ANNUAL REPORT 2019-2020

Nayi Disha

inform · connect · empower

Every family matters

A MESSAGE FROM THE DIRECTOR

Amidst the past many months of the pandemic, I have to consciously remind myself that 2019-2020 has been a remarkable year of growth and recognition for Nayi Disha Resource Centre. We received a number of prestigious awards including the international **Zero Project Award.** Within 86 awardees amongst 469+ global contenders, we were delighted be selected as **top 10 Impact Transfer projects** worthy of replication. It was indeed a huge honour to present our work at United Nations Office, Vienna to fellow organisations and dignitaries across the world. This year, we also received **eNGO Award 2020** for our technology-based work for empowerment and enablement from **Digital Empowerment Foundation and DSFI Excellence Award 2019** by **Down Syndrome Federation of India.** It is barely 5 years that we embarked on this journey and sometimes it seems surreal that we have come so far.

With our growing community and parent network, we conducted awareness sessions and workshops in many towns like Pune, Nagpur, Vijaywada, Guntur and Vizag. Our incredible volunteers, most of them parents, put up a phenomenal annual event - **Abhivyakti 2019**. We thank **Mr. Jayesh Ranjan** and **Dr. Evita Fernandez** for being a part of Abhivyakti and our friends at **Divis Foundation, Synchrony, Shubhra Biotech** for spreading the message of inclusion. Amongst new initiatives, we launched a **chat-based helpline** and answered more than a thousand queries for families in different parts of the country.

Our friends in Mumbai, **Vishal Agrawal** and **Aditya Joshi** ensured our participation at the **Tata Mumbai Marathon** hosted by **United Way Mumbai** this year and thanks their unwavering support that we embarked on the ambitious technology upgrade project during the lockdown. We are incubated by **Unitd India** which will help us strengthen our processes and gear up for scale.

Since the beginning, we have been on the forefront of leveraging technology to provide holistic support to families. Hence, as **COVID** struck, we could **act quickly and scale our effort** through our helpline, webinars, and creating useful resources for **COVID, mental health** and home-based engagement. It is heartening that families from different parts of the country have joined our community.

The couple of years with the pandemic won't be easy but that cannot deter us from finding newer ways to support families. In fact, I cannot wait to launch the upgraded technology platform and other programs that bring us closer to families we serve. I am excited to welcome new partners and supporters to our ecosystem (you have to wait for next annual report to read about that!).

I sincerely thank our donors and well-wishers, our thoughtful advisors, our amazing board members, our incredible team, enthusiastic interns and volunteers. My heartfelt gratitude to our families who continue to inspire us with their resilience and ability to adapt to the new normal. Our intentions are pure, our effort sincere and we have your love and trust. Together we can draw upon each other's strength and provide families and children with the support they deserve!

Prachi Deo
Founder-Executive Director

AWARDS AND ACHIEVEMENTS

This year, Nayi Disha Resource Centre received several prestigious awards, including the international Zero Project Award 2020 during the conference held in United Nations Office in Vienna.

Zero Project
AWARD WINNER
2020

eNGOchallenge
enable, empower & recognise

VISION

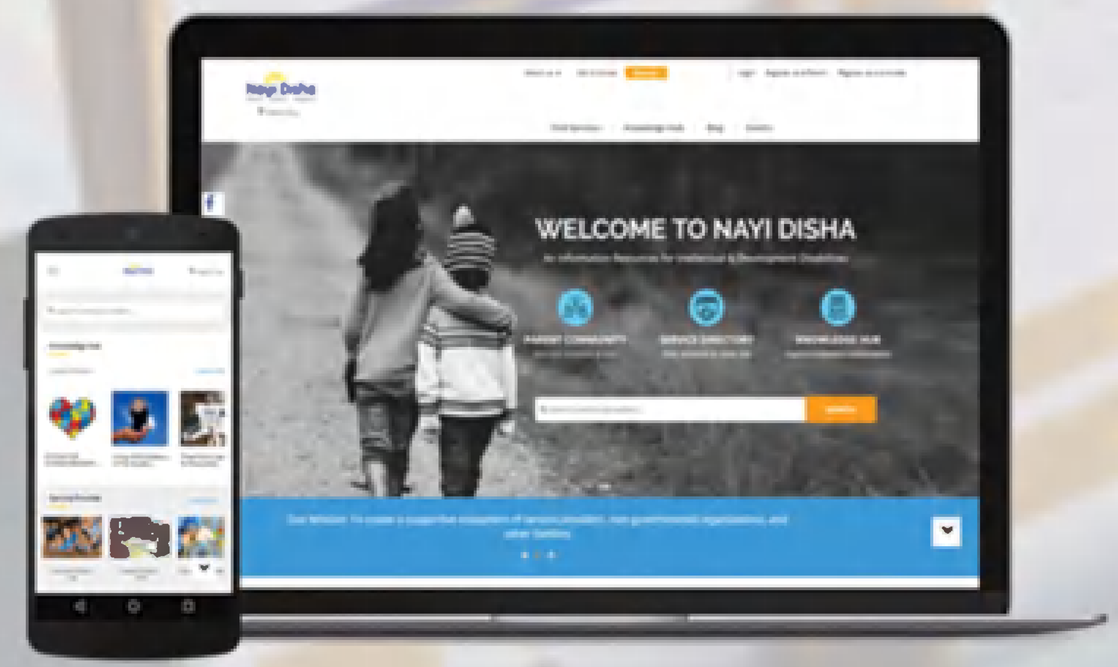
To empower and equip families of people with intellectual and development disabilities with information and knowledge to support their children in achieving their true potential.

