

remote areas in coordination with the National Health Mission (NHM) and Public Health Department (PHD).

The last phase provided assistance for recovery and rehabilitation through direct Cash Benefit transfers, skill development, employment and entrepreneurship.

Beyond the pandemic, the coalition has faced and responded together to floods, cyclones and landslides. The agility and flexibility of the platform has helped to keep it dynamic and growing. The interventions have evolved from relief and recovery to peace time planning mode to prepare and serve in times of disasters.

Results

Technology Platform for Knowledge Management and Collaboration

Technology has been a key facilitator of all the Maha PECONet interventions from data collection to analysis and reporting. It has also played a critical role in amplifying the platform through social media and digital marketing. Live reporting during the pandemic started with free tools. Later custom built MIS and apps were used for project management.

As the alliance progressed, a tech-enabled community platform was developed to strengthen and encourage the following:

- ☐ Community engagement
- ☐ Responsive governance
- ☐ GO – NGO co-ordination
- ☐ Knowledge repository
- ☐ Recognise and Inspire
- ☐ Collaboration opportunities

Conclusion

Over 7 million people were touched through these platform. Detailed impact stories and comprehensive reports available on www.mahac19peconet.org as well as on social media campaigns that provided direct updates from the field. The coalition is not only still active after three years but grown from 56 partners at inception to over 160 partners covering every district of Maharashtra leveraging the collective power of Partners, Entrepreneurs and Citizens with the aim of ‘Leaving No one behind’.

Keywords:

- ☐ Covid
- ☐ MahaPECONet
- ☐ Peace time preparedness

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- ☐ GO-NGO Coordination
 - ☐ Technology

Introduction

At the onset of a disaster, the need of the hour is rapid response and recovery involving several stakeholders across geographical regions affected by the disaster. Collaboration is the key to scaling efforts during disasters and the ability to reach the unreached as well as addressing the real needs of people in distress. While people naturally gravitate towards an alliance during a crisis, few are able to consistently respond to the dynamic situation on the ground. Fewer have continued to exist post the crisis is over or when multiple disasters hit in succession. In the instances that response has been effective, documentation of lessons learnt and good practices have been of least priority for either donor or implementors. This results in a loss of knowledge and goodwill generated during the period of collective efforts.

Also when disaster strikes, even among the affected population, it is the vulnerable groups that are the most affected, either because they are invisible or powerless to demand. Volunteers, NGOs and Civil society members also lack the clarity and access to interventions for these vulnerable groups that can potentially alter their lives and protect the ones in dire need of support. This is because GO-NGO co-ordination, at best, is restricted to a few larger NGOs and those with funding, while the small NGOs who are on the ground are out of this loop. This creates a huge gap with some areas receiving all the aid and attention, while other areas remain absolutely without any help or support.

The reporting of disaster response is a critical requirement that falls short due to the lack of automation and digitization, leading to reinventing the wheel and/or duplication of efforts by several organizations in the same geographical area or with similar interventions. Hence, the availability and activation of Standard Operating Procedures (SOP) at the time of disasters would ensure the efficiency and effectiveness of response and recovery.

Evolution of MahaPECONet as a platform

COVID was, as an oft repeated statement, an unprecedented humanitarian crisis. In an attempt to streamline a response to the pandemic and connect with actual needs on the ground, a Learning Exchange session was hosted by UNICEF, Maharashtra and RISE Infinity Foundation to share ideas and avoid duplication in the relief efforts within their NGO networks. Further deliberations amongst these partners gave birth to the idea of the **Jeevan Rath (JR)**, program, a relief-on-wheels initiative that was activated within 48 hours to alleviate some of the misery that the migrants were undergoing in their desperate attempt to go home. Jeevan Rath transitioned from JR 1.0 to JR 2.0 and then 3.0 based on the evolving needs of the migrants from food to travel and social protection.

This was the genesis of the **MAHA C19 PECONet**, a UNICEF Maharashtra facilitated multi-stakeholder alliance of Partners (**P**) who support with resources for scale, Enterprises (**E**) that provide solutions and innovation, and Citizen volunteers (**C**) who provide traction on the ground. These are held together by the joint Ownership (**O**) of the cause and mission of the network. What started as a small WhatsApp group, quickly grew from 20 to over 60 members overnight and a movement took shape in mid-May, with a pledge to raise funds and support the needs of the affected people.

RISE Infinity Foundation as the nodal UNICEF partner first and later as the Secretariat of the coalition, provided a strong operational framework based on the PECO Model to ensure effective co-ordination and collaboration.

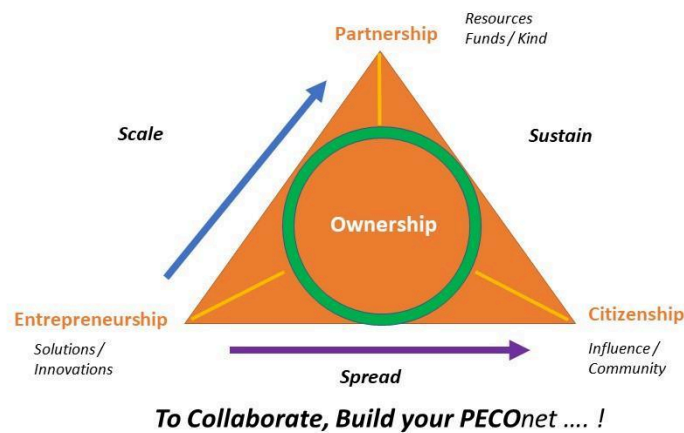


Fig 1: PECO model

Phases of MahaPECONet 1.0

The focus and objectives of MahaPECONet 1.0 evolved through various phases as per the needs on the ground and kept on deepening the engagement with the vulnerable groups. In order to ensure uniformity, effectiveness and transparency, a minimum SOP was discussed and established for the identifying beneficiaries and documentation pre-requisites for the 3 main relief phases as under:

