



Indo-Global
Social Service Society
Celebrating the Spirit of Humanity

ReIMAGINING FUTURE

ANNUAL REPORT 2020-21





MESSAGE FROM THE PRESIDENT



As we approach the end of our 60th inception year, we reaffirm our commitment to upholding the values of LIFE, FREEDOM and DIGNITY by working with the most marginalised and vulnerable communities across India.

It is an immense honour for me to reflect on the experiences of IGSSS in the year 2020-21. The quality of the work done, in any ordinary year is an achievement to take pride in, however, this was no ordinary year. The sudden new realities sprung on us by the outbreak of the dangerous pandemic accompanied by the new changes created a strenuous situation for all development sector organisations. Despite these tremendous setbacks, our staff and associated volunteers displayed tact, innovation, hard work and determination that defines the indomitable spirit that has kept IGSSS going for 60+ years.

In a post-pandemic world, it is the poor who are affected the most. Marginalised communities with whom we work directly have suffered, losing many loved ones and even more livelihoods. The World Economic Forum states the COVID-19 pandemic has deepened global inequities, with the world's poor bearing the brunt. Moreover, COVID-19 has also derailed the years of progress against diseases, malnutrition and hunger that affect the poor.

As we approach the end of our 60th inception year, we reaffirm our commitment to upholding the values of LIFE, FREEDOM and DIGNITY by working with the most marginalised and vulnerable communities across India. The travails of this past year have shone a distinct light on civil society organisations as crucial partners of the administration not only during emergencies but more importantly before and after crises. As Gandhi famously said in reference to the constituent assembly debates, "Recall the face of the poorest and weakest man you have seen and ask yourself if this step you contemplate is going to be any use to him". The experiences of this past year have crystallised our understanding of the role IGSSS plays for the benefit of the marginalised communities. The challenges are and always will be herculean but together we can strive to meet the challenges and continue our service to humanity. The uncertainties may continue to persist with interruptions and increased complexities. However, given the way, we reacted swiftly to the challenges the past year, I am highly confident of the team handling such situations and resolving them in the best possible manner.

I wish to express gratitude to all the funding partners, collaborators and communities who stood with us during these challenging times and look forward to working together for a just and inclusive society.

Mr. D.K Manavalan

MESSAGE

FROM THE EXECUTIVE DIRECTOR



Our COVID response reached vulnerable communities providing essential supplies, masks, livelihood opportunities, cash grants, seed support to farmers, assistance to rural families in setting up kitchen gardens, generating alternate means of income and assistance with transport back to their native states.

The memories of the year gone by weigh heavy, more so than of years before. IGSSS's experiences in 2020-21 mirror those of most other developmental sector organisations who were shocked by the sudden outbreak and spread of the COVID-19 pandemic along with new challenges compounded on an already precarious situation. Despite these tremendous setbacks, I am proud to be associated with an organisation whose staff and volunteer forces together displayed uncommon courage, dynamism and perceptive responsiveness in the face of unimaginable odds.

The first wave of COVID was tackled on the ground by constant communication and research which enabled us to define the areas needing interventions. The relief work which IGSSS very quickly adopted as our purpose in the first few months was always founded on verifiable data, problem identification and reaching out to the most vulnerable community in time. Our COVID response reached vulnerable communities providing essential supplies, masks, livelihood opportunities, cash grants, seed support to farmers, assistance to rural families in setting up kitchen gardens, generating alternate means of income and assistance with transport back to their native states. As cyclones battered the eastern coastal cities and villages, IGSSS was the first to step in helping rebuild more than 40 government schools and Anganwadi centres.

The theme of this year's annual report is 'Reimagining the Future'. As detailed in the report, the adaptability of the staff and the volunteers was commendable as we continued to implement our projects in the face of insurmountable odds. More than 16 research publications during the year pointed to our growing expertise in field-based, data-driven research that helps provide directions for policy frameworks. On the technical aspect, IGSSS has always strived to innovate and improvise for better management of our projects. The entire relief and distribution process was digitised for ease of access and to reduce the risk of crowds and infection.

I would like to ardently thank our donors for their unflinching support, our board for their wisdom, and our staff and volunteers for their courage. It is through all our past collective actions and the learnings that accompany them, that we can begin to look at the future optimistically. As we look ahead, perhaps we can gather fortitude from the 60-year-old legacy left for us.

Together we have transformed the adversity of COVID-19 into an opportunity to do things differently and better. As we embark on our 60th year, it's my privilege to share the annual report that celebrates our commitment to the Life, Freedom and Dignity of the most marginalised communities in India.

In Solidarity,

John Peter Nelson

Vision

Help establish a humane social order based on equity, freedom and justice in which human rights and the dignity of every individual is upheld.

Mission

To implement and support quality development programs across India to empower individuals and communities belonging to the poor, marginalized & vulnerable sections of the society with special focus on women and children.

