

5 Years of Journey towards Credibility...



IMPROVING GOVERNANCE
BUILDING TRUST

CREDIBILITY ALLIANCE

Annual Report 2008 – 2009

Message from the Chairperson



The voluntary sector in India continues to play an important role in the journey towards the establishment of a democratic and egalitarian society which provides equal opportunities to all. The contribution made by the sector in brightening the lives of the underprivileged, the disabled and the marginalized can hardly be overemphasised. Over the years, the sector has grown not only in terms of the number and size of the organisations but also in terms of the impact made by them. However, this period has also witnessed a growth in the complexity of the issues faced by the sector as also in the expectations of the society from the sector.

The diversity of the organisations in the voluntary sector only matches the diversity of the society in which it operates. The diversity is not only in terms of size, resources, geographical reach, objectives and activities but also in terms of the commitment towards accountability and transparency. This has important implications as regards the image of the sector in the eyes of the public. It was the need to address such issues that led some organisations and persons associated with the sector to come together and discuss ways of enhancing the credibility of the sector which led to the formulation of norms and ultimately the formation of Credibility Alliance in 2004. The unique feature of the initiative is its birth from within the sector as a self regulatory initiative. Credibility Alliance has completed five years of its existence in May 2009. Building the credibility of the voluntary sector, with all its diversity and complexity, is a challenging mission. The concept of self-regulation by way of compliance with norms is a relatively novel concept and inculcating the spirit of transparency and accountability across the sector will take time. Viewed from this perspective, five years is not a long period. At the same time, it is the right moment for us to take stock of what we have achieved and what needs to be done. We have, no doubt, made a start in creating awareness about the issues of credibility within the sector and amongst its stakeholders. The process of accreditation is also gaining acceptance in the sector. A major initiative we have begun this year is the rolling out of capacity building initiatives to strengthen the voluntary organisations, which received an encouraging response. We are aware that the task ahead of us is a challenging one. We need to reach out to a much larger number of organisations and spread the awareness of norms.

I appeal to our members and all those interested in a transparent and well governed voluntary sector to lend their support to reach out to a larger number of organisations and to strengthen the movement. With their support, I am confident that the movement will gain momentum in its journey towards a responsive, transparent and accountable voluntary sector.

Mathew Cherian

About Credibility Alliance

Credibility Alliance is a consortium of voluntary organisations which has come together to enhance good governance, accountability and transparency in the voluntary sector and to further the sector's credibility in the eyes of the public. It is doing this by setting norms for governance and public disclosure. It is an initiative that emerged from within the sector and was registered in May 2004 as an independent, not-for-profit organisation. The norms were formulated an extensive consultative process over a period of two years involving thousands of voluntary organisations all over India. Credibility Alliance aspires to build trust among all stakeholders through improved governance and setting norms and standards of governance for its members.

Vision

A voluntary sector, which is responsive to the needs of society, is democratic and transparent in its functioning, and accountable to all concerned.

Mission

To build the credibility of the voluntary sector through creation and promotion of norms of good governance and public disclosure.

Overview

A group of organisations met in December 2001 to discuss ways of enhancing credibility of the voluntary sector. A working group was formed to draft norms for governance and public disclosure for the voluntary sector. The draft norms were circulated to thousands of organisations throughout the country and have evolved after discussions in various meetings including three national workshops. Following the recommendations in the national workshop in November 2003 to form a national level society for carrying the process forward, Credibility Alliance was registered as a Society in May 2004.

The initiative of Credibility Alliance aims to

promote norms of good governance and public disclosure and to build capacities of organisations to comply with these norms. It is an alliance of organisations concerned with enhancing the credibility of the voluntary sector. The process of setting the norms was initiated and is led by the sector itself. Compliance with the norms is voluntary because the underlying principle is one of self-regulation. The norms pertain to an organisation's identity, vision, aims and objectives, achievements, operations, governance, transparency and accountability. Norms are categorised into minimum and desirable norms. The minimum norms are to be complied with by all members of the alliance. Desirable norms are the next level of norms for good governance and public disclosure.

With a view to promoting norms and according recognition to organisations complying with the norms, Credibility Alliance initiated a process of assessment of compliance with the norms. The process of assessment is called accreditation. Credibility Alliance also promotes capacity building initiatives in order that voluntary organisations can meet the requirements for compliance of the norms.