MISSION

To provide verified and quality information in an easily accessible manner, build a supportive ecosystem of service providers, non-governmental organizations ,and other families and to form a strong community of families.

DIGITAL PLATFORM TO SUPPORT FAMILIES

A one stop solution | An ecosystem for families



AUTISM CONFERENCE- KOLKATTA

INDORE INFOSESSION

OT WORKSHOP - PUNE

PARENT TRAINING WITH CAMPUS CHALLENGE AT VIJAYAPURAM

IKEA VISIT

PARENT WORKSHOP -NAGPUR

CHILD CARE – PUNE WORKSHOP

AT A GLANCE

145,000
PEOPLE ENGAGED

7000
COMMUNITY ACROSS CHANNELS

324
LOCATIONS REACHED

600,000
DIGITAL FOOTPRINT ON THE PLATFORM

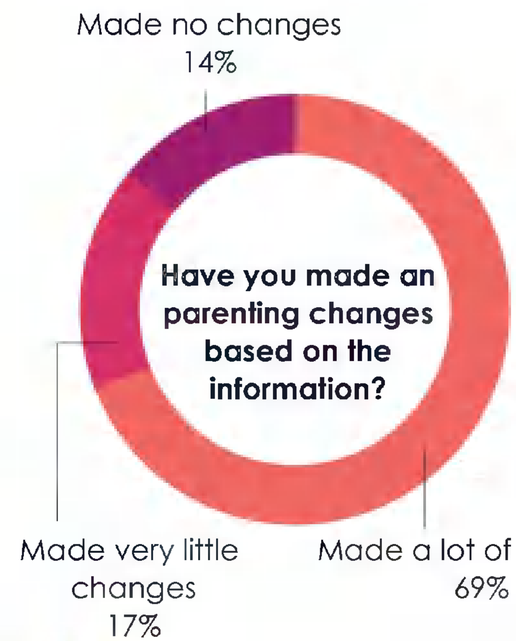
55%
REPEAT VISITORS

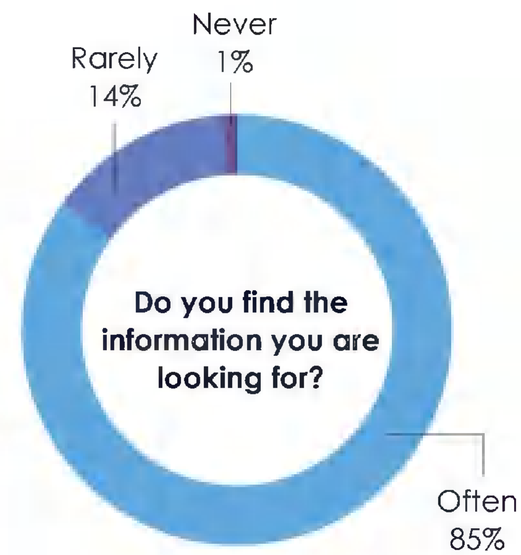
Source: Data as is from NDRC Google Analytics to showcase the reach of the platform.

FEEDBACK FROM FAMILIES

We conducted a survey of families associated with us to get their feedback and improve our services. The survey was floated across our platform, support groups and social media. About 188 families participated in the survey.

Our team has implemented most of the feedback and suggestions made by the families. We are working on some.





