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Crompton CSR Foundation
05, Godrej Business District, Pirojshanagar, Vikhroli (West),
Mumbai, Maharashtra- 400079

Date: 22/05/2026

Subject: Final report for Impact assessment of CSR projects supported by Crompton CSR Foundation

Dear Mr. V.A Joseph,

This refers to our [engagement letter/engagement contract] dated 17th November 2025 with Crompton CSR Foundation ("you") ('the Contract').

We appreciate the opportunity to assist Crompton CSR Foundation in providing Impact assessment of 4 CSR projects.

This is our final report as described in the Engagement Contract. The performance of our Services and the report issued to you pursuant to the Services are based on and subject to the terms of the Contract.

This report is solely for your benefit and information and is not to be referred to in communications with or distributed or disclosed for any purpose to any third party without our prior written consent. We have been engaged by you for the Services and to the fullest extent permitted by law, we will not accept responsibility or liability to any other party in respect of our Services or the report.

It has been our privilege to work with you, and we look forward to continuing our relationship with you.

Yours sincerely

Full Signature

Jignesh Thakkar
Partner – ESG, KPMG India
KPMG Assurance and Consulting services LLP



A high-angle photograph of three construction workers walking on a concrete floor. The workers are wearing yellow hard hats and high-visibility yellow safety vests. The worker in the foreground is a woman wearing a blue hard hat and glasses, holding a clipboard. The two men behind her are also wearing yellow hard hats. They are walking along a yellow-painted line on the floor. A white wall is visible on the right side of the frame.

Impact Assessment Report Project Samrudhi

May 2026

Notice to readers

- Our report shall be prepared solely for Crompton CSR foundation. KPMG does not accept or assume any liability, responsibility, or duty of care for any use of or reliance on this report by anyone, other than our Client, to the extent agreed in the Agreement.
- Impact assessment is limited to the projects allocated by Crompton CSR foundation
- OECD-DAC framework has been used in preparing the report as detailed herein. No professional assurance standards ex. ISAE, SSAE etc. have been applied while preparing this report and accordingly the rigors applicable under such standards are not applicable for the scope covered by our report.
- Procedures, analysis and recommendations, if any, are advisory in nature basis the information collected from various sources both publicly and those provided by the client.
- Our observations represent our understanding and interpretation of the facts based on reporting of beneficiaries and stakeholders.
- Our report, by its very nature, may involve numerous assumptions, inherent risks, and uncertainties, both general and specific. The conclusions drawn shall be based on the information available with us at the time of preparing the report.
- We shall not perform an audit and shall not express an opinion or any other form of assurance. Further, comments in our report are not and shall not be intended, nor should they be interpreted to be legal advice or opinion. Client shall be fully and solely responsible for applying independent judgment, with respect to the findings included in the report, to make appropriate decisions in relation to future course of action, if any. We shall not take responsibility for the consequences resulting from decisions based on information included in the report.
- While information obtained from the public domain or external sources has not been verified for authenticity, accuracy, or completeness, we have obtained information, as far as possible, from sources generally considered to be reliable. However, it must be noted that some of these websites/third party sources may not be updated regularly. We assume no responsibility for the reliability and credibility of such information.
- Our work shall be limited to the specific procedures described in this Engagement Letter and shall be based only on the information and analysis of the data obtained through interviews of beneficiaries supported under the programme, selected as sample respondents and discussions with Crompton team and stakeholders of the programme. Accordingly, changes in circumstances or information available after the review could affect the findings outlined in our report.
- In no circumstances shall we be liable, for any loss or damage, of whatsoever nature, arising from information material to our work being withheld or concealed from us or misrepresented to us by any person to whom we make information requests.
- In accordance with its policy, KPMG advises that neither it nor any of its partner, director or employee undertakes any responsibility arising in any way whatsoever, to any person other than Client in respect of the matters dealt with in this report, including any errors or omissions therein, arising through negligence or otherwise, howsoever caused.
- This report is confidential and for the use of management only. It is not to be distributed beyond the management nor is it to be copied, circulated, referred to or quoted in correspondence, or discussed with any other party, in whole or in part, without our prior written consent, except as per terms of business agreed under the executed contract (ref clause 6.14 – under 'Scope Assumptions' section).
- In connection with our report or any part thereof, KPMG does not owe duty of care (whether in contract or in tort or under statute or otherwise) to any person or party to whom the report is circulated to and KPMG shall not be liable to any party who uses or relies on this report. KPMG thus disclaims all responsibility or liability for any costs, damages, losses, liabilities, expenses incurred by such third party arising out of or in connection with the report or any part thereof.
- By reading our report, the reader of the report shall be deemed to have accepted the terms mentioned hereinabove.

Table of Contents

01	Executive Summary	06
02	Background and Introduction	08
03	Approach and Methodology	13
04	Sampling	16
05	Theory of Change	18
06	Findings	19
07	Project alignment to UN SDGs	35
08	Project alignment to national and local priorities	36
09	Way forward and Recommendations	37



List of abbreviations

Acronym	Full Form
CCF	Crompton CSR Foundation
CSR	Corporate Social Responsibility
ESG	Environmental, Social and Governance
FGD	Focus Group Discussion
FPOP	Framework for Operations and Plumbing
INR	Indian Rupee
ITI	Industrial Training Institute
JJM	Jal Jeevan Mission
MSDE	Ministry of Skill Development and Entrepreneurship
NGO	Non-Governmental Organization
NITI	National Institution for Transforming India
NSDC	National Skill Development Corporation
NSQF	National Skills Qualification Framework
OECD-DAC	Organisation for Economic Co-operation and Development – Development Assistance Committee
PMKVY	Pradhan Mantri Kaushal Vikas Yojana
PPE	Personal Protective Equipment
RPL	Recognition of Prior Learning
SDG	Sustainable Development Goal
SMS	Short Message Service
UN	United Nations
UPI	Unified Payments Interface
WMPSC	Water Management & Plumbing Skill Council



Executive Summary

This impact assessment of Crompton CSR Foundation's supported initiative, Project Samruddhi, was conducted using the OECD-DAC evaluation framework, covering six criteria; Relevance, Coherence, Effectiveness, Efficiency, Impact, and Sustainability. The study employed a mixed-method approach, including 194 stakeholder interactions (conducted across plumbing technicians, trainers, assessment agency and program team)

Below are the key findings based on the impact assessment of the project:*

KEY FINDINGS FROM THE INTERVIEWED PLUMBING TECHNICIANS

Enhanced livelihood opportunities

71%

reported an increase in the volume of work received post training, indicating improved employability and greater access to income generating opportunities.

Increase in Monthly Income Levels

82%

reported an increase in their monthly income by avg INR 3500 following the training, with over one third (34%) indicating a significant improvement — demonstrating positive livelihood outcomes attributable to the intervention.

Improved Professional Credibility through Certification

72%

stated that formal certification enhanced their credibility in the workplace, improving customer trust and willingness to pay for their services.

Greater Market Linkages and Job Access

67%

of respondents reported gaining access to new types of clients or projects, supported by improved networking with contractors, hardware shops, and institutional clients.

Strengthened Technical and Safety Competencies

80%

of respondents reported improvements in technical skills and adherence to standardized procedures and safety protocols.

Progress towards Financial Stability

54%

reported being able to better meet routine household expenses, while 50% reported the ability to save regularly indicating improved household financial resilience.

Improved work efficiency

62%

respondents reported that the time taken to complete routine plumbing tasks reduced by up to 25% after undergoing the training, reflecting increased productivity and operational efficiency.

Increased Adoption of Digital Financial Tools

58%

reporting the use of UPI based payment applications enabling timely receipt of payments and reduced dependence on cash transactions.

Most participants have moved into higher income brackets, with 46% reporting a present monthly income of INR 15,000–20,000 and 21% earning above INR 20,000. In comparison, 15% earn INR 10,000–15,000, while only 2% report incomes below INR 10,000.

**Based on sampled interactions*

OECD-DAC Evaluation

The various outcomes of the program were evaluated using the OECD DAC criteria, which include relevance, effectiveness, efficiency, impact, and sustainability. The findings of the study are categorized as follows:

OECD-DAC evaluation framework

Relevance

Project demonstrated relevance by addressing a clear need among the target group, as 76% of respondents reported lacking formal recognition or certification prior to the intervention, 72% reported learning only through informal/on-the-job experience, and 69% faced difficulty getting regular or higher-paying work.

Effectiveness

Project has been effective in strengthening technical and professional capabilities, with 87% of respondents reporting that they learned new things such as safety protocols through the training. In addition, 81% reported better adherence to standard procedures and specifications, 75% reported improved technical skills and understanding, and 77% reported being able to apply the learning regularly in their day-to-day plumbing work.

Sustainability

A majority of respondents reported feeling at least moderately secure in their livelihood after the training (42% moderately secure, 23% very secure, and 13% extremely secure). Additionally, 67% stated that they would recommend the training to other plumbers and 55% reported that they had trained or guided a new person in plumbing work after completing the trainings; highlighting effects of the project after completion of the trainings.

Impact

Project demonstrated impact through improved livelihoods and income outcomes, with 71% of respondents reporting an increase in the amount of plumbing work they receive after training, and 72% reporting that they were able to charge higher rates for most or some jobs. Further, 77% reported that their monthly income had increased either significantly (34%) or slightly (43%), indicating that the intervention generated measurable occupational and household-level benefits.

Efficiency

Project demonstrated efficiency through its scale of outreach and certification delivery, with the program reporting 84 batches conducted across 8 states, 2,893 plumbers enrolled, and 2,500 plumbers assessed and certified under the initiative. In addition, outcome-level efficiency gains were reflected in the field, with 62% of respondents reporting that the time required to complete a standard plumbing task had reduced by up to 25% after training.

Coherence

Project demonstrated coherence by aligning strongly with key national priorities related to skill development, workforce formalization, water and sanitation service delivery, and digital inclusion. The intervention is closely aligned with PMKVY / Recognition of Prior Learning (RPL), the broader national skilling agenda under MSDE, Jal Jeevan Mission, Swachh Bharat Mission, and Digital India, while also contributing to SDG 4, SDG 8 and SDG 6.



