

I am happy to introduce to you, Mr. Ranjit Singh who has been engaged by Masoom since March 2017. Ranjit has played a pivotal role in helping Masoom critically evaluate its operations in order to streamline and document procedures for our various activities. He has helped to design and develop comprehensive SOP documents for the following verticals:

1. Program Department
2. Leadership Academy
3. Career Cell
4. Tech-on-wheels bus

Briefly, these SOPs cover most all aspects of Masoom's functioning, including vendor assessment and selection, program implementation, enrollment drives, admissions, conducting events, course selection, implementation of extra classes, conduct of preliminary exams, meetings, moderator sessions, school assembly, nutrition and other material distribution, student tracking and monitoring, resource library management, assessment and selection of consultants / resource persons for training, program implementation by tech-on-wheels trainers, bus fabrication and induction, to name just a few. Along with the SOPs, Ranjit helped to design and document standard guidelines for our various activities such as vendor / trainer conduct, course / vendor selection, rules and regulations for student conduct etc. In short, through this exercise we have tried to cover all aspects of our operations to ensure that each activity has an associated and well defined protocol document.

In all, he has helped us to create well over 50 SOPs and guideline documents. These have already facilitated huge improvements in the way we conduct our operations. At the recently concluded enrollment drive for the academic year 2017-18, the SOP documents helped to guide our project managers resulting in less time being employed for a greater impact from our efforts.

Overall impact of this engagement:

1. Critically re-evaluate established procedures to streamline operations
2. Reduce redundancy and formally document procedures
3. Reduce employee induction time / effort and training
4. Introduce procedures that result in greater impact of our resources and efforts

I believe, Masoom is among the first NGOs (if not the only) that now has Standard Operating Protocols for each of its various activities.

Since our inception in 2008-09, Ranjit has been helping Masoom in various capacities including creation of our annual reports, conducting capacity building workshops for our trainers, designing our various communication materials. He has also helped us to create a comprehensive Night School Transformation Toolkit which is a set of 10 books that document our entire school transformation training methodology. He created a Facilitator's Guide (book 10 of the NSTP) for our master trainers, that includes how to conduct sessions and the do's and don'ts of effective training/facilitation programs.

Ranjit's knowledge of operations, procedures, administration, human resources, advocacy and business practices coupled with his immense patience with stakeholders, collaborative approach and attention to detail has helped Masoom critically evaluate, upgrade and eventually document its systems. I am confident that Masoom efforts will have a greater impact as a result of this exercise.

I highly recommend Ranjit to any organisation that has similar requirements and a desire for professional conduct in operations.



Nehru

Nikita Ketkar
CEO Masoom
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