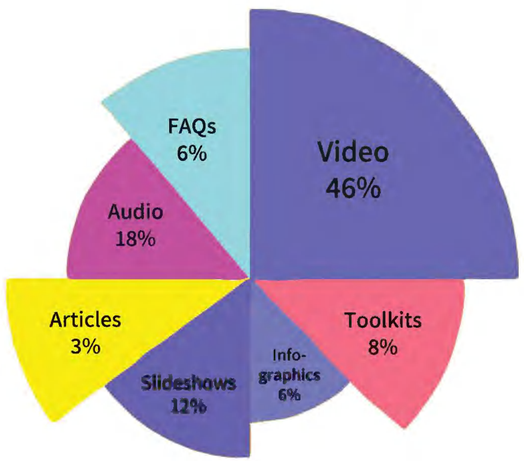
"I found behavior management, it's causes etc helpful to deal with my daughter."

"I taught my child to eat on her own after attending ND workshop at NIMH. In 3 months, she is eating on her own"

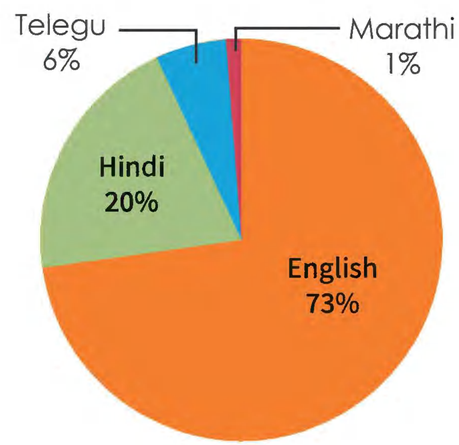
"The you-tube videos have educated me & motivated me to follow good practices with my child"

EMPOWERING THROUGH INFORMATION RESOURCES

DISTRIBUTION OF TYPE OF INFORMATION ON THE PLATFORM



DISTRIBUTION OF INFORMATION BY LANGUAGE



INFORMATION ACCESS BY FAMILIES

262,522
Total Pageviews of resources

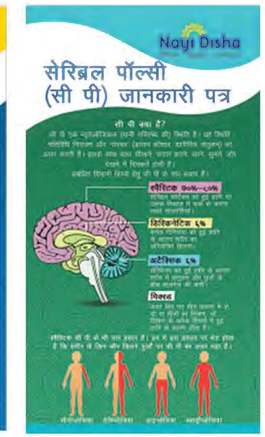
6000
Article download

850
Printed resource distribution

82,227
Video views on our You - Tube Channel

1.24k
You Tube subscribers

INFORMATION AVAILABLE IN HINDI



NATIONAL DIRECTORY OF SERVICES

Did you know 50% of the queries we receive are for finding services.

1819

Total no. of providers

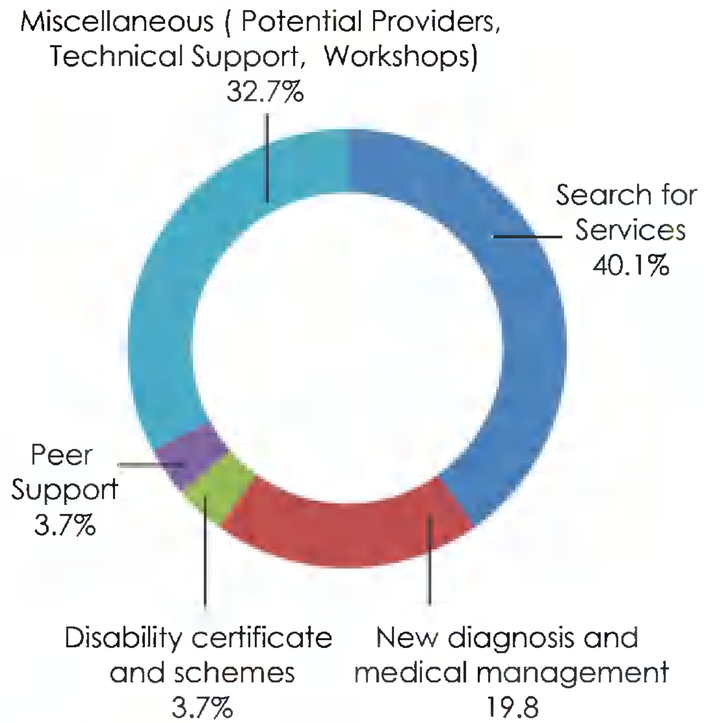
These include

- **91** Art/Yoga/ sports
- **350** Schools
- **341** Special Educators
- **71** Residential Centres
- **145** Counselors
- **375** Therapy Centres

81

Newer smaller cities added

CHAT HELPLINE



1095 Queries on chat helpline

75% Queries resolved

71% Queries from

"My niece is diagnosed with Down syndrome and now she is 5 years old. No resources or schools available in paratwada. Need guidance" – Query from Paratwada, MH

"A baby aged 15 months has Down syndrome. Her father works as a labour at my factory and is worried. Can you help" – Hyderabad

"Need more guidance on vocational training." – Saharanpur, UP

"How to get Disability certificate" – Solan, HP

THE POWER OF COMMUNITIES

Parent Champions are parent volunteers who mentor / buddy other new parents and provide knowledge, guidance and support to new parents. They welcome new parents into our parent community. They also moderate support groups and help us plan and conduct relevant workshops.

