

2011 STARS Impact Awards – Stage 2 application form

Name of organisation
Centre for Services and Information on Disability (CSID)
Name of applicant
Rabiul Hasan
Applicant contact email address
director@csid-bd.org , director.csid@gmail.com

1. Questions about your management practices

Please read the guidance notes carefully before completing this section as they provide detailed information on what we are looking for in your responses

Governance and accountability to stakeholders

Please describe how your organisation has used governance and accountability arrangements to help it to achieve its objectives **(please limit your response to 300 words)**

CSID has 6 members Board of Trustees representing one from Academia, one from Media, four from Disability & Development sectors. The Board of Trustees making Policy level decision and monitoring/reviewing all programmes in regular quarterly meeting. Chairman, Treasurer and Executive Director being elected every 2 years interval.

There is a Management Committee at organisation level comprising of Senior staff members headed by Executive Director, is responsible for manage and monitor the implementation of the programmes and day to day activities of Head Office. This committee meeting monthly basis. The ED reporting to the Board of Trustees quarterly basis.

At projects level there are Project Management Committees (PMC) and a Procurement Committee comprising of staff from different levels These committees are responsible for project level decision making, managing day to day activities and procurement following the existing policies. The PMC meets monthly basis. CSID has Financial Policy, Human Resource Policy, Gender and Diversity Policy and Child protection Policy.

Under each project CSID formed groups of direct beneficiaries and stakeholders (children group, Gender-specific adult groups, parent's group and community committee etc). These groups meeting once in a month and reviewing the success, failure, problems faced, opportunities and contributing to prepare plans, which ensures their participation and hearing of their voices and opinions. CSID organising sharing workshops with those groups prior to developing the yearly plan/budget of each project.

CSID practicing a staff appraisal tool to assess the performance and competency of individual staff, which includes self-assessment and assessment by individual's supervisors. On the basis of appraisal result preparing individual development plan.

Annual Report is being prepared and Accounts are being audited by external auditors recognised by respective donors and Government and submitting both the reports to the donors, NGO Affairs Bureau, Government of Bangladesh and sharing/disseminating reports among Direct beneficiaries and stakeholders.

Effective finance and administration

Please describe how your organisation has used effective financial and administrative control to help it to achieve its objectives **(please limit your response to 300 words)**

For cash receipts: using pre-numbered money receipts and credit vouchers. For kind receipts- the ED confirms the receipts through internal note. Fixed Assets valued at market price and recorded in the register. ED inform Trustee Board regarding receipts.

Payments over Taka 10,000.00 made by account payee cheque. Preparation and approval of payment vouchers are segregated. All payments made upon receipt of original bill/vouchers and supporting documents and approval of competent authorities. Cheques are signed by joint signatories, only persons authorised to prepare/supervise preparing cheques have access to cheque books.

Maintain: Cash, Bank, General/subsidiary Ledger, Salary, Fixed assets, Stock, Advance, Loan, Cheque and Service Registers and Debit, Credit and Journal vouchers. Submitting periodic financial reports to management and minutes of key meetings regarding accounts/admin are recorded and followed decisions accordingly.

As per rules of Government, within 2 months of each subsequent year audited accounts conducted by External Auditors and Annual Report submitting to NGO Bureau, DC Office and Bangladesh Bank.

Consulting with beneficiaries/stakeholders/trustees/field staffs, developing proposal/budget, submitting to potential donors seeking fund. Posting the activities in website, distributing brochures/reports, attending events exploring fund. For sustainability encourage stakeholders/beneficiaries sharing costs; selling services like- training/consultancy for generating income; transferring responsibility to community, raise local fund and seek corporate fund under CSR.

Budget is preparing in consultation with the beneficiaries/stakeholders and based on market analysis. Internal control/monitoring/audit cell monitors the budget implication and report to management with recommendations. Any over/under spent is subject to prior approval from donors and NGO Bureau.

The bank accounts operating with joint signatories and there is limitation of expenditure, signing cheques and approval of expenditure among different level staff/authority, which is guided by policy.

Taking measures on the basis of market rate, keep allocation in the budget as contingency to cope with the devaluation of foreign currency/price hike.

Use of technology

Please describe how your organisation has used technology to help it to achieve its objectives **(please limit your response to 300 words)**

CSID using internet as the major communication tool. Every staff has e-mail ID and all computers are connected with LAN to share files/printers. All are able to communicate with donor organisations/network & cooperating/collaborating organisations/colleagues and beneficiaries/stakeholders, which effectively contributed achieving the objectives.

