



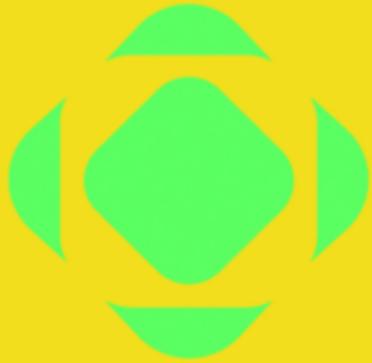
# dotNGO

digital tools for empowerment

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Recognising Best NGO Practices Using ICTs  
**The eNGO Challenge**  
South Asia 2013





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**Public Interest**  
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# dot NGO

digital tools for empowerment

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Recognising Best NGO Practices Using ICTs  
**The eNGO Challenge**  
South Asia 2013

**10 DEF**

 **ngo**





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# Contents

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06	Introduction
13	Voice of dot NGO
14	Voice of Implementation
16	The eNGO Challenge @ a Glance
18	eNGO Challenge Jury
20	Jurors' Voice
27	Finalists
28	Advocacy
32	Communication and Outreach
36	Organizational Efficiency
40	Social Commerce
46	Sustainable Development





# With ICTs, NGOs have Arrived

by Syed S. Kazi



Globally, there are more than 10 million NGOs on count. In South Asia, there are more than 5 million and in India there are more than 3 million NGOs, minus the religious based organisations.



The

Non-Governmental Organisations (NGOs), representing the development/social sector, has emerged on the fore front as the most important pillar of inclusive growth and development across societies. The NGOs are increasingly seen as one of the most pro-active and front face of citizen services delivery and community empowerment, especially in rural/countryside.

The role and mandate of the NGOs to intervene has seen constant increase. This is evident from the expanding partnership of the government and the industry partners and their social commitments to align with the capacities of the NGOs to intervene in community programmes. The NGO Partnership System, an initiative of the Planning Commission of India, is one such extended effort at collaboration.

Globally, there are more than 10 million NGOs on count. In South Asia, there are more than 5 million and in India there are more than 3 million NGOs, minus the religious based organisations. One can imagine the magnitude of community development impact with this vast network reaching out to the unreached, till the last mile.

The expansion of the NGO space, also identified as the third sector, is a reflection of wider democratic intervention in communities where the community has a role and voice in determining the growth processes and gain entitlements. The relevance of the third sector partner is largely visible in advocacy, services delivery, training and capacity building of local communities and grievance redressal.

With the widening scope of NGOs to intervene and undertake social and developmental responsibilities, there emerges the challenge for the NGOs to increase and develop their institutional capacities to deliver. The citizen and community expectations must match the capacity to deliver in time, with efficiency and transparency. This is largely the need for NGOs placed in rural contexts and in underdeveloped regions and communities.

With the coming of the digital age, there is technological imperative to empower the grassroots organisations in the NGOs to scale up and transform to see larger outcomes. There is no second view as to why and how Information Communication Technology (ICT) tools, platforms and devices led by the





Web platform can bring requisite transformations in the NGOs in processes, mechanism and delivery capacities in contemporary times.

#### The Digital Significance of NGOs have Increased

With increasing technological inputs in governance and development processes across societies, the digital significance of NGOs to be ICT enabled has increased manifold. This has necessitated in multiple aspects - digital identity on the web, strengthening internal processes and operations, transparency and accountability, building trust and faith with communities and partners, and to increase visibility. It has been demonstrated how ICTs enables NGOs in - information and content dissemination, training of front line workers and services delivery, tracking and monitoring of programmes and in interpersonal communication activities.

#### DOT NGO: Digital Identity of the NGOs on the Anvil

The digital significance of NGOs also brings in the importance to reemphasize the need for NGOs to have their own identity on the global digital map. According to a conservative estimate, more than 60 per cent of NGOs in South Asia are out of the ICT radar. If this is not alarming, yet it indicates the denial of opportunities to develop capacities and access of ICT resources including access. It is interesting for the NGO fraternity worldwide to know the incoming of the .NGO and .ONG domains that gives exclusive identity for the NGOs to have a digital/web identify of their own similar to the business entities with their largely .COM presence. Any very soon, NGOs worldwide shall have the privilege to get enrolled in .NGO and .ONG domains and thus establish a new development credential, powered by Public Interest Registry (PIR).

According to a conservative estimate, more than 60 per cent of NGOs in South Asia are out of the ICT radar. If this is not alarming, yet it indicates the denial of opportunities to develop capacities and access of ICT resources including access.



Small NGOs which work at the village level, participating in one the eNGO workshops held in Bettiah, West Champaran district of Bihar.





### The eNGO Network

It is relevant to highlight a few aspects of the eNGO Network programme, a joint initiative of PIR and Digital Empowerment Foundation (DEF). The network, since 2011, has reached out to more than 5000 NGOs in India, South Asia and Africa. The objective is to develop institutional capacities and skills of grassroots organisations in ICTs including provisioning web identity, content and information services delivery enablement in reaching out to their community constituencies. A feature of the eNGO programme (<http://pirengo.org/>) is provisioning web platform in local recognised language at no cost. Memberships are free for grassroots community based organisations to benefit from the host of services offered by the eNGO Network programme. The members of the eNGO network have increased from 800 in 2012 to 2000 in 2013. The vision is to add another 5000 NGO members in 2014.

### The Expanding Horizon of the eNGO Challenge

Nonetheless, there are good practices already on ground to prove the good effects of NGOs using ICTs including the web, mobile and social media to deliver results and bring in positive impacts. Quite naturally then, there is essential linkage to highlight such practices and motivate those to become learning examples to share experiences with the wider NGO fraternity.

The eNGO Challenge, since 2013, has been a natural corollary to the above. Infact, this is one of the inspiring culminations of the eNGO Network. The challenge, launched as a platform to scout, recognise, motivate and support grassroots NGOs using ICTs in sustainable and effective manner. Launched in 2012, the eNGO Challenge (<http://www.engochallenge.org/>) has been an effort to enable grassroots organisations digitally inclusive while providing a networking, connecting, and sharing platform.

The response to the eNGO challenge has been tremendous and inspiring in five defined categories - Communication and Outreach; Social Commerce; Advocacy; Organisational Efficiency; and Sustainable Development. A total of 163 nominations were received in 2012. Out of these 31 finalists were selected for final presentation and award programme. There were finally 16 winners across all five categories.

A feature of the eNGO programme (<http://pirengo.org/>) is provisioning web platform in local recognised language at no cost. Memberships are free for grassroots community based organisations to benefit from the host of services offered by the eNGO Network programme. The members of the eNGO network have increased from 800 in 2012 to 2000 in 2013. The vision is to add another 5000 NGO members in 2014.

NGOs from across Meghalaya participating in an eNGO workshop in Shillong.





In 2013, the total numbers of nominations received were 340, and 260 valid nominations were screened for Jury evaluation. 119 nominations were further screened on the day of Jury. Finally, 18 nominations were shortlisted as finalists. Out of 340 nominations, 59 nominations were received in Advocacy, 62 in Communication and Outreach, 52 in Sustainable Development, 65 in Social Commerce, and 102 in organisational Efficiency. The national distribution of nominations was - Afghanistan (12), Bangladesh (12), Bhutan (10), India (244), Maldives (13), Nepal (12), Pakistan (21), and Sri Lanka (13).

The launch of the eNGO Challenge and its successful and responsive journey into the second phase in 2013 demonstrates the power to collaborate and work together. The support of the nodal NGOs in India, South Asia, Africa and other countries, hosting eNGO workshops/training camps, has been tremendous in making this challenge programme extremely powerful and impactful. Mention needs to be made of few of the names in BRAINS and Vision Youth Group (Kenya), Righteous Fire Revival Ministries (South Africa), Bytes For All (Pakistan), D.Net (Bangladesh), Computer Association of Nepal (Nepal), READ Bhutan (Bhutan), and others for their extensive and continuous role in enrolling grassroots NGOs in the eNGO network at large. My sincere gratitude and thanks to all the eNGO network members and partners to make the eNGO Challenge successful, motivational and inspiring.

