PPIT PROJECT

21K-3153

21K-3372

Abstract:

HANDS is one of the largest NGOs in Pakistan, with a mission to address social development challenges through healthcare, infrastructure, livelihood, water sanitation, and disaster management. Despite its extensive reach and technological integration, certain gaps persist in its operations, particularly in advanced technology adoption, cybersecurity, and scalability. This proposal highlights these gaps and provides strategic recommendations to enhance HANDS’ operational efficiency, transparency, and technological innovation, ensuring a more significant impact in underserved regions.

Proposal:

HANDS has grown exponentially from a one-room setup to a nationwide organization impacting over 3.5 crore individuals across 65 districts. With operations spanning healthcare, disaster management, and infrastructure development, the NGO has consistently adopted technology to improve efficiency. However, to sustain and scale its impact, there is a need to address key operational and technological gaps.

Company: HANDS.ORG

Person: Dr Shaikh Tanveer Ahmed. CEO.

Dr. Shaikh Tanveer Ahmed is the Chief Executive of HANDS, who has been working with HANDS since 1994. He has 30 years of experience in the development sector and has a grip on both management and technical skills for handling organizations in the private as well as public sectors. He earned his Master's in Public Health (MPH) from the University of Karachi, M.B.B.S from DOW Medical College & Civil Hospital Karachi and Training for Diploma in Child from Department of Pediatrics DOW Medical College, fellowship in Reproductive Health and Family Planning Program from Public Health Institute Santa Cruz, University of California, Berkley. His experience in long-term and short strategic programme planning and policy implementation, facilitation in monitoring, evaluation, training, reporting, and project proposal writing and research reflects the success of the organization where he has been working until this time. To date, his excellence in the proposals of projects for funding, as well as raising money & networking with donors, government, UN Agencies, NGOs, and private institutions has always been outstanding.

Questionnaire:

Q: Describe the hierarchy of your organization.

Q) Briefly describe your history with HANDS.

Q) Approach to adopting tech

Q) How does HANDS ensure cybersecurity in its tech infrastructure?

Q) How does HANDS leverage technology for disaster management?

Q) Ways to ensure transparency and accountability in such a large NGO?

Q) Advice for up and coming NGOs who face the same issues?

Q) Conflict Resolution

Summary of findings:

#### **Key Findings**

1. **Technological Strengths**:
   * Adoption of Microsoft Dynamics 365 for Finance, HR, and Supply Chain.
   * Use of Geographic Information Systems (GIS) for monitoring and planning.
   * Extended network focusing on health, education, water and sanitation
2. **Challenges and Gaps**:
   * Limited use of AI and automation for predictive analysis and resource optimization.
   * Cybersecurity measures require enhancement to protect sensitive organizational data.
   * Insufficient rural digital infrastructure and limited tech training for staff.
   * Donor transparency could be further strengthened with blockchain solutions.

Limited Advanced AI and Automation Usage: While HANDS employs GIS and ERP systems, the integration of cutting-edge AI tools like machine learning models for predictive analysis and resource optimization appears to be in early stages.

Donor Engagement and Transparency Tools: The organization uses dashboards and donor portals, but it could further enhance donor confidence with blockchain-based traceability of funds and real-time impact reporting.

Tech Access in Rural Areas: Many rural regions where HANDS operates may lack the infrastructure needed for mobile or digital tools. This could hinder effective data collection or beneficiary engagement.