Does not meet expectation



Partially meets expectation



Meets expectations

01

Introduction and Background

About Crompton CSR Foundation

This report aims to assess the impact of Crompton CSR Foundation's Corporate Social Responsibility (CSR) funding towards promoting skill development and expanding access to quality, industry-recognized training opportunities for plumbing technicians through Recognition of Prior Learning (RPL) initiative in partnership with Water Management & Plumbing Skill Council (WMPSC). The section provides an overview of Crompton CSR Foundation, the prevailing challenges faced by plumbing technicians and the need for targeted Recognition of Prior Learning (RPL) skilling interventions to bridge skilling gaps.

Crompton CSR Foundation (CCF) is a not-for-profit organization of Crompton Greaves Consumer Electricals Limited. The Foundation was established with the objective of undertaking and supporting initiatives of social importance, in alignment with Crompton's Corporate Social Responsibility Policy. CCF focuses on community-centric development with particular emphasis on education, gender equity, and inclusive growth. Through its CSR initiatives, the Foundation seeks to contribute meaningfully to national development priorities and advance outcomes aligned with the United Nations Sustainable Development Goals (SDGs).

Corporate Social Responsibility (CSR) at Crompton CSR Foundation

Crompton CSR Foundation's CSR philosophy is to make measurable contributions to inclusive, equitable, and sustainable development, guided by the responsible application of technology for social good. The Foundation's unwavering focus lies in four critical thematic areas where technology has the potential to make a positive impact on the future of humanity and the well-being of the planet. Through its CSR interventions, Crompton CSR Foundation seeks to strengthen access to quality education, promote sustainable livelihoods through skill and entrepreneurship development, support water conservation and environmental sustainability, and deliver community care and humanitarian response where required.

These initiatives reflect the Foundation's vision of fostering holistic community development and empowering vulnerable and marginalized communities using scalable, technology-enabled solutions. Aligned with national development priorities and the United Nations Sustainable Development Goals (SDGs), Crompton CSR Foundation undertakes its social responsibility initiatives with a focus on long-term impact and inclusive growth. The Foundation's CSR initiatives are centered around the following thematic areas¹:



**Water
Conservation**



**Skill development
and
entrepreneurship**



**Community
Care**



**Employee
Engagement**

Source-

1. CSR Annual Report 2024-25: Connecting, Crompton Greaves Consumer Electricals Limited

Global and Local Context

Across the world, plumbing is recognized as critical infrastructure, essential for safeguarding public health, climate resilience and urban sustainability. Modern cities rely heavily on skilled plumbers for safe drinking water systems, sanitation, wastewater management and climate-proofed drainage yet plumbing remains globally undervalued and is often treated as low-skill informal labor, creating major risks when untrained workers handle vital water systems.¹

In India, rapid urbanization along with expanding housing demand and climate-linked water stresses have amplified the consequences of inadequate plumbing skills. Failures in basic plumbing systems, leakages, contamination, drainage collapses have led to public health emergencies and infrastructure losses. At the same time, India faces a massive skilled-workforce gap, with vocational trades like plumbing remaining largely informal and poorly standardized, despite being central to national goals on water, sanitation and employment.² At the grassroots level, most plumbers in India acquire their skills informally through on-the-job experience, leaving them without access to standardized technical knowledge or formal recognition of their abilities. As a result, they often struggle against outdated local by-laws, inconsistent standards, and fragmented licensing systems that allow certification without proper skill assessments—factors that limit their professional growth and undermine the quality of work expected from them. These gaps not only lead to unsafe installations, poor repairs, and recurring water losses in vulnerable urban and peri-urban areas, but also create barriers for plumbers themselves, who face restricted earning potential, limited mobility, and low social recognition.³

Poor plumbing results in significant water loss, inadequate sanitation, and heightened risks to both personal and public health. Substandard workmanship further results in unnecessary resource wastage, while incorrect installation or repair of plumbing systems can cause structural damage to buildings and critical infrastructure. Outlining below are certain key reasons why skilling initiatives, particularly in the plumbing workforce are relevant for the sector:



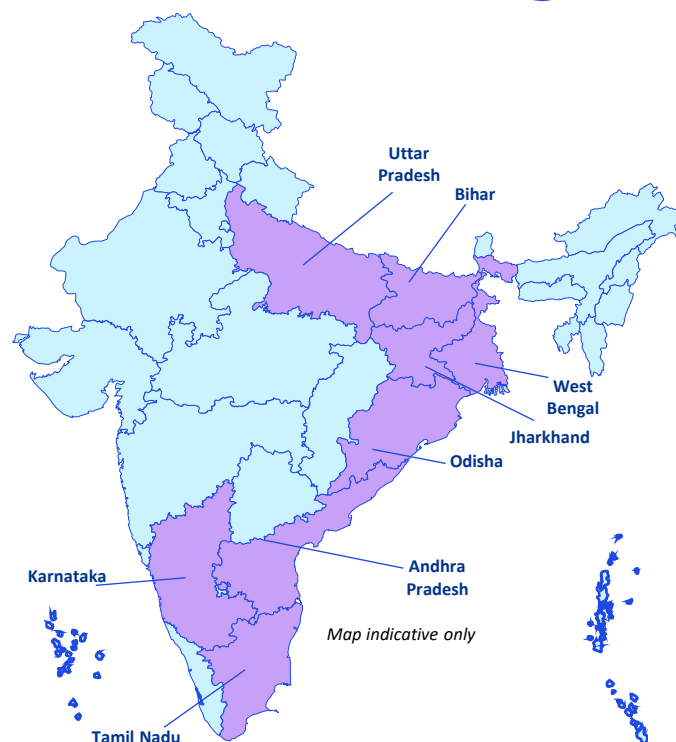
Recognition of Prior Learning (RPL) serves as a structured mechanism to formally validate, standardize, and upgrade the skills of existing workers. National guidelines highlight RPL as a key pathway under Skill India, enabling experienced plumbers to gain certification through assessment, refresher training and alignment with National Occupational Standards. This also helps bridge the gap between traditional practices and industry-aligned competencies developed by bodies like WMPSC/NSDC.

Source:

- Smile Foundation. (2026, January 6). *Smile Foundation India*. Smile Foundation. <https://www.smilefoundationindia.org/blog/skilling-plumbers/>
- Chand, R., & Singh, J. (2022). Discussion Paper on Workforce and Employment. NITI Aayog. https://www.niti.gov.in/sites/default/files/2022-04/Discussion_Paper_on_Workforce_05042022.pdf
- Daiya, C., & Tandon, V. (2018). FPOP Participation India: Plumber Training & Industry Context (IPA-IPSC). World Plumbing Council. https://www.worldplumbing.org/wp-content/uploads/2018/05/FPOP_Participation_India_Plumber-Training-Industry-Context_IPA-IPSC_C-Daiya-V-Tandon.pdf

About Project Samrudhi

The project supported by Crompton CSR Foundation focused on strengthening the skills and livelihoods of informal plumbing technicians through a Recognition of Prior Learning (RPL) approach. It provided short-duration training, assessments, and Government of India recognized certification to plumbers who have experience and skills through being in the profession for several years. The initiative aimed to improve technical competency, safety practices, and digital literacy while increasing employability and income potential. Overall, the project contributed to better-quality plumbing services, reduced resource wastage, and improved public health and sanitation outcomes.



Need for the project

The project addressed the critical gap between the high demand for skilled plumbers and the largely informal, uncertified plumbing workforce in India. Many practicing plumbers lacked formal training, standardized skills, and government-recognized certification, limiting their employability and earning potential. The initiative responded to the need for improved workmanship, health and safety practices, and awareness of modern plumbing technologies and digital tools. By recognizing prior learning and providing structured training and assessment, the project also tackled issues of poor plumbing quality that lead to water wastage, sanitation challenges, and public health risks.

Objectives of the project

To formally recognize and validate the existing skills of plumbing technicians through a structured 2-day RPL assessment, thereby enhancing their employability and professional credibility.

To increase the earning potential of the plumbing workforce by equipping technicians with advanced skills and certification, resulting in better employment opportunities and higher wages

Project Outputs*

The Program Outreach section summarizes the reach of the WMPSC implemented Project Samrudhi initiative over the year, covering plumbing technicians engaged across multiple states through Recognition of Prior Learning (RPL) training, certification efforts aimed at strengthening technical skills, professional recognition, and livelihood outcomes.

 **84 batches conducted across 8 states in the year 2023 - 2024**

 **2,893**

Beneficiaries were enrolled for the RPL trainings



2,500

Beneficiaries were assessed after completion of the trainings



2,500

Beneficiaries were certified after completion of the assessment

93% of certified plumbers were certified at NSQF Level 4, demonstrating that a substantial majority reached a qualification level that supports access to more skilled and advanced plumbing work.

State	Number of trained beneficiaries	Number of batches
Andhra Pradesh	382	11
Bihar	80	2
Jharkhand	35	1
Karnataka	46	2
Odisha	934	30
Tamil Nadu	395	16
Uttar Pradesh	34	1
West Bengal	594	21



RPL trainings conducted by WMPSC (shared by WMPSC)

*Information sourced from WMPSC's quarterly reports.

02

Approach and Methodology

Framework for the study

This impact assessment study employed the OECD-DAC evaluation framework, a globally recognized approach for evaluating social impact initiatives. The framework facilitates a qualitative analysis of the effectiveness, relevance, and sustainability of development interventions. The assessment was guided by six core criteria: relevance, coherence, efficiency, impact, and sustainability. The parameters effectively communicate the project's strengths and areas for improvement, providing a comprehensive overview for stakeholders and decision-makers. The following overview outlines how each of these criteria was applied within the context of the project.



Meeting at WMPSC office in Delhi

Asks: Will the benefits last over time?