#### The Role Playing

The collective efforts of PIR and DEF, since 2010, have brought results in the eNGO Network and the Challenge programme thus far. The idea and the roll out of the eNGO programme in 2009 by DEF found wider and holistic acceptance in PIR, led by Brian Cute, CEO, to transform it to international programme for greater impacts and significance. My special regards and thanks to PIR led by Cute to join hands to make this programme a unique platform on global development and digital map.

The team at the eNGO network and the Challenge programme has been a tremendous support and backbone to make the initiatives wider and inclusive. The team led by Devendra Singh Bhaduria and members including Satyendra, Anand & Dharendra et al has been on constant vigil and hard work to keep the network sustained and grow stronger.

The launch of the eNGO Challenge and its successful and responsive journey into the second phase in 2013 demonstrates the power to collaborate and work together. The support of the nodal NGOs in India, South Asia, Africa and other countries, hosting eNGO workshops/training camps, has been tremendous in making this challenge programme extremely powerful and impactful.



A group of NGO functionalities felicitated with certificates for completing their websites.





This booklet is a compilation of the best NGO practices using ICTs in the year 2013. A total of 18 finalists in as many as 5 categories have been listed here for readers to read and enjoy some of the innovative usage of ICTs.

The vision of the eNGO Challenge is to see that all grassroots organisations are ICT enabled to the fullest extent and in turn transform into changing agents of societies and communities they serve. At wider policy and programme level it is desired that governments and authorities of the day realise the essence and necessity to develop capacities of NGOs and other community based organisations with technology skills to serve the larger national development goals and objectives by supplementing and complimenting the role of the governments.

Readers may kindly ignore the mistakes in this compilation as human errors.

I wish the readers a happy reading!

**Syed S. Kazi**

Director, Policy and Governance  
Digital Empowerment Foundation  
syedkazi@defindia.net

In 2013, the total numbers of nominations received were 340, and 260 valid nominations were screened for Jury evaluation. 119 nominations were further screened on the day of Jury. Finally, 18 nominations were shortlisted as finalists.



The successful participants of an eNGO Training Workshop from a minority area in Hyderabad, Karnataka.





Several grassroots NGOs from in and around Kanpur, Uttar Pradesh participating in an eNGO Training Workshop





The first eNGO workshop by PIR held in Bangalore, Karnataka in 2011.





# ICT based Grassroots Organisations: Rearing to Grow

by Brian Cute



Public Interest Registry is committed to working with the global NGO community to provide NGOs with a unique online identity; an identity that will help to reinforce the reputation of genuine, validated NGOs, and that will connect these groups with donors, potential business partners, volunteers and others within the NGO community.

As

the not-for-profit operator of the .ORG domain, Public Interest Registry has the privilege to deliver a trusted address for people and organisations to tell their stories and mobilise their supporters in the online world. We at Public Interest Registry believe that websites are one of the most important tools that NGOs can use to create visibility and deliver a message under their own control - unlike Facebook, Twitter, or other social media platforms. Additionally, our research tells us that people turn to websites as the most credible source of information about an organisation - and for NGOs, being found online and establishing themselves as genuine members of the global NGO community is increasingly critical in enabling the important work they do worldwide.

Beginning in 2014, radical change is coming to the world of the Internet with the introduction of hundreds of new addresses or 'Top-Level Domains' (TLDs). In the midst of this change, Public Interest Registry is committed to working with the global NGO community to provide NGOs with a unique online identity; an identity that will help to reinforce the reputation of genuine, validated NGOs, and that will connect these groups with donors, potential business partners, volunteers and others within the NGO community. To achieve this goal we will be introducing .NGO and .ONG, which will be exclusively available only to genuine NGOs. These new names on the Internet will provide NGOs with immediate recognition online as well as entrance into a searchable, global, content-rich NGO directory.

Just as we encourage NGOs to use ICT to further their mission, we want to celebrate them too. The eNGO Challenge seeks to recognise and honor NGOs who are online and use ICTs to tell their story and we are truly honored to be a part of this celebration event.

## Brian Cute

CEO, Public Interest Registry  
bcute@pir.org





# Reference Validation for NGOs: A New Era of Transparency

by Devendra Singh



eNGO Programme has started a campaign among all its members to bring in more members through reference and suggestions. Word of mouth of network members of eNGO Programme is now making this network self-validated.

The

NGOs are frontline agencies in growth and development processes worldwide. Being at the first layer of information, communication and interaction with citizens at the grassroots, NGOs are considered as nodal agencies to contribute and support inclusive development efforts.

There are millions of NGOs globally working at community level. For instance, in South Asia alone, there are more than 5 million NGOs on ground working independently or in partnership with stakeholders but there is a lack of validation in many of them. Many of them do not get the right exposure due to lack of transparency in work, impacts, knowledge and proper organisation structure in place. Many of them do not have any ground impacts on communities they are working with but are very good in branding and marketing their work, which is not on ground.

For any development agency, there is a need of validation of its activities, financial data, organisation structure, ground impacts, transparency and many more to make it a genuine NGO whom with all funding agencies or partners would like to work with. The eNGO Programme, an international initiative, seeks to contribute to this process of capacity building of grassroots NGOs with supportive role of ICTs including internet capacity building.

The eNGO Programme is network based as well as referential, thus helps in validation of NGOs. This helps to motivate other NGOs to increase transparency by networking and references. eNGO Programme has started a campaign among all its members to bring in more members through reference and suggestions. Word of mouth of network members of eNGO Programme is now making this network self-validated. Aspirational NGOs, who want to adopt new media and digital tools for improving their efficiency, outreach and transparency -thus also raise more funds remotely. It builds a network of NGOs into innovative ICT practices for learning, experience sharing and promote good practices. This process creates an ecosystem of NGOs which uses ICTs and digital media for good governance practice for community serving purpose.





eNGO program helps grassroots and civil society organisations to be visible on the world wide web. It also helps NGOs, share their work and achievements universally and boast the unique web address. Besides, the NGO program indirectly creates a culture of transparency.

At present, eNGO has more than 2000 members, referentially and formally validated. 1000 NGOs in India, 200+ in South Asian countries and 150 in Africa. eNGO International Programme has successfully gone ahead year by year and now after South Asia, eNGO has established in Africa. Recently the last workshop held in Middleburg South Africa where 80 NGOs registered for the eNGO Programme are being validated, and those who will be final members will get all eNGO services free of cost and get promoted globally.

As a matter of finding the best NGOs, who would be using digital tools effectively. The eNGO Programme has identified a new initiative called the eNGO Challenge, which has a full-fledged jury, nomination and award process, to identify the best.

In the second year, we received a total nominations of 340 and new eNGO registrations going up to 724. The nominations were invited under 5 categories: Communication and Outreach, Social Commerce, Advocacy, Organizational Efficiency and Sustainable Development. NGOs from India, Sri Lanka, Bangladesh, Nepal, Bhutan, Afghanistan, Pakistan and Maldives applied for the 2nd eNGO Challenge South Asia.

eNGO Challenge is a brainchild of Digital Empowerment Foundation supported by Public Interest Registry.

#### Devendra Singh

Head-eNGO International Programme  
devendra@defindia.net

It builds a network of NGOs into innovative ICT practices for learning, experience sharing and promote good practices. This process creates an ecosystem of NGOs which uses ICTs and digital media for good governance practice for community serving purpose.



The successful participants of an eNGO Training Workshop in Kisumu, Kenya.