> For the longest time, I have blamed myself for my son's problem, or I thought I was someway lesser than others to conceive a child with a neurological problem. But after meeting these very special moms and dads, who are now my heroes, I have finally accepted that it was just our bad luck and this can happen to the most perfect, healthiest and smartest parents too!!
>
> I am learning so much from their experience and knowledge. They are also very helpful and empathic, always ready with a suggestion and a joke to keep it light and comfortable. – Wanted to remain anonymous

We grieve the loss of Kiruthika Srinivasan, our parent champion who participated in several Nayi Disha activities. Kiruthika, you will always be in our thoughts!

New communities created for Jharkhand, Nagpur and Madhya Pradesh

PARENT STORIES

MOTHER OF 12 YEAR OLD BEAUTIFUL DAUGHTER WITH DOWN SYNDROME

बिखरे अभिभावकों जिन्हें पता ही नही ह अपने बच्चों के साथ क्या करना है कैसे करना है , उन्हें सही दिशा देने का कार्य तथा विशेष बच्चों को सही मायने में दिशा दिखाने का कार्य कर रहा है नई दिशा! वह व्हाट्सएप ग्रुप, फेसबूक तथा वेबनार के माध्यम से ज्ञान का सृजन एवं अनमोल सहयोग प्रदान कर हम जैसे अभिभावकों को उत्तम मार्गदर्शन प्रदान कर रहा है। धन्यवाद

Manjushree Sakhare, Mother of 12 year old beautiful daughter with DS, Nagpur

FATHER OF A 4 YEAR OLD BABY GIRL WITH DOWN SYNDROME

I joined Nayi Disha's Down Syndrome WhatsApp group last year. I gained lot of information about my child's condition after I joined the group. The group helped me understand right ways to work with my child and what we should do to make her more independent in the future.

- Rahul Dandotiya, Madhya Pradesh

MOTHER OF A 6 YEAR OLD GIRL WITH AUTISM SPECTRUM DISORDER

Thank you for your continuous support.I really appreciate all efforts put by Nayi Disha team , especially webinars during the lockdown period , thankyou

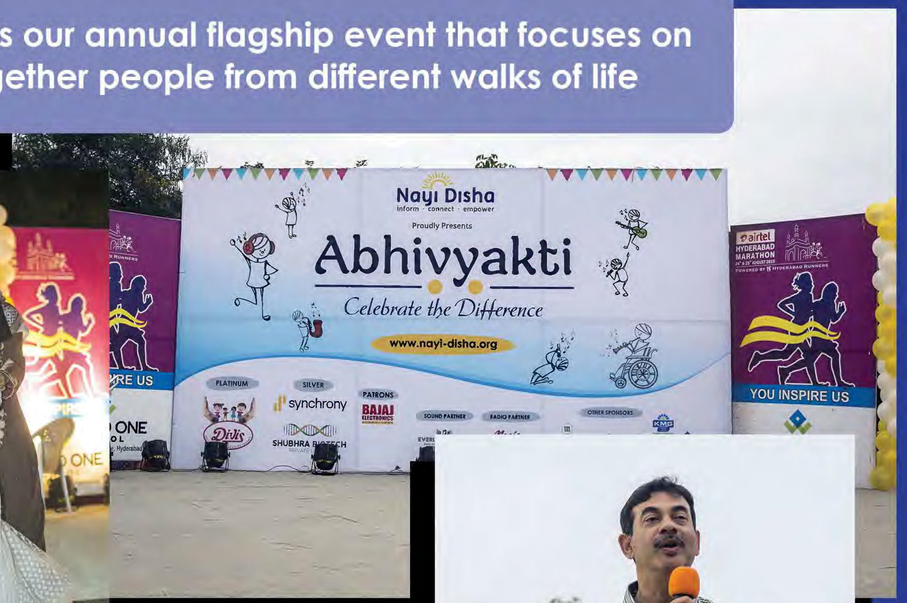
- Priyanka Mote

PARENTS OF JOANNE AND BRYDEN WITH AUTISM

It's an awesome effort by Nayi Disha team to represent the fraternity. Thank you once again for guiding parents. Workshops and training sessions organized with experts were very helpful and informative. Nayi Disha encourages parents to share their child's milestones, thereby encouraging and motivating other parents to see the "ABLE NOT JUST THE LABEL". Broadcasting achievements by Nayi Disha team helps create awareness among parents to look beyond the limitations and focus on positives.