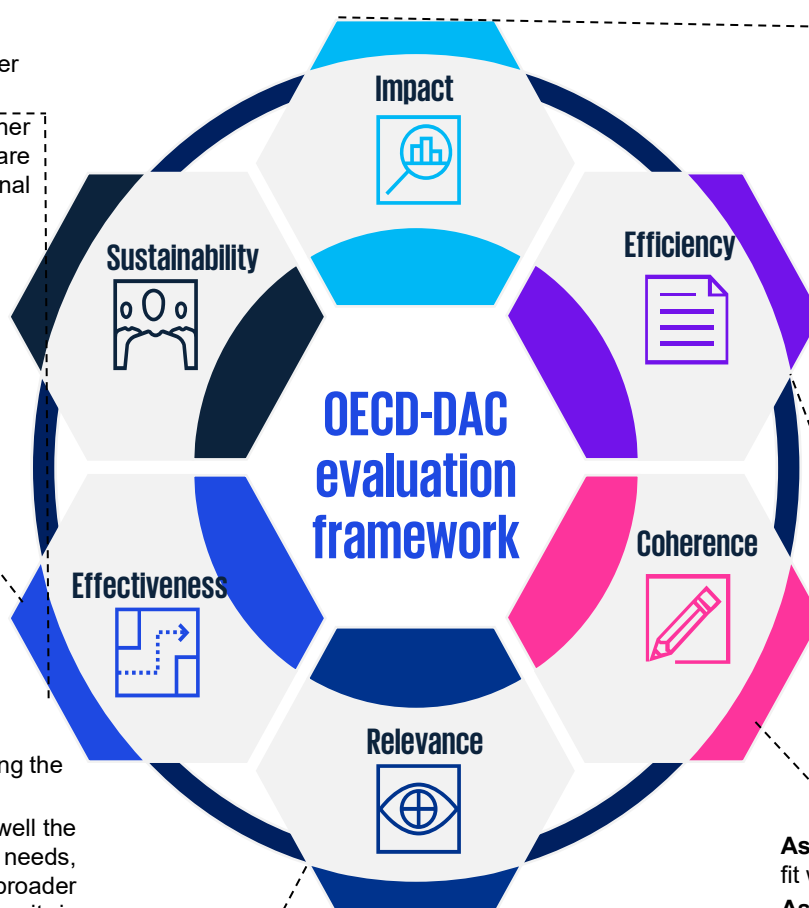
Assesses: It assesses whether the benefits of the project are likely to continue after external support of funding ends.

Asks: Is the project achieving its intended results?

Assesses: It measures the extent to which the project has achieved its intended objectives and delivered its expected outcomes.

Asks: Is the project addressing the right needs?

Assesses: It examines how well the project addresses the actual needs, the local context, and broader development goals, ensuring it is meaningful and responsive to the community and stakeholders.



Asks: What difference has the project made?

Assesses: It examines the broader, long-term effects of the project, both positive and negative on individuals, communities, and the ecosystem.

Asks: How well are project resources being converted into results?

Assesses: It analyses how economically time, funds and other resources are being used to deliver outputs and outcomes, and whether similar results could have been achieved with fewer resources or in less time.

Asks: How well does the project fit within the larger system?

Assesses: It analyses how well the project complements or aligns with other policies, interventions, SDGs and programs within the same context or sector.

Approach of the study



This section details the approach, methodology, and sampling techniques employed to conduct an in-depth evaluation of the Project Samrudhi project. The study was designed to capture both qualitative and quantitative insights ensuring a comprehensive assessment of the project's impact and effectiveness.

- **Literature review:** A thorough review of existing program and secondary literature was conducted to establish a foundational understanding of the research context and identify gaps addressed by the program. Additionally, the MoU was reviewed to understand the project scope, following which the Theory of Change was developed, and the key outcomes were finalized.
- **Survey Design:** The survey tool was designed in alignment with the study's research questions and objectives to capture quantitative and qualitative insights.
- **Survey Distribution:** KPMG India resource personnel conducted the surveys online over phone calls. Data collection was facilitated through a survey tool for efficiency and accuracy. A structured sampling approach was planned; however, final coverage depended on respondent availability.
- **Interviews:** Structured interviews and Focus Group Discussions (FGDs) were conducted with key stakeholders, offering quantitative and qualitative insights. These stakeholders included trainers and assessment agency. The interviews served to explore the impact and insights into implementation of the project.
- **Data Analysis:** Data gathered through interviews and surveys was analyzed, recurring patterns and overarching themes were identified.
- **Synthesis and Reporting:** The findings from the literature review and analysis of the data collected were synthesized to develop a comprehensive understanding of the program's impact. The synthesis process identified key themes, trends, and potential gaps, providing actionable insights for enhancing the program outcomes. The results of the study are compiled in this report, encompassing key findings and actionable recommendations.

Tools for the study

A combination of tools was utilized to ensure accurate and reliable data collection during the study:

- **Online one-to-one survey:** Conducted with participating plumbers over phone to understand their experiences of the training and certification program, and to assess key outcomes related to skill enhancement, professionalization, livelihoods, wages, household economic stability, and digital inclusion.
- **Focus Group Discussions (FGDs):** Conducted with trainers and representatives from the assessment agency to capture shared perspectives on program implementation, beneficiary participation, learning outcomes, assessment processes, enabling factors, challenges, and the overall effectiveness of the intervention.

Sampling methodology and sample size

The sample size for the study was determined using the random sampling ensuring a structured and representative sample population across states. To engage secondary stakeholders such as trainers, assessment agencies, a purposive sampling method was used as they were selected for their relevance and ability to provide informed insights on the project.

A total of 194 online interviews were conducted, capturing diverse stakeholder perspectives. This included:

- 181 one-to-one interviews were conducted with the participant plumbing technicians to understand their pre post situation and to understand how the training has supported their professional growth.
- 13 interviews were conducted with trainers and assessment agencies to understand the implementation and impact of the project.

Identified Stakeholders	Tools Utilized	Sample Covered
Participant plumbing technicians	One-to-one survey	181
Trainers	Focus Group Discussion (FGD)	10
Assessment agency	Focus Group Discussion (FGD)	3
Total		194

Limitations of the study

While utmost care was taken to ensure that the assessment takes care of all challenges, some limitations were observed. These are described as below:

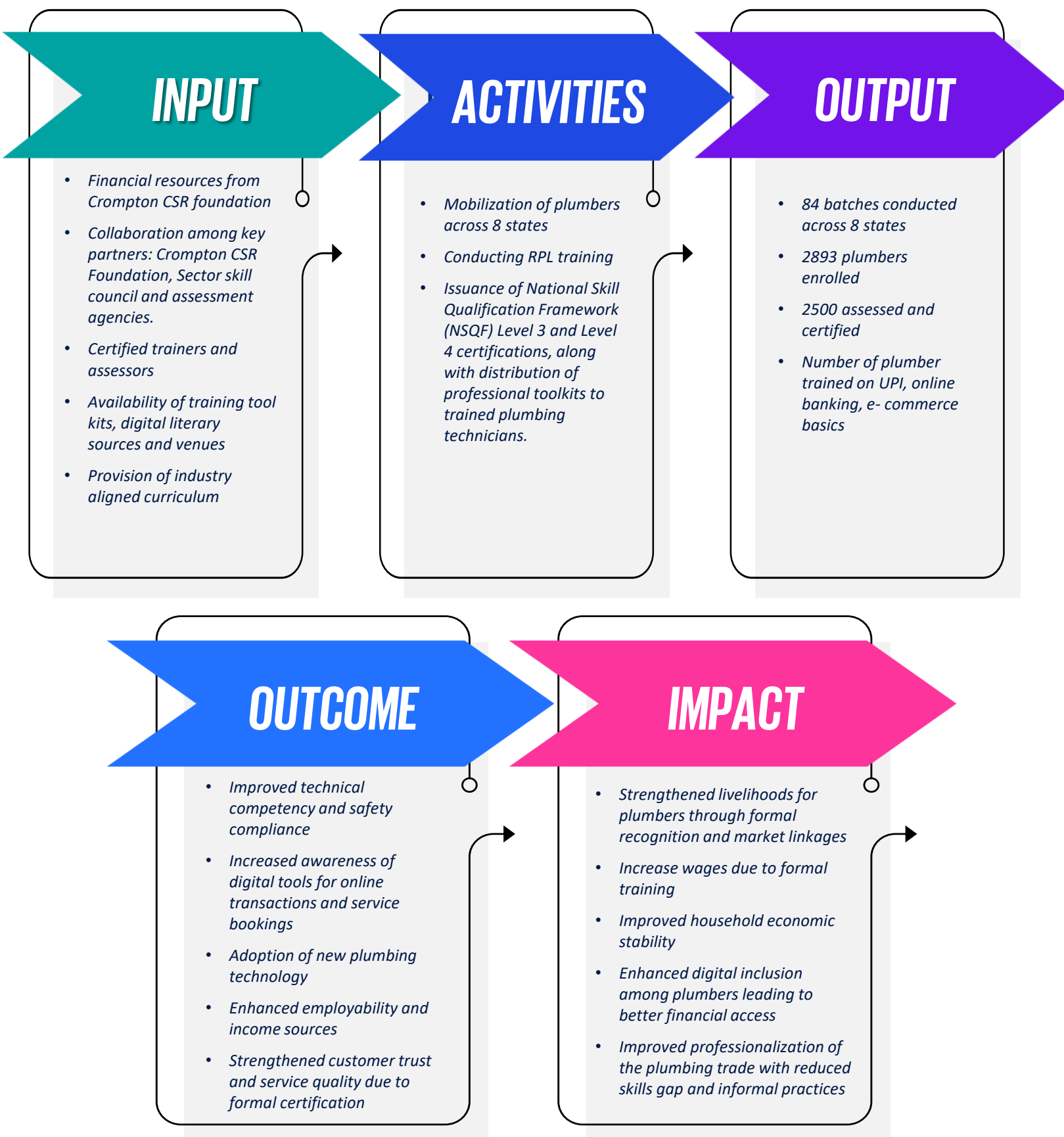
1. The assessment relies on the ability of plumbing technicians to accurately recall sessions, interactions, and learnings from the reference period.
2. Data collection for the study was conducted entirely through digital means, including telephonic interviews and virtual discussions. Consequently, while proportionate state-wise sampling was initially proposed, the final sample was determined through random selection based on respondents' availability and receipt of phone calls.