Benefits of Membership

1. Recognition as being committed to norms of transparency and governance
2. Sense of belonging to a broad and collective effort to build the credibility of the voluntary sector; networking opportunities within the membership base
3. Visibility through the consortium's promotion
4. Opportunity to participate and contribute to policy formulation on issues related to governance

The programmes of Credibility Alliance relating to its vision and mission can be categorised as below:

- Development of norms of good governance and public disclosure
- Promotion of an accreditation system for the voluntary sector
- Promotion of capacity-building initiatives for

voluntary organisations to enable compliance with norms

- Policy advocacy for enhanced credibility and acceptance of norms by the government, donor community, corporate sector, media and the public at large ; to seek enforcement of the rights and duties of the voluntary sector

vision

A voluntary sector, which is responsive to the needs of society, is democratic and transparent in its functioning, and accountable to all concerned.

mission

To build the credibility of the voluntary sector through creation and promotion of norms of good governance and public disclosure.



Development
of norms

Accreditation

Capacity
Building

Policy
Advocacy

Annual Review

April 2008 to March 2009

Major Accomplishments

The highlights of the activities during the year were:

- Campaign for sponsored accreditation
- Organizing capacity building workshops
- Annual Reports Awards &
- Networking with a cross-section of organisations for promotional efforts.

Accreditation

Accreditation Campaign

A major programme for promoting the norms of transparency and accountability has been accreditation of organisations. In order to reach out to smaller organisations which are not always in a position to meet the costs of accreditation, but are desirous of getting accredited, Credibility Alliance (CA) launched the campaign for sponsored accreditation in the month of January 2009 under which the costs of accreditation, except the local expenses of the assessors, were borne by CA. A well-orchestrated campaign was launched under which the details of the campaign were propagated through email, meetings, personal follow-up through visits/phone calls etc. As a result of systematic efforts by Regional Co-ordinators (RCs) and other staff members the campaign received an overwhelming response with over 150 Voluntary Organisations (VOs) applying for accreditation. 89 organisations have qualified for assessment after desk review. The organisations are at various stages of accreditation depending on the compliance with norms.

Workshop on Orientation of assessors for accreditation

One of the constraints affecting accreditation of organisations in smaller centres and remote areas was the concentration of assessors in a few major centres. This increased the cost of travel besides making it difficult to organise visits. With a large number of organisations applying for accreditation, a larger pool of assessors from all over the country was needed to be built up. With this aim in view, we conducted five workshops in

all the four regions (east, west, north, and south) to orient assessors from different centres. At present, CA has around 50 trained assessors empanelled with it from all over the country. Some of these workshops were sponsored by VSO India and the Public Health Institute.

Central Accreditation Committee meetings

The Central Accreditation Committee met six times during the year. 128 organisations applied for accreditation, including those under the campaign. Out of these 22 were accredited. The total number of organisations accredited till the 31st March 2009 was 34 as against 12 on the 31st March 2008. (56 as at the end of October 2009)

Benefits of Accreditation



Accreditation Process

Form filled by organisation for Self Assessment of compliance



Review of the form at the office of CA and communication of deficiencies



Visit to the office and project of the organisation by independent assessors



Submission of assessors' report to Central Accreditation Committee



Decision of Committee to award accreditation or hold pending compliance

Programme Norms

Testing of Programme norms

In addition to our Norms on Governance and Disclosure, the norms committee set up in December 2006 evolved programme norms to enhance the programmatic aspects of our norms. The programme norms are aimed at assessing whether the organisation has essential programme management process in place for the organisations programmes to be effective. These Norms are generic in nature and applicable to all types organisations working on various issues.

The process of field testing of programme norms was flagged off with Mr. Kuldeep Singh Solanki, Regional Co-ordinator West, visiting a well known organisation in Ahmedabad. He has submitted a report on the organisation's processes with reference to the programme norms and has also separately commented on the norms. We intend to take this further with testing of norms with a few other organizations.

Capacity Building

Promotion of norms among voluntary organisations requires :

- i. awareness amongst organisations about the need for transparency and accountability
- ii. capacity-building by developing their understanding of the various issues and concepts related to compliance with the norms, and equipping them for the same.

