



**NEWGEN**

# **MAKING AN IMPACT**

**NEWGEN CSR  
ANNUAL REPORT  
2020-21**





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## ABBREVIATIONS USED

CORPORATE SOCIAL RESPONSIBILITY	:	CSR
NEWGEN DIGITAL DISCOVERY PAATHSHALA	:	NDDP
HARKESH NAGAR	:	HN
TEKHAND	:	TKD
MID-DAY MEAL	:	MDM
KINSHIP FOR HUMANITARIAN SOCIAL AND HOLISTIC INTERVENTION IN INDIA	:	KHUSHII
KIDDY KINGDOM ACADEMY SAMITI	:	K K ACADEMY

## INTERACTION WITH THE CHAIRPERSON

### What was your plan for this period and how close did you reach your goal?

We have lived through uncertain times in the last two years. Before we could begin planning, we were struck by the first COVID-19 wave. We faced a bleak situation in April 2020 as all schools and offices were shut. Under these circumstances, we focused on interacting with the students as a part of our Newgen Digital Discovery Program. The conversations began with counseling the students, and in the process, we built 100 case studies on the impact of digital education on students. Students' quotes have also been included in the report.

### Did COVID-19 deviate you from your original plans? How did the pandemic affect Newgen's CSR initiatives, and how did the company respond?

We responded proactively to the needs of the students and equipped them with electronic devices to begin online sessions. Nearly 500 students were provided with digital devices and free internet in 2020-2021. We tried to engage them two to three times a week with interesting and creative subjects. Sensitizing them about COVID protocols was crucial. They subsequently created awareness about precautionary measures to prevent the spread of COVID-19 among their neighbors and families. They also helped impart digital skills to their siblings to help with their



education.

### Were you able to understand the change in the approach of the students and did you meet their expectations in the new normal?

The students were delighted to be a part of the sessions. They had something to look forward to every week. Electronic devices helped them attend online classes that their respective schools were conducting.

### How did you revamp the existing model to achieve your goals?

Moving to online classes helped us in our digitization efforts. The PowerPoint presentations and audio-visuials made the sessions more interactive, leading to increased participation. Their concentration and eagerness was evident in every session.

### Were you able to convey the importance of the CSR initiatives during COVID-19?

The online sessions gave the students a new lease of life during the pandemic. The devices given to them helped with their education, and many of them used it for online transactions for their families to pay bills, buy train tickets, and more.

### How many lives did you impact through your programs?

Thanks to digital education, we changed the way students look at their lives. Today, they have a newfound confidence. One student remarked, "I am not dependent on anyone for information. I google, and it is all there." Some of them have left their older siblings behind and taken on more responsibilities.

Furthermore, our partner programs with KHUSHII for primary education benefitted over 4,000 students, and Akshaya Patra's mid-day meal served over 22,000 students in the reporting year.

### What was the basic idea behind providing holistic education in the CSR projects?

During our regular online sessions, we realized that looking after mental health is essential. We had all started feeling the strain of being locked up in our houses. Education is necessary, but so is happiness. Most students come from urban slums, where large families live in small shanties. We decided to bring in professional counselors to talk about mental health regularly. Small celebrations, such as Independence Day and New Year, were organized. Also, quizzes and debates further lightened the sessions.

### How did you tackle the new-age problem of dependency on digital media and tools?

We cannot control the students from using electronic devices. The benefits of digital far outweigh the problems. The students of government schools must be on par with those of private schools. We cannot deny them this privilege and must strive to create a level playing field.

### How did you know the path you took was correct or in tune with the current situation?

We gauged the impact of online sessions by students' increased participation, confidence level,

and heightened interest in education. Also, regular feedback helped us redefine the way we conduct classes. We encouraged the students to take up public speaking by volunteering to become Quiz masters or Newsreaders during the session.

### What is the overall impact of the CSR initiatives?

Newgen's CSR has not only focused on digital education through NDDP and KHUSHI programs for primary school children, but it also involved working closely with Akshay Patra to provide nutrition to the students. Akshay Patra made a significant impact by providing over 22,000 food packets.

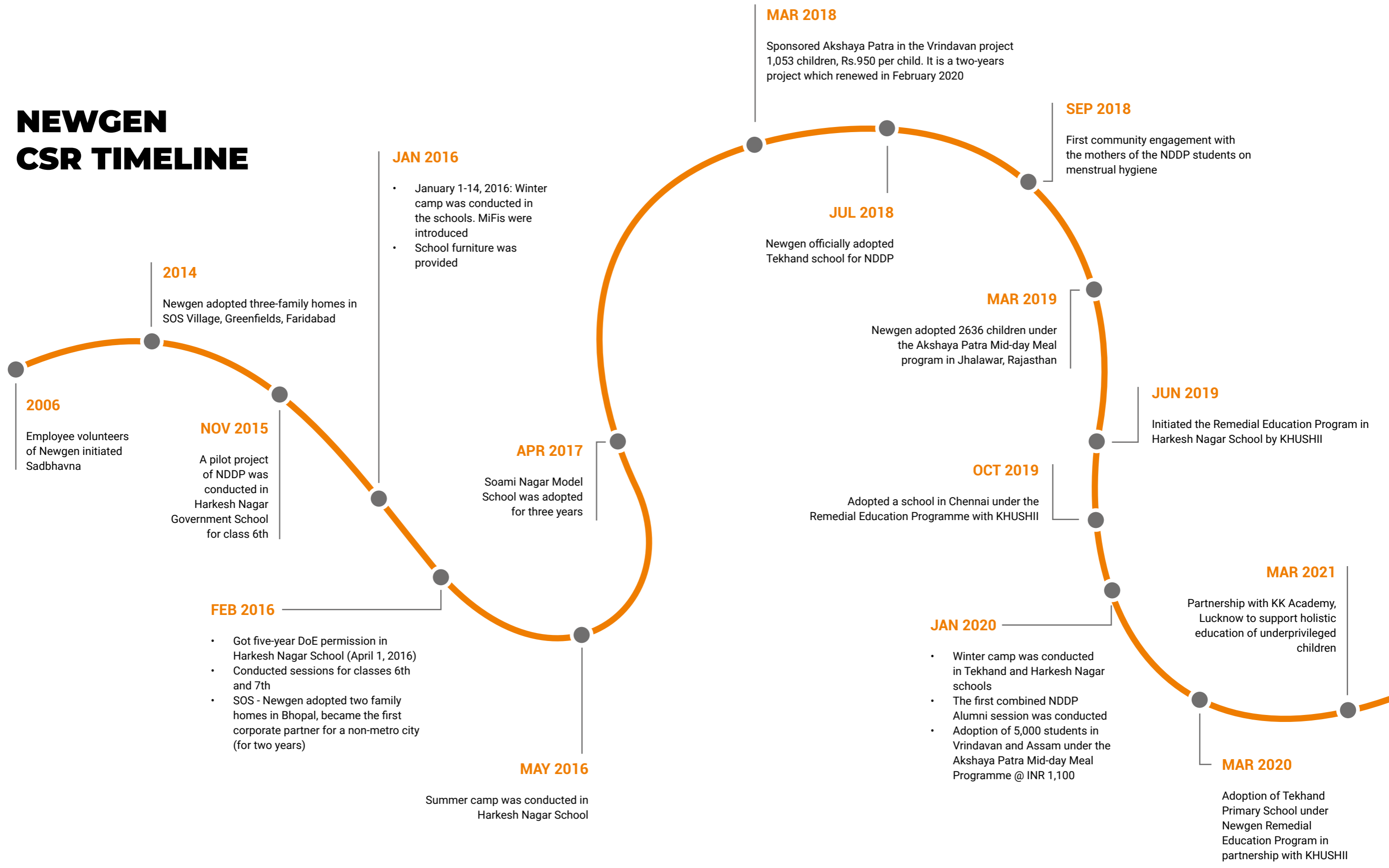
### Physical learning has been replaced by digital learning. The analytical approach of a teacher has been replaced with auto-correct keyboards. Do we push digital learning or encourage them to go to classes and playgrounds?