Ethical considerations for data privacy

For the data collection process, KPMG has adhered to ethical considerations for data privacy:

- I. Informed consent: All participants were briefed about the purpose of data collection and asked for consent before participating.
- II. Confidentiality: Personal identifiers were removed or anonymized to protect participants' identities.
- III. Secure data storage: All collected data has been stored in secure, access-controlled environments to prevent unauthorized access.
- IV. Limited access: Only authorized personnel involved in the project have access to the project data.
- V. Use of data: Data is used solely for research and projects evaluation purposes, in line with the consent provided by participants.

Theory of change: Project Samrudhi



03

Findings

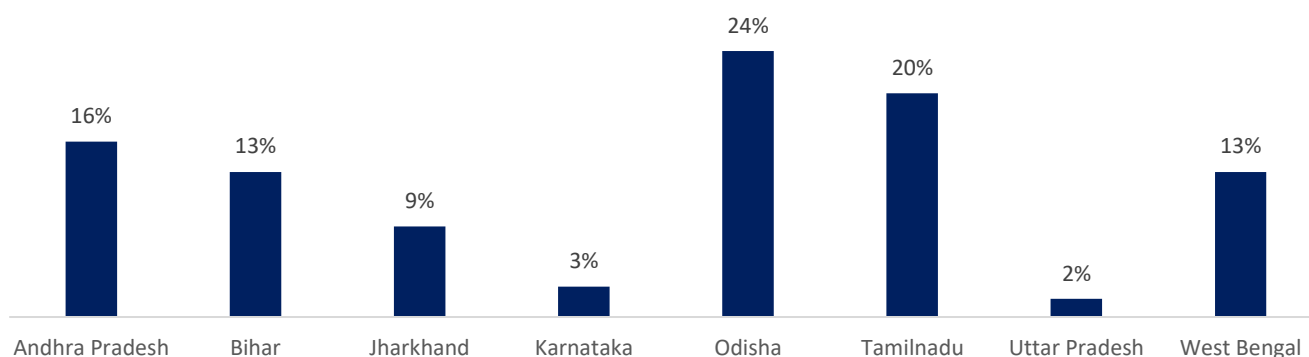
Findings

As part of the Impact Assessment study, a sample of 181 plumbers trained under WMPSC Project Samrudhi across multiple states were interviewed using a survey tool to understand key impact and outcome areas related to the training and certification. Below are the demographic details of the respondent plumbers, followed by the findings from the study.

Demographic profile of the sampled beneficiaries

The respondent profile shows that all 181 participants were male. The average age of respondents was 33 years, and plumbers reported an average of 11 years of experience in the profession.

State-wise distribution of sampled plumbing technicians for the study



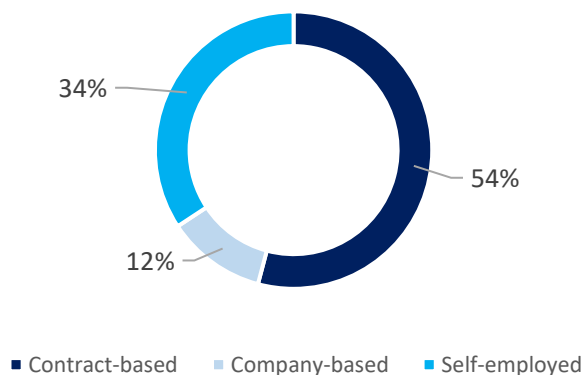
Geographically, respondents were drawn from multiple states, with the highest representation from Odisha (24%) and Tamil Nadu (20%), followed by Andhra Pradesh (16%), Bihar (13%), and West Bengal (13%). Smaller proportions came from Jharkhand (9%), Karnataka (3%), and Uttar Pradesh (2%).

The educational profile of respondents was largely concentrated at the school level. The highest proportion had studied up to the 10th standard (35%), followed by 8th standard (13%), 5th standard (11%), and graduate level (10%). Smaller shares reported education up to 9th standard (8%), ITI (6%), 12th standard (5%), 7th standard (5%), and no formal education (4%), while very few had studied up to polytechnic (3%).

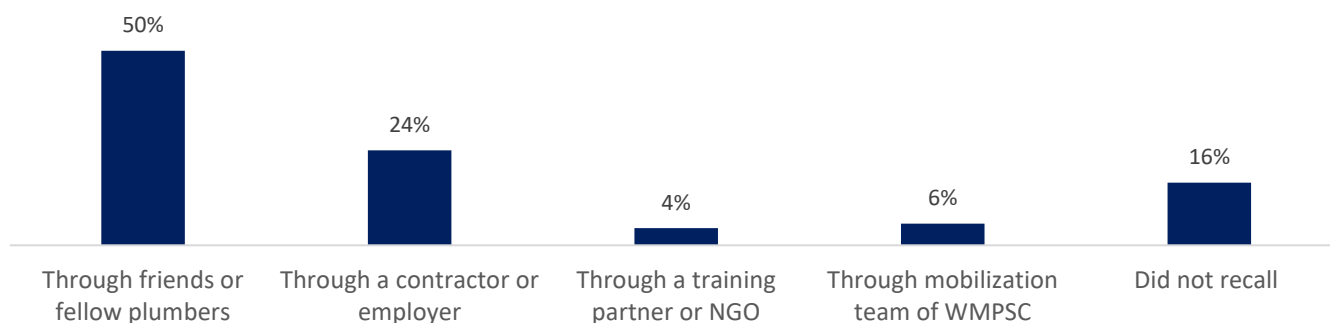
Plumbing remained the primary occupation for most respondents, with 96% reporting that they were currently working as plumbers, while 3% reported not working as a plumber full-time.

In terms of work arrangements, 54% were contract-based plumbers, 34% were self-employed, and 12% were company-based.

Type of plumbers across the respondents



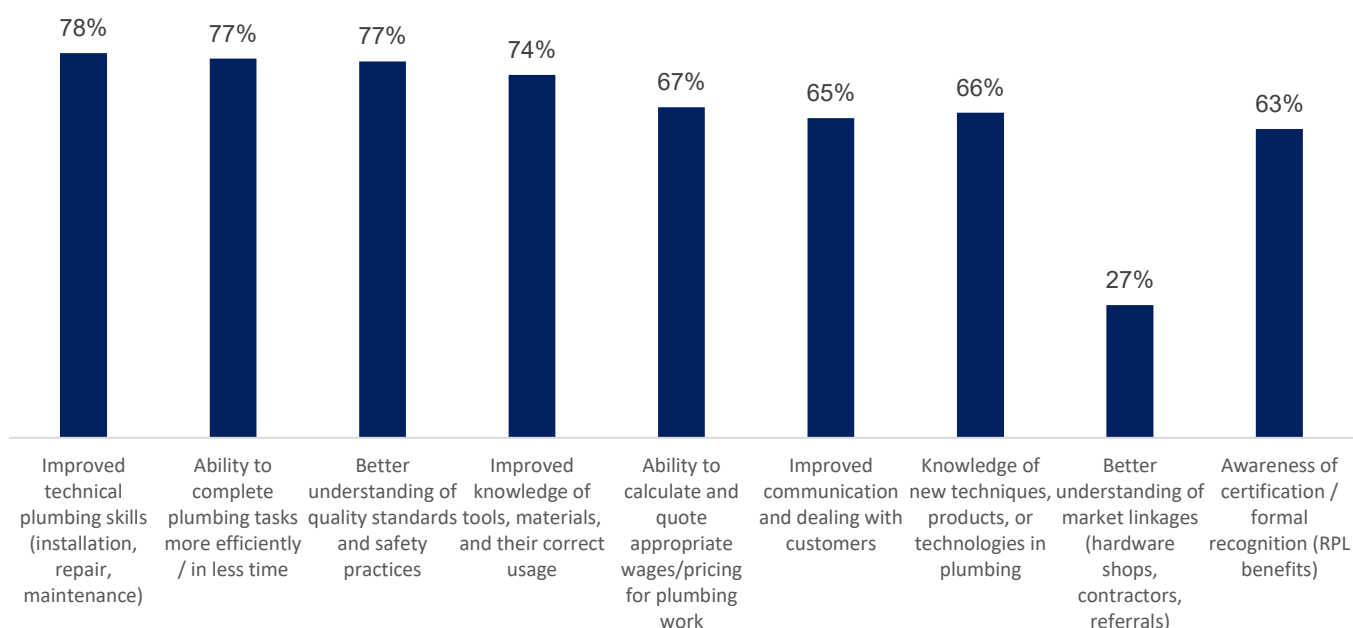
Source of awareness about the training



In terms of outreach, the training was accessed primarily through peer and professional networks. Half of the respondents (50%) reported learning about the training through friends or fellow plumbers, while 24% heard about it through a contractor or employer. Smaller proportions came to know of the training through the WMPSC mobilization team (6%) or a training partner/NGO (4%). The remaining respondents (11%) did not respond. This indicates that word-of-mouth and existing work networks played a central role in mobilizing participants into the program.

Over half of the respondents (52%) indicated that the program helped them acquire specific new skills, such as previously unfamiliar plumbing techniques. A further 35% reported substantial learning gains, stating that they were introduced to several new concepts and practices. In contrast, 10% noted that the training largely reiterated knowledge they already possessed, while only 4% reported that the program did not add any new learning. These responses indicate that the training added value for most participants, despite their prior work experience in plumbing.