Towards this end, Credibility Alliance initiated capacity building programmes, during the reporting period, for organisations for raising the awareness of their functionaries about the principles of good governance, the legal framework for the sector, principles of sound financial management and accounting, etc.

Five workshops (in Mumbai, Ahmedabad, Chennai, Bengaluru and Hyderabad) on "Legal Framework for NGOs and Principles of Good Governance" were conducted by noted legal and fundraising expert Mr. Noshir Dadrawala. All these were in association with the Centre for Advancement of Philanthropy (CAP) of which Mr. Dadrawala is the founder CEO and also with

other organisations depending on the centre. The workshops were in association with the Public Affairs Centre in Bengaluru and with the Development Promotion Group in Chennai. Gujarat Vidyapeeth and Janpath in Ahmedabad and Sahara in Hyderabad lent their helping hand in organising the workshop. The workshops received an encouraging response and were well attended with enthusiastic participation. Besides these workshops, various other enrichment sessions were organised by the regional coordinators (RCs) in their respective regions:



Mr. Noshir Dadrawala at the workshop in Hyderabad

- A seminar jointly with the Mohan Singh Mehta Memorial Trust, Udaipur on the "Challenges for the Voluntary Sector" on March 6th, 2009.
- A talk on amendment to the Income Tax Act (Sec 2(15)) in Pune. The talk by Shri Vardhman Jain, a Chartered accountant, was organised jointly with AFARM (Action for Agricultural Renewal in Maharashtra) on Saturday, December 20th, 2008. Mr Vijay Thakar, a Service Tax consultant, was also invited to guide the attending members about service tax issues.
- A presentation on self-assessment of VOs performance was made at the AGM of Kutch Navnirman Abhiyan by Shri Vijay Jani.
- A one day seminar on Right to Information on January 28th, 2009 in Kolkata. Three eminent speakers shared their knowledge and experience with the participants. Mr. Subrata Kundu (Development Research Communication and Service Centre) shared information about the RTI Act and its perspective. Mr. Anibrata Pramanik (Calcutta Samaritans) shared the practical experiences in implementation of RTI. Mr. Raghunath Chakraborty (advocate in Kolkata High Court) shared the government perspective on the Act.
- A talk on the proposed FCRA bill by Mr. Manoj Fogla, Chartered Accountant, in Bhubaneshwar
- A workshop on Income Tax Act amendment and Fundraising experiences by members in Chennai on May 19th, 2008. The speakers included Mr. John Ravindran, Chartered Accountant; Mr. D. K. Srinivasan, Secretary of Hindu Mission Hospital and Ms Bettina Muller, fundraiser from The Banyan.
- A Workshop on Income Tax Act amendments in Bengaluru on September 9th, 2008. The speaker was Mr. V. K. Sivakumar, renowned Chartered Accountant and development professional.
- Discussions on the amendments to IT Act in the State Committee meeting on 13th May at Bengaluru by Mr. Badrinarayanan, Chartered Accountant.

CSO Partners' Annual Report Awards

A key instrument for transparency and public disclosures is the annual report of the organisation. It is the one document that all organisations produce annually containing the details of all their activities and achievement during the year. An important component of the norms set by Credibility Alliance partners is the disclosures to be made in the annual reports.

To encourage organisations to use their report as an instrument of transparency and accountability, the annual report awards, instituted by CSO Partners, were organised in collaboration with Financial Management Service Foundation (FMSF) and Murray Culshaw Consulting (MCC). Credibility Alliance judged the annual reports from the point of view of transparency and disclosures, FMSF looked at the accounting statements and their presentation while MCC looked at the communications aspect.

Through the awards, Credibility Alliance hoped to



Mr. Wajahat Habibullah, Chief Information Commissioner was the Chief Guest at Annual report awards function in New Delhi

encourage organisation's commitment to accountability and transparency and to instil the significance of the annual report as a tool to (i) create awareness about one's work and (ii) ensure transparency.

Spreading Awareness and Networking

The need to create awareness about CA and the norms amongst all the stakeholders in the voluntary sector can hardly be overemphasised. We have initiated steps to familiarise the corporate sector, the government, the donor agencies and the media and the academia with CA norms and have already started witnessing greater visibility, though much is yet to be achieved.

The activities such as capacity building workshops, the organizing of the annual report awards etc. are some of the activities which have helped spread awareness about CA.