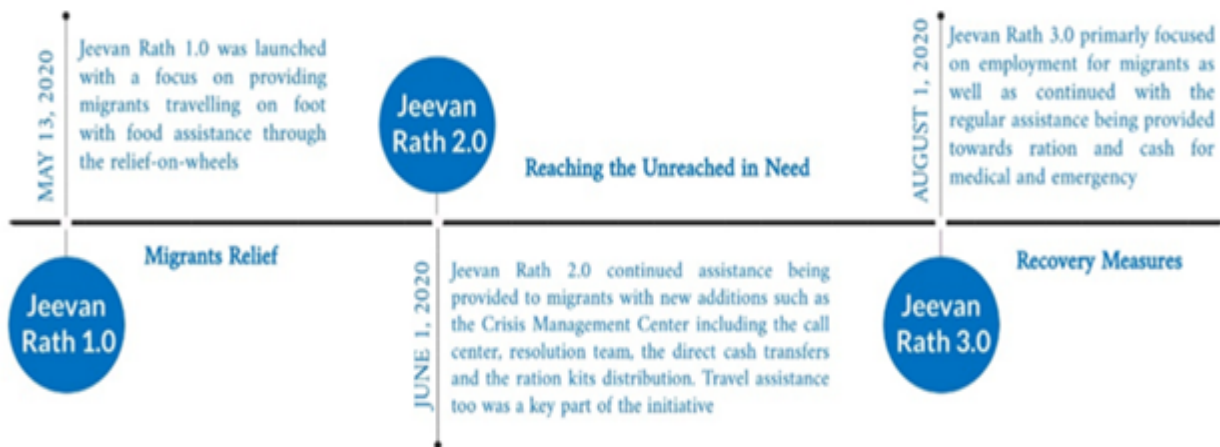


Fig 2: Stages of Jeevan Rath Program

- **Jeevan Rath 1.0 (May 13th – May 31st)** – The Jeevan Rath was a truck, which provided essential food, including basic medical support to anyone who was walking home. In order to make provisions easily available to migrants, the ‘Jeevan Rath’ was stationed at strategic locations like the toll nakas in the cities.
- **Jeevan Rath 2.0 (June 1st – July 31st)** – In this phase, emphasis was on the safe travel for the people wanting to reach their homes. Hence it saw the launch of a virtual call center with a 15 x 7 helpline to provide the migrants with assistance as per their needs. The Crisis Management Centre focused on enabling, assisting and then tracking the movements of migrants to ensure that they reach their destinations safely and/or received help in case of distress. The assistance included tickets and funding for travel, arranging buses and other transportation, even air tickets in cases of dire emergencies such as death, food and water during travel and cash assistance for exigencies and medical expenses.
- **Jeevan Rath 3.0 (August 1st – December 31st)** – Post the lockdown, the key requirement was for recovery measures for the people who had lost their jobs in the lockdown and now were slowly returning back to the metros for their livelihood. Mapping of individuals needing employment with employers seeking workforce, identification of skilling opportunities for unemployed youth, financial and technical support for entrepreneurs, etc were the cornerstone of JR 3.0 activities. The food and cash benefit activities also continued albeit in a smaller

way. The Milkari initiative by the Municipal Corporation of Greater Mumbai (MCGM) and other stakeholder groups – Corporate Donors and NGOs was one of the important programs as part of the food relief measures.

Emergence of MahaPECONet 2.0



Fig 3: MahaPECONet 2.0 emergence

As defined earlier, a PECONet brings together Partners, Entrepreneurs and Citizens who own a common cause. Of note, is the fact that they choose to work collectively for mutual or reciprocal benefit through voluntary efforts while recognising their autonomy of operations, independent of the network. This demonstrates both the power of the collective and at the same time respect for the individuality of the members of the network.

The early signs of the second wave of the COVID-19 pandemic began in 1st week of February 2021 in 6 Districts in Eastern Maharashtra and shifted to entire state and by mid-March, the State accounted for 20% of the active cases in the country and had 5 of the 10 high burden districts.

Hence the coalition partners with on-ground volunteers and teams continued to work across urban and rural locations facilitating communities in getting vaccinated as well as reiterating Covid Appropriate Behavior (CAB) and Water Sanitation and Hygiene (WASH) behaviors promoting safety from the virus. Simultaneously, they also continued the efforts to tackle food insecurity as well as strengthen healthcare infrastructure. Apart from immediate relief, the collaboration also looked at providing solutions like foot-operated hand washing stations and sanitizer dispensers, standardized operating procedures for using and sanitizing community toilets, reopening of schools and distributing food and dry ration to families living in slums, etc.

The pandemic clearly demonstrated a need to link humanitarian response to a wider agenda and enhance engagement between humanitarian and development actors. In order to sustain this movement and ensure the long-term impact of the platform, the informal network has realigned into a formal structure of a General Body led by a Governing Council and facilitated by a Secretariat.

To further deepen the mandate and manage diverse needs of the population across wider geographies, 4 thematic areas were established:

- Housing and Basic Services
- Social Protection, Rights and Entitlements
- Skill development, Employment, Entrepreneurship and Livelihoods
- Climate Change Adaptation and Community Resilience

The collective responsibility of the General Body, Thematic anchors and the Governing Council was envisaged to promote the platform to the larger eco-system. As the network was formalized, RISE Infinity Foundation was the Secretariat that directed the collaborative efforts of the members to collectively address the emerging needs of a unique crisis situation.

Birth of Co-MARG



Fig 4: CoMARG Intervention

With the resurgence of the second wave and dreaded anticipation of multiple waves in India, MahaPECONet had to once pivot in its approach and prove all the four dimensions that it was based on.

This led to the birth of Co-MARG, which was conceived as an agile support system to provide for vulnerable populations. The very name ‘Co-MARG’ was meant to suggest a pathway for effective response, recovery and rehabilitation

It was decided that Co-MARG would focus on vulnerable groups across the rural and tribal areas of Maharashtra with the central objective of addressing the following:

- ☐ Bridging the Digital Divide for vaccination
- ☐ Providing assistance for making Identification Documents
- ☐ To combat misinformation on vaccination prevalent on social media
- ☐ Support Travel Challenges to vaccination centers

CO-Marg sought to alleviate all of these challenges and focus on 6 rural districts of Palghar, Pune, Thane, Nashik, Nagpur and Raigad covering 25+ blocks, 323 Gram Panchayats and 353+ Villages.

Hence, the four major interventions as part of the CO-Marg project included:

1. Reinforcement of Covid Appropriate Behavior (CAB) through RCCE, Nukkad Nataks, Chalta Bolta, etc
2. Vaccination Drive and Health Help Desks (VHHD) for assistance in registration and assistance in travel to vaccination centers
3. WASH Infection Control & Prevention and Medical supplies distribution to individuals and organizations like PHCs, CCCs, hospitals, etc
4. CAB+ - Supplement healthcare services and related communication for vulnerable populations especially women and children.

Special Projects

There were several special projects conducted under the auspices of MahaPECONet, which were driven by RIF in partnership with several members of MahaPECONet and the local administration. A snapshot of these projects is as under:

Maharashtra Flood Response

The state of Maharashtra was hit by massive floods affecting mainly the areas of Kolhapur and Raigad. The following activities were conducted towards support and relief for the flood affected regions and people:

1. Co-ordinated the **Joint Rapid Needs Assessment** with MahaPecoNet partners across 6 districts and trained 100+ volunteers in 2 days

2. Organised collection drives for Raigad, Ratnagiri, Mahad, Chiplun, Satara, Sangli and Kolhapur
3. 10+ truckloads were sent with household and personal essentials, food and water on demand of the local Government
4. Partnership with FBOs, School students to provide relief
5. Multiple Corporate donations were sought to fund the relief supplies

Government Collaboration for strengthening healthcare infrastructure

The pandemic exposed the limitations of the government health infrastructure and literally sucked the life of several victims as they could not be administered oxygen in time due to the limited supplies available at hospitals and PHCs. Hence several corporate donors were approached again under the auspices of MahaPECONet for funds to improve the healthcare infrastructure through:

- ☐ Hospital infrastructure – donation of medical equipment and medical supplies
- ☐ WASH supply distribution amongst Covid Care Centres, PHCs, district administration, FLWs, vulnerable populations
- ☐ Coordination and collaboration to support patients and their families during second wave

National Volunteer Support Network

The Covid pandemic was responsible for the loss of many selfless individuals, working on the frontlines. This loss was not merely of, one losing a colleague or a volunteer, for many, it was the loss of a beloved family member, spouse, or parent.

Hence, keeping the effort put in by these volunteers, who put their very lives at stake, when the whole nation was grappled with this highly communicable virus, COVID Action Support Team (CoAST), Foundation for Ecological Security (FES) and RISE Infinity Foundation (RIF) came together to provide health insurance for these frontline volunteers including those of MahaPECONet members. This was to not only ensure safety for their lives but provide a security blanket for their families and showcase the sincerest gratitude for their work.