## The eNGO Challenge @ a Glance

New eNGO Registrations

**724**

Nominations Received

**340**

New Facebook Members (Likes)

**1029**

**86**

Nominations Received (Online)

**254**

Nominations Received (Offline)

**309**

Nominations in English

**31**

Nominations in Hindi

Country wise Nominations

**244**: India  
**24**: Pakistan  
**12**: Afghanistan  
**13**: Srilanka  
**12**: Nepal  
**10**: Bhutan  
**13**: Maldives  
**12**: Bangladesh

Andhra Pradesh: **19**  
 Bihar: **33**  
 Chhattisgarh: **6**  
 Delhi: **15**  
 Gujarat: **9**  
 Goa: **1**  
 Haryana: **6**

Himachal Pradesh: **1**  
 Jammu & Kashmir: **1**  
 Kerala: **5**  
 Jharkhand: **13**  
 Karnataka: **13**  
 Madhya Pradesh: **5**  
 Maharashtra: **34**

Manipur: **3**  
 Odisa: **7**  
 Rajasthan: **9**  
 Tamil Nadu: **4**  
 Uttar Pradesh: **41**  
 Uttarakhand: **6**  
 West Bengal: **13**

State wise Nominations





**119** Total eNGO Challengers

**260** Total Valid Nominations

advocacy: **39**  
sustainable development: **52**  
communication & outreach: **32**  
social commerce: **45**  
organisational efficiency: **92**

Category wise Nominations

Total eNGO Challenge Champions **100**

advocacy: **03**  
sustainable development: **04**  
communication & outreach: **03**  
organisational efficiency: **03**  
Social Commerce: **3+2** (Jurors' Distinction)





# eNGO Challenge JURY





## The eNGO Challenge: Grand Jury Members



### Osama Manzar

Founder & Director, Digital Empowerment Foundation  
Osama Manzar is a convert social entrepreneur spearheading the mission to overcome the information barrier between India's rural sector, and the so-called developed society, through Digital Empowerment Foundation (DEF) - the not-for-profit organization founded to accomplish the mission. He is a Member, Working Group, Internet Governance Forum of Ministry of Communication & IT and was a Member, Task Force on Growth of IT, ITES & Electronics HW Manufacturing Industry, Ministry of Comm & IT, India.



### Dr. Amir Ullah Khan

President, Glocal University  
Amir Ullah Khan is a development economist and President of the Glocal University in Saharanpur in India. He studied Electronics Engineering at Osmania University in Hyderabad, Management at the Institute of Rural Management at Anand and got his PhD from the Jamia Millia Central University in Delhi. He is Fellow at the India Development Foundation, Adjunct Professor of Law and Economics at the Edith Cowan University in Western Australia and has served as a Policy advisor to the Bill and Melinda Gates Foundation.



### Amitabh Singhal

Board Member, PIR.ORG  
Amitabh Singhal is Founder and former President of Internet Service Providers Association of India, which was in continuation of its predecessor, the Email Service Providers Association since 1994. Various policy and regulatory achievements including, amongst others, helping the Government to write key elements of the ISP policy, opening up Internet for private competition and those that led Indian companies to set up International Gateways and become dominant Bandwidth owners, opening up of Internet Telephony, etc. is credited to him.



### Dr. Ravina Aggarwal

Programme Officer-Media Rights & Access, Ford Foundation  
Ravina Aggarwal is the Program Officer for the Ford Foundation's Advancing Media Rights and Access initiative in India. Her grant-making supports infrastructure planning and policy reforms for bridging the digital divide and increasing broadband and broadcast access for the poor. Prior to joining the Ford Foundation in December, 2006, Ravina was a professor of anthropology at Smith College in Massachusetts for 12 years. Her scholarship focused on media, culture, gender, and peace-building, and her extensive field research in the trans-Himalayan region of Ladakh resulted in several publications.



### Hempal Shrestha

Practitioner, ICT For Education and Social Development  
Since past 15 years, Hempal Shrestha has served many national and international organizations from social, educational, private and government sectors in various capacities. His core competencies are in the fields of Information and Communication Technology (ICT) capacity building, knowledge sharing and knowledge management. In the course of his career, had led the Open Development Programme in the Asia region for Bellanet International Secretariat.



### Rajen Varada

Founder, Technology For The People  
Rajen Varada is a core group member of a think tank group of technology and knowledge management innovators who have been instrumental in the formation of "The Open Knowledge Community" which is being co-founded by UNESCO and civil society organisations. Rajen is the current CEO of the Open Knowledge Community. He has been an ICT practitioner since 1995 and continues to be actively engaged in designing and implementing proof of concept solutions for rural development using technology and in particular ICT.



### Manju Dhasmana

Lead - Community Affairs/Corporate, Social Responsibility, Microsoft India  
Manju Dhasmana is Lead - Community Affairs at Microsoft India, where she drives Microsoft's CSR mandate of building skills and employment opportunities for youth. She also leads the portfolio of partnerships with NGOs on technology, employee engagement and disaster response. Manju has worked extensively in the development sector for 15 years on issues of health, gender, rights and access. In 2009.



### Pranshu Singhal

Head, Sustainability at Nokia India Pvt. Ltd.  
The strongest citadels have been built from the deepest foundations and that is how Pranshu Singhal developed his career in sustainability. He was the Executive Officer at CII where he managed Environment & Development projects of CII with international agencies and consulted corporations on EMS implementation up to 2002. He took on a joint freelance assignment of Philips, Motorola, Panasonic and Nokia where he developed Key Environmental Performance Indicators (KEPIs) method for assessment of life cycle environmental impacts of mobile devices, which launched him as a Project Manager at Nokia, Finland in 2004.





# Empowerment and Inclusion

by Dr. Amir Ullah Khan



Using the web, we have seen a number of civil society organisations empower their stake holders without access to large sums of money or numbers of volunteers. The electronic medium is one where marginal costs of seeing information is close to zero and so is the cost of sending it across the world.



eNGO agenda is fascinating for a number of reasons. What it aims to do is indeed ambitious and the idea of millions of NGOs with their own web portals and access is mindboggling indeed. Most records maintained by NGOs are complicated and difficult to compile. To computerise them is not easy. However the data that has been digitised is invaluable and GIS maps, annual returns, tracking mechanisms and open access to all information will enforce transparency and accountability.

The NGO sector is one that is fraught with a large number of issues that are peculiar to civil society. An efficient NGO movement must necessarily be rooted within the community and must, therefore, be aware of ground realities. It must be run in the most open environments, democratically and efficiently. Usually an NGO is fighting for thin resources and is trying to counter a number of problems, each of which need time, money and skills. Most importantly, the NGO sector is closely watched by the large numbers of stake holders in the system.

A simple way out is for the institution, even if it is very small, to get digitally empowered. The moment the NGO puts up its challenges, its resource bases, and its strategies on the web, it immediately gives a positive signal of being transparent and open. It then allows people to comment and fosters an atmosphere where data is available information is shared and knowledge gained from all directions. The eNGO challenge aims at felicitating civil society non-governmental organisations for moving towards digital inclusion and leveraging the amazing power of the web to further their own agendas.

Using the web, we have seen a number of civil society organisations empower their stake holders without access to large sums of money or numbers of volunteers. The electronic medium is one where marginal costs of seeing information is close to zero and so is the cost of sending it across the world. It allows for small groups of people, marginalised and handicapped for various reasons gain access to markets, to educational portals, e-commerce sites, tele-markets and e-health platforms.

We also see another major feature of digitally empowered NGOs. We know that a number of schemes have been and are launched by the federal and the state governments. Higher awareness of





schemes leads to higher number of applications. Awareness is not just putting up information; it goes further into counseling camps and specific advice to individual seekers of employment/loans/scholarships. Loan schemes are good but need gazetted officers recommending applications. Vulnerable and marginalised applicants have no access to high officers and when digitally empowered would be able to access these easily.