CELEBRATING THE SPIRIT OF HUMANITY

2020-21 marked a significant milestone in the history of IGSSS, as we commemorated our 60th inception day. It has been a remarkable journey of great struggles, challenges, and many impactful achievements that only a very few could achieve in the civil society ecosystem.

The 60th Year Celebration with the theme – “Celebrating the Spirit of Humanity” is particularly relevant in the present context. The Spirit of humanity is the manifestation of unconditional love, kindness, respect and sharing while accepting every human being as they are, without any discrimination.

Reminiscing the sixty years of IGSSS, we acknowledge with gratitude the founders of the organization, MISEREOR along with the founding Board members. The baton was ably carried forward by all the former and present staff and partners.

We together cherish our journey of 60 years! The commemoration also inspired us to Reimagine the Future in the context of the global pandemic and development challenges.



Highlights of the Year



Swift Adaptation to the New Normal

IGSSS' turned the unprecedented challenge thrown by the COVID pandemic into an opportunity to innovate ways to serve communities. Swift adaptation to the "new normal" by deploying digital communication platforms increased the efficacy and outreach of COVID relief and other activities amidst restrictions.



Smooth Transition

The amendment in the FCRA rules, necessitated IGSSS to exit from the projects through which small NGOs were funded. Keeping the vision and mission at the heart of transformation, IGSSS successfully completed the restructuring of the organization and transitioned towards meeting new challenges.



COVID relief operations

Mass relief distribution measures taken by IGSSS in 2020 supported more than 100,000 families in 13 states of India.



Nutrition Gardens as a Sustainable source of Nutrition

IGSSS has been promoting backyard gardens in rural areas for many years. During COVID restrictions these gardens emerged as the vital source of nutritious food for poor families and in a few cases, provided much needed additional income. The heartening stories from the field re-affirm our work and motivate us to do more!

Recognitions



IGSSS received the appreciation certificate from District Rural Development Agency (DRDA), Ganjam, Odisha.



Team of IGSSS' volunteers in Delhi were felicitated for their work during the challenging COVID 19 period by the Councilor.



IGSSS' case study featured in the VANI's document on Global Standard, Accountability Practices and Indian CSOs in times of Covid 19.



IGSSS was nominated in the top 5 best NGOs offering health care during COVID 19 for the Special COVID Healthgiri Award, 2020 organised by India Today.



Department of Agriculture and Farmers Welfare, District Bandipore, Jammu and Kashmir, appreciated the work of SHEJAAR Farmer Producer Company (FPO) for their excellent contribution in vegetable production. The FPO is being promoted by IGSSS with the support from NABARD.



Our study, "Analysis of COVID Circulars for Informal Sector Workforce" was recognized by the National Institute of Disaster Management (under the Ministry of Home Affairs) as an important report that can shape state and local government responses for the rest of the lockdown.



Outreach



21
STATES



110
DISTRICTS



2,682
VILLAGES



304
SLUMS



2,71,946
FAMILIES



8,83,262
INDIVIDUALS



OUR IMPACT

It was a year of unprecedented challenges. But together we faced all of them with resilience, faith and compassion. Humanity shined in despair and frustrations.