Women & Child Department – Financial Assistance to Orphans

The Women and Child Department, Government of Maharashtra, had taken various measures for the care of the children in Maharashtra impacted by the death of both their parents due to COVID19. Instead of just enrolling children in a government orphanage, the idea was to provide such children with a family environment for their holistic development. The WCD department was also responsible for overseeing the arrangements of their shelter and supervising their adoption to ensure that there was

no trafficking or exploitation. All of these required financial assistance for the children and their guardians.

RISE Infinity Foundation with the support of Glenmark Foundation provided a one-time assistance of Rs 3,500/- for a total of 500 orphan children in Maharashtra, to provide for their dietary needs, which was in line with the Glenmark Foundation mandate of reducing malnutrition.

Employment Assistance

A baseline survey of those in need of skilling and reskilling for rehabilitation and integration was undertaken with the use of the UNICEF Shelter management application, which assisted in understanding the background and skill capabilities or need for skill development and employment. The mapping exercise was conducted in Mumbai and urban and peri-urban areas of Thane along with our community partners.

MahaPECONet 3.0

After 2 years of mayhem and misery, the Covid restrictions were slowly relaxed and people starting welcoming their normal life back. This also saw the third year, for the MahaPECONet coalition and hence was named as MahaPECONet 3.0. RISE Infinity Foundation continued to function as the MahaPECONet secretariat for governance as well as program responsibilities. From fire-fighting and relief activities, the focus of the platform now shifted to peace time planning and preparedness.

The Secretariat team started work on the expanding of the member base as per the 4 thematic areas identified as the core areas of work amongst the partners. The Governing Council (GC) of members as well as General Body (GB) of members, which was setup as part of MahaPECONet 2.0 continued to guide and mentor the Secretariat team and the platform members.

As part of the peace time preparedness activities, the team concentrated on convening for dialogue and capacity building for the benefit of the platform members. Various SOP documents were drafted to streamline the processes and working of the coalition. As the world opened up, several online as well as physical training events and workshops were organized for the benefit of the members by the Secretariat team.

Virtual Roundtables and a physical General Body meeting were held with the main objective to get the inputs at disaster management administration-level (state DDMO's and SDMA) regarding GO-NGO coordination to present during the a CXO Roundtable that had been planned.

The team continued to monitor and report especially during the Pune and Satara floods, where the team immediately swung into action and contributed to the relief measures required for the same. Situation reports (SitReps) were collated from partners and disseminated widely. The drastic effects of climate change resulting in heat waves across the state were also dealt with by MahaPECONet partners arranging sessions to combat the heat waves.

As part of the amplification measures, the team continued socializing the platform and on-boarding new members onto the platform. A membership database was created and maintained. Stakeholders across the spectrum were engaged and several meetings were conducted with them for the amplification of the platform initiatives.

The systems strengthening for the platform continued with the introduction of a Wordpress based social collaboration platform for easy and worthwhile collaboration amongst the members. This was mainly to help the members in moving away from the clutter of several WhatsApp groups established. The social platform was also envisaged to be used for creation of more engagement amongst the members through posting of blogs, discussion forums, etc. The MahaPECONet website was also continuously updated and social media posts on the various activities were also published.

A significant achievement was the representation of every district in Maharashtra in the Maha PECONet member base. Thus, the platform continued to build on the momentum and received recognition as the State IAG for GO-NGO co-ordination.

MahaPECONet 4.0

In the fourth year for the MahaPECONet coalition, fortunately, there were no more major disasters and it continued to focus on peace-time planning and disaster preparedness. As the government is the biggest stakeholder in disaster relief and support, the coordination of civil society and governmental agencies had a great significance for the platform. Hence the focus of MahaPECONet 4.0 has been GO-NGO coordination.

MahaPECONet 4.0 has envisaged the following activities as part of its charter this year:

- ☐ Enable smooth functioning of the Governing Body & platform through regular coordination & engagement with existing and new partners
- ☐ Enhance disaster management and risk reduction capabilities through knowledge sharing, capacity building, training and technical support
- ☐ Stakeholder Engagement and resource availability through Website and Tech Platform Support
- ☐ Social Collaboration platform MahaPECOKatta

An additional achievement was the participation of several MahaPECONet members at the Disaster Risk and Resilience G-20 side event, which was held as part of the **G-20 summit** hosted by India this year.

Methods

The MahaPECONet coalition and its activities have been based on the Sendai Framework.

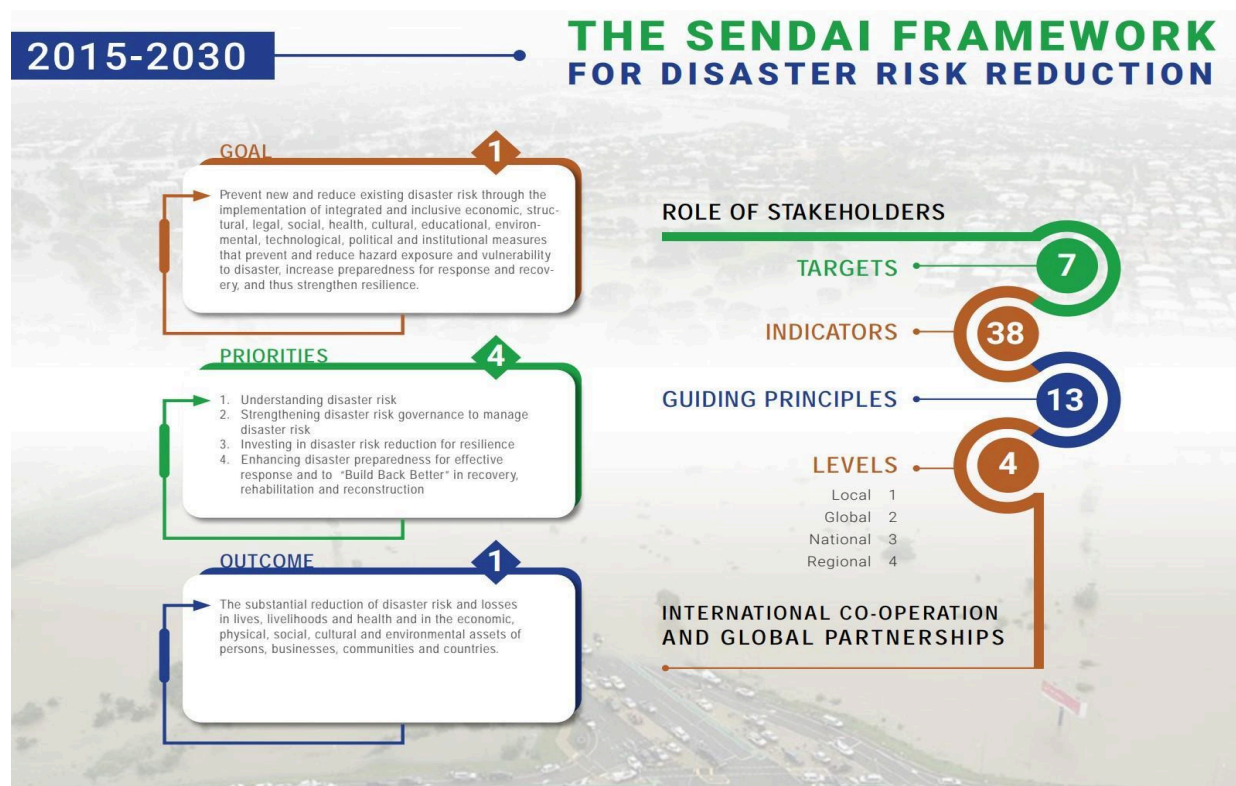


Fig 5: Sendai Framework

The Sendai Framework for Disaster Risk Reduction 2015-2030 was recognized by the UN General Assembly following the 2015 Third UN World Conference on Disaster Risk Reduction (WCDRR), and advocates for: “The substantial reduction of disaster risk and losses in lives, livelihoods and health and in the economic, physical, social, cultural and environmental assets of persons, businesses, communities and countries”.