As a part of the efforts to secure the co-operation of a wide number of organisations in the mission to promote norms, we have as a conscious measure started involving as many networks and organisations as possible in our activities. Workshops and other programmes are being organised in partnership with others, wherever possible, and we have started participating in the meetings of other networks/mother organisations to exploit the benefits of networking.

a. Promotional meetings for voluntary sector

An effective way of reaching out to a large number of organisations is arranging and participating in promotional meetings of voluntary organisations. Often collaborating with other organisations and tying up with their events was found to be an efficient way to reach out to organisations. Over 40 promotional meetings were held in all regions including the north-east besides participating in meetings of other organisations and sharing information about Credibility and its norms.

b. Promotional efforts with Government agencies

Planning Commission / CAPART

Mr. B.N. Makhija represented CA in the meeting convened by the Planning Commission on the 26th February 2009 in New Delhi on examining issues relating to promotion of an independent

national level self-regulatory agency and accreditation methodologies for the voluntary sector. Mr. Venkat Krishnan also participated in the meeting. A task force was set up to look more deeply into the issue and Mr. B.N. Makhija, member of the Governing Board of CA, was invited to join the task force.

The task force, anchored by CAPART, is currently at work.

Government of Gujarat

A proposal was submitted jointly with Sajjata Sangh to the Commissionerate of Rural Development, Government of Gujarat for accreditation of VOs supported by the department.

c. Canvassing with Corporates

Corporate bodies have begun to play an important role in the voluntary sector in the last few years with many companies adopting Corporate Social Responsibility (CSR) as an important element of their corporate goals. It was felt that awareness about the norms and about accreditation should be spread amongst corporate organisations so that they could impress upon NGO partners the need for compliance with the norms, besides supporting the organisation's work in various ways. Corporate bodies are also on the lookout for credible organisations to support and accreditation is a step in this direction.

More than 70 officials working on CSR in different companies were contacted and familiarised with Credibility Alliance's work and were requested to consider sponsoring the accreditation of NGO partners. A few joint initiatives were taken up with the Confederation of Indian Industries (CII), Mumbai, J.M. Financial P Ltd., Johnson and Johnson Ltd, Tata Council for Community Initiatives (TCCI) & NASSCOM Foundation. Some headway was made and additional support was garnered through this effort.

Confederation of Indian Industries(CII)

CII extended its support to CA in spreading awareness about Credibility Alliance amongst its members. Two interactive sessions on the norms of CA were organized by CII - one in Pune and one in Bhubaneswar – in which the corporate members of CII and NGOs, including CSR partners of the corporates, participated.



Ms. Rati Forbes at the interactive session organised by CII, Pune

J. M. Financial P Ltd.

J. M. Financial P Ltd., member of CII, Western region CSR Sub-committee have agreed to fund the accreditation of Parisar Vikas Pratishthan, a small organisation from Saswad in Pune district. This is a part of the initiative of the Western Region, CII to judge the capability of small organisations to comply with the norms.

CRISIL

CRISIL continued its support to CA during the year and part sponsored the cost for printing booklets on Frequently Asked Questions on accreditation. This partnership was further strengthened by their staff volunteering to participate in the assessment process.

Tata Council for Community Initiatives (TCCI)

Tata Council for Community Initiatives (TCCI) invited CA at the Corporate Sustainability Workout for Tata Group at Lonavala on 13th March '09. A presentation was made on Credibility Alliance and the accreditation process.

d. Advocacy with Donor agencies

Donor agencies are contacted on a regular basis to acquaint them with the norms and the process of accreditation so that they impress upon their partners the need to comply with norms.

Donor Round Table

Fifteen donor agencies participated in the round table organized in New Delhi on the 21st July 2008. The norms and the work of CA were discussed with the donors.

Canadian High Commission

A proposal was submitted to the Canadian High Commission for a grant to sponsor accreditation of voluntary organisations. The proposal has since been approved with a grant of Rs. 16.50 lacs.

Public Affairs Centre, Bengaluru

Public Affairs Centre have agreed to sponsor the accreditation of their partners for the grant under the Partnership Transparency Fund.



Interactive programme on "Accountability and Transparency in the Voluntary Sector" at the American Centre, Kolkata.

VSO India

VSO India funded assessor orientation workshops besides supporting CA in various other ways.