Physical learning is vital for children's emotional growth, social skills, and mental health. However, digital learning is here to stay. From now on, it is going to be a hybrid model. Teachers, parents, and students will have to adapt to it. Digital learning has benefits far beyond the reach of traditional teaching methods. Digital literacy has created a level playing field for the students. Today, the less privileged have access to knowledge and information as anyone else. They have an opportunity to explore different options in their careers and improve their skills.

To sum up, I would say, "Digital education will revolutionize education in India the way Green Revolution changed the agriculture sector and created food security in our country forever."

**Ms. Priyadarshini Nigam**  
Director, CSR

# NEWGEN CSR TIMELINE



## PREAMBLE

The concept of Corporate Social Responsibility (CSR) has gained prominence over the last few years. CSR is not charity or mere donations but a way of doing business as usual, creating shared values, and contributing to social and environmental good.

At Newgen, reaching out to under-served communities is part of our DNA. The company continually maps the needs and requirements of such communities and fulfils its commitment to being a socially responsible organization.

Our objective is to make CSR a key business process for sustainable development while conducting insightful engagement with our stakeholders. We aim to actively contribute to the holistic development of underprivileged children. Our efforts are concentrated on raising the human development index in India by enhancing children's quality of education and life.

## MISSION AND VISION TOWARDS CSR

### Mission:

To actively contribute to the social and economic development of the communities in which we operate, resulting in building a better, sustainable way of leading life for the weaker sections of society and raise the country's human development index.

### Vision:

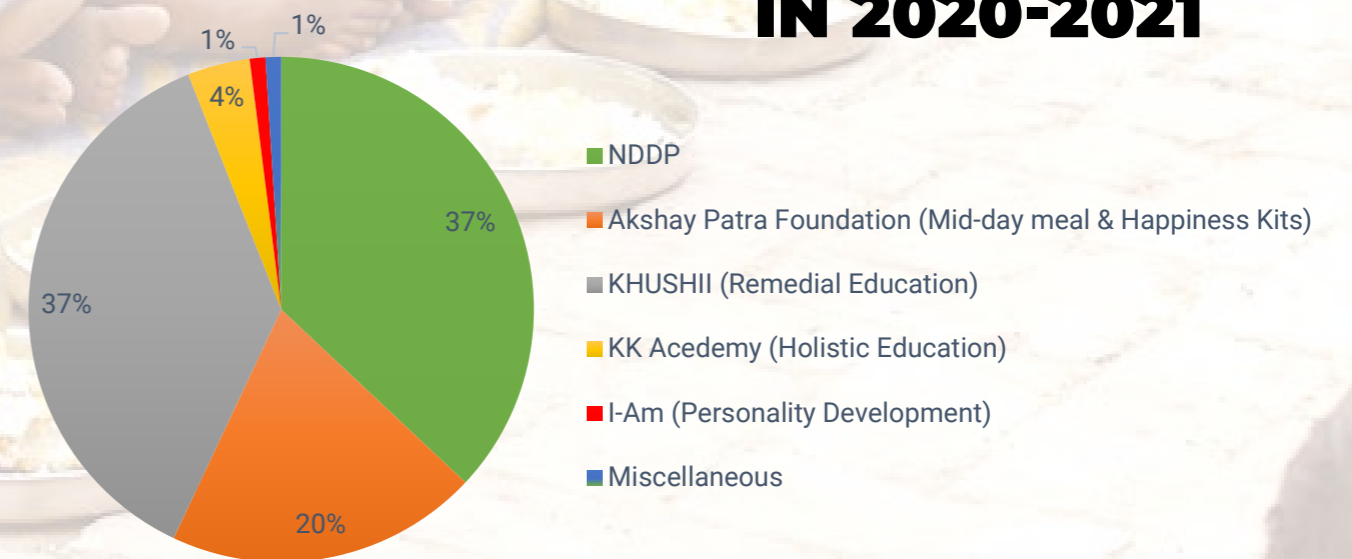
To be a socially responsible Corporate Citizen.

The focus of Newgen CSR initiatives contributes to two sustainable development goals:

- Goal 2 (Zero Hunger)
- Goal 4 (Quality Education)

Along with the successful implementation of CSR initiatives, there has been a conscious effort to revamp the programs, systems, and processes. The year in review especially witnessed a different pattern of executing our CSR activities due to the COVID-19 pandemic.

## ALLOCATION OF NEWGEN CSR BUDGET IN 2020-2021



# NEWGEN DIGITAL DISCOVERY PAATHSHALA

## PROJECT LOCATIONS :

1. Government Girls Sr. Sec. School, Harkesh Nagar
2. Government Girls Sr. Sec. School, Tekhand

PROJECT IMPLEMENTATION  
NEWGEN SOFTWARE TECHNOLOGIES LIMITED

## Newgen Digital Discovery Paathshala (NDDP)

Newgen recognizes the importance of digital education for students. The NDDP program aims to augment students' digital skills and bring them on par with the global education scenario.

Newgen Digital Discovery Paathshala (NDDP), the flagship CSR initiative of the organization, focuses on promoting quality and equitable digital learning among government school students. The initiative is designed to impart knowledge using web-based technology and transform traditional classroom teachings into fun learning sessions.

NDDP footprints are spread across Government Girls' Senior Secondary Schools in Harkesh Nagar and Tekhand area in Delhi. In 2020-2021, NDDP helped over 3,000 students and expanded its reach from classes 6th to 11th. In addition, NDDP has touched the lives of several indirect beneficiaries, including students' parents, siblings, friends, and their communities.

## NDDP Transformation During COVID How the Students' Feedback Made a Difference

The pandemic has been challenging for the education sector. The schools had to change their teaching mode to online to prevent transmission of the infection. This impacted the government school students the most. Belonging to the marginalized section, most of the students came on the verge of discontinuation of their studies due to the unavailability of adequate resources. Immediate transformation of the NDDP implementation strategy became the need of the hour to keep the students connected with their studies in these challenging times.

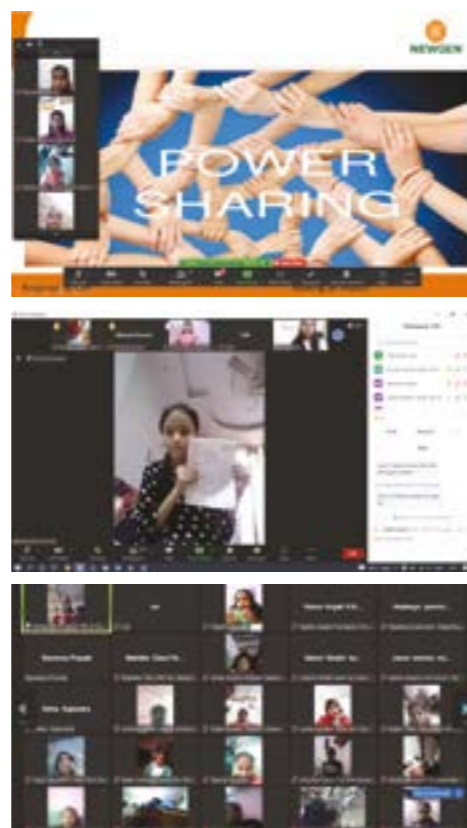
The NDDP team started conducting surveys with the NDDP alumni students to understand their needs. The team interviewed 100 students in this process and gathered the following information:

- Students needed digital devices to be a part of the online mode of education
- Due to reduced family income, parents were not able to maintain regular digital connectivity for the children
- Mental health was severely affected due to the growing fear of COVID-19, restriction of outside activities, and being confined in closed spaces