Guided by the SENDAI Framework and the Global Grand Bargain, technology has been the key to sustain the continuous churn of the ground situation and the dynamic response of the Maha PECONet especially with reference to Harmonize and simplify reporting requirements.

Technology tools such as KoBo, a custom built app and an interactive Dashboard system enabled real time reporting which was integrated into the MahaPeconet website: <https://mahac19peconet.org/co-marg-dashboard/>. This also increased the transparency and accountability of all members as each and every intervention including supplies and procurements were tracked till the end user.

Communication was also a pre-requisite, supported by comprehensive documentation and technology tools. Branding and packaging on interventions helped amplify our work. The platform also worked as a dedicated Knowledge Management tool

MahaPECONet Technology Evolution

Technology has been a key facilitator of all the Maha PECONet interventions from data collection to analysis and reporting across its entire journey. The technology tools used also evolved over time helping it to scale.



Fig 6: MahaPECONet Technology Evolution

Jeevan Rath 1.0

Simple excel sheets and Google forms were used by the partners to maintain lists of the migrants and their needs. Demand and supply side was reported on a regular basis to update verified requests and assistance provided so as to avoid duplication. The distribution numbers were also tracked using simple excel sheets and PDF reports were generated.

The crowd funding platform Ketto was leveraged for donations from people to fund the purchases of masks, food, medicines and other hygiene items for distribution amongst the migrant workers walking back home.

Jeevan Rath 2.0 & 3.0

A war room is typically a fixed operating space. However, the restrictions of the lockdown and measures related to social distancing were a severe constraint to start the Crisis Management Center. Moreover, the need was for a quick turnaround and an economical approach to infrastructure. Keeping all these factors in mind, RIF established a virtual call center, recruiting and training executives 12 executives within 3 days.

The VCC operated in 3 shifts, for 15 hours seven days a week, with both outbound and inbound calls with a real time system for documentation of cases.

The Mahacovid19peconet website (www.mahacovid19peconet.org) was conceptualized and developed to cover all the 8 major activity verticals undertaken by the UNICEF facilitated coalition of partners across Maharashtra. It also helped to showcase the partners who were part of the initiative, stories of individuals, photos from the field and coverage from the media.

Efforts has also been made to promote the website through social media and other communication channels to recreate our footprint and enhance the visibility. Google Analytics for the website were studied to understand the extent of reach and interaction with the website content.

With the ever-expanding coalition, dedicated social media accounts on Facebook, Twitter and Instagram were been created for MahaCovid19PECONet to amplify and socialize the updates on the events and activities and increasing engagement with the partners.

A public reporting tool was designed to track the relief and supply distribution data, by means of which an NGO partner could look up the dashboard and find if ration kits were distributed in a particular location earlier and hence identify areas which are underserved. This helped to not only reduce duplication and optimize resources, but also help in ***“reaching the unreached”***.

The tool was developed using GIS Reporting software from Dataogram and was utilized to display the ration distribution locations in real time on the MahaPECONet website establishing complete transparency to the donors as well as partners.

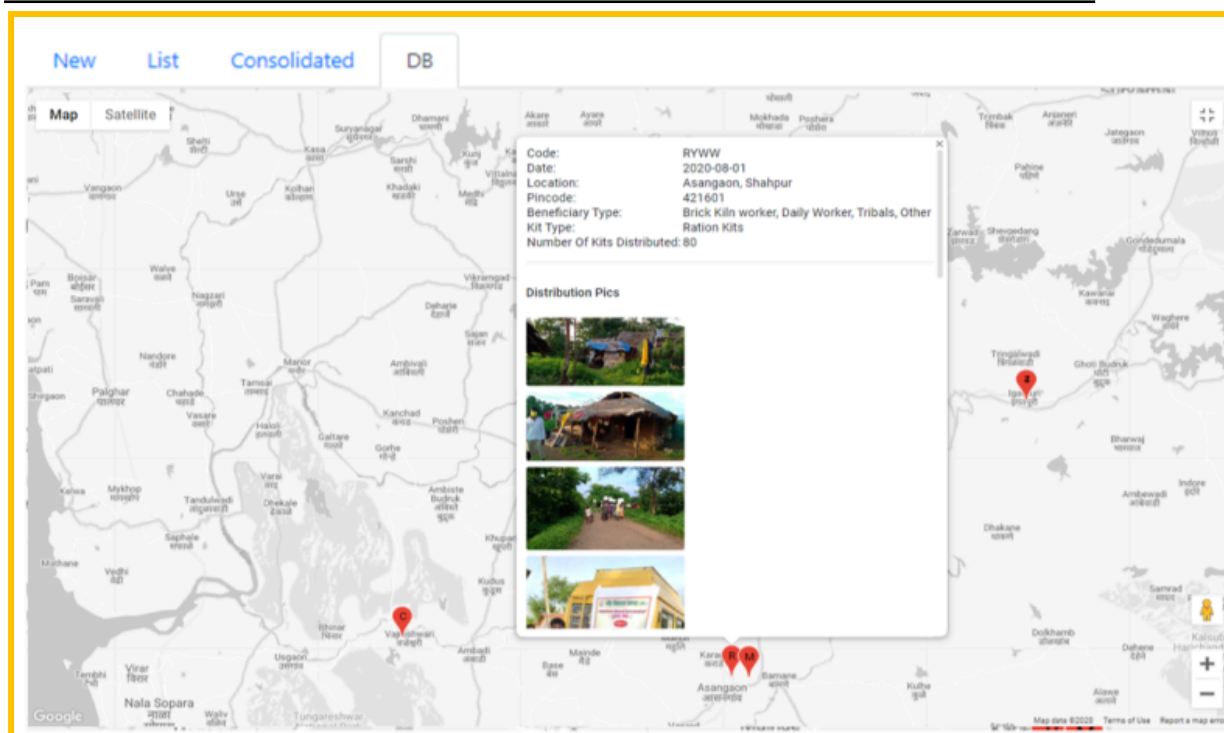


Fig 7: Geotagged Ration Distribution display

MahaPECONet 2.0

The focus of MahaPECONet 2.0 was mainly on the COMarg project, where we had instances of co-creation and co-location of interventions by multiple partners and stakeholder groups. This required a significant amount of knowledge sharing and management. Moreover, with activities spread across various geographies, there was an acute need for data collection, analysis and reporting. Hence it was decided to incorporate an integrated MIS system, which would enhance the productivity and insights into the implementation of the interventions along with providing improved decision making for course correction and focus.

