



PUNE CITY CONNECT DEVELOPMENT FOUNDATION

Office address: The Lighthouse Complex, Off Bremen Chowk, Spicer College Road, Aundh, Pune – 411007 Maharashtra. | CIN No: U74999PN2011NPL139899

Phone: +919133323055 Email: pcc@punecityconnect.org Website: www.punecityconnect.org

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APPRECIATION NOTE FOR VOLUNTEERING

Pune City Connect (PCC) is an organization working in the field of sustainable livelihood for lower income communities through initiatives like Lighthouse vocational training centres for youth, Digital Empowerment program and Quality Education for children.

PCC in Collaboration with Pune Municipal Corporation (PMC) operated the 'Vasti Mitra Helpline' during April and May, 2020. The helpline was aimed at providing emotional support, emergency food supplies and livelihood enablement to low income communities in Pune city. The helpline handled nearly 10,500 incoming and outgoing calls during this period.

The team of trained volunteers from Connecting NGO suicide prevention helpline, provided technical support in initiating and manning the helpline. Specifically, the team supported in screening of youth, training volunteers on 'Active Listening' and offering daily debriefing support.

We would like to appreciate **Ms. Fatema Saifee Kathiria** who contributed in this project by manning the helpline which provided emergency food supply, livelihood verification of youth by understanding their educational qualifications, aspirations for vocational training and entrepreneurship courses that enable sustainable livelihood. Fatema was enthusiastic and contributed to the systematic operation of the helpline, which was a much-needed service in the time of citywide lockdown, for the affected communities.

We wish Fatema the best in her future endeavors.

Regards

A handwritten signature in blue ink, appearing to read 'Bobby Zachariah'.

Bobby Zachariah
Team Lead
Global Opportunity Youth Network