In states, there are specific schemes for special groups like artisans and the elderly. Usually such money is not spent and diverted to other areas. State governments can now be held accountable in disbursing amounts available. And when it comes to replicability and scalability, eNGOs could suddenly become exemplary. The Chanderi case is one of those that need to be widely disseminated, replicated and scaled up. It is one remarkable eNGO that has helped transform skilled workers in becoming excellent designers and successful marketers of their produce.

**Dr. Amir Ullah Khan**

President

Glocal University

aamirullahkhan@gmail.com

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The successful participants of an eNGO Training Workshop in Nainital, Uttarakhand.





# NGO's Development using ICT

by Amitabh Singhal



With PIR, we have a global outreach program in place for a couple of years now, and in partnership with DEF in the South Asian, and now in some African regions, where we have been reaching out to as many grassroots NGOs as we can. This process has been an eye opener and has entailed learning of lot of lessons on the NGO eco-system.

## Non

Governmental Organisations are a big mix, ranging from informal groups of people to vast international organisations, involved in a wide range of activities; from being 'activists, advocacy groups, research and study groups to being development organisations delivering a variety of services to different types of communities within a region or simply empowering people to have a say.

Most of them perform a yeoman service when it comes to development work and are considered second only to the government in terms of spending resources and working towards a wide range of welfare and development services starting from provision of basic education, to running centres for provision of health services, advocating human rights for common people to environmental cleansing to sensitising private corporations in working towards sustainable development in their sphere of businesses, to finding means for finding livelihood opportunities for the poor and so on so forth. And not to forget, there are non-profits, who lobby on behalf of industry and businesses, etc., but technically are NGOs as well. In short, NGOs are the development alternative as someone said.

While there is no exact count available, an estimate is that globally there are maybe 8-9 million NGOs (and I include all types of Voluntary Organisations here), with India having the unique distinction of being home to nearly 3.3 million of them. If we take the South Asian region, there may be close to 4 million odd. So almost 50 per cent NGO's are probably found in this region. With this, one would think that most NGOs, with such a wide presence and range of services, would be fairly adapt at being up to date with issues that they assist with and to remain updated and ahead of the curve.

Nothing can be far from the truth and this realisation was an outcome of the work that DEF has done within this sector and more recently in their work with Public Interest Registry, etc. With PIR, we have a global outreach program in place for a couple of years now, and in partnership with DEF in the South Asian, and now in some African regions, where we have been reaching out to as many grassroots NGOs as we can. This process has been an eye opener and has entailed learning of lot of lessons on the NGO eco-system.

The outreach validated what till now we only believed, that most NGO's especially if they are very





local or even regional (and these types most likely comprise of nearly 75-80 per cent of the NGO community) work in extreme harsh conditions, deprived of basic resources even, and still passionately carrying on with the efforts to improve people's lives. They don't have much money, are dependent on local charities, or work in tandem with local government administrative setup. This is definitely true of the NGOs in the Indian, South Asian region and Africa. Others could also be in a similar predicament. Most of them do work almost invisibly and, therefore, also battle the widely prevalent belief that a lot of them are fronts for channeling illegal money, leading to a huge trust deficit amongst potential donors. **Notwithstanding the above, we discovered or rather, our interactions in a series of outreach workshops with remotely located NGOs, confirmed that:**

1. Most were aware of computers and internet and the benefits that it may provide to increase the efficiency and effectiveness of their work.
2. Almost all of them felt restrained in terms of having limited human resources to tackle technological issues associated with using IT.
3. Reserved perception of using computers and internet e.g. building and maintaining websites, updating content, using email services, etc. as being a highly technical exercise and, therefore not their core strength.
4. Buying computers, outsourcing website development and hosting content as being very expensive and unaffordable for most.

So, most scholarly papers already tell us more or less the same thing that, use of ICT/Internet will improve the functioning of NGOs and help them to raise awareness of their work, make them more effective in delivering their services, help in wider dissemination of their advocacy programs and make it possible for them to improve their communication abilities with all their stakeholders, and specially help them with their funders. Overall, being online will definitely help NGOs to tackle the perception of being opaque and many being bad actors, if they are able to use their sites to provide a wide variety of information on their functioning, they'll be seen as more transparent and accountable and thereby boost confidence of the donors, governments and beneficiaries alike.

ICT/Internet will improve the functioning of NGOs and help them to raise awareness of their work, make them more effective in delivering their services, help in wider dissemination of their advocacy programs and make it possible for them to improve their communication abilities with all their stakeholders, and specially help them with their funders.



The successful participants of an eNGO Training Workshop in Kisumu, Kenya.





With the aim to translate the above into a reality of helping NGOs to understand why and how they can go online, DEF and PIR embarked on a global mission to bring internet into the lives of NGOs who are not online. With a series of workshops that I talked about earlier here, we aimed at debunking certain myths for the NGOs:

1. That they need to be IT experts, or need to invest in technical manpower to get online, set up their websites, maintain and update their information. They need not do that.
2. Their existing personnel are given training on how to obtain desired domain names, set up websites, upload content and update the same on regular basis. Doesn't cost much and is easy to do with basic knowledge of using computers.
3. Uploading vast amounts of data (and surprisingly grassroots NGOs are huge repositories of local knowledge, customs, traditions, socio-economic and demographic profiles of people, etc.). They can do so without being charged the earth as is done by commercial IT services.
4. Generate email id's for their organisation and use them effectively to communicate with all their constituencies better than before.
5. Going forward even funding and money transfer would be encouraged online. This means monetary transparency, which till now has been a sore issue for the rest of the society.

While the program continues to grow, another important leg in the whole plan has also been to accord recognition to those NGOs that already use or are new to ICT/Internet usage. Using certain assessment methods and based on specific parameters that gauge impact, the plan rewards them for their efforts to include and implement Internet in their respective organisations. In the 2nd year of this Public Interest Registry supported and DEF led initiative, the eNGO Awards not just encourage and reward those NGOs which have used Internet to improve their work, but serves as a beacon to a vast number of NGOs who have not yet taken the plunge to use Internet.

#### Amitabh Singhal

Board Member, PIR.ORG

amitabh.singhal@gmail.com

In the 2nd year of this Public Interest Registry supported and DEF led initiative, the eNGO Awards not just encourage and reward those NGOs which have used Internet to improve their work, but serves as a beacon to a vast number of NGOs who have not yet taken the plunge to use Internet.



The participants of an eNGO Training Workshop in Thimphu, Bhutan.





# Making of an Inclusive Society

by Manju Dhasmana



As I transitioned from being a skeptic to a new convert and now to being a believer, I have learnt that technology can be a great leveler which allows even NGOs with smaller teams and limited resources to create a large circle of impact.

“When

I joined Microsoft, I was eager to understand the potential of technology for NGOs but I was a skeptic. Four years later I am a convert, truly a believer in the power of technology especially in a resource-crunched environment that most of us work in. My job gives me the wonderful opportunity to travel to remote parts of the country and see firsthand the transformation happening where technology is the hero, not just to provide a solution but really transforming societies, governance and altering power structures.

What impresses me across these ICT innovations is how ‘simple and clean’ the innovation is. Not surprisingly the ICT solutions which emerge from engagement with and involve stakeholders in building the solution are most effective. Initially ICT usage was often about increasing efficiency and cutting down cost via usage of collaboration tool, now many NGOs are exploring ways in which technology can help directly in solving development challenges. Many of them have been first movers and adopting new technologies like Cloud, a case in point being AkshayPatra which started off with emails, collaboration tools to cut down on communication costs and reduce IT burden. They have now progressed to Cloud which ensures that they are able to serve more children with fresh mid-day meals.

As I transitioned from being a skeptic to a new convert and now to being a believer, I have learnt that technology can be a great leveler which allows even NGOs with smaller teams and limited resources to create a large circle of impact. And examples abound: How Skype is being leveraged to connect the volunteers to children in remote parts with the help of just one laptop and dialup internet connection, using simple mobile phone applications to increase accountability of the service providers, reaching out to the families of the disaster affected people through social media tools. And these ICT tools in the hands of women, youth, panchayat members can create an impact which transcends the technology solution to set a true tone for transformation.