There were several features mandated for the iMIS data collection and reporting application like:

1. Offline: The application needed to work completely offline with two-way sync support. When in-network, the users could sync – i.e: pull configuration and data from the server on cloud and push the data captured locally to the server.
2. Powerful forms: The data was required to be collected using easily configurable forms. The forms required to support all standard data types including GPS locations, images, videos and audio files.

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3. Multilingual: The application was to be developed in English, but needed the capability to be easily converted into local languages by uploading translations. The web-data entry application needed to support entering and viewing data in regional languages.
 4. Users and Regions: Users were required to be easily created in the system and mapped to different geographical regions so that data only limited to that geographical region was available in the application. E.g. A frontline worker could be mapped to a single village and supervisors could be mapped to block or district..
 5. Reports and Dashboard: The application was required to provide instant reports on top of data available on the server along with a dashboard. The data displayed in the dashboard was required to be able to be drilled down by location hierarchy.
 8. Bulk data upload and export: The application was required to provide support for downloading data in longitudinal format to allow the users to extract raw data to perform analysis using tools like Excel, SPSS, or Strata. It also required the ability to upload bulk data using CSV files.
 9. Security: All the access to the application was required to be behind login screens and all the data was required to be stored on encrypted disks.

Hence an android-based application called Avni, an open-source fieldwork platform was selected and customized to meet all of the above requirements and to report the MIS for the various activities conducted under the CoMarg project like:

- ☐ Vaccination awareness and help desk statistics
- ☐ Capacity building sessions
- ☐ Supplies distribution and monitoring

The data captured by the on-ground volunteers in various forms was approved by the staff managers before it was displayed on a dashboard created for the Co-Marg program. This was a public facing dashboard and was integrated with the MahaPECONet website and so was available for view by all.

The dashboard displayed the on-ground data in a disaggregated fashion based on beneficiaries like women, youth, children, senior citizens, tribals, persons with disabilities, etc.

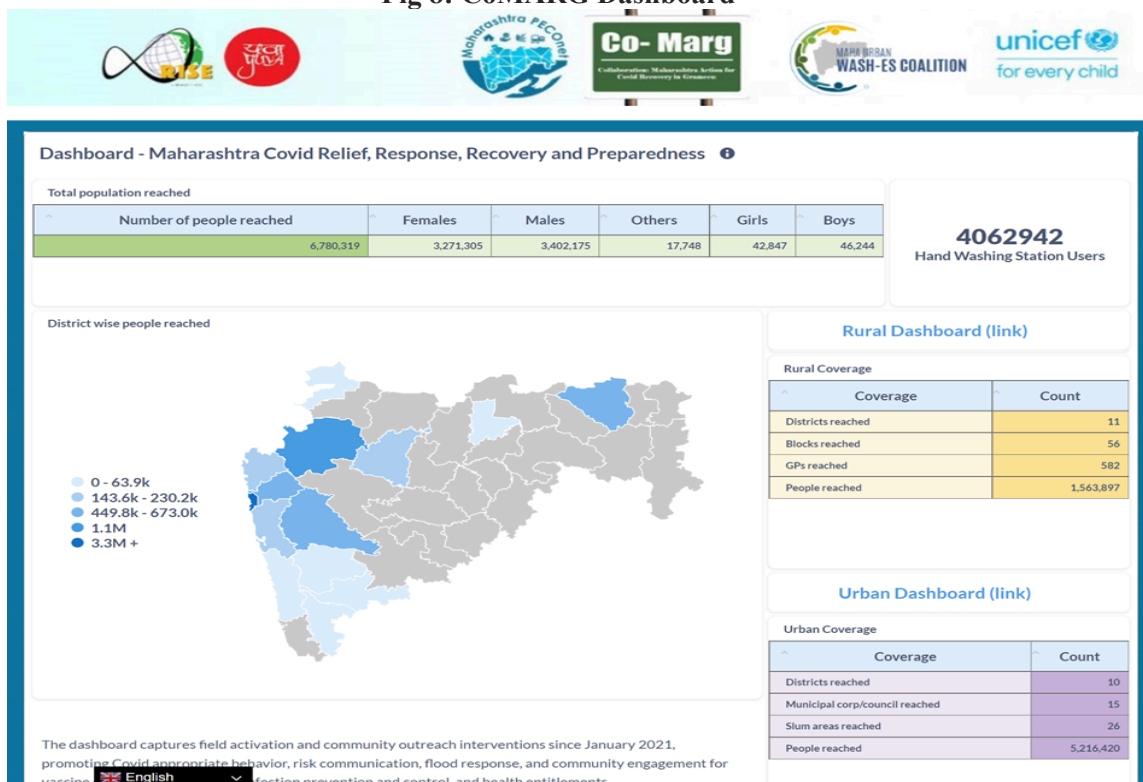
This automation of the data capture and display provided the following benefits:

- ☐ Ease of data collection by multiple partners through self-reporting across standardised data points
- ☐ Visualisation of data through dashboard

- Monitoring platform progress and collective impact
- Scope for expansion

The dashboard had a unique drill-down feature which enabled the donors or other users to drill down to a gram panchayat level to check on the activity performed there or the supplies distributed at that location

Fig 8: CoMARG Dashboard



The iMIS platform was very flexible and could easily be expanded and replicated across geographies both regional and global. It can also be further developed to include more organisations with programs focused on vulnerable communities to monitor and measure the assistance provided to them on predefined targets and thus empower them.

The MahaPECONet website could also be easily integrated with an e-LMS for Training and knowledge products on Disaster and Humanitarian aid for frontline workers and volunteers. This would help to build capacity and motivate more sets of people around the country and the state towards a humanitarian- development nexus with knowledge management systems for the same which will make collaborative efforts well-coordinated, documented and sustainable in the long term with the aim of ‘Leaving No one behind’.

MahaPECONet 3.0

MahaPECONet 3.0 mainly catered to peace time planning and disaster readiness preparations. The website for the platform was very effectively used for this purposes. The amplification of the platform also continued through various social media handles that the platform was on.

The website was used as a knowledge repository by uploading several reports of the interventions undertaken, case studies, best practices, etc for collective knowledge sharing amongst the platform members. Situation reports on the localized disasters were also shared via the website. Blogs by experts in the disaster related fields and on the selected thematic areas added to the knowledge contribution.

Several capacity building sessions were also organized and socialized using the website and social media. Several Whatsapp groups were created for the convenience of the members as per regions and thematic areas.

Whatsapp proved to be a very effective medium for communication amongst the members and the **community feature that collates multiple groups into a larger network was activated for better reach and to avoid cross-posting**. However, the linear nature of Whatsapp messages also proved to be a disadvantage. Every new member joining the platform and subsequently the Whatsapp group missed out on the messages posted before they were part of the groups. This led to a lot of repetition and information clutter.

To streamline and resolve these issues, a Wordpress social collaboration platform was introduced. This platform was integrated with the website and it provided a 'Facebook-like' interface for the member engagement. This platform was demoed to the existing members and a few training sessions were conducted for the member on-boarding as part of MahaPECONet 3.0.

MahaPECONet 4.0

MahaPECONet 4.0 continued to build with technology tools introduced in MP 3.0. The main focus in MahaPECONet 4.0 was the social collaboration community platform, which was piloted in MP 3.0.