▲ A happy woman after receiving a ration and sanitation kit



▲ A family with the support received



▲ Relief distribution in a remote village in Assam

Responding to the COVID Pandemic

Our Reach during COVID-19



1,44,349
Households Reached



5,50,000
Masks Distributed



1,20,000
Sanitisers Distributed



66,000
Food Kits Distributed



15,000
Sanitation Kits Distributed



4,300
People Provided with Livelihood Support



3,339
People Supported with Cash Grants



375
COVID Relief Centres Supported



4,000
People Linked to Various Government Schemes



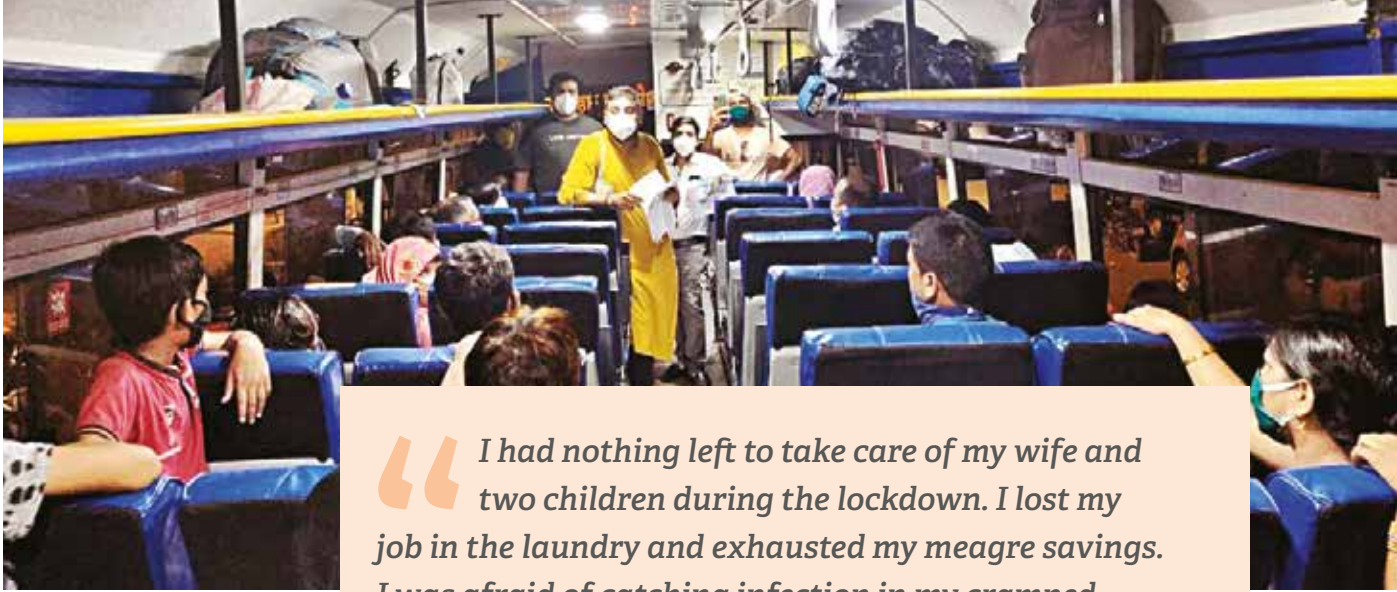
20
Handwash Stations Established



310
Migrant Workers Provided with Safe Travel Facilities



2,50,000
People Reached out Through Awareness Drives



▲ Arranging Buses for Migrant Labourers

“ I had nothing left to take care of my wife and two children during the lockdown. I lost my job in the laundry and exhausted my meagre savings. I was afraid of catching infection in my cramped accommodation. Therefore, I desperately wanted to go back to my native place”, shared Devendra. IGSSS facilitated the safe and dignified travel of the migrant workers from Maharashtra and Delhi to their native places. After reaching home, Devendra happily reported, “we reached our home safely and comfortably. We are in good physical and mental condition. ”

COVID disrupted the livelihoods of many poor households. With the conditional cash support, poor and marginalized families, migrant workers, widows, and women headed families were able to rebuild their livelihood. While many bought livestock and poultry birds, others invested in their petty business or procured tools and equipment for their work.

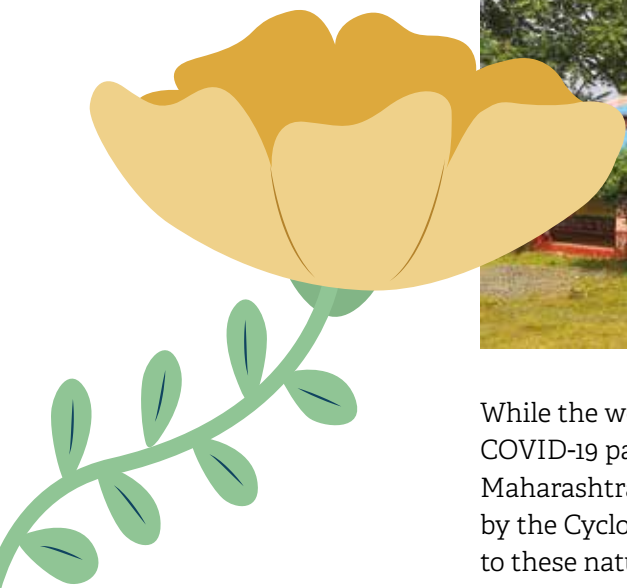
Cash for work provided a dignified earning opportunity for the people who lost their livelihood. People repaired embankments, link roads and built bamboo bridges in exchange of cash. It provided them much needed cash in the difficult times.

Parmila Singh's husband worked as a wage labour in Surat. He was forced to return home when pandemic ensued. His savings barely lasted a month. Parmila started her snacks business with the cash she received from IGSSS in her account.

She earns around Rs. 400 on average per day by selling 120 packets of Mudduki, a snack made of rice.



Building Back Better



While the world was struggling to cope with the havoc caused by COVID-19 pandemic, the people in West Bengal, Odisha, Assam, Maharashtra received another blow in the form of the destruction caused by the Cyclone Amphan, Cyclone Nisarga and floods. While responding to these natural disasters, IGSSS continued with the rehabilitation and restoration work in Kerala, Bihar and Assam, Odisha for the communities affected by floods and Cyclone Fani in the previous year.

Work at a Glance



44 Government Schools and Anganwadi centers were restored.



15 schools were equipped with digital classrooms, furniture, library, playground, and teaching-learning material.



2,713 people affected by Cyclone Nisarga received support in Raigad district of Maharashtra.



120 houses were renovated.



75 water and sanitation facilities were restored.



4,645 people received livelihood recovery support.



891 people were supported through Cash for Work.



13 flood resilient structures were built in flood prone villages of Assam.



30 country boats were distributed in the flood prone villages.