However as a ‘skeptic turned convert’ it is my responsibility to sound a word of caution. Without addressing the core systemic issues of inequity, discrimination, right to access, technology by itself cannot be an end by itself. Any discourse on use of technology by NGOs has to happen in a deliberate manner against the fabric of larger socio - political scenario. Then and only then, ICT has the true potential of creating transformation.

**Manju Dhasmana**

Lead - Community Affairs/Corporate, Social Responsibility, Microsoft India  
manjud@microsoft.com





Recognising Best NGO Practices Using ICTs

# The eNGO Challenge

## South Asia 2013





# Finalists



- >> Babul Films Society
- >> Youth for Social Development
- >> Grassroots Research and Advocacy Movement



- >> Indian Centre For Development and Rights-ICFDR
- >> Front for Rapid Economic Advancement of India-Akshara
- >> Equal Access Nepal-DBI



- >> Vidya Poshak
- >> Journey
- >> El Shaddai Charitable Trust



- >> SAFA
- >> Bhumi
- >> KLink Foundation

## JURORS' DISTINCTION

- >> Razia Ray of Hope Foundation
- >> WWF Pakistan



- >> Earth Care Designs Unit of Abhivyakti Media for Development
- >> North East Centre for Environmental Education and Research
- >> ORCD
- >> Volunteer Nepal National Group





# ADVOCACY

Nomination being solicited from NGOs who have adopted ICTs including new and social media to advocate issues of wider civil society, development and governance concerns including education, health, livelihood, women issues, child issues, corruption, good governance, environment and other critical areas.

- >> Babul Films Society
- >> Youth for Social Development
- >> Grassroots Research and Advocacy Movement



## Babul Films Society

### ORIGINAL TITLE

Babul Films Society

### COUNTRY

India

### CONTACT PERSON

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adm@babulfilms.in

### MOBILE /TELEPHONE

8897357731

### WWW

www.babulfilms.in

Babul Films Society makes independent short films and digital media content for environmental protection and promoting sustainable development. They use relatively short but visually stimulating, informative movies, and socially engaging media for raising awareness.

### Babul

Films focuses on making movies on:

- Practical interventions that motivate sustainability in particular places and contexts.
- Efforts to evaluate, mitigate and minimize the consequences, locally & globally, of human impacts now and into the future.
- Hope that humans can be informed Earth Stewards for a sustainable balance between Earth's people and resources.
- Efforts to cut over-consumption, environmental destruction, poverty; and move for sustainable food security.
- Famous & unsung environmental champions.
- Integrated approach to environmental compliance and sustainability efforts.
- Sustainable Development challenge and its three pillars - Economic Social and Environmental.

Babul Films also uses Social Media tools efficiently in its efforts to protect environment. At present, they have 3,000 followers on Facebook.



## Youth for Social Development- YSD

### ORIGINAL TITLE

Youth for Social  
Development- YSD

### COUNTRY

India

### CONTACT PERSON

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[bibhuysd@gmail.com](mailto:bibhuysd@gmail.com)

### MOBILE /TELEPHONE

9937190060

### WWW

[www.ysdindia.org](http://www.ysdindia.org)

Youth for Social Development is a not-for-profit independent social research and development organisation. YSD is using web platform for promoting sustainable social and economic development of marginalised communities in Odisha. YSD uses digital storytelling, youth media and helpline for advocacy.



undertakes research, public education, capacity building, documentation, dissemination, people centered advocacy and participatory development action. Sustainable livelihood promotion, influencing public policy and finance, improving democratic governance for the betterment of the people and the state, are the thrust areas of the organisation.

### Objectives:

- To improve service delivery and living conditions of communities through women empowerment, good governance and access to information.
- To boost economic opportunities in disadvantaged communities through skills development, livelihood opportunities and access to start-up capital.
- To improve delivery of educational services in *Anganwadi* Centres and formal education institutions.
- To improve well-being of communities through access to safe drinking water, sanitation facilities and basic health and hygiene education.
- To facilitate development of slum communities through access to slum development programs and improved public service delivery.





## Grassroots Research and Advocacy Movement

### ORIGINAL TITLE

Grassroots Research and  
Advocacy Movement

### COUNTRY

India

### CONTACT PERSON

Basavaraju R  
[graam@svym.org.in](mailto:graam@svym.org.in)

### MOBILE /TELEPHONE

9686666497

### WWW

[www.graam.org.in](http://www.graam.org.in)

GRAAM is a public policy research and advocacy initiative that is working towards policy change based on empirical evidence and research carried out with grassroots perspectives. GRAAM also aims to enrich the interaction between - the community, the state, the NGOs, and the private sector.

### GRAAM

utilises the information gained from the monitoring system to create awareness and empower the community to drive for change. Moreover, GRAAM promotes advocacy at the local level to identify local solutions to issues and bring in visible changes by bringing together community members as well PHC personnel. They work with the government to institutionalise this technology assisted community monitoring mechanism. The technology based monitoring system using IVRS technology is used that facilitates capturing community perspectives on the delivery of health services at the grassroots level.

Arogyashreni is an innovative project implemented by GRAAM in Mysore districts for 2 consecutive years. It is an action research project implemented to observe and enhance the community participation and monitoring capacity by utilising the technology, Interactive Voices Response System (IVRS) in the process. It is considered as one of the unique model as it captures the community perspectives by using technology at the rural areas of Mysore Districts.

### Impact:

- Community representatives found this as a better articulation tool for their demands;
- 'Demand from the community' to monitor other government institutions.
- Community representatives training.
- Collection of response for Interactive Voices Response System (IVRS) Data collection.
- Data validation; field validation.
- Identification of issues.
- Dialogue with public health centres, *panchayati raj* institutions.





## COMMUNICATION AND OUTREACH

Nomination being solicited for NGOs adopting innovative ICT approach and tools to reach out and publicise their activities and work with impact oriented outcomes for their organisation or stakeholder community or those who are being served by the organisations. A key parameter here is number of visitors visiting the website on a timely basis.

- >> Indian Centre For Development and Rights-ICFDR
- >> Front for Rapid Economic Advancement of India-Akshara
- >> Equal Access Nepal-DBI





## Indian Centre For Development and Rights

### ORIGINAL TITLE

Indian Centre For  
Development and  
Rights-ICFDR

### COUNTRY

India

### CONTACT PERSON

Ravindra Vikram Singh  
[communication@icfdr.org](mailto:communication@icfdr.org)

### MOBILE /TELEPHONE

9167313166

### WWW

[www.icfdr.org](http://www.icfdr.org)

Indian Centre for  
Development and  
Rights is a campaign  
organisation focusing  
on long term projects  
and awareness in the  
areas of education,  
health, empowerment,  
environmental  
protection, human  
rights, and right to  
information.

### ICFDR

aims upliftment of the marginalised and weaker sections of society; to improve education system, to provide basic healthcare facilities, to raise awareness on human rights, empower women to increase gender equality, as well as focus on environmental sustainability in rural India. ICFDR strives for active mobilisation for volunteer campaigns and collaborative projects, using digital media. The mission is to have a happy and healthy world, sustainable environment where all of us see the truth and none experience suffering.

Recently, it started campaign 'Build a library for rural kids'. The campaign invites people to come forward to donate books. Initially, the campaign was focused in Maharashtra, Gujarat and Delhi. They are also looking forward for coordinators who might be interested to take it forward.

iCFDR's 'Project Heena' intends to add value to the world with whatever we have today. It provides a platform to connect experts who can help people across the globe leap forward with their help.