- Janice and Bryne Rodrgigues, Mumbai

Abhivyakti is our annual flagship event that focuses on bringing together people from different walks of life



HOPE IN COVID-19

Nayi Disha Resource Centre has been at the forefront on leveraging technology to support families even before the pandemic. Hence, as schools and therapy centres closed down, we could act quickly to extend our support to families. Some of our key initiatives are listed below:

INFORMATION SUPPORT

Comprehensive information about COVID in context of developmental disabilities was made available.

Strategies to cope with anxiety and improve mental health was made available

Resources on self-care techniques were created and shared with families, who remain primary caregivers

We acted quickly and updated directory with services providing video consultation

We curated disability specific, domestic violence, COVID-19 helplines across the states/cities

CHAT HELPLINE SUPPORT

Parents and caregivers accessed our live chat helpline support for guidance, counselling and resourceful information.

City wise Helpline numbers were made available to the parents and caregivers.

We introduced a new feature on our website that would help the parent and caregiver community to find therapist/doctors who conduct video consultations.

45%
Increase on the helpline queries

TRAINING AND COUNSELING

We conducted a series of webinars in English, Hindi and Telugu - we have reached 1000 families from across the country, including smaller towns.

Conducted 1-2-1 counselling sessions with our Experts for our parents and caregivers.

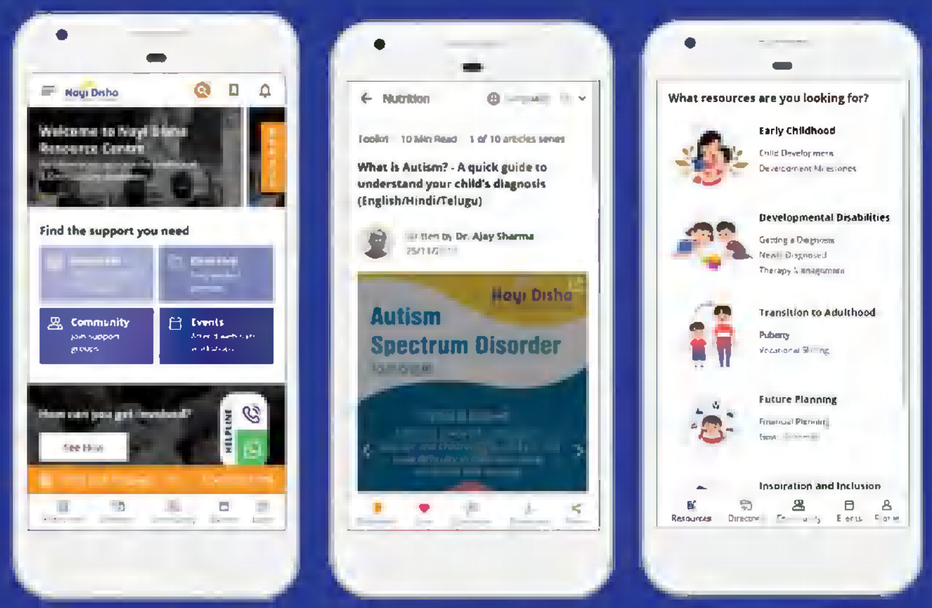
We ran various social media campaigns to encourage parents and to keep children motivated.

924+
Parents reached through webinars since April

THE WAIT IS ALMOST OVER!

Progressive web app for fast, reliable and responsive website across all devices.

- *Multi-lingual platform (Hindi/Telugu)*
- *Mobile-first solution with ease of access on smartphones, tablets and computers.*
- *Personalised information based on location, disability and child's age*
- *Easy and user-friendly navigation*
- *Improved analytics and reporting*



With funds raised by our friends, Vishal Agarwal and Aditya Joshi, we embarked on our long-pending project to create a multi-lingual, mobile-first platform.

BUILDING A SUPPORTIVE ECOSYSTEM FOR ALL

2019 would have not been possible without the generosity of our Funders and Donors.