120 people were rescued by Task Force during Assam floods.



400 families received kitchen garden support.



5,249 people were supported during Assam Floods.



The smile of Jameela Khatun is etched in our memory forever!

We met Jameela while identifying people for relief distribution in the flood-affected areas of Assam. She is suffering from cancer and her family sold most of the assets to meet her treatment cost.

“ We have to move every year. This is the 13th time we are relocating. We no longer have any land to live on and are currently staying in the neighbour’s yard ” shared Jameela.

When she got the relief kit from IGSSS, she was overwhelmed with joy as for few days she had the supplies!

Restoring HOPE

Any disaster begets despair and destruction. One of the biggest impacts is on children as their hope for a better future get shattered with the damaged educational facilities.

“Our school has no door because it doesn’t have a wall to hold a door. There is not even a partition between classes to separate them. It is difficult to hold classes during rainy or windy weather. The flood water inundate and damage the school building every year”, shared Majidul Islam, a student of Lower Primary School, Amguli. .

The school has been transformed into a child friendly and safe space by IGSSS! Standing tall on the elevated platform, it has doors, roof, and furniture to welcome children for a joyful learning!





Creating Sustainable Livelihood System for Increased Income and Well Being



Total outreach
1,39,000
families across 12 states



Improved Nutrition status
10,000 pregnant and lactating mothers
8,000 children below 5 years



Access to safe Drinking Water
9,240 families



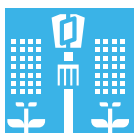
Families practicing home garden and nutrition sensitive agriculture
13,021



Families engaged in the on-farm and off-farm enterprises and Farmers Producers Organisation
1,780



Community owned degraded area rehabilitated by Community Based Organisations
924 hectares



Land brought under irrigation by making water available through water conservation/ recharge measures
235 hectares



Capacity of constructed / restored water conservation structures to hold water
1,13,334 CuM



Number of marginal farmers with the increased income
9,500 through improved agricultural practices
3,000 through climate resilient agriculture



Adoption of renewable source of energy
1,545 women using energy efficient stoves
43 farmers using solar pump sets

Towards Nutrition Security



When two-year-old Riya and her mother came to the three-day nutrition camp organized by IGSSS in Gaya, Bihar, she hardly weighed 7.14 Kg, much less for her age. She was diagnosed with Severe Acute Malnutrition (SAM). Riya was referred to the local Nutrition Rehabilitation Centre (NRC) for 14 days. By the end of 14 days, her weight increased to 8.22 Kg. Nutrition volunteers are following up her progress through home visits.



Nutrition camps were organised in villages to identify children suffering from acute and moderate nutrition deficiency and refer them for community-based nutrition rehabilitation and/or to the Nutrition Rehabilitation Centre. Community based rehabilitation was ensured through home-based counselling and regular sessions by Nutrition Volunteers.

Healthy Way of Life with Improved Water and Sanitation



Nutrition is linked with good hygiene practices. Volunteers and members of the Village Health, Nutrition and Sanitation Committee were trained to test water quality, followed by discussions on the possible steps to undertake at the community level to ensure clean water availability. Soak pits, handwashing models were promoted for improved health and hygiene. In Madhya Pradesh, Bio-Sand filters were introduced in Anganwadi centers to ensure supply of clean drinking water.



Augmenting Income of small farmers and landless

Chandramani Bhoi, an agri-preneur, adopted mixed cultivation in his one-acre land. He produced six quintals of pulses, 80 kg of oilseeds and 60 kg of vegetables. The mixed farming method fetched him more profit than paddy and single vegetable cultivation. He and 14 farmers of his village formed a Farmer's Producers Group. They received INR 200,000 from Odisha Livelihood Mission for the collective marketing of vegetables.

IGSSS' worked with small farmers and landless people to increase their income through improved agricultural practices and initiating on-farm and off farm enterprises. Backyard poultry, goat rearing, mushroom farming, lac cultivation helped landless people to supplement their family income.

Small farmers benefitted from implementing mixed farming, introduction of drought and flood resistant seeds, revival of traditional seeds, seed banks, and vermicomposting.

In Jammu and Kashmir, IGSSS promoted Sheejar Vegetable Producer Company and Sehar Carpet Producers Company. These companies have reported a turnover of 1,783,230 INR. They have raised working capital and asset base to 4,200,000 INR. These companies have also established raw material banks and farm mechanization stores for weavers and farmers respectively, to help them receive services at their doorstep. The farmers and



weavers are witnessing an increase in their incomes through this platform, and they plan to diversify their product base to target the market segments where quality products fetch more money.



Sustainable Water Resources for Smallholder farmers

Shrinarayan, a small farmer from Damoura village of Mahoba, Uttar Pradesh was struggling for five years because of water scarcity. He adopted in situ water conservation and captured rainwater through an earth bund, inject pit, farm pond and ploughing across the slope. He divided his land into three parts and practised mixed cropping, intercropping, companion cropping with drip irrigation system through solar pump set in his fields.

