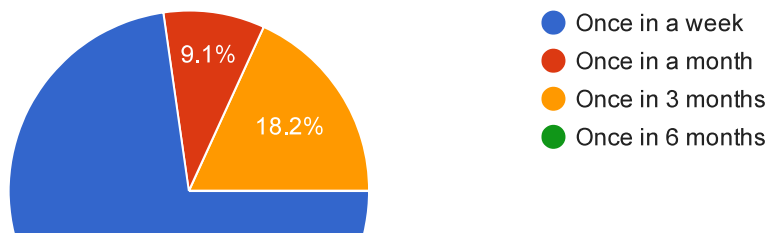
How often do you coordinate with the executive Body of UPAY? (11 responses)

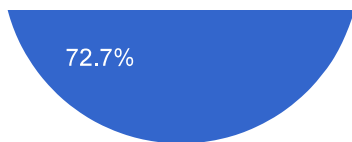


What is the frequency of meetings between executive body? (11 responses)

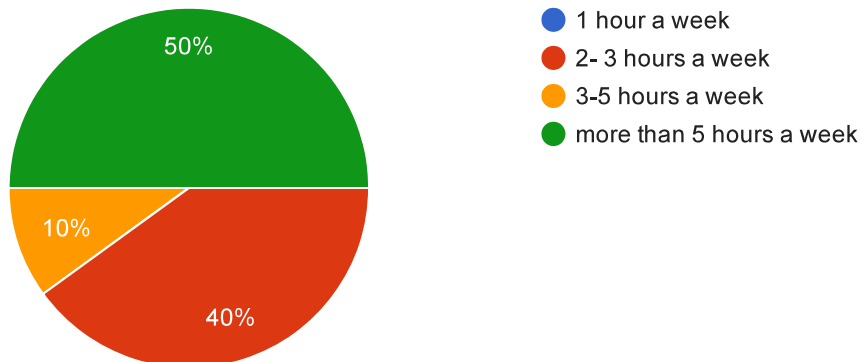


How frequent is your visit in the centers of your zone? (11 responses)

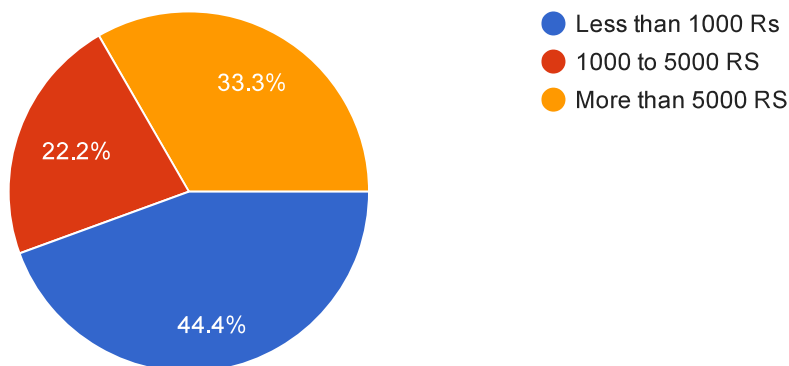




How much time you dedicate to UPAYs work? (10 responses)



How much do you contribute financially to UPAY? (9 responses)



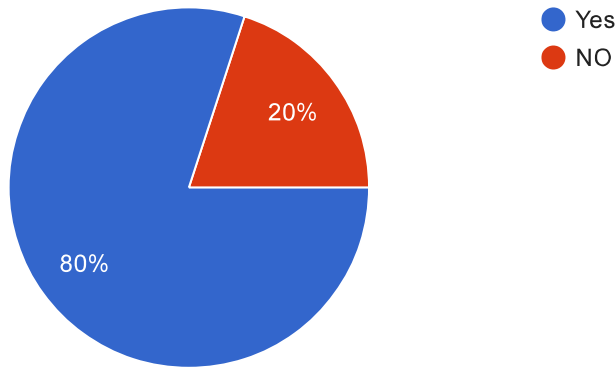
Do you feel that you are looking your area of interest? (10 responses)



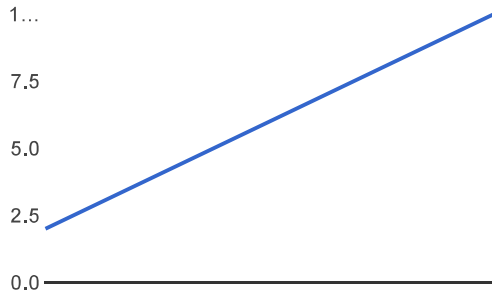
Do you feel that in your absence, there is some one in the zone or executive team who can take over your work?

### LEARN WHO CAN TAKE OVER YOUR WORK:

(10 responses)



### Number of daily responses



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