British Asian Trust (BAT)

British Asian Trust (BAT), an organisation based in the U.K., sponsored the accreditation of one of the partners as a part of their selection process.

CSO Partners, Chennai

CSO Partners is a non-profit organization that is committed to strengthening civil society organizations (CSOs). It aims to do this by mobilizing contributions and organizing appropriate support services through a large network of specialist partner organizations. Credibility Alliance is one of the partners.

Issues and Challenges

The mission of Credibility Alliance is a relatively novel concept in the voluntary sector. It will need persistent and multi-pronged efforts for this concept to acquire widespread acceptance and active support from voluntary organisations. We have initiated various steps to create awareness about the work of CA.

Expectations of members and accredited organisations

The importance of norms for ensuring greater transparency and good governance is not disputed by the organisations and the idea of a self-regulatory mechanism from within the voluntary sector is also welcomed. However, this acceptance does not necessarily get converted into membership and/or accreditation. Voluntary organisations are expected to join as an indication of their commitment to strengthening practices of good governance and transparency. However, members also have their own expectations from the Alliance including capacity building support and assistance in resource mobilisation.

As strengthening the voluntary organisations in terms of their governance and transparent operations is one of the objectives of CA, during the year 2008-2009, we initiated the organizing of workshops all over the country on issues related to legal framework, RTI, governance practices, legal provisions for income tax and service tax etc. as detailed earlier. This was a major step toward strengthening the capacity of members and involving them in the activities of CA. We plan to take this further and develop modules for capacity building in areas which will facilitate compliance with norms.

Streamlining the process of accreditation

Accreditation is seen as a major instrument of spreading the norms of CA and ensuring their adoption by organisations. It is, therefore,

necessary to ensure that the process of accreditation is i) speedy, cost-effective and organisation-friendly, ii) seen as contributing to streamlining the processes of the organisation and iii) instrumental in creating an awareness of the need for transparency and good governance at all levels of the organisation.

We have initiated a process of collecting feedback from the organisations assessed and will try to bring about improvements in our process based on the feedback. The time taken for accreditation process to be completed has been brought down and the formation of a pool of assessors all over the country by conducting assessor orientation programmes has reduced the travel time and costs significantly. We intend to continuously interact with the community of assessors to get their feedback for improving the process and also to strengthen their skills.

Other Developments

Annual General Body Meeting

The 4th Annual General Body Meeting was held on 29th August in New Delhi. One of the decisions reached was to extend the term of accreditation from three years to five years. The house also accepted the resolution that provisional accreditation could be granted to an organisation for a year in case the organisation agrees to include the required disclosures in the next annual report. On compliance with the norms in the ensuing year, the period of accreditation would be extended by four years.

As per our rules and regulations and the requirement for rotation, two members viz. Ms. Neelima Khaitan of Seva Mandir and Ms. Sheelu Francis of Women's Collective retired and Ms. Usha Sridhar of Sarada Foundation, Tamil Nadu and Dr. Bhushan Punani from Blind People's Association, Ahmedabad were elected to the Board.

Human Resources

Ms. Rewati Bhagwat, Executive Director relocated to Canada and therefore resigned from CA with effect from the 31st August, 2008. Mr. Vijay Nadkarni took over as Deputy Director with effect from the 1st September, 2008.

As a part of the efforts to improve the visibility of CA and strengthen its communications it was decided to create two new posts viz. Manager Corporate Relations and Manager Communications. Accordingly Ms. Shalaka Patil joined as Manager Corporate Relations in July 2008 and Ms. Sharvari Abhyankar joined as Manager Communications in September 2008. However, Ms. Sharvari Abhyankar left CA in February 2009. Mr. Vijay Jani joined as Manager – Membership and Accreditation in January 2009.

Ms. Sangeeta Mukherjee joined as Executive – Membership (Part time). Ms. Veena Gondhalekar, who was earlier looking after the work related to membership was appointed as Executive Accreditation.

A note worthy feature during the year was the involvement of volunteers. Mr. Anil Krishnan and Ms. Sarika Kamble (an erstwhile staff member of CA) volunteered to assess the annual reports for the CSO Partners Annual Report Awards for NGOs. Volunteers from iVolunteers and CRISIL also contributed in the process of accreditation of organisations. Mr. Daniel Herzog, a volunteer from Germany, who was with us through VSO India returned to Germany in January 2009.