Key learnings from the trainings highlighted by the plumbing technicians



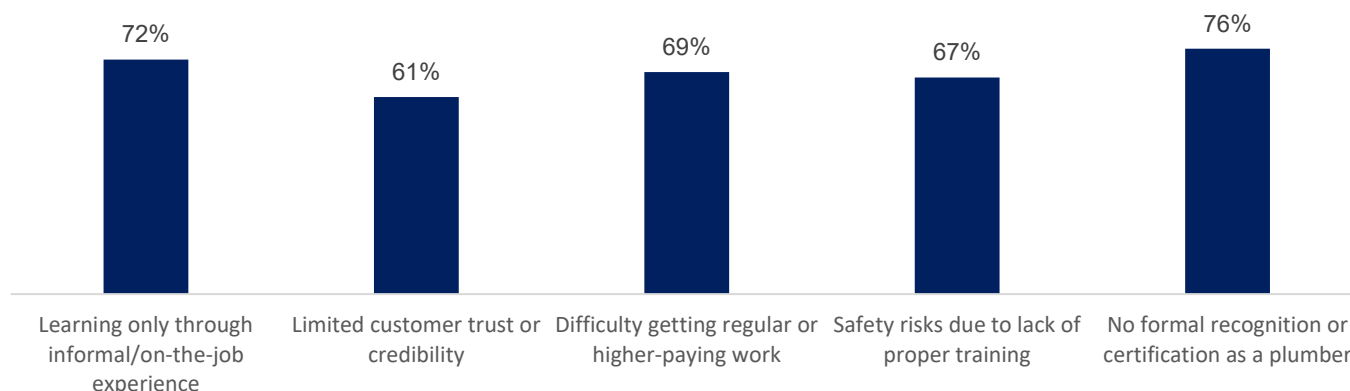
The reported areas of learning highlight the practical relevance of the training. Most commonly cited learning was improved technical plumbing skills related to installation, repair, and maintenance (78%). This was followed by the ability to complete plumbing tasks more efficiently (77%) and a better understanding of quality standards and safety practices (77%). In addition, 74% reported improved knowledge of tools, materials, and their correct usage.

Findings indicate that the training has strengthened business and professional capabilities. Around 67% of respondents reported improved ability to calculate and quote appropriate wages or pricing, 66% gained knowledge of new techniques, products, or technologies, and 65% reported better communication and customer interaction skills. Further, 63% highlighted increased awareness of certification and formal recognition, while 27% reported a better understanding of market linkages, including connections with hardware shops, contractors, and referrals.

Overall, the findings indicate that the training was effective in strengthening a broad set of competencies across technical skills, efficiency, safety, pricing, customer engagement, and formal recognition. This suggests that the program addressed not only practical skill gaps but also broader aspects of professionalism and employability within the plumbing trade.

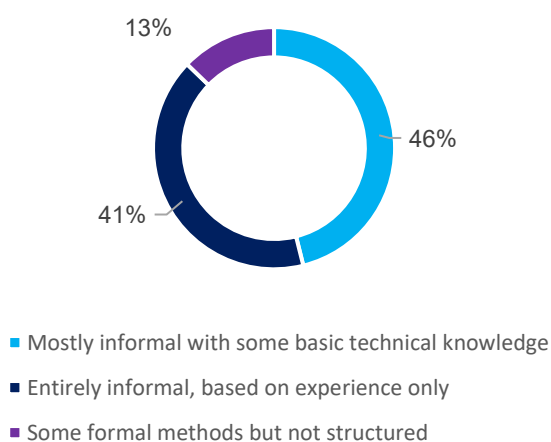
Improved professionalization of the plumbing trade with reduced skills gap and informal practices

Challenges reported by plumbing technicians prior to the RPL training by WMPSC



Across the sampled respondents, the findings suggest that prior to the training and certification, plumbing work was largely characterized by informal learning, limited professional recognition, and inconsistent work opportunities. A majority of respondents reported that they had no formal recognition or certification as plumbers (76%), while many also highlighted learning primarily through informal or on-the-job experience (72%). In addition, 69% reported difficulty in getting regular or higher-paying work, 67% faced safety risks due to lack of proper training, and 61% experienced limited customer trust or credibility.

Plumbing practice prior to the training reported by the respondents



This is further reflected in how respondents described their earlier plumbing practices: 46% stated that their work was mostly informal with some basic technical knowledge, while 41% reported that their practices were entirely informal and based only on experience. Only 13% indicated using some formal methods, though in an unstructured manner.

A large majority of respondents reported being able to apply what they learned in their day-to-day work, with 77% doing so regularly and 17% doing so sometimes. Only a small proportion reported rarely being able to apply the learning (4%) or not yet applying it at all (2%).



These responses suggest that the training content has been relevant and practical for most participants in their routine work; indicating that the training and certification contributed to a significant shift toward more structured and professional plumbing practices.

In terms of changes in plumbing practice after completing the training, 81% of respondents reported better adherence to standard procedures and specifications, while 75% noted improved technical skills and understanding. Around 68% each reported improved safety practices on site and an enhanced ability to handle more complex plumbing tasks. Only 12% stated that they had experienced no significant change. These findings indicate that the training has contributed not only to strengthening technical capacity but also to improving the consistency and quality of work practices.

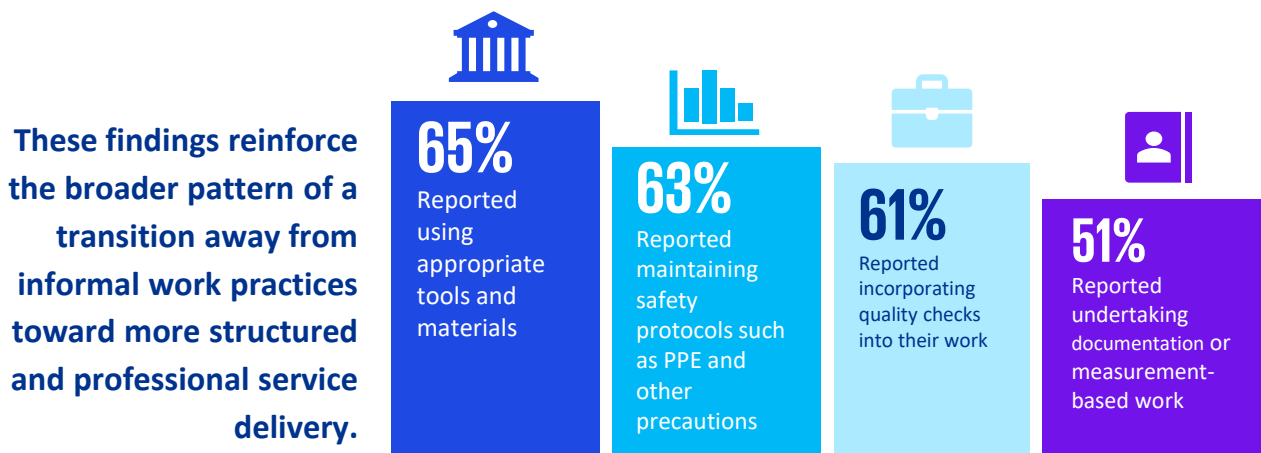
Strengthened professional skillset due to RPL training



Furthermore, these findings suggest that the professionalization brought about by training has also translated into greater work efficiency.

A majority of respondents (62%) reported that the time required to complete a standard plumbing task (e.g., fixing leakage, installing a tap/toilet) had reduced by up to 25% since the training.

Another 13% stated that tasks now took 25–50% less time, while 7% reported that they were able to complete tasks in more than 50% less time than before. Only 13% said that the time taken remained about the same; the remaining 5% did not recall. This indicates that the training has not only improved the quality of work but has also enabled many plumbers to perform routine tasks more efficiently.

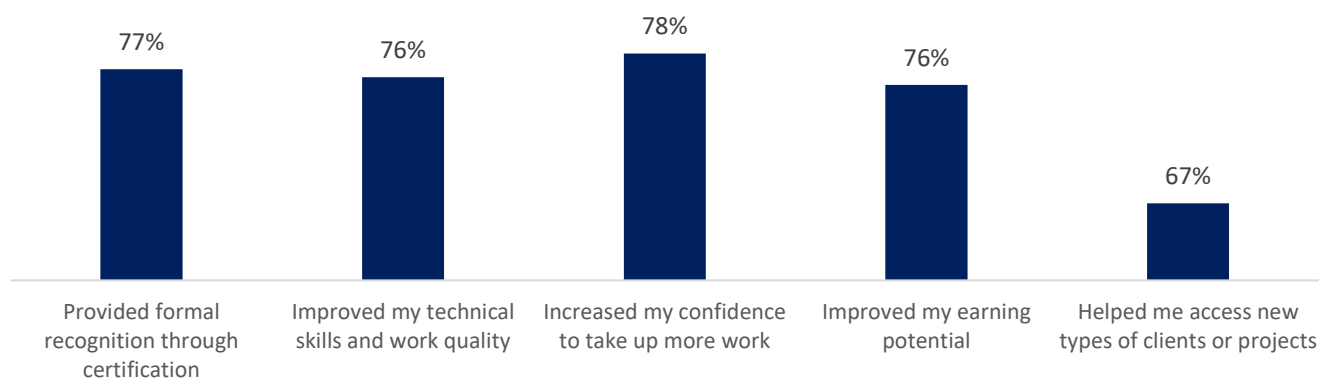


72% of respondents felt that the certification improved how they are perceived in the workplace while 64% reported greater willingness from clients to pay fair rates. This suggests that certification had an important signaling effect in the market, helping respondents gain greater credibility and recognition as skilled professionals.

Strengthened livelihoods for plumbers through formal recognition and market linkages

A large proportion of respondents reported that the training increased their confidence to take up more work (78%), provided formal recognition through certification (77%), improved their technical skills and work quality (76%), and enhanced their earning potential (76%). In addition, 67% stated that the training helped them access new types of clients or projects.

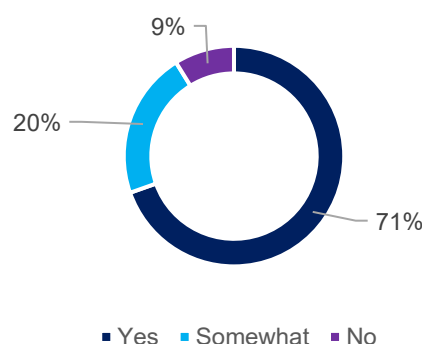
Professional support due to the RPL training conducted by WMPSC



These findings suggest that the intervention has not only strengthened technical capabilities but has also improved participants' ability to position themselves more effectively within the market.

A majority of respondents (71%) reported that there had been an increase in the amount of plumbing work they receive since the training, while 20% reported a partial or moderate increase. The remaining respondents stated that there had been no change. This indicates that for most respondents, the training has translated into more work opportunities, thereby contributing directly to their livelihood.