Our Partners

Dr. Ajay Sharma | Dr. Gayatri Moghe | Dr Lokesh Lingappa | Jitendra Solanki | Dr. Ram Kairam

Dr.Nina Piyush Vaidya | Dr. Padma Palvai | Dr. Surekha Ramachandran

Afshan Jabeen | Beena Krishnamurthy | Farida Raj | Meena Jain

Dr Harini Atturu | Dr Sana Smriti | Kim Chaddha | Lavanya Sriram

"Nayi Disha's approach of leveraging technology through multiple channels for benefitting persons with disabilities is truly commendable. While it has been a year of confinement for all of us, Nayi Disha through their committed programs, has made sure that people are not bereft of necessary information and support. On behalf of the DSFI, I wish Nayi Disha and team the very best in the service of persons with Disability and their families

- Dr Surekha Ramachandran, President, Down Syndrome Federation of India

"सबसे पहले नयी दिशा टीम के साथ मेरा अनुभव काफी अच्छा रहा। नयी दिशा का प्रोजेक्ट लर्निंग डिसेबिलिटी को लेकर जो था जिसे मैंने ट्रांसलेट किया है, मुझे इसका पर्सनल बेनिफिट बहुत जबरदस्त मिला। जब मैंने लर्निंग डिसेबिलिटी के बारे में पढ़ा तो मुझे महसूस हुआ की मेरे पर्सनल लाइफ में जो इतने कम्प्लीकेशन स्ट्रगल चल रहे थे उनका मुख्य रीज़न किया था। 10 सालों से मैं इन समस्याओं से अकेले लड़ रही थी लेकिन अब मैं काफी रिलेक्स और खुश महसूस कर रही हूँ की जब मुझे समस्या के जड़ के बारे में ही पता चल गया है तो मैं इसपे और अच्छे से काम कर सकती हूँ और आसानी से दूर कर सकती हूँ ,इशू अगर खत्म हो जायेगा तो तकलीफें भी कम हो जाएँगी। - Staff at Logos Transformation"

As an organisation that works in the #disability space and advocates for #diversityandinclusion, it is important that we #walkthetalk.

Nayi Disha Resource Centre has partnered with LOGOS Transformation, a social start-up employing #peoplewithdisabilities for making all our resources available in Hindi.

OUR SUPPORTERS

Our work would not be possible without you. Thank you for supporting an inclusive tomorrow

Individual Contributors

Geetu Vivekanand
Sunil Tharappel Mathew
Veena Vaidyanathan
Ganesh Gurunathan
Vaibhav Kashiv
Rajendra
Chitti Babu
Sravanathi Koduru
V Kumuda
Pamaru Srikanth Reddy
Parvathy Ramakrishnan
Sangeetha
Jagdeep Gambhir
Sarabjeet
Neha Saraf-Duggar
Sri Krishna Gullapalli
Dr Suhasini Indurkar
Reema Seksaria
Himanshu Acharya
Swati Desai
M Rammohan Rao
Rishi Mohan Sanwal
Suresh Babu
World one School
Venkateswara Rao Gorla
Kavil Ramchandran
Swathi Mittapelli
Bharath Kumar
Reddy Nuka

THE EXECUTIVE BOARD

President: Vivek Subramanian

is the Executive Director of Fourth Partner Energy. Vivek brings his in-depth experience of strategy, operations and management to the Nayi Disha Board.

Vice-President: Reema Gupta

was the head of Centre for Learning and Management Practice and Corporate Relations at ISB.

Treasurer: Sudarsana

is an Executive Director, Gender at work– a non-profit organization that works on issues of social justice and is passionate about equity for all.

Member: Jo Chopra McGowan

Executive Director of Latika Roy Foundation. She is also a prolific author, blogger and an advocate for children with disabilities in India and abroad, who struggle to gain acceptance.

Joint Secretary: Hari Subramanian

is the Head India Operations of Colruyt Group with 18 years of experience in various management functions. He brings technology and management expertise to Nayi Disha.

Member: Kashyap Mody

is a Senior Vice President Treasury at Reliance Industries. He is also a Charted Accountant and his experience in finance and investments to Nayi Disha Board

General Secretary: Prachi Deo

is the Founder & Executive Director of Nayi Disha Resource Centre. She believes empowering family members is the only sustainable means to enable children with disabilities attain their true potential!

EXPENSE AND INCOME DETAILS

Nayi Disha Resource Centre

Income and Expenditure Account for the year ended 31st March 2020.