Fund raising

Mr. Amit Chandra, who was a member of the Governing Board, and his team at Bain Capital participated in the “Dream Run” of the Mumbai Marathon and raised a sum of Rs. 5, 00,000/- for Credibility Alliance. The fund is to be utilised for sponsoring accreditation.

The 4th Kolkata Marathon was held on February 22, 2009. Mr. Robert Dequadros - Executive - Resource Mobilisation and Rituparna Bose-Regional co-ordinator, East participated in the “Dream Run” and raised Rs.34,000/-.

State Committee Meetings

The region wise details of State Committee Meetings held are as follows:

Region	No. of State Committee meetings
North	18
East	11
West	8
South	10



Details of CA Board Members (as on 31st March 2009)

Name of Board Member	Position on Board	Affiliated organization	Meetings attended
Mr. Mathew Cherian	Chairperson	HelpAge India	4 / 4
Mr. Venkat Krishnan	Treasurer	GiveIndia Foundation	4 / 4
Mr. George C Varughese	Member	Development Alternatives	1 / 4
Dr. Armaity Desai	Member	Former Chairperson, UGC	3 / 4
Mr. B. N. Makhija	Member	STAPI	4 / 4
Dr. Yogesh Kumar	Member	Samarthan	2 / 4
Ms. Rozmin Ajani	Member	Chartered Accountant	2 / 4
Mr. S. Sen	Member	Confederation of Indian Industries (CII)	3 / 4
Mr. Jagadananda	Member	Centre Youth and Social Development	1 / 4
Ms. Poonam Natrajan	Member	National Trust	2 / 4
Mr. Shyamal Deb	Member	Abhoy Mission	2 / 4
Ms. Elizabeth Kurian	Member	Sight Savers International	2 / 4
Dr. Bhushan Punani	Member	Blind Peoples Association	2 / 2
Ms. Usha Sridhar	Member	Sarada Foundation	2 / 2

None of the CA board members are related by blood or marriage. Credibility Alliance held 4 Board meetings, suitably spaced, in the Year 2008/09.

Salary Distribution As On 31.03.2009

	Male	Female	Total
<5000	1		1
5000-10000		1	1
10000-25000	6	2	8
25000-50000	1	1	2
	8	4	12

Identity

- Credibility Alliance is registered as a Society under Societies Registration Act, (XXI) of 1860. Registration no. S-49315 dated 28.05.2004
- Credibility Alliance is registered with Income Tax Department under Section 12A No. DIT (E) 2004-2005 /C-824/04/1487 dated 25.01.2005
- All contributions to Credibility Alliance are exempt under Section 80(G) of the Income Tax Act, 1961 No. DIT (E) 2007-2008/C-824/148 valid from 01.04.2006 to 31.03.2009
- We have FCRA Registration with No. 083781102 dated 12.12.2007
- Income Tax Permanent Account No. AAAAC2595B

- No remuneration, sitting fees or any other form of compensation was paid to any board member except for the Executive Director.
- Travel reimbursements were made to Board members attending board meetings and other office meetings is Rs. 208639/-
- Dy. Director's remuneration is Rs. 40000/- per month
- Remuneration of the three highest paid staff members
Rs.40000/- Rs.34000/- Rs.20000/-
- Total cost national travel by all staff during the year Rs. 481726/-
- Remuneration of the lowest paid staff member is Rs. 3000/-
- Total cost of international travel by all staff during the year : Ms. Rewati Bhagwat, Executive Director traveled to Sri Lanka to conduct a workshop on "The Credibility Standings of Voluntary Organisations". The travel was sponsored by Center for Advancement of Resource Mobilisation, Colombo.

