

## Mission

CRY was born of a dream to ensure happier childhoods for all children. CRY works with the mission of “Taking responsibility, Mobilising potential and Inspiring collective action”.

## Challenge

The project monitoring system that is currently in use is fragmented over multiple modes of communication and is not very efficient. The NGO is looking for a solution that will enhance the efficiency of both CRY frontliners and partner NGOs by sending prompt alerts and notifications 7 days before an action item is due to be completed to aid the successful completion of the project. A project takes place over an annual cycle starting in either January and July.

CRY has a fixed set of procedures that they need to adhere to during the implementation of projects which are as follows:

By CRY frontliner:

[1] CRY frontliner visits the partner NGO (on a quarterly basis) and after the visit shares a field visit report along with a financial utilization report. The dates of these quarterly field visits will be decided by the CRY frontliner and partner NGO.

[2] Funds are disbursed by CRY

[3] The annual evaluation visit is undertaken once a year in the last month of the project cycle and field report and financial utilization reports are again updated.

Action items	Due date	
AER Process (Annual Evaluation Review Process)	Jan cycle	July cycle
Annual review visit	15th Nov	15th May

AER Submission	10th Dec	10th June	
Disbursal date	31st Jan	31st July	
	Due date		
Decision Review System Process (DRS for Quarterly visits and processes)	Jan Qtr	July Qtr	
Project Monitoring and Evaluation Visit	25th Dec	25th June	
Planned date of DRS Submission for approval	25th Jan	25th July	
Planned date of DRS Submission to Finance	25th Jan	25th July	
Disbursal plan date	31st Jan	31st July	

By partner NGO member:

The CRY partner NGO also needs to submit a few documents through the year at designated timelines. They can be categorized into the following:-

[1] Statutory documents (required for legal compliance)

[2] Program reports (to share impact of the work)

[3] Financial utilization reports (to share how the funds deployed by CRY are being utilized for the designated purpose)

Statutory documents to be submitted by the NGO partner	Due date of submission to CRY	Alert to be sent to
Utilization Certificate (utilization of the funds deployed by CRY)  Jan cycle (Projects that start in Jan and end in December)	28-Feb	Partner & respective CRY frontliner
Utilization Certificate (utilization of the funds deployed by CRY)  July cycle (Projects that start in July and end in June)	31-Aug	Partner & respective CRY frontliner
Income tax returns	07-Dec	Partner & respective CRY frontliner
Foreign Contributions returns (FC Accounts, FC-4)	31-Jan	Partner & respective CRY frontliner
Consolidated audit reports, 10B	31-Oct	Partner & respective CRY frontliner

CRY is looking for a solution through which both CRY frontliners and partner NGO members can get regular reminders of the action items that need to be finished. The solution should enable the frontliner and partner NGO member to upload all the required documents within the stipulated deadlines by sending timely reminders and also help both parties keep track of action items in the project.

#### Additional Considerations

A few partner NGOs could be located in very remote areas of India with unreliable access to the internet so the solution must be able to accommodate them.

#### Technology Baseline

Currently the NGO does not have a dedicated technical solution in place that can manage the pipeline of a project. They maintain the schedules in their personal calendars which could lead to inefficiency due to human errors. They are looking for a solution that would streamline the entire process.