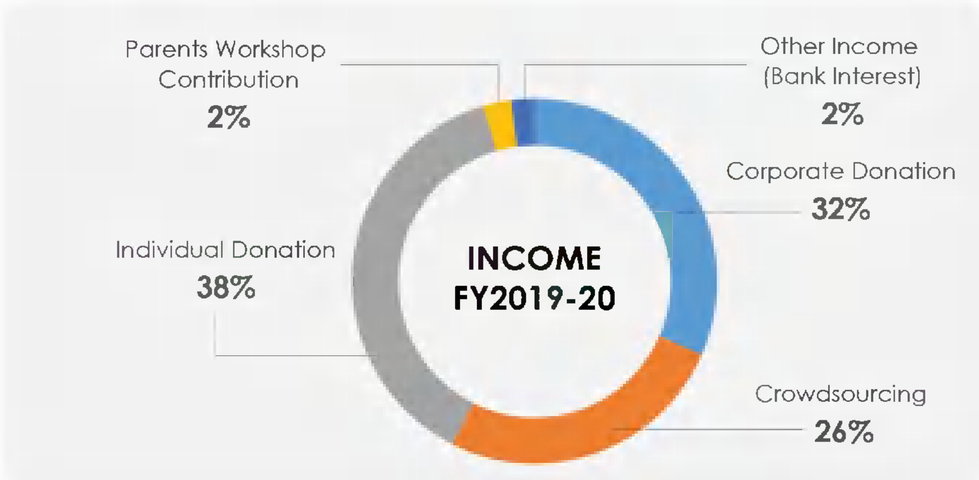
Expenditure	Amount	Income	Amount
To Program Expenses		**By Donations Received for**	
Program Activities for Welfare of Children		M/s. United Way of Mumbai	15,31,413
with Intellectual Disabilities and their Families		Ms. Geeta Vivekanand	10,00,000
- Website & Mobile App Development Expenses	6,34,166	M/s. DIVIS Foundation	5,00,000
- Information Resources Creation Expenses	3,21,915	M/s. DSP Investment Managers Pvt. Ltd.	5,00,000
- Abhivyakti Annual - Event Expenses	1,57,411	M/s. Synchrony Financials Abhivyakti Sponsorship	2,24,490
- Awareness and Information Dissemination	2,63,510	M/s.Colruyt IT Consultancy	2,00,000
(Printing of Booklets, Poster, Kits, Travel for Conference)		M/s. India Infoline Foundation	2,00,000
- National Directory and Survey Expenses	97,725		
- Work Shop for Parent Education	58,470	To Other Individual Donations	16,56,732
- Chat Helpline Expense	50,000	To Bank Interest	0
- Travelling & Conveyance Expenses	1,50,259	On Saving Bank	54,580
		On Fixed Deposits	66,560
		Interest on Income Tax Refund	320
To Staff Salaries	15,64,508		
To Office Rent	1,46,250		
To Accounting Charges	64,000		
To Office Maintenance	30,721		
To Audit Fee	29,500		
To Postage & Courier Charges	1,320		
To Printing & Stationery	2,320		
To Excess of Income Over Expenditure	23,62,020		
	59,34,095		**59,34,095**

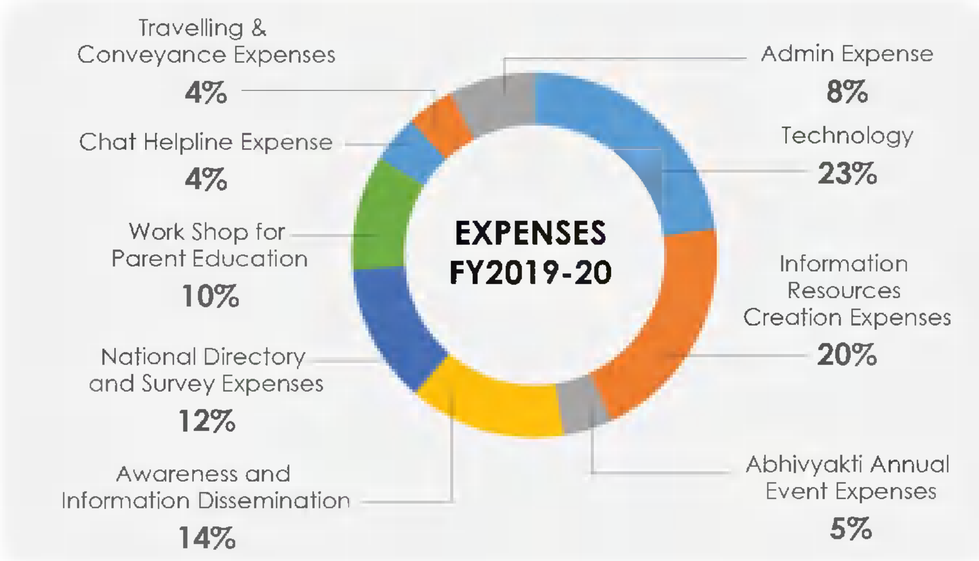
for Nayi Disha Resource Centre

As per our report of even date
For Sankar & Raja
Chartered Accountants
FR.No. 006601S

President
Date : 24.12.2020
Place: Hyderabad.