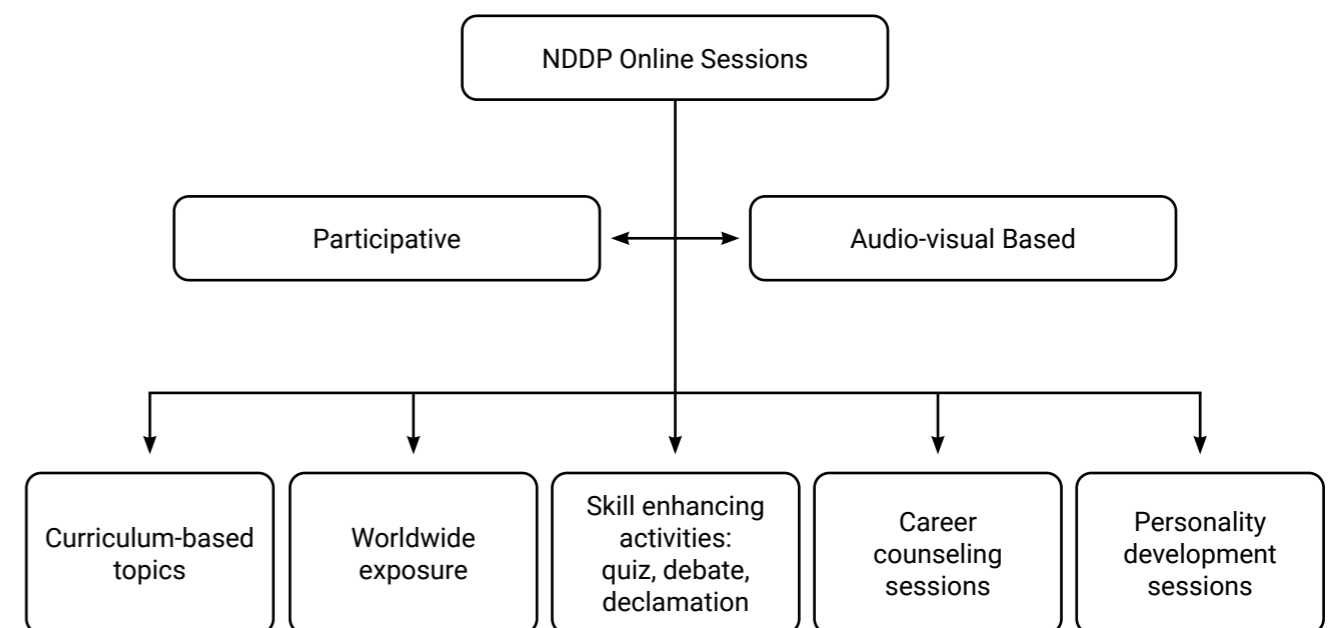
NDDP has always been flexible to adopt new changes to bring out the best results and ensure every penny is utilized for the beneficiaries. Understanding the requirement of the target group, the NDDP team re-framed its mode of operation. The new modus operandi scaled up digital empowerment for the students. Under the aegis of NDDP, about 500 students were provided with digital devices, including iPads, tablets, and smartphones, to make education more accessible. The sessions were conducted through online and digital learning platforms. In addition, the team further ensured that online connectivity was user-friendly and free of cost.



The initial sessions with the students covered soft skills and open-ended discussions to make the transition smooth. The execution strategy included an audio-visual teaching mode, group discussions, quizzes, activities, assignments, and other interactive activities. Regular assessments were conducted based on class and homework assignments. The aim was to make the sessions engaging for the students. Digital devices helped imbibe a habit of self-learning and research among the students. The NDDP beneficiaries enhanced their skills with online research and developed creative content. The students improved their ability to navigate through devices, leverage the internet for studies, and prepare informative PowerPoint presentations for assignments. Furthermore, many students utilized the devices to help their peers and siblings in their education and support their elders in online transactions.



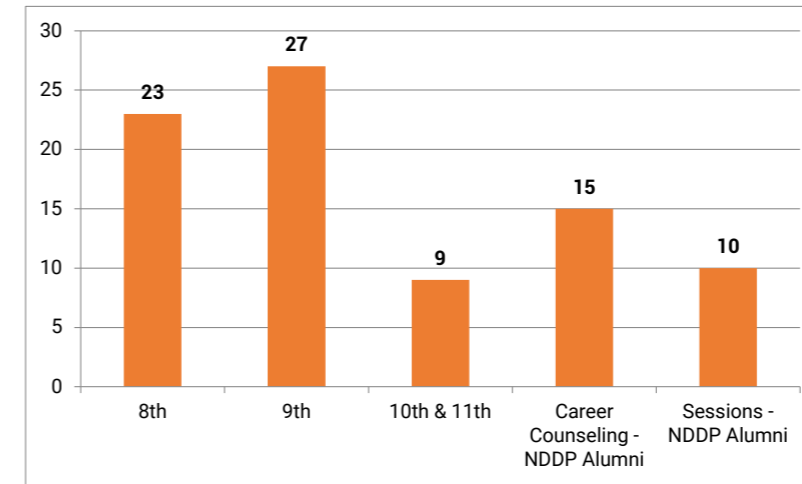
Students' Feedback & Upscaling of NDDP		
Students' Feedback	Action by NDDP	Outcome Observed
<ul style="list-style-type: none"> <li>Lack of resources, digital device, and connectivity for studies</li> <li>Growing emotions of fear, anxiety, helplessness, uncertainty, and loss of interest</li> </ul>	<ul style="list-style-type: none"> <li>Distribution of digital devices (iPad, tablet, and smartphones) along with maintaining free of cost connectivity for the students</li> <li>Counseling sessions to create awareness on COVID-19 and its prevention</li> <li>Sessions to help with emotional stress, develop soft skills, and enhance confidence</li> <li>Class-wise topic bifurcation for Science and Social Science subjects</li> </ul>	<ul style="list-style-type: none"> <li><b>Digital Empowerment</b> - Improved digital proficiency and inculcation of a research-oriented attitude among the students as a consequence of direct engagement through devices</li> <li><b>Personality Development</b> – Helped develop confidence and self-awareness. This enabled the students to make informed decisions related to their careers</li> <li><b>Skills</b> – Developed public speaking and significantly improved presentation skills of the students</li> <li><b>Peer Educators</b> – Helped students encourage their parents, siblings, and peers to understand and use digital devices</li> <li>Proactive participation of the students in activities</li> <li>Increased academic interest and continuation of education post 10th class</li> </ul>



## Expansion of NDDP Alumni

The NDDP alumni association was initiated in 2019. It aims to strengthen and amplify the impact of the NDDP program by reconnecting with the beneficiaries who are promoted from class 8th. In 2020-2021, the initiative was taken up a notch by actively engaging with the NDDP alumni through a handholding platform that is flexible, informative, and educationally powerful. The online execution of the program helped expand the group, with nearly 250 alumni attending regular online classes based on the school syllabus, personality development, life skills, and career counseling for their holistic growth. This initiative goes the extra mile to help the students achieve their dreams and aspirations.