CSID operating Internet based Disability Information Network since 1999 with over 4500 subscribers around the Globe and a Web site @www.csid-bd.org. The format of e-mail and Website is accessible for all including visual impaired person. Some options/features (Registration form, Feedback form, skip navigation and enlargement options, archive etc.) introduced in the website to make more effective and two way communication. There is no opportunity for persons with Visual Impairments in open market to use internet. CSID facilitated 4 mainstream Cyber Cafés making accessible for disabled persons in Dhaka City where they can have training and use internet free of cost. This year CSID signed MOU with Cyber café Association of Bangladesh to make Cyber Cafes accessible in Grass-root level and employ disabled persons. Process of developing an accessible/user friendly website for Children with Disabilities and training facilities is going on so that the children can communicate, be linked with other relevant persons/professionals, organisations/networks locally and globally and disseminate/share experiences and improve their knowledge and capacity.

After visiting our website one donor agency “ArtAction” directly communicated with us through e-mail and offered fund to implement a project titled “Art Walk for Education and Social Inclusion of Children with Disabilities”, which has been ended in September 2009.

CSID developed a Computer Training Manual in Braille for visual impaired children/persons to use for training. Introduced Screen Reader Software and provided technical support to Government owned Bangladesh Computer Council to create access of Disabled persons in their high level training courses. We use software “TALLY” for keeping accounts and database software.

Innovation and flexibility

Please provide an example of how your organisation has used innovation or flexibility to help it to achieve its objectives **(please limit your response to 300 words)**

Innovation: We experienced in enrolling disabled children in mainstream school that- the disabled children can not cross the admission test because they do not have opportunity of pre-school education and environment is not friendly. The pre-school centres are rare, costly, and no transportation facility so, poor children can not afford. Again the centres are reluctant to enrol disabled children. It is one of the major causes of their exclusion.

Overcoming the problem CSID initiated as pilot 5 Inclusive Pre-school Centres in rural and 5 in urban areas. Disabled and non-Disabled children from marginalised families learning together in those centres and are growing with a sense of inclusiveness and acceptance as well as preparing to enrol in mainstream schools. Yet more than 300 children have been transferred to mainstream schools after completing the pre-school and they are acting as changing agent in the schools influencing other children to create an inclusive environment.

In the process of implementing projects we learned that informal cooperation/collaboration does not work effectively. We convinced collaborating organisations/networks/associations (Bangladesh Garments Manufacturing & Exporters Association/Cyber Café Owners Association of Bangladesh) making it formal and signing MOU mentioning terms and conditions and now it is working well.

Flexibility: Flexibility is one of the major strategy of CSID, which gives provision to make any change in plan and implementation strategy in any changed situation. CSID also flexible sharing experiences, ensuring participation of beneficiaries and stakeholders to make any decision and plan. Example- We formed Self-advocacy groups of children with disabilities for participating in rights movements. After one year the disabled children themselves proposed to include children without disabilities in the group as they felt inclusive group would be more sensible and effective to promote rights and mainstreaming through working together. We learned from children and reformed group as inclusive.

Networking and collaborating with other organisations

Please describe how your organisation has shared with and learnt from others to help it to achieve its objectives **(please limit your response to 300 words)**

Collaboration: The issues/areas identified: education, legal support, child labour, health/HIV/AIDS/STD education, assistive devices service, employing disabled persons, counselling & psychosocial support.

Example: CSID signed MOU with “Marie Stopes Clinic Society” and “Breaking The Silence” to ensure Health Services and Psycho-social counselling, Reproductive Health/HIV/AIDS/STD training respectively for Disabled Children. According to MOU CSID providing them disability orientation. Due to collaboration BRAC assistive devices centre providing aids/appliances by reduced cost, in some cases free. Legal support ensured for children in collaboration with Bangladesh National Women Lawyers Association. MOU signed with Bangladesh Garments Manufacturing and Exporters Association and Cyber café Owners Association of Bangladesh that they will provide training and employment for disabled persons.

Networking: CSID is the elected president of National Forum of Organisations working with the Disabled (NFOWD), a National Network/Platform of 380 disability organisations, involved in Policy level advocacy with Government and coordinating among member organisations. CSID operating Internet-based Disability Information Dissemination Network and linked with many national/international networks and acquiring information and knowledge. CSID has networking with “Campaign for Popular Education” and have been able to include issues relating to education of disabled children in the mainstream education

movement.

Example: CSID attended accompanied with disabled Children for sharing ideas and learning in Workshops on “Children’s Participation Rights”; “Leadership Development”; and in the process of preparing CRC Alternative Report by children organised by Save the Children. CSID is member of “Together With Working Children Forum”, “Child Rights Governance Assembly” and CSID’s beneficiary disabled children are involved with Child Led Forum “Child Protection Movement” and “Working Children Platform”.

The beneficiaries of CSID-disabled children using Theatre/Painting/Music and photography as sensitisation/advocacy tools learning from networking. The children participating in Theatre Festival, Art/Photography Exhibitions, Cultural programmes, National/International Film Festival every year organised by Save the Children and Government Departments.