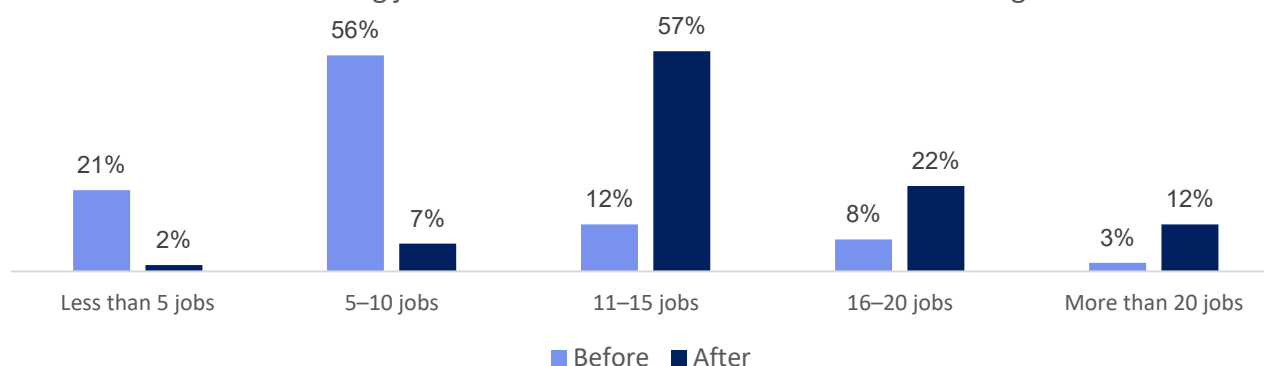
Increase in the amount of plumbing work since the RPL training



The increase in work is reported from a range of sources, reflecting improved market linkages across various channels. The most commonly reported sources of increased work are as follows:

- **72%** reported personal network or word-of-mouth referrals
- **56%** reported contractors or construction companies
- **51%** reported increased work from direct customers such as households or local clients
- **51%** reported online platforms or phone-based referrals
- **41%** reported institutional clients, including schools, offices, and housing societies
- **34%** reported an increase in work coming through hardware or sanitaryware shops.

Plumbing jobs in a month before and after the RPL training



Prior to participating in the WMPSC training, the monthly volume of work for most respondents was relatively limited, with 56% reporting that they received between 5 and 10 plumbing jobs per month, and 21% receiving fewer than 5 jobs. A smaller proportion reported receiving 11–15 jobs (12%), 16–20 jobs (8%), or more than 20 jobs per month (2%). In contrast, since the training, a majority of respondents (57%) reported receiving 11–15 jobs per month, while 22% stated that they now receive 16–20 jobs and 12% reported receiving more than 20 jobs per month. Only 7% reported receiving 5–10 jobs and just 2% reported receiving fewer than 5 jobs. This shift suggests that the training has helped move many plumbers into a higher and potentially more stable range of monthly work

60%

Improved quality and durability of work

60%

Increased demand due to referrals

57%

Increased ability to take up more complex or skilled jobs

56%

Role of formal certification in increasing customer trust

47%

Improved willingness to pay by customers

39%

Better communication and professionalism

A majority of respondents reported favorable feedback from new customers, with 34% describing the feedback as very positive and 46% as mostly positive (the remaining reported not applicable). In addition, the findings also indicate an increase in respondents' engagement with hardware and sanitaryware shops after completing the training. Around 46% reported a moderate increase in how frequently they engage with such shops due to a regular rise in customers, while 28% reported a slight increase. Another 10% stated that they experienced a significant increase in engagement with hardware shops because of a high increase in plumbing work. The remaining respondents reported no change.

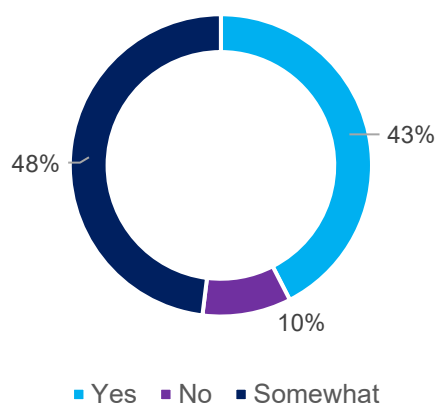


The findings also reflect an encouraging level of professional aspiration among respondents, pointing to longer-term livelihood strengthening beyond immediate employment gains. Looking ahead over the next five years, 28% of respondents expressed a desire to work with contractors or formal employers, while 25% saw themselves continuing as independent plumbers with stable income. Another 22% aspired to run their own plumbing business or team, and 14% hoped to specialize in advanced plumbing services. A smaller share envisioned shifting to a related trade or supervisory role (9%). These aspirations suggest that the training and certification have not only improved current livelihood conditions but have also expanded respondents' confidence and ambition to pursue more stable, formalized, and upward career pathways within the plumbing sector.

Increase in wages due to formal training

The findings indicate that formal training and certification have contributed to improved wage-related outcomes for plumbers by strengthening their ability to assess job value, negotiate charges, and ask for better rates for their services.

Change in quoting appropriate wage for a plumbing job



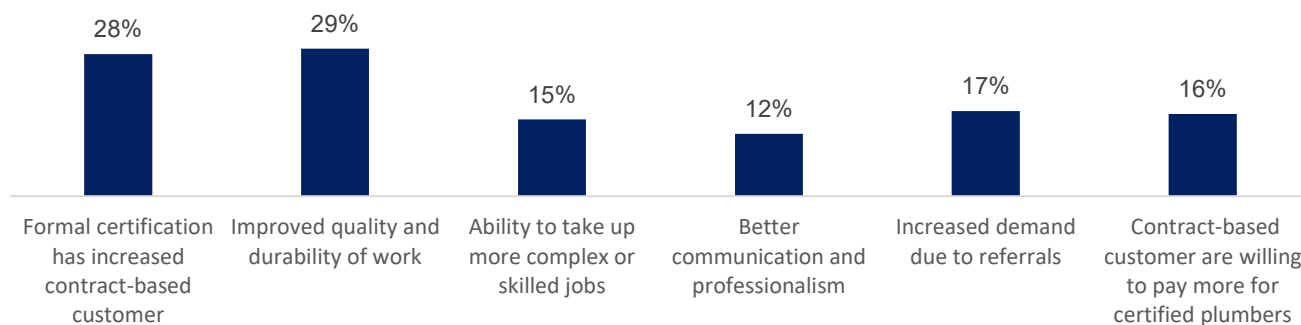
Before the training, respondents showed mixed levels of confidence in calculating or quoting the appropriate wage for a plumbing job, including labor and material costs. While 43% reported that they were able to do so, nearly half (48%) stated that they could do so only somewhat, and 9% reported that they were not able to calculate or quote wages appropriately. This suggests that, prior to training, many plumbers may not have had full confidence or clarity in pricing their services, which could have limited their ability to negotiate fair compensation.

After the training, 47% of respondents reported feeling very confident about negotiating or explaining their plumbing charges, while another 46% stated that they felt somewhat confident, only a minority of 7% reported no change.

Furthermore, findings highlight that the training has improved plumbers' ability to charge higher rates for their services. More than one-third of respondents (37%) reported being able to charge higher rates for most jobs after completing the training and certification, while another 35% stated that they were able to do so for some jobs. An additional 12% indicated that they were able to charge higher rates, though not consistently, and only 10% reported no change.

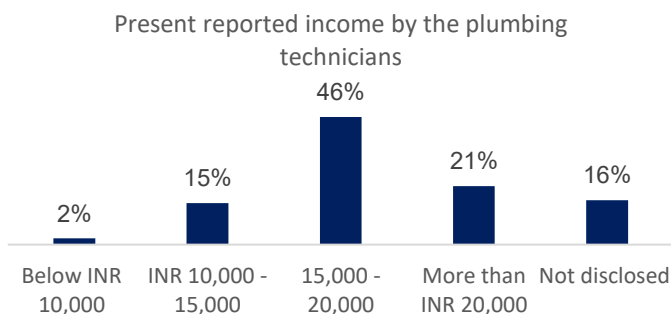
Among those who reported charging higher rates, the increase was most commonly within a moderate range. Around 31% reported an increase of less than INR 200 per job, followed by 37% stated that they were able to charge an additional INR 200–500 per job. A smaller proportion of 7% reported that they could charge INR 501–800 more per job, and 2% reporting an increase of more than INR 800 per job.

Reasons for increased confidence in charging higher rates for plumbing jobs



Respondents attributed their ability to charge higher rates to a range of factors linked to the training and certification. The most commonly cited reason was improved quality and durability of work (29%), followed closely by the role of formal certification in increasing customer trust (28%). Other respondents pointed to increased demand due to referrals (17%), greater willingness among customers to pay more for certified plumbers (16%), and an improved ability to take up more complex or skilled jobs (15%). Better communication and professionalism were also identified by 12% of respondents as enabling higher charges. At the same time, 25% reported that this was not applicable, suggesting that while training has enabled wage improvements for many, the extent of benefit may vary depending on market conditions, customer segments, or the type of jobs undertaken.

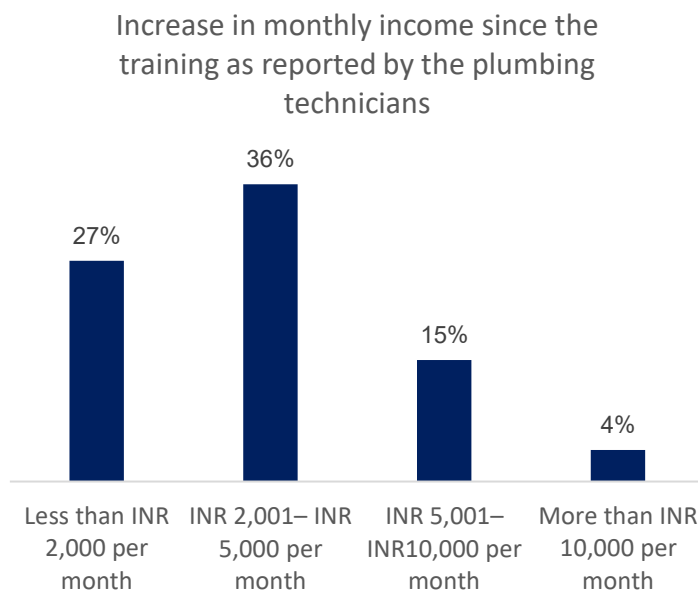
At present, out of the sampled interactions, 21% reported earning more than INR 20,000 per month; nearly half of the respondents (46%) reported earning INR 15,000–20,000 per month. 15% reported earning INR 10,000–15,000 and 2% earned below INR 10,000 and 16% did not report their income.