Topics Taught in NDDP	
Class	Topic
8th	Environment and Rainwater Harvesting, Crops, the Indian Constitution, Synthetic Fibers and Plastics, Law and Social Justice, Why Do We Need the Parliament, Understanding Our Criminal Justice System, the Ruling Countryside, Resources, Trade to Territory, Civilizing the Native, Educating the Nation, Pollution—Air and Water, Mangal Pandey, Cell, Microbes, Coal and Petroleum, and Combustion
9th	Nazism and the Rise of Hitler, French Revolution, Russian Revolution, Colonialism and Forest Lives, Agriculture and Natural Vegetation, Indian Forests, Water Resources, Atom and Molecule, Work, Energy, and Power, Health and Disease, and Natural Hazards and Disasters
10th & 11th	Manufacturing industries, the lifeline of the National Economy, Globalization and Indian Economy, Sectors of Indian Economy, Our Environment, the Indian Constitution, Power Sharing, Forest, and Nationalism in India
Career Counseling for NDDP Alumni – Class 9th onwards	The sessions involved Stream Selection, Career Counseling—Doctor, Teacher, Police, Vocational courses, Designing, Hospitality, Banking, and Social Work
Common Topics Taught to All Classes	<i>Corona pe Charcha</i> (about COVID-19), seven wonders of the world, national and international tribes, facts about India, Indian festivals, civilizations— Indus Valley, Maya, and Mesopotamia, discipline, time management, the caste system in India, and environment and rainwater harvesting



Class Wise Sessions

## Extra-curricular Activities

### Enhancing Students' Skills

Improving participation, presentation skills, and public speaking is the aim of NDDP. A range of activities was organized, including quizzes, debate competitions, declamation sessions, and presentations. In addition, the students backed top positions in the Rang Ragini painting competition conducted at a global level. NDDP also conducted special events such as celebrating Independence Day and New Year to include fun-filled learning sessions. And, to appreciate the participation of the students, special prizes were also awarded.



### Interaction with Parents

In September 2020, the NDDP team conducted an online interactive session with the students' parents. The purpose was to update them about the NDDP sessions and engage them in the discussion. The major topics discussed included precautionary measures to tackle COVID-19 and women's rights.





## Reward System

### Appreciation Prizes

NDDP continued the reward system to acknowledge the brilliant students who participated and performed exceptionally well in various program activities throughout the year. Useful gifts and stationeries that included Manorama yearbooks, notebooks, pens, tiffin boxes, colors, and more were awarded based on the performance. This initiative led to a boost in performance and actively encouraged students to participate in the session.



### Happiness Kits

We understood the nutrition crisis that the marginalized families faced with the onset of the COVID-19 pandemic. To provide for the wellbeing and support the nutritional requirements of the students and their families, Newgen distributed nutritious food items in the form of 'Happiness Kits.' 400 students were provided Happiness Kits that contained monthly rations of non-perishable food items.



### Interaction with Newgen Employee Volunteers

After the inception of Newgen CSR Week in 2018, Newgen employees were provided a platform to understand the initiative and participate in the activities. Newgen CSR has an open space wherein the employees can come forward and volunteer any time.

During the pandemic, the volunteering was structured through the online mode. Newgen employees attended various NDDP sessions as audiences, participants, or judges of competitions. This helped keep the connection of CSR activities with members of different Newgen teams even during COVID.

## Highlights of the Year

- Expansion of program from class 6th to class 11th
- Distribution of smart devices to nearly 500 government school students, ensuring free of cost connectivity and uninterrupted access to education
- Regular distribution of gifts and appreciation prizes to celebrate students excelling in quizzes and assignments and to inspire a healthy sense of competition
- Virtual celebration of special events, including Rang Ragini painting competition, Independence Day, New Year, debates, etc.
- Distributing of 'Happiness Kits' to 400 NDDP students
- Expansion of NDDP alumni association



## NDDP Students Speak

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**Juicy** is a meritorious child who has been part of NDDP since class 6th. She expresses, "The device provided by NDDP has proved to be a blessing during the pandemic. I could attend online classes, create informative presentations, download PDF versions of NCERT books through the Government of India's e-Paathshala portal, and more! Furthermore, the group discussions organized by NDDP have made the sessions more exciting and engaging. I am looking forward to attending NDDP's online career counseling sessions."

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NDDP proved a boon for **Snigdha** during COVID. Her school classes were moved online, and her mother's phone also got robbed. They could not purchase a gadget to attend classes due to economic hardships. With the NDDP digital device provided to Snigdha, she continued her studies through this challenging time.

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With the help of the smart device given by NDDP, **Vidya Laxmi** has taken on the role of a tutor for her younger sister. Digital learning has made her younger sister more engaged in academics. Because they cannot go out and play due to the COVID-19 pandemic, creating PowerPoint presentations and competing against each other in online quizzes has become an evening ritual for them.

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For **Sandhya**, the NDDP device acted as a connecting bridge with her school. Previously, her father visited the school to collect her homework sheets and submit them. The tablet provided by NDDP has made it easier to stay connected with the school's ongoing assignments and classes. She can now complete her work from the comfort of her home and use the time to improve her general knowledge from the internet. She has now added Microsoft Word and PowerPoint to her repertoire of skills.

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**Sasmita** is a regular student of NDDP sessions and is grateful for her tremendous growth in the last year. She said, "The NDDP classes have been a platform to hone my skills and showcase them through different activities, such as news reading, debate, quizmaster, and more. Every month I look forward to the personality development sessions that help me understand my strengths and weaknesses and communicate confidently. Also, the constant encouragement and motivation from the NDDP facilitators drive us to perform better."

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**Priyanshi** credits NDDP for her improved digital skills. She expresses, "With the tablet, I can research and read more about the subject topics through e-resources."

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**Manju** shares how the engaging online sessions help her learn about a wide range of topics. She says, "The online sessions are engaging, and I like the variety of topics being taught to us, such as history, science, stream selection, and career counseling."

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**Mohini** mentions how the NDDP device has smoothed the availability of information for students. She says, "The NDDP classes and the digital device have made it easier for me to access online resources for studies. I get information about the world in a click." Additionally, she notices the change in her personality because of the activities conducted for holistic development. She expresses, "After being selected as the group monitor, my confidence and communication skills have enhanced. I can put forth my point effectively among my peers and seniors."

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**Priya Jha's** experience shows the engaging ability of the NDDP sessions. She shares, "The device provided by NDDP has made studying more convenient and accessible. I have learned to create presentations and use them as a tool for quick revisions during exams. It has increased my confidence and improved my research skills. My favorite session was on the French revolution. I was so exceptionally engaged that I devoted my whole weekend researching about the Palace of Versailles and Marie Antoinette. NDDP has made me love social sciences, and I look forward to more such educational adventures!"

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**Reetu** shares, "I enjoyed the online debating experience which allowed me to share my thoughts and ideas. The NDDP facilitators understood our thoughts well and encouraged us during the whole session. I was amazed to see the speaking skills of my classmates. The audience could also ask questions from the debaters, making the session more interactive and fun to attend."

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## Case Study

### Understanding Impact

#### Mona A Conscientious Doctor in the Making

Mona is a class 11th Science student. She has been a part of the NDDP program since class 7th in Government Girls School, Tekhand. She hails from a humble background. Her family consists of five members, including her parents, one elder sister, and one younger brother. Her father is the sole earner who works as a security guard and has a monthly income of around Rs. 15,000/- per month.

Mona has always been a diligent student and aspires to be a doctor. After completing class 8th, she joined the NDDP Alumni program as she recognized the positive impact of the NDDP sessions in her academic life. During the NDDP sessions, she always observed the facilitators and was mesmerized by their command of the English language and communication. Mona expressed her desire to learn the language. The NDDP facilitators were delighted to hear Mona's request, and they guided her on how to use digital platforms like Google, YouTube, and other online available resources to learn and practice the language. Mona understood and has incorporated the information into her daily routine to enhance her English-speaking skills.

Mona's school had to close when the COVID-19 pandemic hit the nation, and the classes moved to an online platform. As her father had a minimal income that was only enough to support the family's basic needs, Mona's education was almost on the verge of being disrupted. However, with the intervention of NDDP, she was provided a smartphone and free internet connectivity, which helped her continue her education without any hindrance. The device also had a child lock feature that provided an additional benefit to the parents to ensure the online content accessible to the child.

Mona has been an active attendee of all the sessions and proactively participates in quizzes, debates, and group discussions. She also continued learning English using the online resources.

The story of Mona projects how dedication and sincerity could help any child move ahead and achieve more, regardless of their economic background.