This community platform was named as “MahaPECOKatta”, which literally means the “neighborhood block, where people gather for socializing” in the local Marathi language.

Several training sessions were conducted for the existing members to get them to start using the technology on a daily basis. As the platform provided avenues for creation of special interest groups, several thematic groups were created on the kata. This helped the like-minded members coming together and exploring and sharing knowledge regarding their interests and competencies. The Katta also provides an option of creating forums on a specific topic. Members could join the forums as per their domains and interests and conduct discussions on the same.

This has resolved the issues of the Whatsapp groups duplication and clutter to a very large extent and encouraged members to take initiative in setting up their own local and interest specific groups among themselves.

Results

RISE Infinity Foundation has been the official IAG for UNICEF Maharashtra for the last 4 years now and has been the driving force and anchor for the MahaPECONet platform. The results and outcomes of the platform have also evolved with the changes in objectives of the platform. Moving on from a strictly relief and support initiative during the pandemic, the results have varied dynamically over the years as given below.

Jeevan Rath 1.0

Jeevan Rath 1.0 reached an incredible milestone of a 130,000 migrants served in a space of just 2 weeks.



Fig 9: JR 1.0 Results (a)

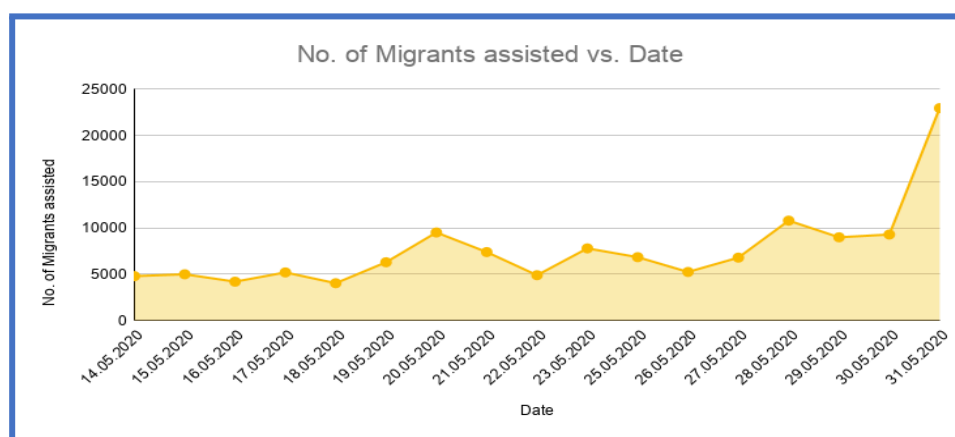


Fig 10: JR 1.0 Results (b)

Jeevan Rath 2.0

Over 74,000 migrants were tracked in JR 2.0 and an additional 50,000 provided direct assistance. This was a joint effort of the coalition led to a significant outreach and relief to over 122,000 individuals.

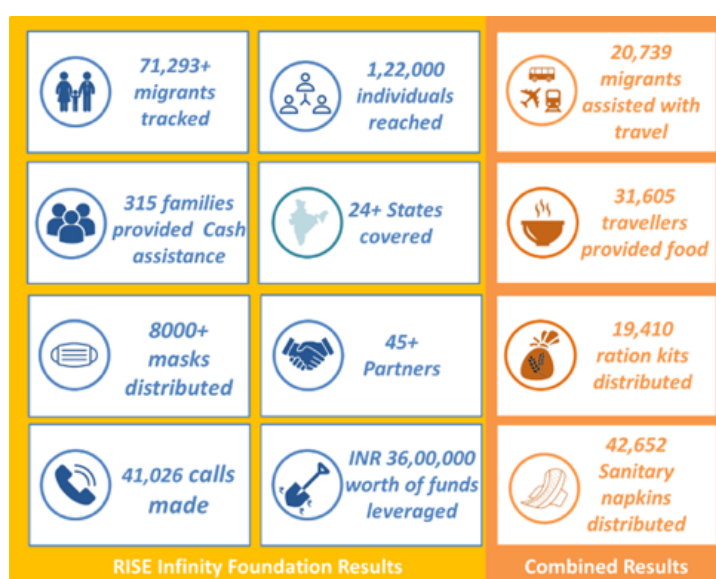


Fig 11: JR 2.0 results**Jeevan Rath 3.0**

JR 3.0 marked the beginning of recovery, capacity building and rehabilitation through

- ☐ **Employment:** 840 job seekers mapped, 125 jobs identified, 158 jobs matched.
- ☐ **Entrepreneurship:** 100 women-entrepreneurs supported. Rs.900,000 seed fund created.
- ☐ **Support to Domestic Workers:** 4500 domestic workers across 9 Municipal wards, trained on waste segregation, water saving and hygiene.
- ☐ **Social Media Outreach:** RIF's Facebook saw an overwhelming 9 lakh people viewing and over 40,000 reacting to the posts in the campaigns. Similarly, Twitter and Instagram, too, showed an upward trend over 14,000 and 600 people viewing the tweets and posts respectively and reacting to the posts.

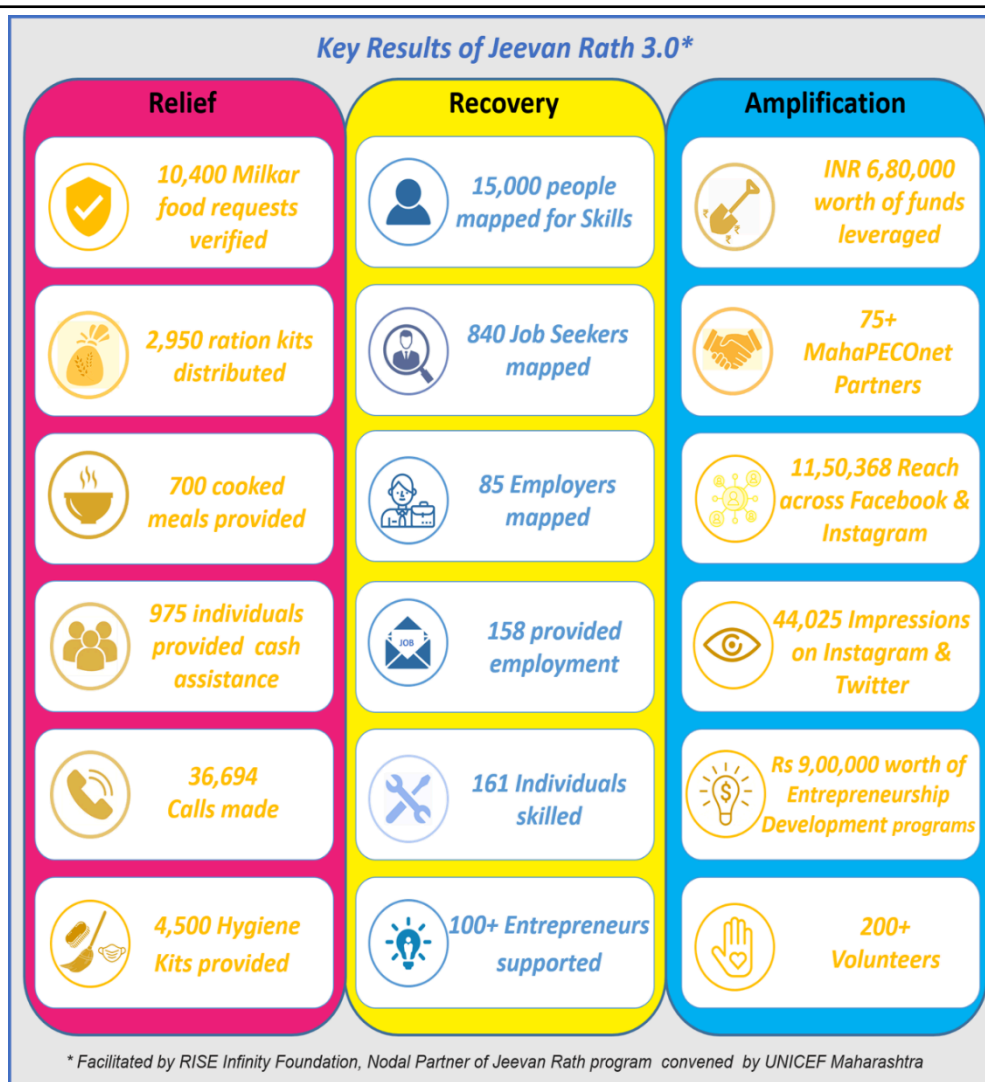
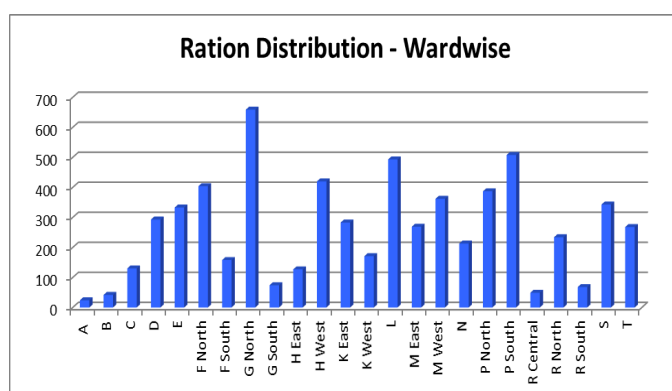