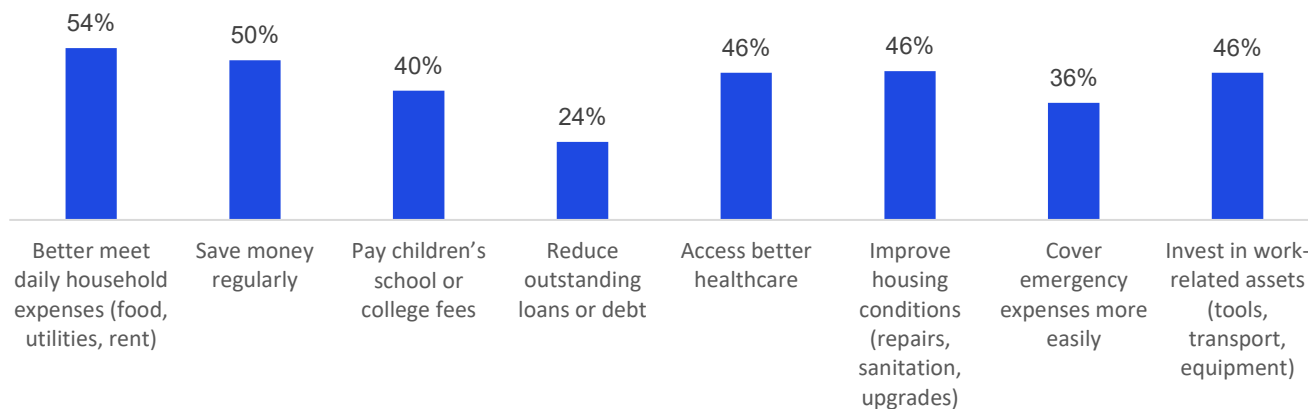
Improved household economic stability

Most respondents reported that their monthly income had increased after completing the training, with 34% stating that it had increased significantly and 43% reporting a slight increase. In contrast, 20% reported that they did not recall.

Around 36% of respondents stated that their total monthly income had increased by INR 2,001–5,000, while 27% reported an increase of less than INR 2,000 per month. A further 15% indicated an increase of INR 5,001–10,000, and 4% reported gains of more than INR 10,000 per month. Only 18% did not report a specific increase and found it difficult to estimate the increase. While the majority of income gains appear to be moderate, these changes are still significant in the context of household welfare, especially when combined with more regular work opportunities and improved wage realization after training.



Improvements due to increase in household income

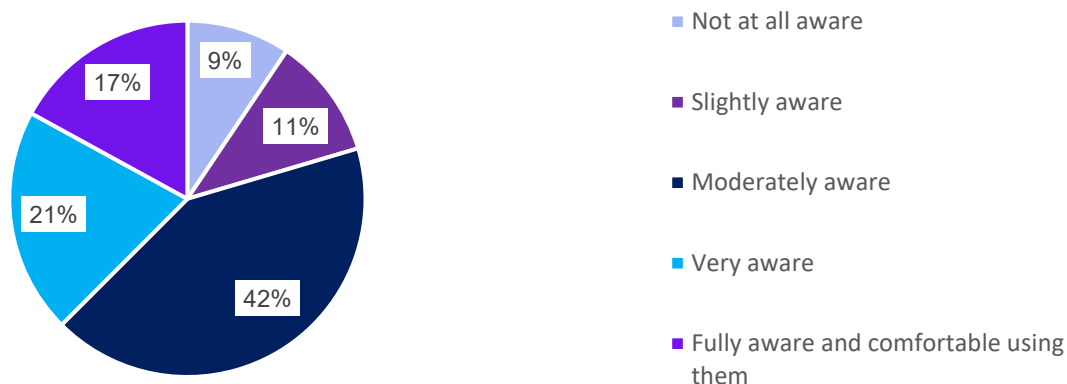


Over half of the respondents (54%) reported being better able to meet routine household expenses such as food, utilities, and rent, while 50% said they were now able to save regularly, indicating improved financial resilience. Around 46% reported better access to healthcare, improved housing conditions, and the ability to invest in work-related assets such as tools, transport, or equipment. In addition, 40% stated that the increased income helped them pay children's school or college fees, 36% reported being better able to manage emergency expenses, and 24% said it had supported them in reducing outstanding loans or debt. At the same time, 28% reported that they had not yet experienced any significant change.

A majority of respondents described their livelihood as either moderately secure (42%), very secure (23%), or extremely secure (13%). By comparison, 22% reported feeling only slightly secure, while just 2% stated that they did not feel secure at all.

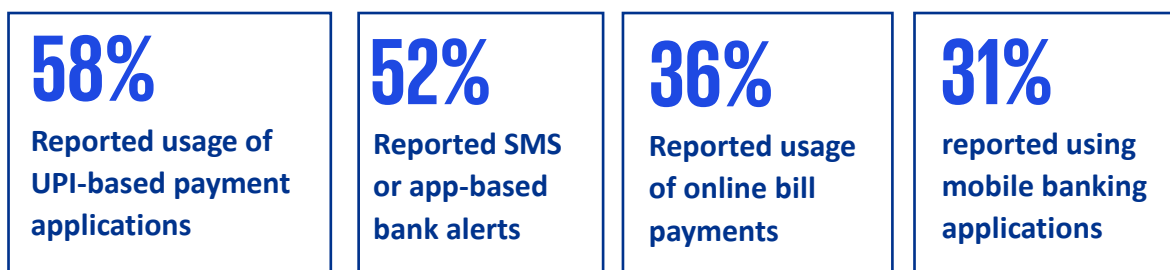
Enhanced digital inclusion among plumbers leading to better financial access

Awareness of digital tools and services for financial transactions



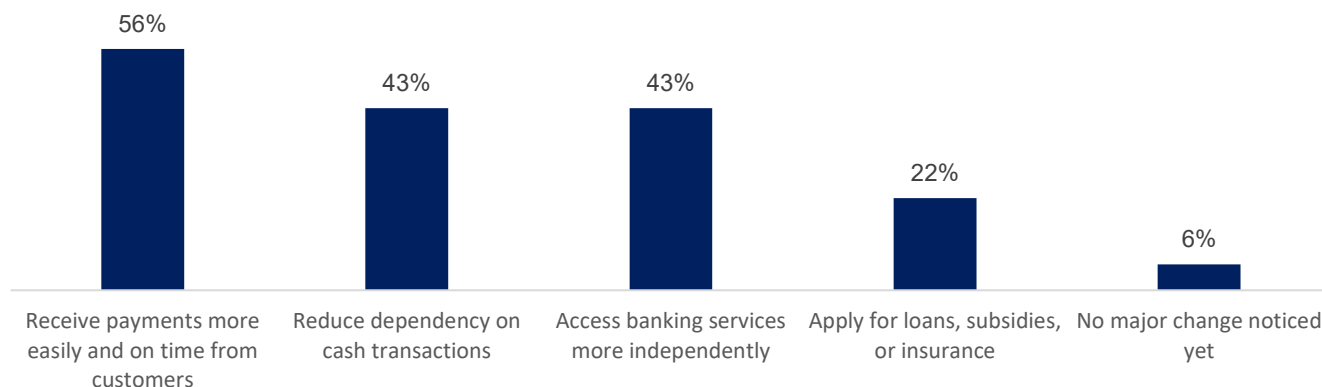
A majority of respondents reported at least a moderate level of awareness of digital tools and services: 42% described themselves as moderately aware, 20% as very aware, and 18% as fully aware and comfortable using such tools. In contrast, 11% reported being only slightly aware and 9% stated that they were not at all aware. This indicates that while digital awareness is not yet universal, a substantial proportion of respondents have developed at least a functional familiarity with digital platforms and services that can support their work and financial management.

The use of digital tools among respondents is noted to be strongest in relation to payments and basic banking-related services.



Additionally, a smaller proportion used digital wallets (17%) or online service and job platforms (8%).

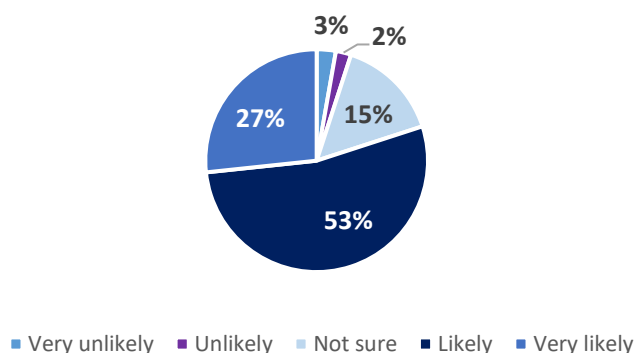
Benefits from access to digital tools



The reported benefits of digital access further highlight its role in strengthening financial inclusion and improving work-related efficiency. More than half of respondents (56%) stated that digital tools had enabled them to receive payments more easily and on time from customers, suggesting that digital modes are helping reduce delays and frictions in financial transactions. In addition, 43% reported that digital access had reduced their dependency on cash transactions, and an equal proportion stated that it had enabled them to access banking services more independently. A smaller but still important share of respondents (22%) reported that digital tools had helped them apply for loans, subsidies, or insurance, indicating that digital inclusion may also be opening pathways to broader financial services and social protection mechanisms. Only 6% stated that they had noticed no major change yet, which suggests that most respondents have experienced at least some practical benefit from using digital tools.

The findings also indicate strong potential for continued digital adoption in the future. A majority of respondents expressed a willingness to continue or increase their use of digital tools for work and finance, with 53% stating that they were likely to do so and 27% saying they were very likely. By contrast, only 3% reported being very unlikely and 2% unlikely to continue or expand their use, while 15% remained unsure.