J.Raja
Partner
Membership No.200490
UDIN:20200490AAAACR4231





OUR TEAM

Prachi Deo
Ambika Srinivasan
Nidhi Srivastava
Jayesh Jalanila
Visalakshi R
Jayesh Nandane
Babita Bante
Smita Kadam
Abhijeet Panda
Amala James
Keshav Kumar Jha
Aparna Mallojhala
Prerana Chouk

Old friends
Aishwarya Goli
Ashni A
Sruthi CNV

Partners
Logos Transformation
Harshita Maheshwari
Rahul Mohan

Parent Champions

Hyderabad
Aarti Singh
Annama Marcus
Aparna Srinivasan
Deepa Desai
E Siva Bharati
Jaya Balaji
Kiruthika Srinivasan
K S Lavanya
Prashanthi Vankamamidi
Rashmi Nishtala
Sailaja Nori
Shweta Srivastava
Triveni Goswami
Vandana Devireddy

Pune
Prachi Puranik
Jyotsna
Neha Didolkar

Nagpur
Priyanka Gupta
Piyush Mishra

Bangalore
Anitha Shankar
Chitra Paul
Feeji Philip

Mumbai
Deepali Sengar
Jaya Sudhakar

OUR VOLUNTEERS

Sunitha Ponnapureddy	Everything under the sun
Sailaja Tadimeti	Event Expert
Radhika Cheedalla	Translations
Krishna Devalkar	Translations
Hemanta Nijhawan	Translations
Tehnaz Ragi	Translations
	Event Partner

Student Interns

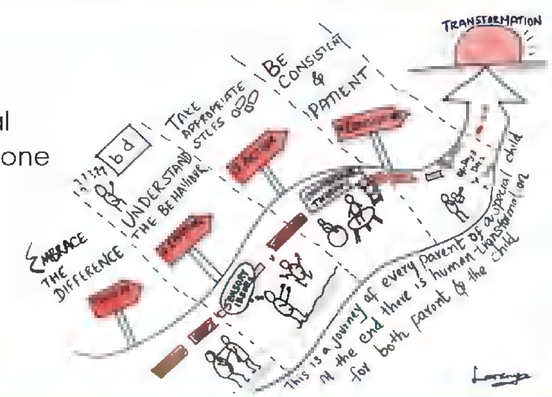
Benaisha Katrak
Sreeram G
Muzzmil Syed

Synchrony Volunteers

Youth For Seva Volunteers (Abhivyakti Support)

This is the journey of every special parent, described beautifully by one of our parent champions.

K.S. Lavanya.



"Interning at Nayi Disha was the most incredible experience. Not only did I get to learn a lot, I also loved the environment in which all this learning took place. The people I worked with are all lovely, driven and compassionate people who made the whole experience of working at Nayi Disha so wonderful.

Benaisha Katrak– Parent Outreach Specialist"

GOALS FOR NEXT FISCAL YEAR

Successful implementation of technology upgrade

All information made available in Hindi

Reach families in smaller towns of India

Connect experts with parents in need -counsel

Reach 5,00,000 families digitally across India

Helpline support with Phone and WhatsApp

Account details for wire transfer

Name of the NGO : Nayi Disha Resource Centre
Account No : 058201000079
Bank Name : ICICI Bank
IFS Code : ICIC0000582
Branch : ISB Branch, Gachibowli
City: Hyderabad
Account Type : Savings Account

Cheque in favour: Nayi Disha Resource Centre

Donations are tax deductible in India under Section 80G of the Income Tax Act

Aligned to the following Sustainable Development Goals

Certified by Charities Aid Foundation

Onboarded with United Way-Hyderabad and United Way-Mumbai

United Way of Hyderabad

United Way Mumbai

HELPLINE

844-844-8996

@nayidisharesourcecentre

Find us online at

www.nayi-disha.org

Feel free to write to us with your suggestions or queries, at contactus@nayi-disha.org

Hogwarts, Vindhya - C4, CIE-IIITH, IIIT, Gachibowli, Hyderabad - 500032