

Report on Smile Twin e-Learning(STeP) Program

(Adhar Center, Madhyamgram)

-By Debottam Chatterjee

2nd Year student, St. Xavier's College (Autonomous), Kolkata



SMILE FOUNDATION is a national Non-Profit Organization that was established in the year 2002. They mainly focus on the education of the under privileged and differently abled children and the development and empowerment of women and youth and also their healthcare.



Brief about SMILE FOUNDATION

Smile Foundation is a people-driven organization – right from the people who started it with a vision, to the people who work with them to bring change at the grassroots, to the people who support their work, and most importantly the people who SMILE serves on the ground through their work. Committed, responsible people who are passionate to make a difference to the world around them are the backbone of Smile Foundation.

This NGO was started by a group of friends who came together with the intention of doing something for the society and work for the people, to give back something to the society. They were all inspired

by thought and philosophy of Peter Senge, the founder of the Society for Organizational Learning who has propagated that “sustainability, social equality and the environment are now business problems...” and corporate leaders can’t expect governments to solve them alone.

The board of Trustees of SMILE FOUNDATION, INDIA consists of:

1. **Mr. Santanu Mishra** - Mr Santanu Mishra, a law graduate, a Company Secretary, and an alumnus of the Indian Institute of Management Ahmedabad (IIM-A), specializes in strategic management, enterprise transformation and Institution building.
2. **Mr. Manish Kumar**- A Chartered Accountant, Cost and Management Accountant and a Company Secretary, Mr. Manish Kumar specializes in Strategic Management Consulting, International Finance and Entrepreneurship Development.
3. **Mr. Yogesh Jagia**- A lawyer by profession with specialisation in economic laws. He practises in Delhi High Court and Supreme Court of India.
4. **Mr. Praveen Gupta**- A Masters in Business & Economics (MBE) from Delhi University. He advises leading corporate houses in India on various strategic issues.
5. **Ms. Poonam Chopra**- An investor and a philanthropist, Ms. Poonam Chopra has multidimensional exposure spread across various sectors in India and abroad.
6. **Mr. Ashok Chaudhary**- A fellow member of ICAI. He specializes in strategic management and consulting. He gives strategic advices to companies.

Mission of SMILE FOUNDATION

SMILE FOUNDATION started initially with the purpose of helping out the children who were under-privileged or differently-abled. This included the plans of providing them with the necessary education, nutrition and wellness support. Later on, the provisions of helping the Youth to be job ready, by providing them with necessary knowledge for the job market, helping the Women from Domestic Violence, giving them education and making them self-sufficient, and providing the under-privileged people of India with necessary and bare minimum health checkups, that they require, remotely.

The Different Programs of SMILE

SMILE FOUNDATION mainly oversees four major projects to help the people in need. They are:

1. **Mission Education-** This is the flagship program of SMILE FOUNDATION. In 2010, the Right to Education (RTE) act was implemented in India for youths of age group (6-14), which made education compulsory and free for the children. But even after that, the learning curve of the Indian youth was not at all steady. There came SMILE FOUNDATION, whose main objective was to empower the under-privileged children, differently abled children, abandoned and street children, and children living in tribal belts, remote villages and hard to reach areas of age group (3-18) with education, nutrition and wellness support.



2. **Smile On Wheels (SOW)**- This is a healthcare program that was launched by SMILE in 2006, which became fully operational in 2011. The main objectives of this Program are to provide takes primary healthcare services to the doorsteps of underserved communities in both rural and urban India. Following a two pronged approach, the program provides curative as well as preventive services, addressing the gaps in availability, accessibility and affordability of healthcare. The program includes medical vans equipped with modern equipment, doctors, and nursing attendants. The vans provide free services such as door-to-door consultations and medical tests. This program now has around 42 fully functional vans working around in 22 different states in India.



3. **Swabhiman**- This is a women empowerment program that was launched by SMILE FOUNDATION in the year 2005. This program aims to improve the lives of marginalized women and girls. The program's name means "self-respect". This program mainly empowers the women of all ages by providing them with knowledge of Nutrition, Healthcare, Livelihood Support, Entrepreneurship, Education and Protection to make them self-sufficient. SMILE has helped over 150000+ women through this program, of which 80000+ women were benefited from the facilities provided to them.





4. SMILE Twin e-Learning (STeP)- This is a youth development program that was established by SMILE in the year 2007. This program helps underprivileged youth gain skills and

employment. The program aims to bridge the gap between the demand and supply of skilled workers in India's growing retail and service sectors. The staggering youth population underutilised in the job market because of a lack of requisite qualifications and training are up-skilled, uplifted, and mainstreamed to become a part of the country's growth story. The livelihood programme aims to complement the government's vision and efforts under the Skill India mission, and is aligned with the Sustainable Development Goals 4 and 8. This program mainly focuses on youths of age group (18-30) who have at-least passed Madhyamik or parallel class 10 board exams. This program has different steps of working. They are:

- a. The most important part of this program is a mobilization program that helps the youths to know about this program. For this, the STeP staff travels to various remote locations to introduce this program to the youth, explain its benefits and gathers the details of those who want to participate in this program.
- b. The next step is a screening process that ensures that the candidates meet the required criteria to join this program.
- c. The third step is of document verification, where the candidates have to submit their Madhyamik or 10th board exam admit card, Aadhaar card, PAN card and the result of the last examination that they appeared in.
- d. After their enrollment is complete, these students embark on a three month journey with STeP where they learn Livelihood Skills, Spoken English, Basic Computer Skills, Communication Skills and Basic Management.