He exclaimed, "I have been able to earn INR 80,000 from wheat and INR 30,000 from mixed pulses and vegetables. I am very happy as my recharged well and pond has supplied water to four more farmers during the water scarcity period."



Advancing Renewable Energy Agenda

IGSSS supported clean cooking energy solution among the rural women, to reduce the use of fossil fuel. Deployment of solar based water pumps, home and street lighting was encouraged in the project villages.



Enabling Sustainable and Inclusive Cities



Outreach at a Glance



Reached out to **35,672** urban poor families in **13** Cities.



Formed **137** Community Based Organisation in urban slums.



362 Task Forces organised around Urban Climate Change and Disaster issues.



140 Civil Society Organisations were trained and capacitated on homeless issues.



115 volunteers engaged and trained to work for the homeless people.



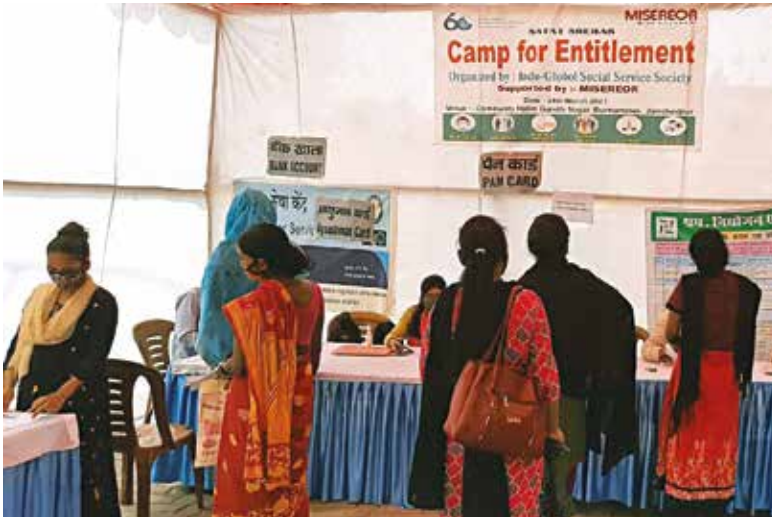
Trained **40** Climate Change Agents from slums.



2,829 urban poor and 16,741 homeless were facilitated to access basic entitlements, services and schemes.



5 state level networks strengthened in Jharkhand, Bihar, Andhra Pradesh, Tamil Nadu, Maharashtra around urban poverty issues.



Access to Entitlement and Schemes

26 Resource Facilitation Centers (RFC) were established in 13 cities. RFC is a hub for domestic workers, daily wage labourers, street vendors, waste pickers and other sections of urban poor to access information about entitlements, schemes. Entitlement Camps were organized to aid urban poor to access identity cards and benefits from various schemes.

Working for Homeless Population

A National Policy for the Urban Homeless was drafted after many rounds of discussions with stakeholders for submission to the state and central government. World Homeless Day was officially recognized by the state of Maharashtra and Andhra Pradesh after series of meetings. An audit of 105 homeless shelters was conducted and recommendations were shared.

Community Organising and Capacity Building

The focus of the urban intervention was on building the capacities of the Community Based

Organisations (CBO), task forces, and youth groups. The trainings led to the formation of strong CBOs, which are functioning efficiently, spearheading initiatives in community development and helping them to claim rights and entitlements. CBO leaders have sound knowledge in participatory vulnerability mapping and priority planning processes that helped in identifying the basic amenity requirements in the slums of 13 cities and in liaisoning with the local duty bearers for annual budgetary allocations for the same.





Preetymoni Kalita, a domestic worker, is part of the community-based organization formed in her slum, where regular input is being provided on rights and entitlements.

“ It’s a job like every other, so why don’t people give us the respect we deserve? I know we can take 4 days of leave in a month and can ask for a minimum wage for our service she added. ”

Building Climate Change Agenda

Within the sustainable cities’ framework, IGSSS aspire to build cities that are self-reliant, resilient, carbon neutral, inclusive and responsive to the climate crisis. Climate change resilience is a new concept in the urban poor programming.

Farming in urban spaces was initiated to address and mitigate climate change risks in slum habitats. Moreover, to motivate the community to use home-grown vegetables and demonstrate the concept of farming in areas with limited spaces. The concept of urban farming was a totally new concept to many of the community





members and no one ever thought that it could be implemented in their neighborhood. They were excited to learn the possibility of growing vegetables in waste materials like pet bottles, and sacks! Training was also imparted on constructing community compost pit.

Furthering the climate change agenda, the concept of urban disaster risk reduction was presented to the community.

The objective was to reduce risk by enhancing preparedness and development of mitigation plans. A basic understanding on disasters was developed in the community. Climatic hazards, vulnerabilities and capacities of the slum community were identified, and preparedness plans were developed. Task force teams were formed in the slums to work on the disaster reduction intervention in slums.