Likelihood of continued adoption and increased use of digital tools



Enquiry into the overall feedback of the project highlights that the benefits of improved livelihood security may extend beyond individual participants to their wider networks. More than half of the respondents (55%) reported that they had trained or guided at least one new person in plumbing work after completing the training, while 44% indicated that they had not. Finally, around 67% of respondents reported that they would recommend the training to other plumbers, while 33% stated that they would not, indicating a generally positive perception of the intervention among participants.

Stories that
Spark
Change

Pramod Kumar, 29

Practicing plumber

Pramod's Background

Pramod has been working as a plumber since 2012, building his skills through experience and running his own small plumbing business. Having completed his education up to Class 12, he relied entirely on hands-on learning in the field. Despite his dedication, his monthly income remained limited to **INR 30,000–35,000**, restricting opportunities to grow his business or access larger clients.

The Turning Point

Enrolling in the plumbers training program marked a major shift for Pramod. The structured training sharpened his technical abilities, introduced him to updated plumbing standards, and helped him carry out work with greater precision and confidence. Post-training, he secured a role at a **five-star hotel**, where he worked for two years an opportunity he had never imagined before.

Impact

With improved skills and exposure to high-quality work environments, Pramod's earnings rose significantly. Today, he earns **INR 50,000–60,000 per month**, nearly double what he made earlier. Beyond the income jump, the training expanded his professional credibility, enabling him to take on larger projects and run his business more efficiently.

“The training helped me upgrade my skills and confidence. It opened doors to better work and higher income.”

Stories that
Spark
Change

Ullingula Mahesh, 21

Plumbing trainee

Mahesh's Background

Mahesh completed his ITI and had been working as a plumber for two years. Despite his interest in the trade, he lacked formal training, which limited both his technical confidence and the opportunities available to him. His earnings before the training were modest, around **INR 12,000–13,000 per month**, leaving little room for growth.

The Turning Point

Mahesh's path changed after he enrolled in the plumbing training workshop. The structured sessions, hands-on practice, and exposure to standardized techniques helped him refine his skills and understand professional plumbing requirements. With this renewed confidence, he applied for the **Military Engineer Services (MES)** under the **Indian Army**—and was successfully selected for the plumbing trade.

Impact

Today, Mahesh earns **INR 35,000 per month**, nearly triple his earlier income. His selection in MES allows him to **travel across India**, live and work within disciplined environments, and support Army personnel. The training enabled him not only to secure a stable career but also to take pride in contributing to essential national services.

“The training gave me the skills and confidence to aim higher. Getting selected for MES has changed my future.”

Findings from the trainers

Feedback from trainers indicates that the two-day Recognition of Prior Learning (RPL) training was designed to provide a focused refresher on core technical, safety, and employability competencies relevant to the level 4 level job roles. The session plan was structured to balance orientation, technical inputs, practical demonstrations, digital literacy, and final assessment, ensuring that participants not only revised key aspects of plumbing work but also understood the formal assessment and certification process.

As shared by the trainers, mobilization for the training was undertaken through local networking and relationship-based outreach in selected locations, including approaching plumbing technicians through existing peer networks and nearby hardware or sanitaryware shops. Trainers indicated that this localized approach helped identify experienced plumbers working informally and encouraged their participation in the RPL training and certification process.

From the trainers' perspective, the training was beneficial for plumbing technicians because it helped refresh prior knowledge, align existing experience with formal industry standards, and prepare participants for structured assessment. The combination of technical revision, practical exposure, safety awareness, and digital literacy was seen as particularly useful in helping technicians improve confidence, adopt more standardized work practices, and better understand the expectations associated with formal certification at NSQF Level 4. Overall, the trainers' response suggests that the training served as an effective bridge between informal work experience and industry-recognized competency validation.

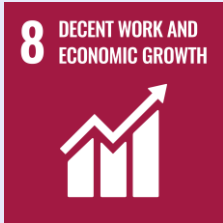
Findings from assessment agency

As part of the assessment, discussions were conducted with representatives from 2–3 assessment agencies to understand their perspectives on the design and delivery of the assessment process under the program. They highlighted that the assessment design was useful in validating existing skills in a structured manner, while at the same time identifying areas where technicians benefited from reinforcement, particularly around quality standards, safety practices, and work formalization.

Project Alignment to UN SDGs

The WMPSC-supported plumbing skilling and certification initiative demonstrates strong alignment with multiple UNSDGs, contributing to national and sectoral development priorities by promoting workforce formalization, improved sanitation practices, and sustainable livelihoods. The project's approach of providing Recognition of Prior Learning (RPL) assessments and structured skill enhancement ensures improved access to industry-relevant certification, empowering technicians to strengthen their professional credibility, enhance service quality, and increase their earning potential. This makes the initiative a key contributor to national and global priorities for skill development, resource efficiency, and community well-being..

Key SDGs supported

SDGs	Target/ Subsection	How it aligns
 4 QUALITY EDUCATION	4.4 – Increase the number of youth and adults with relevant technical and vocational skills for employment, decent jobs and entrepreneurship	Project Samrudhi strengthens technical and vocational capabilities of plumbers through Recognition of Prior Learning (RPL), practical training, and certification. The findings show improved technical plumbing skills, better understanding of safety and quality standards, stronger pricing ability, and greater awareness of formal recognition, thereby improving employability and professional readiness.
 8 DECENT WORK AND ECONOMIC GROWTH	8.3 / 8.5 – Promote productive activities, decent job creation and full, productive employment with decent work	The project contributes to stronger livelihoods by formalizing skills, improving confidence, increasing access to work opportunities, and enhancing earning potential. The assessment shows higher monthly job volumes, better customer trust, increased ability to charge higher rates, and stronger livelihood security after training and certification.
 6 CLEAN WATER AND SANITATION	6.4 – Increase water-use efficiency and ensure sustainable management of water resources	By improving plumbing quality, adherence to standard procedures, use of appropriate tools and materials, and the ability to undertake more complex plumbing work, the project supports better water-use practices and reduced resource wastage. The project rationale also explicitly links improved plumbing quality with reduced leakages, better sanitation outcomes, and lower public health risks.

Project Alignment to National and Local priorities

The WMPSC initiative reflects a strong commitment to strengthening the plumbing workforce through structured skilling and formal recognition, ensuring that technicians have equitable access to industry-relevant training and certification. By focusing on skill validation, upskilling, and professional development, the program enables long-term economic upliftment and improved service quality, creating pathways for safer sanitation practices, enhanced livelihoods, and community well-being. Some of the national and sectoral priorities supported through this initiative are as follows:

National Policy / Mission	What It Says	How program aligns
Pradhan Mantri Kaushal Vikas Yojana (PMKVY) / Recognition of Prior Learning (RPL), Ministry of Skill Development and Entrepreneurship, Government of India	PMKVY is a flagship scheme for skill certification aimed at helping individuals access industry-relevant skill training for better livelihoods. Its components include Short Term Training, Special Projects, and Recognition of Prior Learning (RPL), with RPL specifically intended for individuals who already possess prior experience in a job role and seek formal assessment and certification.	Project Samrudhi is directly aligned with the RPL approach, as it identifies experienced but uncertified plumbers, provides structured refresher training and assessment, and enables formal certification. The findings show that the program improved technical skills, enhanced professional recognition, and strengthened earning potential, closely reflecting the intended purpose of PMKVY-RPL.
Pradhan Mantri Kaushal Vikas Yojana (PMKVY) / Recognition of Prior Learning (RPL), Ministry of Skill Development and Entrepreneurship, Government of India	The national skill development framework emphasizes expansion of outreach, equity and access, quality and relevance, and skill development for the unorganized sector, while also linking skills to employability, productivity, and decent work. It recognizes the need to create institutional mechanisms for certification, quality assurance, and alignment with labour-market needs.	Project Samrudhi aligns strongly with this agenda by working with informal plumbing technicians, a largely unorganized workforce, and providing them with industry-aligned certification and skill enhancement. The project findings show improved work quality, greater adherence to standards and safety, stronger employability, and better livelihood outcomes, demonstrating alignment with the national emphasis on relevant, quality skill development.
Jal Jeevan Mission (JJM), Ministry of Jal Shakti, Government of India	Jal Jeevan Mission aims to provide safe and adequate drinking water and emphasizes the creation and sustainability of water supply systems. The mission explicitly highlights the need to empower and develop human resources in areas such as construction, plumbing, electrical work, water quality management, water treatment, and operation and maintenance.	Project Samrudhi contributes to this priority by improving the technical competency, safety practices, and standards-based work of plumbers, who are critical to water supply and service delivery systems. The project findings show improved adherence to procedures, better use of tools and materials, stronger safety compliance, and improved ability to handle more complex plumbing tasks, thereby supporting the skilled human resource base needed for water infrastructure.

04

Way Forward

Recommendations

The impact assessment of Crompton CSR Foundation's partnership with WMPSC demonstrates meaningful progress in enhancing the skills, employability, and formal recognition of India's plumbing workforce. The initiative has improved technical competency, safety awareness, and access to nationally recognized certification for thousands of informal technicians across multiple states. However, sustaining and amplifying this impact will require strategic strengthening of systems, deeper industry integration, and continuous upgradation of training models in line with national skilling priorities and evolving market needs. The following recommendations are structured around two pillars:

Strengthen post-certification market linkages

While the training has improved technical skills, confidence, and professional recognition, livelihood gains appear to be driven heavily by referrals, contractors, and personal networks. It may be evaluated for the project to create stronger structured market linkages with contractors, builders, hardware/sanitaryware shops, housing societies, and institutional buyers to help certified plumbers secure more regular and higher-value work.

Deepen digital and financial inclusion support

Although respondents reported encouraging use of UPI, bank alerts, and digital payments, adoption of more advanced financial services such as loans, insurance, and formal digital platforms remains relatively limited. The project could therefore deepen its digital inclusion component by offering structured handholding on digital payments, basic bookkeeping, access to formal banking products, micro-insurance, credit readiness, and use of job-matching or service aggregation platforms.

Thank you



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