Fig 12: JR 3.0 results

The results of some of the other key relief initiatives of MahaPECONet 1.0 platform were:



Milkar initiative

Fig14: Direct Cash Transfers

	 Ration	 Medical	 Emergencies
Direct Assistance			
No of Cases	75	37	21
No of Beneficiaries	894	43	38
Amount in ₹	3,45,767	2,96,143	1,03,987

Fig 13: Distribution of ration kits-BMC

Date	No of individuals	Origin	Destination	Assistance provided
16th August	1 Female, 2 Male	Bandra, Mumbai	Jaunpur, Uttar Pradesh	Assisted with train tickets
28th August	2 Female, 3 Male, one child	Bandra, Mumbai	Jaunpur, Uttar Pradesh	Assisted with train tickets and local commute
14th November	1 Male, 1 Female and 2 children	Sultanpur, UP	Mumbai Maharashtra	Assisted with train tickets
2nd October	55 migrant workers	Sitamarhi, Bihar	Mumbai	Arranged a bus to Mumbai
27th September	40 Migrants	Jamui, Bihar	Hardoi, Uttar Pradesh	Arranged a bus

Fig 15: Travel Assistance cases for migrants

MahaPECONet 2.0

There were several special projects done under MahapECONet 2.0 in addition of the rural COMARG project that saw over 700,000 directly affected people being supported and over a million indirectly. Disaggregated data and different touch points have been shared as under.

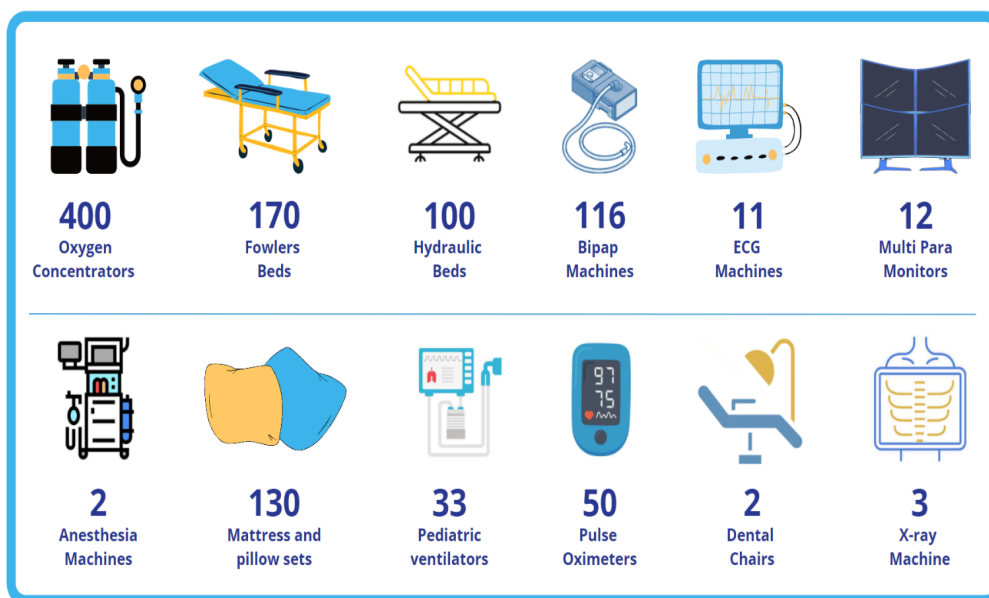


Fig 16:

Medical Infrastructure donated to government hospitals and PHCs



Orphans

Fig 17: FA to

Fig 18: Flood Relief Assistance



Covid

Mahakalyan Registration:	1094	Offline MLWB Candidates registration no.	796
BOCW Registration:	290	Online Google Form Candidates registration No.	1384

Fig 19: Skill Training for Maharashtra Labour Welfare Board

Comarg Intervention

This program was run across 6 districts and multiple blocks and Gram Panchayats across the districts with the support of 6 dedicated partners as under:

Partner	District	Blocks (25)	GP- 323, Villages – 353
CYDA	Nashik	5 blocks	50 GPs, 50 villages
Grameen First	Palghar	5 blocks	41 GPs, 71 villages
Helping Hands	Thane	5 blocks	56 GPs, 56 villages
IYW	Nagpur	3 blocks	63 GPs, 63 villages
Life Foundation	Raigad	4 blocks	40 GPs, 40 villages
Urmee	Pune	3 blocks	62 GPs, 73 villages

Fig 20: CoMARG Partners

The results of the major interventions as part of the Comarg program were as under

Awareness Generation on CAB, CAB+, WASH and VH promoted amongst rural populations (online engagement and offline engagement)