“ I am illiterate, yet it seems I know a lot! I did not imagine that my knowledge could be used for urban farming or drawing vulnerability maps ”

shared an excited Kamla Dai, resident of a settlement in Durg! In a community workshop 15 women from various settlements in Durg learnt about vulnerability mapping of their settlements, identifying possible hazards and urban farming using household wastes. They were ably aided by 16 women from Raipur who had already initiated these practices!



Towards a Sustainable Way of Life

IGSSS' promoted sustainable consumption and production of organic food under the flagship "Bhoomi ka". Through the platform, 166,230 urban consumers were engaged in activities like fairs and exhibitions, cooking demonstrations of lost/ ayurvedic recipes, gardening demonstrations and interactive session in with children, women, and youth on good food.

Furthermore, in collaboration with Resident's Welfare Associations, a digital campaign "Better Together" was launched, with an objective to build the bridge between the haves and have not in the cities. Encouraging collaboration points were identified in the interactions which facilitated plans for working together towards an inclusive and sustainable city.



Youth at the Forefront



Young people were largely impacted because of the uncertainty caused by the pandemic. After initial shocks, a large number of them came forward as volunteers with the intention of playing a significant role in the COVID response. IGSSS supported youths with capacity building and provided opportunities to participate in the relief efforts as well as learn life skills.

Outreach in Numbers



221 youths were trained under Urban Youth Leadership Program in **13** cities.



114 young girls and boys-initiated community development action.



467 youths were provided with training in life skills.



190 Youth leaders from Assam, Manipur and Kashmir under new SMILE programme started their journey of transformation from self to society



155 youths received vocational training in remote parts of Northeast.



300 Youth from **12** urban communities participated in city planning process and gave their recommendations to make Delhi more inclusive for Youth from marginalised background

Youth as CHANGE MAKER

The Urban Youth Leadership Program of IGSSS provides holistic training to the talented, curious emerging young leaders from the communities and wider society to learn and work on issues of urban poverty. For the 221 youth, it was a journey of self-discovery and a reflection of issues around them.

“ *The program has been an eye opener for us. I learnt many new things that inspired me to work for my community and make them proud.* ”
I am confident to assume a leadership role.

A reflection recorded from a participant of the Urban Youth Leadership Program.

180 youngsters from Assam, Manipur and Kashmir embarked on their leadership journey facilitated by IGSSS. The leadership training was based on a new leadership module developed by IGSSS that laid emphasis on the transformation of the young person as well as on the transformation of the world through the young person.

“ *In these 4 days residential workshop I learnt problem solving, to effectively communicate and become a change maker* ”

said Sarfaraz Syed, one of the participant.





Volunteering in time of COVID 19

Volunteers from different communities we work with, supported in providing relief to people in need. They participated in identification of beneficiaries, distribution and linking affected

people with the government schemes and relief programs. IGSSS' prepared a volunteer action guide and organized online trainings and orientations for them. They were also provided with psycho-social training to better equip them to address the immense trauma in their respective communities

Enabling Community level Actions by Youth

Youth leaders' initiated development work in their communities. In Delhi, youth leaders in 10 slums launched a campaign against gender violence using the mobile application. Another youth group launched awareness on precautions to protect oneself from COVID.

Cleanliness drive was undertaken by few leaders.

In Manipur, youth begin their work on environment conservation through Eco Club. Many youths provided free coaching to children.

Youth Participation for Better Governance

A year-long Youth led campaign on city planning ensured participation of 300 Youth from 12 slums in Delhi to come together and share their vision for Delhi. Their recommendations for making Delhi more Youth friendly were recorded and presented to Planning commissioner of Delhi during a Youth led consultation on master plan organized by IGSSS

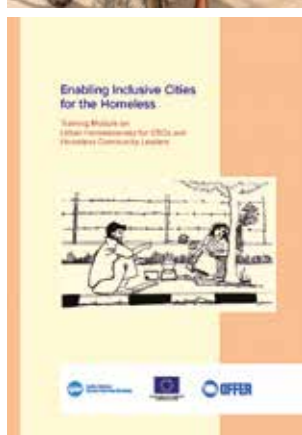
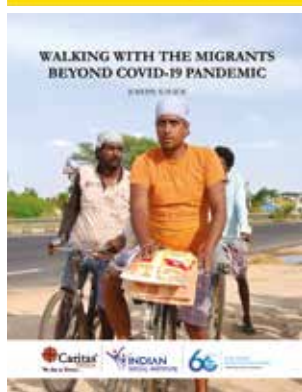
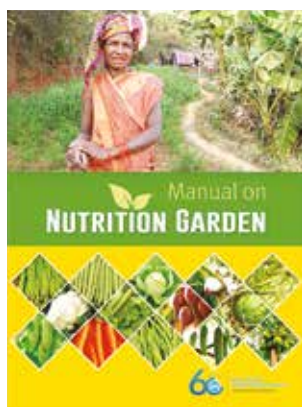


Studies/Researches

To enhance the quality of civil society's response during the pandemic, research was crucial to bring out evidence-based analysis and recommendations. IGSSS' conducted and published research for working with migrant workers, small farmers, daily wage laborer's, livestock rearers, homeless,

small business owners and other marginal communities. The findings were shared through webinars with CSOs and Government representatives.