Mona expresses, "I have been using all the information from the interesting NDDP sessions, and I can understand myself better, and today, I have the confidence to chase my dreams."

# Case Study

#### Arfi - The Passionate Designer

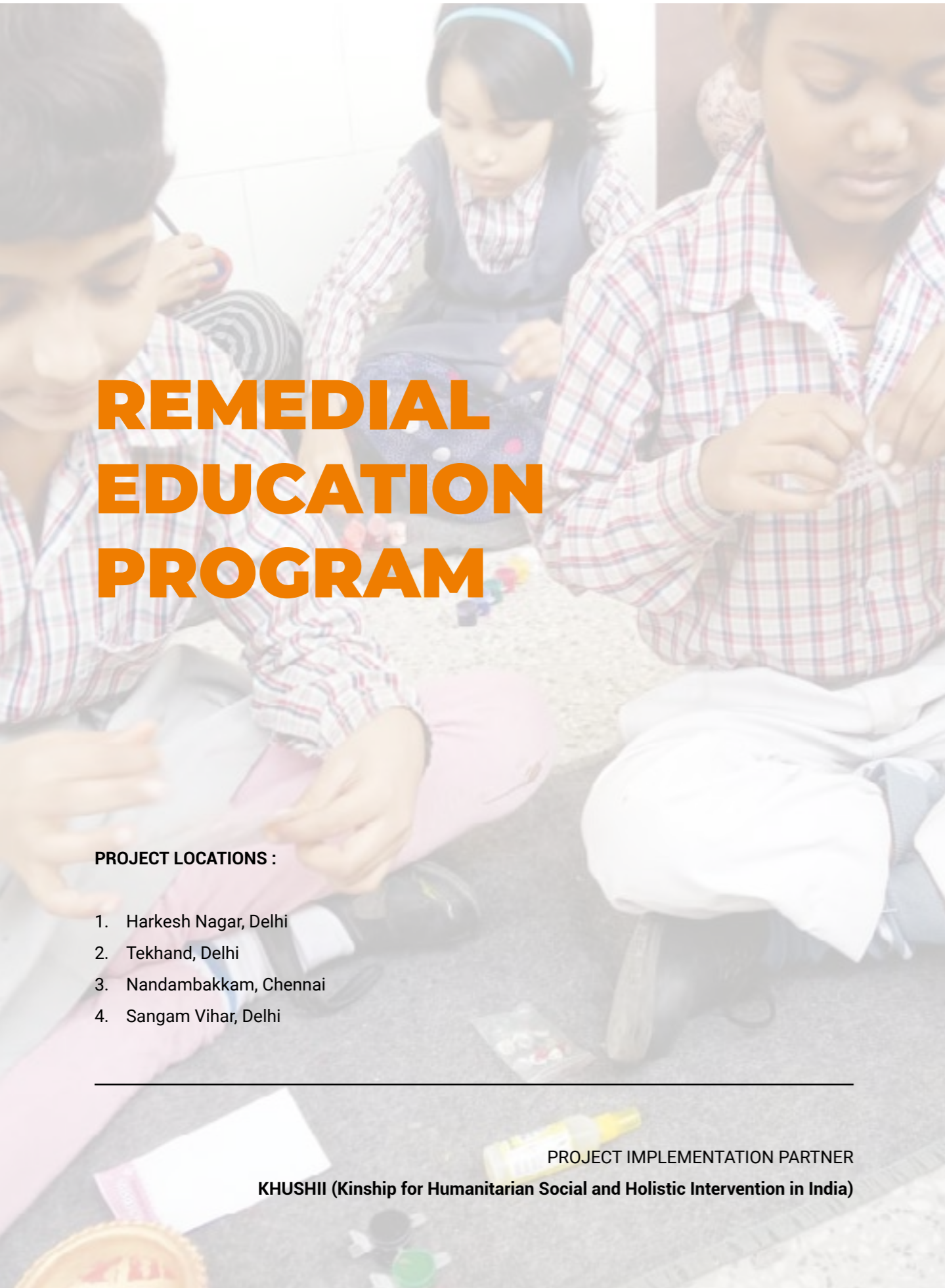
Arfi, an enthusiastic NDDP alumni student of class 12th Arts stream, has been a part of NDDP since she was in class 6th in Government Girls School, Harkesh Nagar. Arfi has a family of six members, including her parents, elder brother and sister, and a younger brother. Being from an economically marginalized family, they depended on a sole earning member. However, Arfi has always kept her focus steady on her education. She aspires to be a fashion designer using her creative skills and desires to make her parents proud.

After passing class 10th, Arfi also faced the sudden consequence of the COVID-19 pandemic with the closure of schools and online platforms as the medium of studies. She was provided a tablet and free internet connectivity by NDDP that helped her attend all the subject classes. With a digital device available to her personally, Arfi enhanced her research-oriented aptitude and digital skills. She enthusiastically utilized the device for reading, completing homework, assignments, and doubt clearing on varied topics. She even filled forms online and assisted her peers and elders in online transactions.

Being a part of NDDP for over five years, Arfi expresses, "I always attend the NDDP sessions as they are engaging and different from the monotonous book reading-based teaching. The career counseling sessions have helped me understand my skills and select a career using the required academic path. I look forward to the NDDP classes each week."

## Way Forward

- Integrate the program to class 7th
- Widen the circle of digitally-equipped NDDP students by the distribution of devices and providing connectivity
- Provide and support nutrition of NDDP students through Happiness Kits
- Initiate NDDP online portal and app
- Initiate supporting holistic education in the rural parts of India



# REMEDIAL EDUCATION PROGRAM

**PROJECT LOCATIONS :**

1. Harkesh Nagar, Delhi
2. Tekhand, Delhi
3. Nandambakkam, Chennai
4. Sangam Vihar, Delhi

PROJECT IMPLEMENTATION PARTNER

**KHUSHII (Kinship for Humanitarian Social and Holistic Intervention in India)**

## Newgen's Partnership with 'KHUSHII'

In 2018-19, Newgen partnered with the NGO KHUSHII, with the aim of providing remedial education to students in four government schools—Harkesh Nagar, Tekhand, and Sangam Vihar K-2 Block schools in Delhi, and Nandambakkam school in Chennai. The program focuses on providing supportive education to students from underprivileged communities and enhancing their learning levels.

The project covers remedial classes for students of 1st to 5th classes, in the core subjects of language English, Hindi, Tamil (only for Chennai school), Mathematics, and Social Sciences by deputing additional teaching faculties in the schools. The pedagogy used is child-based, centered around the learning capabilities and academic standards of individual students. The teachers are kept up to date through various capacity building and skill enhancement sessions.

Innovative and interactive teaching methods are the key components to keep the students engaged. The teaching strategies include worksheets, digital sessions, group discussions, practical-based learning, art-integrated learning, and more.

## Transformation during COVID-19

During the pandemic, KHUSHII continued the remedial education classes. Based on the baseline survey of the community, KHUSHII mapped the availability of resources, specifically smartphones and connectivity. Their Internal Academic Resource Team planned the study material and strategized their sessions in two modes: partially online and offline. Through its two-fold approach, the project addressed the educational and mental health support to the students and their families. The new mode aimed at bringing students close to the education by blending traditional learning with technology-driven methods.

**Partially Online Learning Model:** This model was implemented for students who have access to smartphones but regular Internet is not available. The



classes were conducted via instant messaging applications, voice calls, group video calls for doubt clearing and combining classes with the digitized activities making students to experiment, learn and grow. After formation of class wise WhatsApp groups teacher posts daily class wise topic wise class work along with the related learning material followed by the assignment or homework. Duration of each class is 1 hour. Students were encouraged to share their queries and complete their classwork within the stipulated time. Teacher used voice notes or video messages to clear the doubts of the students as per the availability and request of the students.