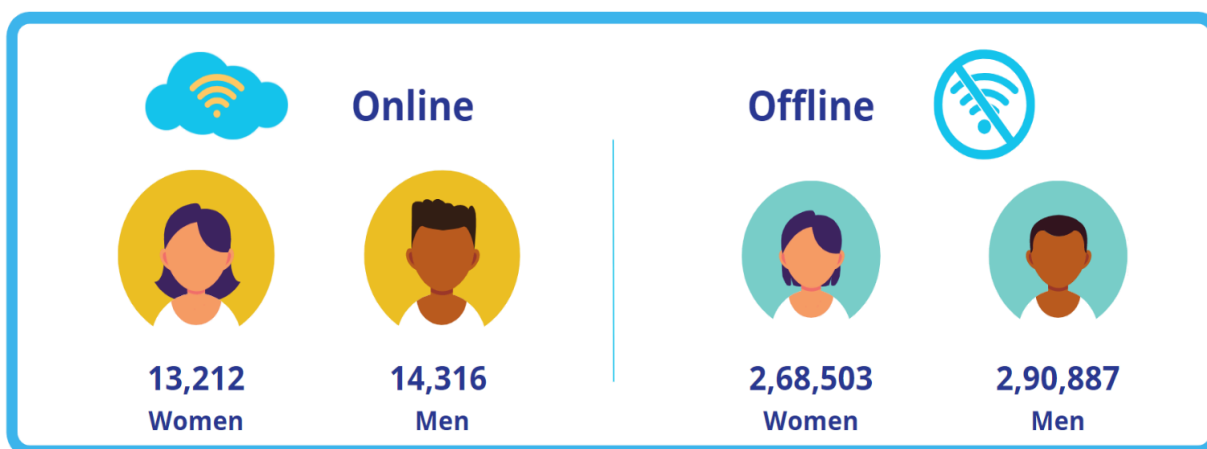


Fig 21: Awareness Generation results

Registration of population for vaccinations, access to health entitlements increased, vaccine hesitancy addressed and CAB, CAB+ and WASH practices promoted

Assisted for Health Entitlements											
0-6 F	7-17 F	18-59 F	60+ F	0-6 M	7-17 M	18-59 M	60+ M	0-6 O	7-17 O	18-59 O	60+ O

991	965	8045	998	862	1060	5287	1101	49	590	1453	2
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Assisted for Transportation for Vaccination		
F for travel	M for travel	O for travel
11806	11597	1

Assistance for Vaccination Registration		Assistance for Vaccination	
Age/ Gender	Nos	Age/ Gender	Nos
18-44 F	28,319	18-44 F	30,561
45-59 F	30,360	45-59 F	20,207
60+ F	16,775	60+ F	11,728
18-44 M	36,865	18-44 M	32,233
45-59 M	19,001	45-59 M	18,163
60+ M	11,622	60+ M	11,007
18-44 O	422	18-44 O	226
45-59 O	147	45-59 O	927
60+ O	213	60+ O	143

Fig 22: CoMARG Health Entitlements and Vaccination results

Enhancement of CAB, CAB+, WASH behaviour and wellbeing of population by equipping them with essential WASH supplies



Fig 23: WASH Supplies Results

Discussion – Challenges & Insights

Beyond the pandemic, there are other critical need to continue and strengthen the resilience and adaptive capacity of the local eco-systems in context of humanitarian aid and emergency response:

- 1) Inter-agency and Platform collaboration while strengthening GO-NGO Coordination
- 2) Pre-emptive action - Peacetime action and activities to be prepared for emergencies and disasters while bringing more grass root level organizations in the platform
- 3) Long-term vision to overcome systemic challenges in unified response and co-creation of solutions and innovations on the ground
- 4) Platform & Stakeholder Management in the form of developing SoPs for a partnership management standard
- 5) Technology and Knowledge management tools for community building and collaboration
- 6) Support to Thematic groups with capacity building on humanitarian to development nexus
- 7) Support fundraising and training for grass root organizations
- 8) Networking with other platforms of the country, government departments, enterprises, citizen groups etc.
- 9) Preparedness for unified response to support the Government machinery to reach out to the unreached and the most vulnerable.

Data sharing during emergencies is a critical need but very challenging. There have been multiple efforts made by organisations to collect and analyse data for decision making. However none of them have been able to develop a system which enables multiple organisations from urban and rural areas to share quantitative data on vulnerable communities including children, women, senior citizens and tribals for programmatic activities on a real time basis which is visible through a dashboard for public viewing. Moreover, due to privacy concerns, data sharing was restricted to posters and flyers, while most tech solutions focused on collating requests or reporting distribution. The critical link to map requests to resources was missing.

This key gap identified has been tried to be addressed through the many evolutions of MahaPECONet and the Maha PECONet Dashboard. The data collected as part of the CoMARG project was processed and reflected on a dashboard under specific components, which is then available for public viewing on the MahaPECONet website. The dashboard was further filtered into urban and rural data, which could be further drilled down based on the user's requirement.

The system also gave the partners and the field volunteers ownership of the application to enter and review the data filled in by them and also approve it at a local level. Thus its usage can easily be further extended to other organisations working in the region to track and report their work.

Our Founder and architect of the system was also invited to a workshop organised by UNICEF in Delhi to share the success and learnings of the system to stakeholders from other states which itself is proof of its replicability and scalability.

Conclusion

While there were number of studies conducted and research reports shared right through the pandemic, most spoke of trends based on big data, while what we really needed was light data that was directly relevant and easy for us to understand, analyse and manage. Significant amount of funds were also utilised for hunger maps and other operations, however most either could not be developed in time for deployment or if they were used, then post covid have been discontinued. This has resulted in a significant loss of resources in the name of technology. Maha PECONet instead opted to start with free and simple tools, slowly but surely organically increasing its scope and coverage to adopt technology in all its phases.

Relief, response and recovery have been the ethos, guiding the efforts of Maha PECONet amidst the pandemic. As the platform transitioned into post-covid activities, we believe that technology can be leveraged effectively for

1. Community engagement – Facilitation of community building and member interactions for inclusion and participatory design and deployment to ensure that people are not working in silos
2. Responsive governance – Increasing transparency and accountability of all stakeholder groups for contribution and reducing negative and unintended loss at all levels.
3. Knowledge repository – mapping and exchange of key resources and information for easy access to frontline workers and decision makers
4. Recognise and Inspire - Using digital tracking to recognise contributors and inspire others to actively participate, which is crucial to the stability and momentum of the community.
5. Amplification, Documentation and Reporting - Substantial efforts need to be taken for documentation and communication, as a repository of resources for future use, an open resource platform as well as for call to action. Moreover, data sharing and amplification of disaster innovations would help in advocating for action by government, industry, donors and other stakeholders as well as create awareness for affected populations
6. GO – NGO co-ordination - Greater involvement of local governments to co-locate resources at a larger scale and a coordinated effort to reach the most vulnerable.

RISE Infinity Foundation has continued to be the Secretariat for the coalition and has increased the member strength to over 160 members covering every district of the state. Each individual or organisation of the coalition has been mapped to understand their strengths in confronting the issues and helping in developing a coordinated, integrated response.

There is also a need for new models and relationships in the sector to truly multiply impact. Models that go beyond the ‘donor – implementor – vendor’ to one that is based on respect for all actors and

shared value creation that benefits everyone especially those most in need. The tech-enabled PECO model of partnership based on RISE values and principles, has helped us co-ordinate multiple interventions that have been documented to provide relief to over a million people in distress and together multiplied our impact.

We hope to continue in this journey through latest technology innovations and solutions for disaster risk reduction and in emergencies to **“reach the unreached.”**

Acknowledgements

We would like to acknowledge UNICEF Maharashtra for conceiving and providing constant support and guidance for the MahaPECONet platform especially:

1. Yusuf Kabir, WASH Specialist and Climate, Environment Emergency Focal Point
2. Omkar Khare, State Consultant, Disaster Risk Reduction
3. Balaji Vharkat, Program Officer | Climate, Environment and DRR
4. Nalini Yadav, State Consultant, Disaster Risk Reduction