After all these are complete, SMILE helps out these candidates by placing them in certain companies that would help these students to implement what they have learned and also would help them earn some money with which they can help out their family.

After the course is over and the students are placed, STeP is also very active to follow up with their placed students and know how they are performing in their placed offices and takes feedback about their work and also their experience.

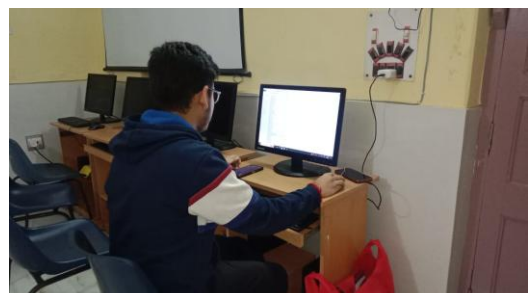
STeP, over the course of its working time, has helped train over 10000+ youths and were also able to place 6400+ of them to companies like Mio Amore, Bandhan Bank, OYO, Smart Bazaar, etc. SMILE, with the collaboration with Berger Paints, started i-Train on Wheels program, which helps painters from all around India to get special training to improve their work. The ultimate goal is to improve their livelihoods and create a positive impact on their overall well-being.



My Work Experience at Adhar Center

Work Overview

During my internship at Smile Foundation's STeP Center (Adhar, Madhyamgram), I had the opportunity to work on a variety of tasks that deepened my understanding of educational initiatives aimed at empowering



underprivileged youth. My responsibilities included preparing detailed documentation about Smile Foundation and the STeP program, creating PowerPoint presentations for mobilization and student orientation, and managing student admission records by verifying and updating their details in the system. I also became familiar with the Sixer Class App, used for maintaining student information, attendance, and placement records.

Additionally, I attended a seminar on Digital Marketing organized by Adwalnut, created case stories and profiles of successfully placed students, and contributed to follow-up activities by contacting alumni to track their career progress. Through these activities, I enhanced my skills in report writing, data management, and communication, while also gaining valuable insights into the operations of a non-profit educational center.



Student Interactions

As part of my internship, I also conducted student interaction sessions to better understand the real impact of the STeP program. I interviewed three students, each with unique backgrounds and goals, and their stories provided deep insights into the transformative role played by the program.

Ankush Das

Ankush Das is a 20-year-old Diploma Engineering graduate from Birla Institute of Technology. Coming from a family where his father is the sole breadwinner running a small shop, Ankush is determined to contribute to his family's financial stability. Through the STeP program, his main goal is to enhance his computer skills and communication abilities. He particularly enjoys the flexible video-based lessons and values the group discussions and assignments,

believing they help polish his speaking skills and boost his confidence for future job interviews.

Shuvam Chakraborty

Shuvam Chakraborty, aged 27, is a Higher Secondary graduate who had to discontinue his studies due to financial constraints. Previously employed in the insurance sector, he joined the STeP program to refine his skills and re-enter the job market with stronger credentials. Shuvam appreciated the course content but felt that a more interactive approach with real-time teaching would have helped him even more. Nevertheless, his dedication to learning and his ambition to support his family financially remain strong motivators throughout his journey.



Uma Sardar

Uma Sardar, also 27 years old, had paused her education after marriage. With no prior knowledge of computers or English, Uma entered the STeP program with the hope of building new skills. She expressed immense happiness and pride in learning how to operate a computer and communicate in English, even at a basic level. Her positive experience with the program has given her the confidence to seek employment and support her family, marking a significant step forward in her personal and professional development.

Conclusion

The conversations with Ankush, Shuvam, and Uma revealed not only their individual struggles and ambitions but also a common thread of hope and perseverance. Their experiences clearly reflect how the STeP program not only imparts job-ready skills but also instills in students a renewed sense of purpose and self-confidence, empowering them to create better futures for themselves and their families.

Overall Conclusion

My internship experience at Smile Foundation's STeP Center (Adhar, Madhyamgram) has been truly enriching, both professionally and personally. It gave me a comprehensive understanding of how non-profit organizations work at the grassroots level to uplift underprivileged youth through education, skill development, and employment opportunities.

Through a wide variety of tasks — including documentation, data management, student profiling, interaction sessions, and event participation — I gained valuable skills in communication, organization, and teamwork. The direct interactions with students allowed me to witness firsthand the real impact of Smile Foundation's initiatives on individuals' lives, fostering a sense of hope, confidence, and empowerment among them.

This internship not only enhanced my technical and professional competencies but also instilled in me a deeper appreciation for the role of education and skill training in driving social change. Working with Smile Foundation has been an inspiring experience and has reinforced my belief in contributing to meaningful causes that create a positive impact on society.

Acknowledgment

I would like to sincerely thank Smile Foundation and the entire team at the Adhar Center for providing me with this valuable opportunity. Their guidance and support throughout the internship have greatly contributed to my learning experience, and I am grateful for the chance to be part of such a meaningful initiative.