**Offline Model:** This model was implemented for students with no access to smartphone and internet connectivity. Under this, resources were being shared at the doorsteps of the students through community mobilisers. The resources included an educational kit containing class wise topic wise handouts in concerned subjects with the assignment sheets. Assignment sheets and handouts were self-explanatory and devised in such a manner that a student can understand them with minimal or no support. Constant guidance, follow up and monitoring of students' performance was done by the teachers through voice call. Students can access the support of the teachers in working hours on official phone number.



## Sessions

**Classes:** In 2020-2021, through the two different model of teaching, over 4000 students were reached. 100% students were able to access the classes either through online or offline mode. Worksheets, audio-video material were provided to the students. Periodic assessments helped to keep a track of the growth of the students. In addition, awareness sessions on hygiene, mental health was conducted on a regular basis to sensitize the target group to adapt habits for their betterment.

**Counseling:** Tele counseling of the students was done which was even more needed during the difficult phase of lockdown. Through various activities, the students were encouraged to build up their emotional, psychological, and physical well-being. Further, the students were assisted in their academic, career, social, and personal development to help them follow the path to success.

**Extra-curricular:** Virtual celebration of special days like Rakshabandhan, Ganesh Chaturthi, Independence Day Christmas, Diwali, Dushera, Durgapooja, Gandhi Jayanti and Republic Day was also done.



## Training of Parents

An important aspect of introducing online mode of learning was the need of training the students' parents. Extensive training of the parents on using digital methods for education, creating an account, login, submitting worksheets, accessing supports etc. was done. They were also trained on related cyber safety issues to keep children safe online.

## Capacity-building of Teachers

The teachers were trained through various capacity building workshops to ensure the effectiveness of the new mode of learning. The major topics included implication of COVID-19, pedagogy and teaching techniques in English and Math, Operating Google classroom application, Mental health issues, operationalization of virtual classes and troubleshooting, motivating students to attend virtual classes regularly, enhancing the skills of school counselors in understanding emotional intelligence among students and self, mental health and workplace stress due to Covid, training of trainers for teachers on educating parents on how to monitor their kids for self-studies.

## Parent-teacher Interaction

Regular Parent-teacher Meeting has been instrumental to keep the parents involved into the learning process of their child and keeping them safe during Covid pandemic. Parents of students who were not taking online classes seriously and not completing the assigned task were dealt separately. They were guided for effective supervision and compliance towards the submission of assignments and home work.



Such initiative made the parents happy as it was the first time they are using online tool of their own and they too felt empowered in operating the digital medium independently.

To strengthen the parental engagement, a mother's group was also formed. It aimed to promote child education through timely awareness activities and campaigns.



### Maitri Group

Maitri Group" is a student's group formed with 28 members in 04 sub-groups Eco club, Discipline club, Health and hygiene and Art club in Chennai location. The aim of this group is to make students responsible towards their environment and to teach them how to work in a team. The members take lead role in various school activities including maintaining discipline, ensuring cleanliness, monitoring personal hygiene among the students.

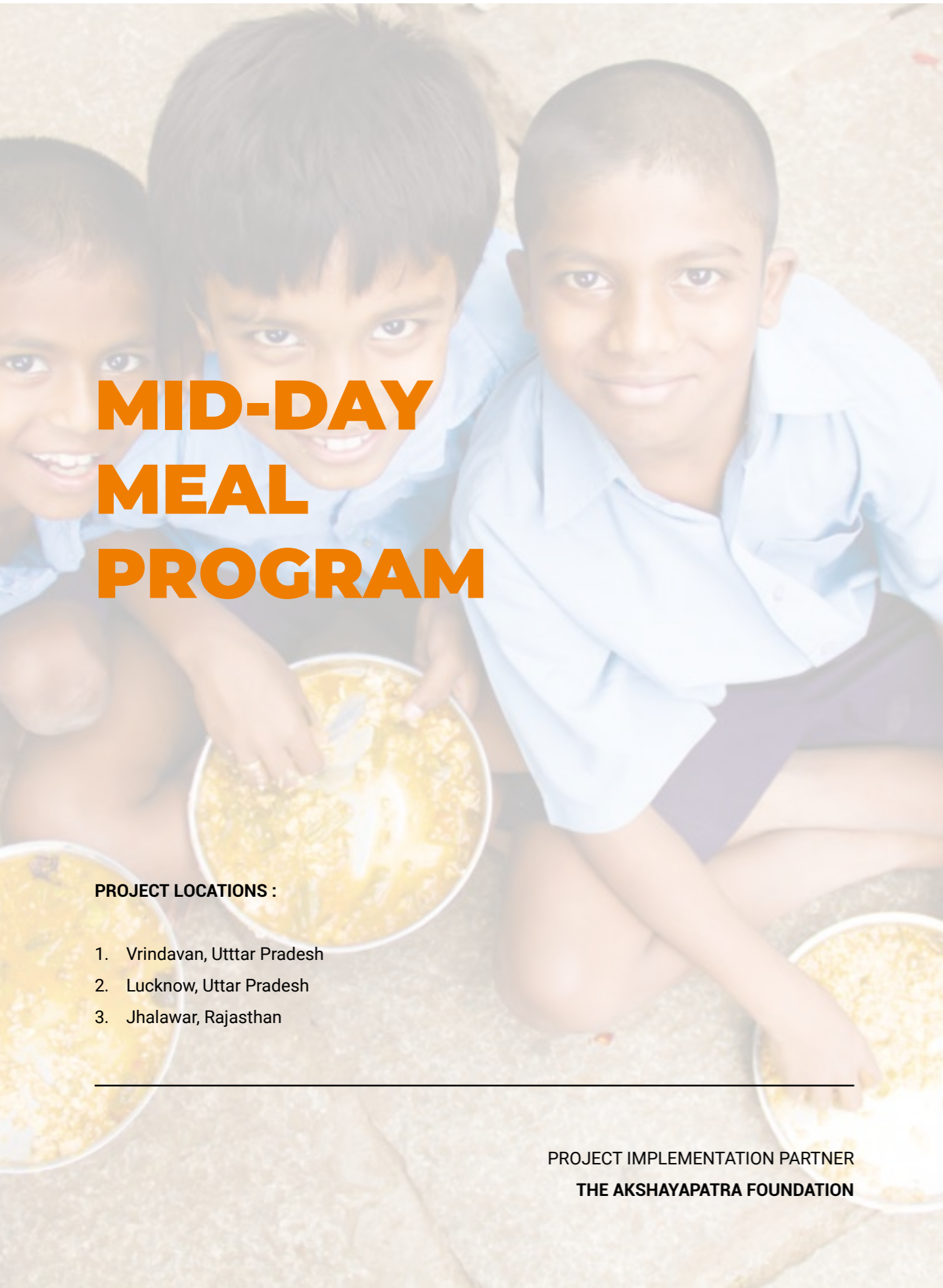
### Interaction with Newgen Volunteers

In the month of February volunteering event by Newgen was organized that was attended by 04 volunteers from Newgen. Activities conducted were Ice-breaking events, story Narration, Quiz, Evolution-Basics, Play (for the narrated story), Video for Evolution.

### Outcome

The model of teaching has been fruitful in delivering effective outcomes and empowering our students to grasp the concepts taught. The students actively engage in productive discussions with their teachers, share relevant information with their peers, and perform better on their exams.





# MID-DAY MEAL PROGRAM

**PROJECT LOCATIONS :**

1. Vrindavan, Uttar Pradesh
2. Lucknow, Uttar Pradesh
3. Jhalawar, Rajasthan

PROJECT IMPLEMENTATION PARTNER  
**THE AKSHAYAPATRA FOUNDATION**

## Newgen's Partnership with 'The Akshaya Patra Foundation'

Healthy and nutritious meals are a must for children, especially in their formative years, to drive their physical and mental growth. Newgen partnered with The Akshaya Patra Foundation, the world's largest NGO-run mid-day meal program in 2018. Since then, Newgen has been supporting healthy meals for students attending the government schools of Vrindavan, Jhalawar, and Guwahati.

