

## Digital Dialogue 2.0 @ toolbox INDIA Foundation

### Technology in the “Post- COVID” world

**Date:** 12 September 2020

**Session Facilitators:** Atul Gandhi Head of Investment and M&E, EdelGive Foundation, Pratik Narang, Founder & CEO, ColoredCow, and Vijaya Balaji, CEO, toolbox INDIA Foundation & Founder, CEO, Social Lens.

**Purpose:** Revisiting the role of technology across functions in the “Post-COVID” world.

The second session of the Digital Dialogues 2.0 series was chaired by Atul Gandhi, Head of Investment and M&E, EdelGive Foundation, and Prateek Narang, Founder & CEO, ColoredCow, and moderated by Vijaya Balaji, CEO, toolbox INDIA Foundation & Founder, CEO, Social Lens. The session revolved around the role of existing and emerging technologies to improve impact evaluation, internal and external communication, and process in an organisation in a Post COVID world.

#### Key takeaways for organisations areas of Organisation Development:

##### 1. Evaluating Impact

- CSRs and donor bodies should consider easing the reporting frameworks and evaluation processes so that social impact organisations can concentrate on the needs of the community and address challenges faced by them.
- Organisations should be considerate of ground realities and rationalise the process of impact assessment.

##### 2. Program Delivery & Community Engagement

- Non-profits need to relook and rethink how to deliver programs and engage with communities.
- Emerging Technologies can help to establish a multitude of interaction opportunities with the community.
- Across many geographies where internet connectivity is an issue, non-profits and communities are encouraged to adopt hybrid models of technology.

##### 3. Role of Technology & Communication for the adoption of technology.

- Many organisations face an impetus that pushes them into adopting modern technologies; it is important that such a transformation is in alignment with the goals of the organisation and it addresses its ‘needs’.
- For successful transformation to automated means of communication and working, every resource in the organisation should be able to see a definite purpose to the technology and its efficiency in operations.

---

**DISCLAIMER:** This is only a summary of the principal issues discussed in our conversation with the Session Facilitator on 2020 (the *Dialogue*). This is not and should not be construed as formal advice and all participants must seek such formal advice prior to progressing any matter which is summarised in this Note or which is not so summarized but was discussed during the Dialogue. Neither toolbox INDIA Foundation, the Session Facilitator, nor any other participant present at the session, together with their respective organization, office bearers, employees, and agents, will be liable for any action which any person takes on a matter summarised in this Note or which is not so summarised but was discussed during the Dialogue.