## Front for Rapid Economic Advancement of India-Akshara

### ORIGINAL TITLE

Front for Rapid  
Economic Advancement  
of India-Akshara

### COUNTRY

India

### CONTACT PERSON

Dr. Nandita Shah  
*nandita.s@aksharacentre.org*

### MOBILE /TELEPHONE

9821898676

### WWW

*www.standupagainstviolence.org*

Akshara is working towards ending violence against women. Akshara has presence through social media platform called Harassmap-Mumbai and also an online petition that it has undertaken in collaboration with Change.org.

### After

In the spate of sexual harassment of women, AKSHARA launched Harassmap-Mumbai. It is a socio techno tool using crowdsourcing to enable women to report their experiences and citizens to spot and report unsafe spaces. The idea is to get women to report and engage local groups and the police to take action. This is possible if people use their mobiles and internet connections. Facebook has been an effective medium for Akshara for mobilising people to use Harassmap.

Harassmap not only keeps a tab on verbal attacks and eve-teasing but also on cyber bullying. Any citizen can visit [www.akshara.crowdmap.com](http://www.akshara.crowdmap.com) and submit a report by selecting the form and report the incident or mark an area as unsafe. The citizen can give a gist of what happened. There are various categories such as visual and verbal stalking, unsafe areas where they can click. There are other options such as the site of harassment, profile of the harasser, gender and age, name of the road, area, zone, etc. The website also features information about different forms of violence and provides multiple information regarding laws, support organisations and provides a self-help manual for understanding the kind of violence and ways to get justice.



## Equal Access Nepal-DBI

### ORIGINAL TITLE

Equal Access Nepal-DBI

### COUNTRY

Nepal

### CONTACT PERSON

Pankaj Chhetri  
[pchhetri@equalaccess.org](mailto:pchhetri@equalaccess.org)

### MOBILE /TELEPHONE

977 9802031765

### WWW

[www.equalaccess.org.np](http://www.equalaccess.org.np)

Digital Broadcast Initiative of Equal Access in Nepal is a not-for-profit organisation that specialises in community empowerment through radio broadcasting. Community listening of radio programme is one of the strongest methodologies Equal Access uses to curb social evils like drinking, violence against women, HIV, poverty and illiteracy.

### The

Digital Broadcast Initiative of Equal Access in Nepal creates and disseminates radio shows that empower listeners with critically needed information for social change. DBI started operations in Nepal as the executing agency for the UNDP Asia Pacific Regional pilot project. This initiative utilises digital satellite broadcasting technology to bring vital development information direct to underserved communities in rural settings.

Equal Access has also implemented 'communications for development' projects in Nepal, with programming on a range of thematic areas including education, healthcare, micro-finance, sustainable agriculture, human rights and conflict management, HIV/AIDS and women's empowerment.

Equal Access projects are designed to reach the broadest possible audience in culturally appropriate and cost effective ways. The unique project methodology catalyses local content production and distribution as a tool to extend the reach and impact of health, education and other development programs. By using digital satellite technology and solar energy, Equal Access reaches areas with poor telephony, little or no electrical power and high rates of illiteracy. Twelve million listeners regularly tune into Equal Access Nepal radio programs which are broadcast to target rural Nepalis.



## ORGANIZATIONAL EFFICIENCY

Nomination being invited from NGOs who have deployed and used ICTs including mobile, web and other mediums to improve their organisational efficiency and effectiveness in their operation and functioning with demonstrable outcome in terms of reducing costs, time saving, better office and team management and so on.

- >> Vidya Poshak
- >> Journey
- >> El Shaddai Charitable Trust





## Vidya Poshak

### ORIGINAL TITLE

Vidya Poshak

### COUNTRY

India

### CONTACT PERSON

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venkatesh@vidyaposhak.org

### MOBILE /TELEPHONE

9845038017

### WWW

www.vidyaposhak.org

Vidya Poshak is a non-profit organisation serving the education community. Vidya Poshak started by supporting students financially, but has grown to offer programmes like: Nurture Merit, Graduate Finishing School, Centre for Development of Soft Skills and School Leadership Development Program.

### Vidya

Poshak aims to provide financial assistance to meritorious students who cannot afford to continue their higher education owing to their financial difficulties. They also guide and train the students towards achieving excellence in their professional and personal lives.

Vidya Poshak uses ICT tools to improve organisational efficiency with demonstrable outcome in terms of reducing cost. Web based donation is an excellent way of outreach to donors for the organisation. The blogs are used for alerting students across India about Career options. They also use the Blogs for providing online coaching in job skills.

### Impact:

- Total contribution to employment (poverty alleviation through education): 4863 families.
- Average investment per student: ₹50,000.
- CDOSS (Centre for Development of Soft skills - a self-financed training wing of Vidya Poshak: so far CDOSS has trained 70,000 students, number of institutions reached 266.
- ELAAP (Education Loan Awareness and Advocacy program): ELAAP provides information about education loan details to students all over India. 10,000+ students reached directly for vocation education training. Total 100 colleges and 12 districts were covered.



## Journey

### ORIGINAL TITLE

Journey

### COUNTRY

Maldives

### CONTACT PERSON

Mohamed Suhaib  
mosh5151@gmail.com

### MOBILE /TELEPHONE

9607999896

### WWW

www.journey.org.mv

Journey educates communities on drugs and HIV to prevent addiction and further spread. The NGO provides phone counseling round the clock. They also use VIBER and Wi-Fi online free services to reach out larger masses.

### Journey

Journey is a Maldives-based non-governmental organisation (NGO) that focuses on the use of drugs and HIV (human immunodeficiency virus). Journey aims to educate the community on Drugs and HIV through outreach intervention and educational sessions. They conduct educational campaigns that would prevent adolescents and youth from experimenting with drugs and engaging in HIV prone activities.

The NGO is networked by Wi-Fi network- it makes very easy to perform all the work in less time with productivity and smartness.

Journey started three HIV and drug prevention campaigns to prevent youth from experimenting with drugs and engaging in risky activities which can lead to HIV.

- 'Wake up' campaign in collaboration with UNICEF.
- 'I Control My Brain' campaign with support from UNODC, UNDP and local agencies. UNDP's HIV/AIDS programme supported Journey, to launch 'I Control My Brain' drug prevention campaign, which focused on using the media to educate and enable Maldivian youth to reject illicit drugs, prevent drug abuse and encourage current users to quit.
- 'Parental Guide-Successful Parenting' booklet for HIV and Drug prevention with support of UNODC.



## El Shaddai Charitable Trust

<b>ORIGINAL TITLE</b> El Shaddai Charitable Trust	The El Shaddai Charitable Trust helps in Child Rights for orphans, street children and children coming from economically desperate conditions.
<b>COUNTRY</b> India	They use social media, Skype, mobiles and emails communication in order to communicate with coordinators and staff for better efficiency.
<b>CONTACT PERSON</b> Rucha Chudasama <i>rucha@childrescue.net</i>	
<b>MOBILE /TELEPHONE</b> 9260671710	
<b>WWW</b> <a href="http://www.elshaddaigoa.org">www.elshaddaigoa.org</a>	

**The** El Shaddai Charitable Trust is implementing Child Rights Act 2003 for orphans, street children and children coming from economically desperate conditions; cared and provided with food, clothing, shelter and education, for a better future. The trust provides homes and shelters for abandoned, street children; builds support system for the weaker section of society and conducts awareness and educational programme including medical camps.

Its community health programme helps in improving health, hygiene and quality of life for slum dwellers by providing health awareness and health education to illiterate and poor individuals; by giving medical attention to street children and orphans in slums. Through SCAN-India (Stop Child Abuse Now), the advocacy and intervention arm of Child Rescue, the trust provides sustainable, comprehensive services for children who are abused, children in need of care and protection and children in conflict with the law.

A Public Interest Litigation filed by SCAN India - (project of El Shaddai Charitable Trust) in year 2010 regarding functioning of the state run home named *Apna Ghar* was disposed of by the High Court of Bombay. The court passed an order in favour of El Shaddai Charitable Trust asking the Government of Maharashtra to redress the grievance and to take the necessary action in this matter.