## Transformation During COVID-19

The lockdown compelled the schools to choose online modes for their mode of teaching. However, most of the supported Government schools did not have the required resources. The mid-day meal (MDM) distribution also halted due to lockdown and the vulnerability of poor nutrition increased.

To bridge the nutrition gap during the lockdown, the Foundation initiated transformation of mid day meals into "Happiness Kits" to boost immunity, hygiene and learning. Newgen supported this initiative and during the reporting year, 22,577 Happiness Kits were provided to government schools students in Vrindavan, Lucknow and Jhalawar. Each kit comprised monthly ration of nutritional, educational and hygiene items that included non-perishable food items, stationary, toothbrush, toothpaste, sanitary napkin and soap. Nutritional value of each kit met the MDM nutrient value requirement.





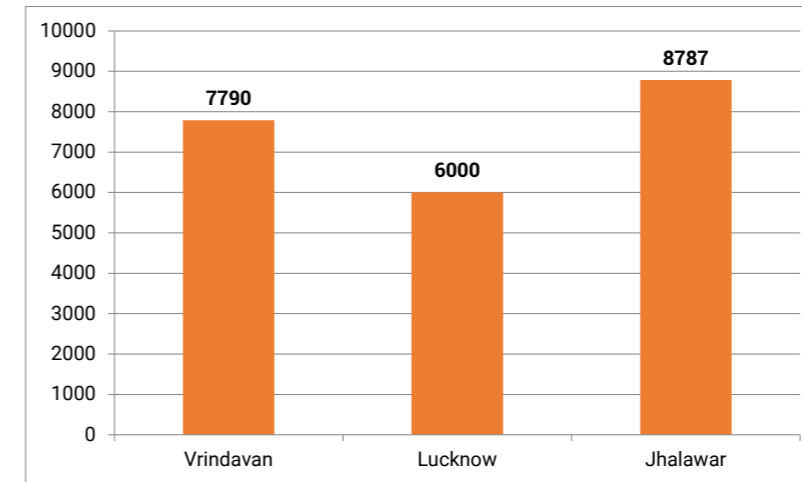
### Outcome

Our partnership with The Akshaya Patra Foundation furthers Newgen’s vision of holistic development for children and the following results have been evident:

- Improved nutritional status of the children
- Enhanced focus on studies and improved academic performance
- Reduced drop out of education

**With the opening of schools, the MDM program will continue to support the nutritional requirement of the nation's future.**

Location	Number of Happiness Kits Distributed
Vrindavan	7790
Lucknow	6000
Jhalawar	8787
<b>Total</b>	<b>22577</b>



**Number of Happiness Kits Distributed**

### Case Study

1. Mayank is an 8 years old boy of Rakesh who is 38 years in age himself and is a single parent to Mayank. Rakesh lost his job during the Lockdown and was facing hardships in arranging each meal for both of them. On receiving the kit, Rakesh expressed, “This happiness kit provided to us will work as a blessing. Educational material and stationery will also help my son to gain Knowledge and practice hygiene which will secure us from infection”. Great excitement & happiness was observed on Mayank’s face when he opened the box and witnessed activity books and stationary items placed in it. On being asked, Mayank shared that Khichdi is what he misses the most about school. His words reflected how he craves for simple things & happiness kit is a small effort that will surely help in bringing smile to his face.
2. Mr. Kedar Simha, father of Muskhan stated that due to the pandemic situation he lost the job and family was in very bad condition as it continues. He expressed that the Happiness kit was necessary requirement for the child during this situation. However, he states that “it saved the family from drowning”. Father said that Muskhan is happy with the study material inside the kit which helped her continue her studies. He thanked Akshaya Patra and Newgen for the distribution of Happiness Kit.



# HOLISTIC EDUCATION PROGRAM

PROJECT LOCATION : Lucknow, Uttar Pradesh

PROJECT IMPLEMENTATION PARTNER  
K K ACADEMY (KIDDY KINGDOM ACADEMY SAMITI)

## NEWGEN'S PARTNERSHIP WITH 'K K ACADEMY'

Newgen collaborated with K K Academy in the month of March 2021. The focus of this partnership is to ensure that children from underprivileged families from Lucknow location receive a holistic education. The academy is recognized by the state board to cater to students from classes nursery to 8th. The implementation strategy centers around empowering the students from different marginalized backgrounds and help them become literate and confident, thereby bringing social transformation through education.

The initiation of the project has been done with providing tablets to the academy teachers and students. This has supported the transformation of conservative method of teaching into web based digitally enhanced sessions. The students have also been using tablets as a self-learning device - to look up videos explaining mathematical concepts, meanings of difficult words in the dictionary, DIY ideas for Science projects, research in various subjects and even as a library of interesting literary work.

The first phase of the project has been able to connect the students more with the classes and enabled teachers to connect with the students using the online platform.





# PERSONALITY DEVELOPMENT PROGRAM

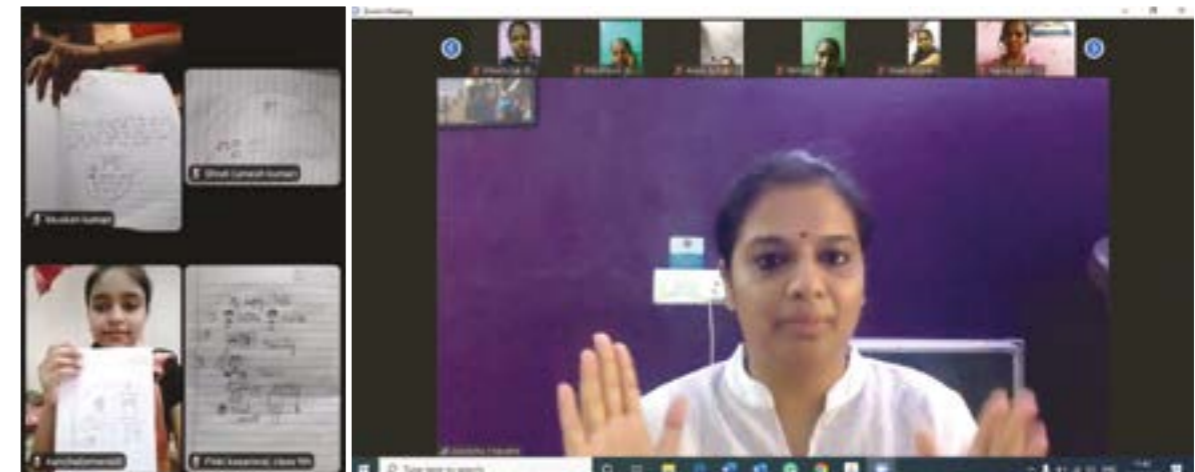
PROJECT IMPLEMENTATION PARTNER  
I-AM WELLNESS

## NEWGEN'S PARTNERSHIP WITH 'I AM'

Newgen has designed a personality development program for underprivileged children including NDDP Alumni students to groom them for a better future. The sessions were conducted on the second Saturday of the month by I Am, a mental health organization. During 2020-2021, 10 sessions were conducted with nearly 250 children.

The sessions covered a range of topics that included rapport building, empathy, compassion, dealing with tough situation, coping with exam stress.

Group interaction is the key to these sessions which followed an interactive mode in which specific situations were provided to the participants to help them understand the topic better. There is always a recap of the previous session to enhance the retention. Initially the children hesitated to openly express but once they realized the group is a safe place for healthy discussions and interactions, they started expressing themselves comfortably. Each session witnessed active participation of the students.