Financial Statements

Balance Sheet

Liabilities	2008-09	2007-08	Assets	2008-09	2007-08
General Fund	1892427	1017906	Fixed Assets	402400	466255
Asset Fund	395716	460654	Current Assets		
Corpus Fund	35000	34524	Deposits & Advances	534050	338782
Unutilised Grant	1141896	0	Cash & Bank balance	2859745	1045688
Current Liabilities & Provisions	331156	337641			
TOTAL	3796195	1850725	TOTAL	3796195	1850725

Income & Expenditure

Income	2008-09	2007-08	Expenditure	2008-09	2007-08
Self Generated			Programme Expenses		
Membership Fee	191500	159088	Staff Support	2532924	2200966
Accreditation Process Charges	235793	998000	Meeting & Travel	1023436	795984
PGR & Workshop Fee	75550		Publication & Website	37446	32584
Indian Source			Accreditation Programme	563045	903748
Donation	335293	273000	Administration Expenses		
Grant -PHI	437028	903766	Communications	213069	241025
Interest	127073	39678	Office Expenses	590528	625586
Others	138703	33502	Audit Fee	13236	8560
International Sources			Depreciation	996	989
Grant - FORD	4308261	3111352	Excess of Income over expenses	874521	708944
TOTAL	5849201	5518386	TOTAL	5849201	5518386

Name and address of the Banker

ICICI Bank Ltd
N-138,Panchsheel Park, New Delhi-110017

Name and address of Auditors

S.Sahoo & Co; Chartered Accountants
107,Laxman Singh Complex-1
Munirka,New Delhi-110067.

List of Accredited Organisations

as on 31st March 2009

- 1 Action for Agriculture Renewal in Maharashtra - (AFARM)
- 2 Ambuja Cement Foundation (ACF)
- 3 Apnalaya, Mumbai
- 4 Association for Social Engineering Research and Training (ASERT)
- 5 Association for Social Research And action (ASRA), Bihar
- 6 Azad India Foundation, Bihar
- 7 Badlao Foundation, Jharkhand
- 8 Bhagini Nivedita, Pune
- 9 Centre for Youth and Social Development (CYSD), Orissa
- 10 Childlink India Foundation, Mumbai
- 11 HelpAge India
- 12 Indian Association for Promotion of Adoption and Child Welfare (IAPA), Mumbai
- 13 Indian Council for Mental Health, Mumbai
- 14 Integrated Development Foundation (IDF), Bihar
- 15 Janseva Foundation, Pune
- 16 Kherwadi Social Welfare Association, Mumbai
- 17 Krishi Gram Vikas Kendra, Jharkhand
- 18 Lok Chetna Vikas Kendra, Bihar
- 19 Minakshi Mission Hospital and Research Centre, Madurai, Tamil Nadu
- 20 N. M. Sadguru Water and Development Foundation, Gujarat
- 21 NASEOH
- 22 Network For Enterprise Establishment and Development Support (NEEDS), Jharkhand
- 23 Ragho Seva Sansthan, Bihar
- 24 Ravi Bharti Institute, Bihar
- 25 Shaishav, Gujarat
- 26 Singhbhum Legal Aid & Development Society, Jharkhand
- 27 Society For Development Alternatives, Delhi
- 28 Socio Economic & Education Development Society (SEEDS), Jharkhand
- 29 Sri Ramkrishna Sarada Math & Mission, Jharkhand
- 30 Tagore Society for Rural Development (TSRD), West Bengal
- 31 Tata Steel Family Initiatives Foundations (TSFIF), Jharkhand
- 32 Tata Steel Rural Development Society , (TSRD), Jharkhand
- 33 Udayan Care, Delhi
- 34 Women's Collective, Tamil Nadu

Our sincere thanks to

- Ford Foundation for their generous support
- The Municipal Corporation of Greater Mumbai (MCGM) for allowing us to use the premises of the Khetwadi Municipal School , Mumbai for our office
- The Principal and staff of West Khetwadi Municipal School, for their support and co-operation
- VSO India
- David and Lucile Packard Foundation
- CRISIL and its Volunteers
- Volunteers – Anil Krishnan and Sarika Kamble
- Various other donors and supporters



Address for Communication

Registered Address :
B-32, Tara Crescent,
Qutab Institutional Area,
New Delhi.

East Regional Office

Regional Co-ordinator East
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62 A Bondel Road,
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700 019, West Bengal
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West Regional Office

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South Regional Office

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No 583, Vyalikaval, HSBC Layout
Arabic College Post
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Bangaluru 560045
Email: rcsouth@credall.org.in

North Regional Office

Regional Co-ordinator North
Credibility Alliance
Dwaraka Apartments
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Plot No 21, Sector VII
Dwaraka Phase I
New Delhi 110075
Email: rcnorth@credall.org.in

Executive Resource Mobilization

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Executive Accreditation -
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CREDIBILITY ALLIANCE

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