Besides, few thematic research studies, documentation and training modules were also published.



Studies at a Glance

1. Assessment of People's Awareness on Delhi Master Plan 2021-41
2. Walking with the Migrants Beyond Covid-19 Pandemic
3. Seeking Justice for the Informal Sector during the COVID-19
4. Handbook to Fight COVID-19, English & Hindi
5. Analysis of the Existing Legal Framework on Right to Land and Housing for the Deprived Urban Communities in India
6. Urban Shelter and Housing for the Marginalised in Madhya Pradesh
7. Module on Enabling Inclusive Cities for Homeless
8. Shelter Assessment Study- Understanding the Functioning Status of Shelter for Urban Homeless
9. Gharbadi Cultivation – Harvesting Happiness
10. A documentation on the Agri-Nutri Hub, Karlamunda
11. Impact of COVID-19 on Livestock Rearers
12. Impact of COVID-19 on Non-Timber Forest Products Collectors
13. Impact of COVID-19 on Small Farmers and Daily Wage and promotion of farmer's producer organisations
14. Integrated Gram Panchayat Development Module
15. Manual on Nutrition Garden
16. Manual on Participatory Learning through Action and Linking Agriculture and Natural Resources with Nutrition
17. Impact Report – Water Harvesting Structures created in PAVE project
18. Reporting gender-based violence using mobile technology – a training module for youth.

Management for Better Impact

At IGSSS, we always strive to innovate and improvise for better management of our projects. Highlights of organizational and program management were:

Digitization of Relief distribution and procurement

The COVID-19 situation brought forward new sets of challenges in distributing relief material. The entire relief distribution process was digitized to reduce the risk of infection. The digitalized distribution process and the relief kits were highly appreciated by the communities.

Institutionalization of Safeguarding Mechanism

IGSSS is committed to create and maintain an environment that is safe for everyone. Staff and volunteers were trained on the Child Safeguarding Policy, Code of Conduct, and other safeguarding policies to protect children, women and other vulnerable people from harm and abuse.

Review of policies and procedures

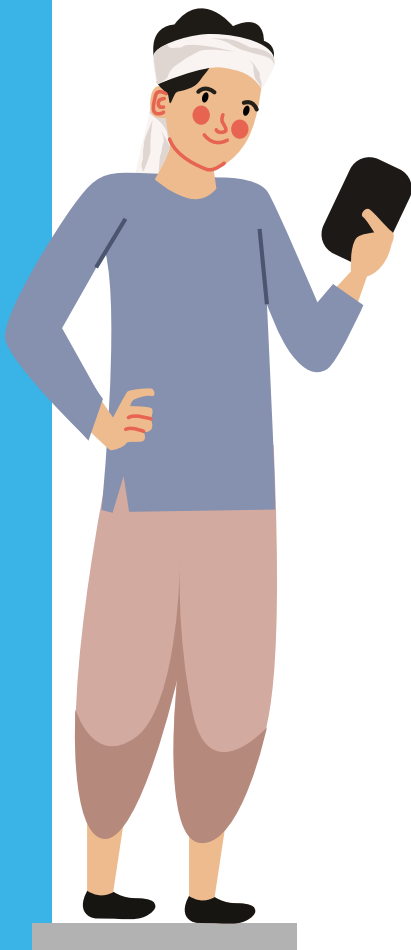
The unprecedented situation in the reporting year demanded a review of the existing management and Human Resource policies to meet the emerging requirements. Modifications were made in the finance manual, procurement manual to include provisions for remote / online operations and support transition to implementation mode.

Online Capacity Building Sessions

Because of the ensuing restrictions the capacity building programs for staff, volunteers, partners and in some cases with communities were conducted online. The process of digitization was strengthened.

Accountability Mechanism

Remote working also brought the challenges of transparency, accountability, and monitoring. Complaint / suggestion numbers were widely publicized in the community during relief distribution.



HR and Governance



Staff	Total
Male	127
Female	60
Non Binary	1
Total	188

Association of the employees	Total
Less than 5 years	161
5 to 10 years	16
10 to 20 years	9
20 and above	2
Total	188

“As a part of IGSSS team, we stood by the people, especially the farmers, in these times of crisis. I believe that we all have a sense of humanity within us. It is important to let it out when society needs it. I am proud to be a part of something good.”