Development of staff members and volunteers

Please describe how your organisation has provided development opportunities for staff and volunteers to help it to achieve its objectives (**please limit your response to 300 words**)

CSID has Human Resource Policy comprising of all the provision of capacity building, staff development & wellbeing, leave, benefits, appraisal, recruitment procedure, promotion, termination, resignation etc., which is in practice.

Recruitment & Induction: In case of any recruitment CSID circulate vacancy announcement in newspapers/websites mentioning post, working station, required qualification/experience, salary/benefits including priority options to women, disabled persons and minority groups. Short listed applications and calling interview. An interview board is formed and proper records of interview with acquired numbers are kept. Successful candidates then give appointment letters with terms and conditions of the job and a separate set of job description. After appointment an induction/orientation session is being conducted.

Staff/Volunteer development and management: The performance appraisal is done in two ways: Self-assessment by individual staff and assessment by supervisors. Capacity building (staff/volunteers/beneficiaries, and stakeholders) is one of the major strategic components of CSID. Training Need Assessment is being done on the basis of appraisal. Within the 2009-10 staff attended training on: Monitoring & Evaluation – 4, ToT on Training Quality & Facilitation Skill -1, Prevention & Protection from sexual abuse-1, Communication -1, Emergency Preparedness-1, Sign language – 5, Braille, Strengthening Accounting System & Implementing Financial management for NGO – 2, Applied Report writing and analytical skill development – 2, Training on CRC & CRPD – 15, Management of Low vision – 12, Child to Child Approach – 4, Inclusive Education – 4, Psycho-social support - 4. CBR- 20.

Regular monthly staff meeting is organising to share and exchange experience, view and knowledge. CSID organise Recreational visit/Exposure visit each year for staff. This regular meeting and group visit also enhance/promote interpersonal relationship and good understanding and knowledge. Provision of staff welfare fund has been introduced.

Every year one staff receiving Best Worker Reward on the basis of appraisal score, which encourages other staff to develop their quality.

Inclusion and access

Please describe how your organisation has worked towards including people from different backgrounds in its day-to-day operations and please tell us how this has helped your organisation to achieve its objectives (**please limit your response to 300 words**)

One of the core values of CSID is: Equity of opportunities and dignity. Recruitment depends upon availability of competent candidates suitable for nature of work. Recruitment notices circulate with provision of equal opportunity for all and attempt taken to recruit giving priority to women, persons with disabilities, ethnic and minority groups.

The Chairman of Trustee Board is Woman and from academia; The Executive Director and one Trustee is Disabled; Treasurer is from Media; other 3 are professional in the field of disability and social development. In the Central management team the members are from field level to managerial level and among them 3 are female out of 7. The project level management team comprised of staff from field to managerial level giving equal opportunity/access to women. The monthly staff/management meeting at

project and central level presided over by different staff by rotation so a field/lower level staff having access/opportunity to lead the meeting where management level staff is present.

With regards to beneficiaries, the design of the projects is holistic/comprehensive, which ensures equal access for diversified marginalized disabled children/people in service provisions. Irrespective of Male, Female, Ethnic, Minority, Race, are given equal importance/access. All the projects/programmes are designed for creating access and inclusion of disabled persons/children to mainstream development services/process. Beneficiaries and stakeholders have direct access in process of planning and reviewing.

"Personnel Policy", "Child protection Policy" and "Gender and Diversity Policy" is in practice and any violation by the staff/volunteer is subject to punishment. Among the total 95 staff members, CSID in accordance with the availability of candidates with competency recruited 15 persons with disabilities, 20 Women, 8 Hindu minority and 2 ethnic.

The Policies and status of its implication is being shared and communicating with all staff members through staff meeting and calling specific meeting on policy sharing.

2. Questions about how your organisation would spend the Award

Please read the guidance notes carefully before completing this section as they provide detailed information on what we are looking for in your responses

Please describe how your organisation would spend the Award (**please limit your response to 300 words**)

Award would be utilised to bring the Working/dropped out and children at risk to engaging in labor in to education following inclusive approach where 50% would be disabled children. Education would be provided through three strategic manners: Functional, Livelihood and Protection education for accomplishing knowledge, capacity, attitudes, skills.

Functional Education would be provided with non- formal education approach using the NCTB curriculum including Health issues (reproductive/HIV-AIDS/STD). Focus will be given to improve access in formal education developing partnership between families/community and formal schools.

Livelihood education will provide employment based technical/vocational education to engage in decent employment. Livelihood education will build mechanisms for transferring informal economy based TVET into formal trades.

Protection education would be a knowledge based education that reduces the vulnerability of children through enhancing their knowledge, capacity, skills, attitude and values to protect themselves.