## SOCIAL COMMERCE

Nomination being solicited from NGOs which have adopted ICTs in most innovative way to produce or promote and market local and community produce by local entrepreneurs or by the organisations in a social enterprise model.

- >> SAFA
- >> Bhumi
- >> KLink Foundation
- >> Razia Ray of Hope Foundation - **JURORS' DISTINCTION**
- >> WWF Pakistan - **JURORS' DISTINCTION**





## SAFA

### ORIGINAL TITLE

SAFA

### COUNTRY

India

### CONTACT PERSON

Rubina Nafees Fatima  
[rubina@safaindia.org](mailto:rubina@safaindia.org)

### MOBILE /TELEPHONE

9866174665

### WWW

[www.safaindia.org](http://www.safaindia.org)

Safa is a non-profit social venture working for socio economic empowerment of minority women through livelihood and education. Safa provides livelihood trainings such as tailoring and embroidery skills that generate a source of income for the women selling handmade products.

### SAFA

works on socio economic empowerment of women through skill trainings, capacity building programs and sponsoring English medium education of girls. The organisation aims to move illiterate and semi-literate women from Muslim minority groups to become secondary income earners in families through tailoring, teaching, marketing skills. The website of Safa generates business, helps in finding raising and volunteer acquisitions.

Safa also customises products ranging from plain cotton, yoga mats to velvets with embellishments, embroidery or bead work from network of urban women self-help groups and sourced from rural and urban skilled artisan co-operatives. A mutual growth process is ensured between rural market expertise and urban skills.

Safa also create awareness in communities through public service announcements using mobile technology. The program '*Raabta*' (Urdu word which means connection) reaches out to 900 beneficiaries - twice a week in the form of an incoming call which gives them nuggets of information on Government schemes, new policies, scholarships, health etc. The weekly program with children features cartoon '*Burkha Avenger*' which is on education for Muslim community. '*Burka Avenger*' is a mild-mannered teacher with secret martial arts skills. She uses a flowing black burka to hide her identity as she fights local thugs seeking to shut down the girls' school where she works.



## Bhumi

### ORIGINAL TITLE

Bhumi

### COUNTRY

India

### CONTACT PERSON

Vaishnavi Srinivasan  
vaishnavi@bhumi.org.in

### MOBILE /TELEPHONE

9840868441

### WWW

www.bhumi.org.in

Bhumi is a youth volunteer non-profit organisation that bridges societal gap by providing quality education to the under-privileged children. Bhumi works with children in orphanages, slum and village community centres; educating and mentoring them for a better future.

### Bhumi

provides a platform for socially conscious youth wanting to contribute to nation's inclusive progress and mold them into tomorrow's leaders. The organisation also aims to turn youth into climate messengers and fight climate change through citizen level initiatives. Started by Bhumi, *Kanini* (meaning computer in Tamil), is a computer literacy programme for children - most of whom have never used a computer. The programme aims to ignite young minds to the endless possibilities of the computer, make the children functionally e-literate, and help them lay the foundation for a better career.

Bhumi uses social media and all form of social media tools for mobilising youth, students and digital natives for education and children.

The volunteers of Bhumi comprising students and young professionals dedicate few hours every week towards the holistic development of under-privileged children in Tamil Nadu, Karnataka, Maharashtra, New Delhi, Rajasthan and several other parts of the country. The volunteers are mostly college students and working professionals. They mentor poor children and kids from rural schools, teaching them Maths, Science and Computer Science. The volunteers also offer kids career counseling. The efforts of volunteer force consisting of over 1,000 students and young professionals under the age of 30 will benefit over 10,000 children in year 2013.



## KLink Foundation

### ORIGINAL TITLE

KLink Foundation

### COUNTRY

India

### CONTACT PERSON

Manoj Solanki  
[manoj\\_solanki@rediffmail.com](mailto:manoj_solanki@rediffmail.com)

### MOBILE /TELEPHONE

9427273087

### WWW

[www.klink.co.in](http://www.klink.co.in)

K-Link Foundation provides ICT solutions adopted for rural areas of Kutch in Gujarat. K-Link also works with the local governance system in digitising and enacting digital know how.

### K-Link

Foundation aims to mainstream ICT into governance function. They are using internet and Local Governance Support System (LGSS) application that has created the environment of healthy competition among PRIs. With a network of 38 NGOs and 17 rural info ICT kiosks, they reach remote communities.

Capacity building of Panchayati Raj Institutions (PRIs) is one of the objectives of the organisation. The Foundation has developed Block Level *Panchayat Sangthan*. Meetings are conducted online using Skype. The Foundation is using open source and Microsoft Development Tools and platform for developing software applications.

### Website features:

- User friendly GIS based web application Local Governance Support System (LGSS) is developed to address the needs and challenges of PRI functions.
- To overcome from the language barrier, a bilingual (Gujarati and English) application is developed to achieve and retain active usage of the LGSS.
- To reduce the cost of LGSS, 'Open Source web GIS' tools are used to develop the application. The GIS tool enables elected representatives and *Gramsabha* of the panchayat to view the *panchayat* in pictographic format and enable them to prepare well informed plan and budget.
- All project related facebook group and *Panchayat* blogs are accessible through the home page of LGSS application.



## Razia Ray of Hope Foundation

### ORIGINAL TITLE

Razia Ray of Hope Foundation

### COUNTRY

Afghanistan

### CONTACT PERSON

Razia Jan  
mamarazjan@gmail.com

### MOBILE /TELEPHONE

93797395923

### WWW

www.raziasrayofhope.org

Razia's Ray of Hope is a non for profit organisation dedicated to improving the lives of Afghan girls through community-based education in Afghanistan. The foundation uses social media platform to create sustainable funding for Afghan girls' school through community-based education.

### Focused

on the Afghan village of Deh'Subz, the organisation was founded on the belief that education is key to positive, peaceful change for generations. The Foundation strives to provide opportunities to learn and grow in a safe, nurturing environment, empowering girls and women through education and resources so that they may work toward brighter futures – in their own villages and beyond.

The flagship project is the Zabuli Education Center, a humanitarian endeavor led by Razia Jan, an Afghan native, former resident of Duxbury, Massachusetts, and small-business owner who has worked since 2005 to raise funds to establish the school for girls in Afghanistan. The mission of the school is to provide free education for girls in the village of Deh'Subz, outside of Kabul.

The organisation uses email, Facebook, Twitter, videos and photography to mobilise communities. Today the school educates more than 400 Afghan girls who would otherwise not be formally educated.



## WWF Pakistan

### ORIGINAL TITLE

WWF Pakistan

### COUNTRY

Pakistan

### CONTACT PERSON

Raafae Khan  
rkhan@wwf.org.pk

### MOBILE /TELEPHONE

92- 3334235241

### WWW

wwwwwfpak.org

WWF-Pakistan aims to conserve biodiversity and reducing ecological footprint.

They use website for dissemination of information as well as raising awareness.

WWF-Pakistan has an average of 30 active projects implemented throughout Pakistan to achieve nature conservation and sustainable development.



-Pakistan carries out biodiversity conservation work according to the Global Programme Framework. The Framework includes biodiversity and human footprint meta-goals. The organisation aims to conserve nature and ecological processes by: preserving genetic, species, and ecosystem diversity; ensuring that the use of renewable natural resources is sustainable, both now and in the longer term; promoting action to reduce pollution and the wasteful exploitation and consumption of resources and energy.

WWF-Pakistan is member of the WWF International Network, one of the largest and independent conservation organisations in the world, with almost four million supporters, 4,500 staff members and a global network active in more than 100 countries.

WWF Pakistan has huge social media following and helps generate donations.

### Tools used for Capacity Building

Virtual drives, web conferencing, resource and information sharing, training programs; live and virtual, conferencing, digital seminars and information regarding physical events including seminars, summits, training, workshops and many other opportunities for capacity building and training.