## Testimonial

*Aarti has been part of the Newgen Sadbhavna program since the age of eight. She is currently pursuing graduation. Aarti says, "The sessions have played a vital role in developing my personality, honing my skills, and building self-confidence."*

## Partners Speaks

“

Newgen has been an esteemed partner since 2018, as a staunch ally in the fight against classroom hunger, co-owning the vision: 'No Child in India should be deprived of Education because of Hunger'. Over the years the team has sponsored midday meals for over 8,600 children every school day across Vrindavan, Jhalawar and Guwahati, and post pandemic extended support to two more locations - Bhillai and Kakinada. The generosity of Newgen's leadership and team saw them continue to support beneficiary children through the Happiness Kit initiative, proving once again that they are the True Hunger Warriors! I extend my heartfelt gratitude to Newgen's leadership and team and thank each one of you for your continued support. Thousands of children now have the opportunity to aspire towards a nourished and educated future because of you. Thank you.

**Sundeep Talwar**  
Chief Marketing Officer  
The Akshaya Patra Foundation

“

At a time when the pandemic and its subsequent lockdowns have altered the education landscape of the lesser privileged children - caging them with unavailability of space, devices and data - KHUSHII delivered promises of academic continuity. We could adapt intervention strategies to ensure blended learning programmes to reach students via online classes, and also work for their mental wellbeing.

Newgen's partnership was instrumental in facilitating the need to set a strong foundation for our primary student beneficiaries, across the nation. I thank Newgen for being a true partner - committed and dedicated with a generous heart.

**Harish Gosain**  
Executive Director  
KHUSHII- Kinship for Humanitarian Social and Holistic Intervention

## Testimony from NDDP Facilitators



**Santosmita Chatterjee, NDDP Facilitator**

The global changes during COVID-19, unbolted several approaches to empower the NDDP primary beneficiaries and the society. It was the hardest time but the focus of NEWGEN CSR did not change nor even trembled. Initiation of need based interventions, bridging gaps between class room learning and online learning from students comfort zone via distribution of devices, free connectivity and numerous new modes of teaching, inculcated confidence in students, learning became fun, unperturbed parents, initiation of group studies, establishment of digital community and many more.



**Raveena Prasad, NDDP Facilitator**

In the time of the epidemic, no one even imagined that one day the medium of education would be online, it was very awkward in the beginning but gradually everything became very easy. During this we had the opportunity to know the children very closely, understand many things about them about their family, which we probably didn't know. I have learned so many things along with the kids and it has been a wonderful experience for me.



**Gauri Khanna, NDDP Facilitator & Volunteer**

The Covid-19 outbreak catastrophically impacted the education sector all over the world. March 2020 will forever be known in the education community as a month when all schools shut their doors. In response to the school closures, we at NDDP had to immediately shift gears to respond to students' and families' needs with virtual instructions. The NDDP students were learning digitally owing to the NDDP initiative already in operation at the Govt. Girls School, Tekhand and Govt. Girls School, Harkesh Nagar. By sharing the word throughout the community, all students helped establish the foundation of NDDP online. We were able to engage with not just the NDDP students but also their siblings and mothers through the NDDP online program, hereby quadrupling the program's impact. Newgen's CSR initiative remained steadfast and viewed the pandemic as an opportunity rather than a setback. As a facilitator, I am proud of NDDP students and grateful to their families who supported us to smoothly transition into online teaching.

# NDDP NEWS

**Education Redefined**

**The NDDP Alumni\*  
"Dreamers. Thinkers. Doers"**




Chanchal is a cheerful girl who loves reading storybooks and writing her own creative pieces. She recently scored 75% and is aiming for a B.Tech degree. She is ambitious and wants to share in the family's responsibilities. The lack of financial resources prevented her from accessing expensive guidebooks, acting as a barrier to her learning. NDDP changed her viewpoint and empowered her to use digital platforms to clarify her doubts and enhance learning.

▶▶▶ Chanchal – The Creative Writer

\*The NDDP Alumni Program provides a flexible, informative, and educationally powerful mechanism for the ex-NDDP students to help them in career growth, personality development, and soft skills training.

**Education Redefined**

**The NDDP Alumni\*  
"Dreamers. Thinkers. Doers"**




Neetu is a class 9 student of Government Girls School. Her favorite subject is science, and in her spare time, she enjoys watching science-based documentaries. She has become a more confident user of the internet with the help of NDDP sessions. Neetu has taught her father, a vegetable seller, to use the Paytm app. Her father can now collect money safely and without any trouble.

▶▶▶ Neetu – The Digital Literacy Promoter

\*The NDDP Alumni Program provides a flexible, informative, and educationally powerful mechanism for the ex-NDDP students to help them in career growth, personality development, and soft skills training.

**Education Redefined**

**The NDDP Alumni\*  
"Dreamers. Thinkers. Doers"**



Akansha is a mathematics enthusiast who aspires to become an engineer from IIT. She wants to support her father in taking care of the family's responsibilities. She likes how the chapters are explained during NDDP sessions, making the most arduous topics easy to understand. Additionally, the sessions help her keep up with the fast pace of the changing world.

▶▶▶ Akansha – The Future IITian

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**Newgen CSR**  
Newsletter August 2020

**NEWGEN**

**A Unique, Virtual Celebration of India's 73<sup>rd</sup> Independence Day**

On 15<sup>th</sup> August, patriotism is in the air. The day is celebrated with great zeal and gusto across the country, with the official celebrations taking place at the Red Fort in New Delhi. The occasion is also celebrated in schools every year, where everyone hoists the tricolour flag, sings the national anthem, and students participate in cultural events.

Amid the school shutdown due to Covid-19, Newgen CSR took an initiative to celebrate the Independence Day virtually. The event was conducted on a digital platform with the NDDP alumni.

The celebration was attended by 67 enthusiastic NDDP alumni. The event commenced with a virtual flag hoisting, followed by the national anthem. The students were active in participation and dressed up as freedom fighters who inspire them the most. The students shared their thoughts about the valiant freedom fighters who fought selflessly and sacrificed their lives to free the country from colonial rule.


The virtual event was packed with fun activities. The NDDP alumni played multiple games, including a house game that was based on the freedom fighters of India. They also engaged in a nationalism-specific memory game. The students had to remember the important details that they were shown on screen and use their memory to think and act quickly. The games were instrumental in increasing the motivation of the alumni and helped boost their confidence. The event created a positive attitude towards learning for the students by adding a playful element. The students also bonded by dancing on Bollywood songs.

After the fun activities, the event was concluded with a vote of thanks by Newgen CSR head, Ms. Priyadarshini Nigam, who interacted with the girls and brought to light the significance of freedom. She proudly expressed how the country has made progress in all these years and how the road ahead will bring glory and fast-track development with digitally proficient girls from the NDDP family.

The event was a great success and enjoyed immensely by the students. They were happy and did not miss the Independence Day celebrations at school. The Newgen CSR team proved, once again, that the pandemic cannot stop them from making an impact in the world. The NDDP alumni are digitally proficient, which helps them easily join the online sessions held thrice a week.

**Gauri Khanna**  
Facilitator - CSR

To join as a CSR/NDDP volunteer kindly reach us at [csr\\_nddp@newgen.co.in](mailto:csr_nddp@newgen.co.in) or [csrvolunteers@newgen.co.in](mailto:csrvolunteers@newgen.co.in)





## About Newgen Software Technologies Limited

Newgen is a leading provider of low code digital automation platform. Globally, successful financial institutions, insurance, government, and shared services organizations rely on Newgen's industry-recognized products and applications—to manage their processes (BPM), content (ECM), and communications (CCM)—for connected operations. From customer onboarding to service requests, from loans and deposits to underwriting, and many more, Newgen's industry applications transform business-critical operations with agility. Newgen's cloud-based platform enables digital transformation initiatives for superior customer experience, optimized costs, and improved efficiencies.

For more details, visit [www.newgensoft.com](http://www.newgensoft.com)

## For Sales Query

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