– **Sampa Samui**,
Community Mobiliser,
Gola, Jharkhand



Board of Governors (BG)

Name	Designation	Occupation
Shri D.K. Manavalan	President	IAS (Retd) – Executive Director of AFPRO
Ms. J.M. Shanti Sundaram	Vice-President	Retired from Central Economic Intelligence Bureau
Mr. Guilherme Vaz	Treasurer	Independent International Development Consultant
Dr. Oswald Lewis	Member, BG	Bishop of Jaipur
Fr. Poly Varghese	Member, BG	Executive Director, Caritas India, New Delhi
Dr. Saumya Uma	Member, BG	Assistant Professor, School of Law, Governance and Citizenship at the Ambedkar University Delhi
Dr. Cherian Joseph	Member, BG	Consultant Organizational and Institutional Learning and Development, and Human Resource Management.

General Body (GB)

Name	Designation	Profession
Most Rev Gerald Almeida	Member, GB	Bishop of Jabalpur
Mr. G.S. Sethi	Member, GB	TVET Consultant and Editor "SKILLS AHEAD"
Sr. Rose Hauniange Paite	Member, GB	General Councilor for Social Apostolate in the Congregation and Director of Centre for Development Initiatives
Dr. Ranjit Tigga	Member, GB	Director, XIDAS (Xavier Institute of Management) Jabalpur
Ms. Esther Beulah	Member, GB	Chief Executive, ECOMWEL
Mr. Roshan P Rai	Member, GB	Development worker with DLR Prerna
Dr. Sanjay Patra	Member, GB	Executive Director, FMSF
Mr. Madan Prasad Bezbaruah	Member, GB	Retired as Secretary, Ministry of Tourism, Government of India
Dr. Jacob John	Member, GB	Economist and Social Scientist Currently President of KDS, Delhi

Gratitude



Donors

Misereor
Scottish Catholic International Aid Fund
Caritas Germany
Rajeev Gandhi Foundation
Italian Bishop Conference
UNICEF
Inchara Foundation
Secours Catholique
Christian Aid
Mercy Relief
Penny Appeal
Give to Asia
Quest Alliance
Welthungerhilfe
European Union
DKA (Austria)
HDFC Bank
LIC Housing finance Limited
WIEGO
NABARD
United Way
United Spirits Limited
Fab India


Statement of Account


Consolidated Income and Expenditure Account for the Year 1st April 2020 to 31st March 2021

PARTICULARS	SCH. NO.	For the Year Ended 31st March 2021 (Rs.)	For the Year Ended 31st March 2020 (Rs.)
INCOME:			
Allocation of Programme Balances towards Programme Implementation		334,672,227	278,739,638
Other Income	4	10,832,022	13,952,085
Total		345,504,249	292,691,723
EXPENDITURE			
Programme Expense			
Relief to Poor Programmes	3	270,887,004	238,868,757
Medical Relief Programmes	3	-	373,108
Training and Skill Development Programmes	3	17,259,551	12,438,211
Administration Expenses	5 & 6	51,373,051	27,059,562
Other Expenses			6,058,825
		339,519,606	284,798,463
Depreciation	7	1,852,716	1,143,148
		341,372,322	285,941,612
Less: Depreciation Allocated from Capital Reserve		1,852,716	1,143,148
Excess of Income over Expenditure		5,984,643	7,893,260
Excess of Income over Expenditure transferred to:			
Reserve Fund - Programme Expenses		2,992,322	3,946,630
Reserve Fund - Secreteriat Expenses		2,992,321	3,946,630
Total		345,504,249	292,691,723

Significant Accounting Policies and Notes forming an integral part of accounts.

As per our report of even date
For **KUMAR MITTAL & CO.**
Chartered Accountants
FRN:010500N


(Rohtash Mohan)
Partner
M. No.: 094292



For Indo Global Social Service Society


D.K. Manavalan
President


John Peter Nelson
Executive Director


Benny M.V.
Lead Finance & Admin



Place: New Delhi
Date: 14.09.2021

INDO GLOBAL SOCIAL SERVICE SOCIETY

Consolidated Balance Sheet as at 31st March, 2021

PARTICULARS	SCH. NO.	As At 31st March 2021 (Rs.)	As At 31st March 2020 (Rs.)
<u>SOURCES OF FUNDS</u>			
Funds & Reserves	1	218,833,341	197,281,029
Programme Balances	2	33,282,168	59,496,189
Total		252,115,509	256,777,218
<u>APPLICATION OF FUNDS</u>			
Fixed Assets	7	34,462,591	30,300,360
Less: Depreciation	7	24,381,916	22,864,928
Net Block		10,080,675	7,435,432
Investments	8	221,519,446	212,635,001
<u>Cash and Cash Equivalent</u>			
Cash and Bank Balance	9	24,652,361	23,257,080
<u>CURRENT ASSETS & LIABILITIES</u>			
Current Assets Loans And Advances	10	8,539,021	20,240,484
Less: Current Liabilities	11	12,675,993	6,790,779
Net Current Assets		(4,136,973)	13,449,705
Total		252,115,509	256,777,218

Significant Accounting Policies and Notes forming an integral part of accounts.

As per our report of even date
For **KUMAR MITTAL & CO.**
Chartered Accountants
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**Indo-Global
Social Service Society**

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