### Tools used for Community and Social Development

Social Media, Face to Face, Twitter, Facebook, Tumblr, Youtube, Vimeo, Flickr, Website.



## SUSTAINABLE DEVELOPMENT

Nomination being invited from NGOs which have deployed ICTs in the most innovative way to promote sustainable development in a community context in any of the 3 spheres - social, economic and environmental.

The social category would imply efforts to use ICTs to promote and develop social capital including capacities of human resource, local agencies, women, youth and others towards desirable outcome.

The economic category would imply efforts to use ICTs to develop, to promote, scale up livelihood, entrepreneurship, market linkages, skill development and vocational training.

The environment category would imply efforts to deploy ICTs innovatively to promote solutions, awareness, and advocacy on the environment aspects in a community context on issues of pressing relevance.

- >> Earth Care Designs Unit of Abhivyakti Media for Development
- >> North East Centre for Environmental Education and Research
- >> ORCD
- >> Volunteer Nepal National Group





## Earth Care Designs Unit of Abhivyakti Media for Development

**ORIGINAL TITLE**  
Earth Care Designs Unit  
of Abhivyakti Media for  
Development

**COUNTRY**  
India

**CONTACT PERSON**  
Swaroop Dandnaik  
*swaroop.dandnaik@gmail.com*

**MOBILE /TELEPHONE**  
9421688887

**WWW**  
[www.earthcaredesigns.org](http://www.earthcaredesigns.org)

EarthCare Designs provides socio-cultural and technologically innovative space that designs products and systems that empower communities and protects the environment. These designs conserve energy resources and ensure healthy livelihoods for individuals. They have a lovely website where hundreds of products can be seen as a result of design efforts of the organisation.

### Designs

engages in dialogue, learning, and ecological experiments in partnership with other community-based organisations. Currently, they are engaged in the following activities:

- Working on renewable energy and sustainability.
- Designing technologies, products and systems that will ensure self-reliance and sustainable livelihoods for tribal people.
- Designing eco-friendly products and generating awareness in urban communities on living a sustainable lifestyle.
- Innovations in day-to-day life that promote sustainable living.
- Facilitating dialogues and workshops on energy, self-reliance, and sustainability.
- Imagining future lifestyles that ensure no harm to the environment and other human beings.

### Impact:

Their product 'WasteCare omposter' has attracted attention of Nashik's households. More than 100 households have a composter unit as of today and are generating tonnes of compost out of their kitchen and garden waste. The organisation is now approaching industrial units as well as housing complexes to use composter units to manage the waste they create. There is an increased awareness in the city about waste segregation and waste management. The products have generated livelihood for low-income groups of women in and around Nashik.

The tribal villages where EarthCare Designs works in Andhra Pradesh, have started a Social Entrepreneurship Unit that gives livelihood opportunities to tribal youth.



## North East Centre for Environmental Education and Research

<b>ORIGINAL TITLE</b>	North East Centre for Environmental Education and Research
<b>COUNTRY</b>	India
<b>CONTACT PERSON</b>	Khurajam Jibankumar Singh <i>edjiban@yahoo.co.in</i>
<b>MOBILE /TELEPHONE</b>	8800747655
<b>WWW</b>	<a href="http://www.neceer.org.in">www.neceer.org.in</a>

North East Centre for Environmental Education and Research is a non-profit public interest research and educational organisation based in Imphal, Manipur. They educate and create awareness about the changing environment and conservation of biodiversity in North-eastern states of India.

### Conservation

of sacred groves, wetlands, water bodies and fragmented ecosystems are given priority in the sustainable development programme of NECEER. NECEER publishes newsletter and magazine for the dissemination of environmental awareness and conservation of biodiversity of Northeast India. Use of digital tools like web, facebook, and YouTube are integral to sustainable development programmes of the organisation.

An initiative of NECEER, Manipur Biodiversity Network (MBN) is a network of researchers, academicians, students and nature enthusiasts of Manipur. They encourage and support activities throughout the state in all aspects of research and education related to biodiversity of Manipur. MBN aims to organise bi-yearly Manipur Biodiversity Congress with active participation of academicians, researchers and students from different colleges, institutions and universities of the state. MBN also organises field surveys cum training programme to educate students, the basic field techniques related to ecology and taxonomy.

### Impact:

Hundreds of youth are involved in the environmental awareness campaigns and research works of the organisation. More than 25 organisations are supporting Worldwide Save Loktak Lake Campaign, an initiative of NECEER which is being organised in 25+ cities in 3 continents.



## ORCD

<b>ORIGINAL TITLE</b>	ORCD	Based in Afghanistan, Organisation for Research and Community Development aims to contribute in rehabilitation, advancement and development efforts through evidence-based best practices, and implementing community development projects. ORCD intelligently and diligently uses ICT tools especially website and facebook.
<b>COUNTRY</b>	Afghanistan	
<b>CONTACT PERSON</b>	Sidiqullah <i>info@orcd.org.af</i>	
<b>MOBILE /TELEPHONE</b>	777103090	
<b>WWW</b>	<a href="http://www.orcd.org.af">www.orcd.org.af</a>	

### Organization

for Research and Community Development (ORCD) is a non-for-profit and independent organisation founded by a group of community development and research specialists. The aim of the organisation is to contribute to the development of Afghanistan as an integral part of the international community. It envisages accomplishing its aims by building local capacities, generating evidence in various disciplines, promoting evidence-based best practices, and implementing developmental projects aimed at community development at the grassroot level.

ORCD services include planning of humanitarian and development projects, designing feasibility studies, and management of community-based interventions for the development of target communities through best practices. ORCD considers a multi-sectoral approach to community development and hence ensures its services to be offered through an extended range of sectors spanning health, education, agriculture. It also tries to ensure that women empowerment, as a key cross-cutting issue, is at the centre of community development.

ORCD brings expertise in managing large-scale projects and sourcing and managing high quality development experts covering a variety of disciplinary skills required for the implementation of projects. Establishing meaningful partnerships, ensuring diversity and community empowerment with a special focus on women are the core working principles of ORCD.



## Volunteer Nepal National Group

### ORIGINAL TITLE

Volunteer Nepal  
National Group

### COUNTRY

Nepal

### CONTACT PERSON

Anish Neupane  
[anishn@volnepal.org](mailto:anishn@volnepal.org)

### MOBILE / TELEPHONE

79841223127

### WWW

[www.volnepal.org](http://www.volnepal.org)

Volunteer Nepal National Group catalyses sustainable community based development work through ideas, fund and network of volunteers. Run by young Nepalese, they examine grassroots issues and find integral method to solve issues. Their website is comprehensive and facebook following in thousands.

### Volunteer

Nepal National Group (Volnepal, VNNG) is a local, independent, non-profit organisation. VNNG was created to implement new initiatives that could better answer the need for communication between volunteers and community groups with NGOs operating both locally and internationally.

The model is an adaptable approach to community building. This initiative examines community resources, develops a community vision, and take action to create meaningful change. The work includes community rural sustainability development, education and capacity building, technology, literacy, economically self-sustaining activities, women, children and gender issues.

VolNepal is currently working with a women's shelter in Nepal, called Didi's Foundation. This is a shelter that provides a safe haven for women in need. As women continue to be victimised, it is important that they are given a chance to feel safe and succeed in life. At Didis Foundation, women have a chance to learn new skills to help them build future businesses, meet new friends, create new relationships and learn to respect and speak up for themselves.

VNNG promotes and creates a healthy community, which is economically and socially stable and has a restorable, sustainable environment for future generations. They fortify efforts of grassroots nonprofits and NGO's and to coordinate the organisations' efforts to alleviate the causes of poverty.



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Nominations Received  
**TOTAL 340**

Nominations  
**VALID 260**

Challengers  
**eNGO 119**

**FINALISTS 18**

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