The action would be for 2 years. Working area Dhaka City. 15% of award would be utilized covering core running cost and 85% for delivering programme. The programme cost would cover staff; NFE centres operation; supply (education materials/assistive devices/equipment/stationery); TVET, wage/self-employment support; meetings/seminars/conferences; community/family mobilization; travel/perdiem, staff development, documentation/reporting and dissemination etc.

Beneficiaries:

Direct- 450 children will have above mentioned education/training/services, which will bring a positive change in their lifestyle/open door for future development.

Indirect- 2400 family members and 20,000 community people would be benefited through participating meetings/events/orientation and approximate 2,000,000 people by having information through mass media (newspaper/radio/television), which will make them sensitised/supportive to education of such children.

Disabled children are excluded from mainstream development initiatives. Segregated programme on disability is Global trend. But inclusion is the ultimate goal. Utilising the award CSID would gather experience/knowledge and be capacitated in implementing inclusive programme. This learning/experience would help CSID to design and implement inclusive child development/education programme in future on the long term perspective.

3. References

Please provide details of three independent referees who do not work for your organisation and are not connected with it, but who know your organisation's work. As part of the assessment process, STARS may contact referees so they need to know they are being put forward as referees. Please note that STARS also reserves the right to contact other organisations or individuals for a reference.

Independent referee 1 – Local to your organisation

Name:	Mr. Mozibur Rahman
Position:	Executive Director
Organisation:	Shariatpur Development Society (SDS)
Contact telephone number:	88-02-0601-61654; Cell: 88-0171 40 11901
Contact email address:	info@sdsbd.org , sds.shariatpur@gmail.com
Capacity in which they know your organisation's work:	Through networking, SDS and our organisation CSID is member of a National Networking Forum "National Forum of Organisations working with the Disabled (NFOWD)" a platform of over 350 organisations. He has been invited and participated in many programmes organised by our organisation. He also has been informed about our work through different publications and media such as newspapers and TV and our website.

Independent referee 2 – National/International

Name:	Dr. Hasib Mahmud
Position:	Director
Organisation:	Impact Foundation Bangladesh
Contact telephone number:	Office: +88-02- 9893267 Cell: +88- 01713311174
Contact email address:	impact@dhaka.net
Capacity in which they know your organisation's work:	Through Networking (participating in programmes/events organised by CSID); Having Information on the activities through newspaper, TV, Website.

Independent referee 3 – Funder

Name:	Mr. Shahnawaz Qureshi
Position:	Country Representative
Organisation:	C B M
Contact telephone number:	Office: +88-02-9887251 Cell: +88-01552490716
Contact email address:	msqureshi@cbmco.org
Capacity in which they know your organisation's work:	Through Networking (participating in programmes/events organised by CSID); Having Information on the activities through newspaper, TV, Website.

4. Declaration – Applicant Please note that the STARS Foundation reserves the right to contact this person as part of the assessment process	
I confirm that I have completed this application on behalf of the applicant organisation and that the information given in the application is true I confirm that if the applicant organisation is selected to receive an Award, it will comply with the terms and conditions of the Award	
Name:	Rabiul Hasan
Position:	Director
Organisation name:	Centre for Services and Information on Disability (CSID)
Date:	21 March 2011

5. Declaration – Chief Executive/Chairperson/Board Member of the applicant organisation (or equivalent) Please note that the STARS Foundation reserves the right to contact this person as part of the assessment process	
I confirm that I have completed this application on behalf of the applicant organisation and that the information given in the application is true I confirm that the organisation has authorised this application. I confirm that I am duly authorised to make this declaration on behalf of the applicant organisation named on page 1 of the application form and confirm that the information given in this application is true	
Name:	Khandaker Jahurul Alam
Position:	Executive Director
Organisation name:	Centre for Services and Information on Disability (CSID)
Contact telephone number:	+88-02-9129727, 8143882 (Office); +88-01713036480 (Cell)
Contact email address:	csid@bdmail.net , ed.csid@yahoo.com
Date:	21 March 2011

Checklist for completing the application form

6. Checklist

Please use this checklist below to make sure that you have completed all the steps in the application process.

Please ensure that you have complied with all of the requirements of the checklist. Incomplete applications will not be considered.	
Your application is written in English or French	✓
You have completed all sections of the form	✓
You have provided contact details for three independent referees and informed them they may be contacted by STARS	✓
You have completed the applicant and CEO/Chairperson declarations	✓
You have emailed your completed application form as listed below by 1pm GMT on Friday 25 March 2011 to: <ul style="list-style-type: none">• africa@starsfoundation.org.uk for organisations applying from Africa-Middle East• asia@starsfoundation.org.uk for organisations applying from Asia-Pacific	✓
OR You have posted your application to be received by 1pm GMT on Friday 25 March 2011 to: STARS Foundation, 11 Belgrave Road, London, SW1V 1RB, United Kingdom	
You have kept a copy of your application form for your own records	