

FAQs for Website

By donating to the Support My School Campaign (SMS) you will be reaching out to a 100 government schools across India and touching the lives of 50,000 children by providing them with sanitation facilities, access to drinking water, water conservation / Rain water harvesting structures, healthy lifestyle and Environment. Here is a chance to do your little bit. Make that difference.

About CAF and the Support My School Campaign

1. What is the SMS Campaign?

The “Support My School” Campaign, is a movement for Healthy, Active and Happy schools which aims to reach out to over 100 Schools and 50,000 Students

Lack of basic amenities in schools not only results in increased absenteeism but also in high dropout rate, especially among girls. The campaign will focus on providing sustainable sanitation facilities, infrastructural development such as building proper hygienic sanitation facilities for boys and girls, improved access to water, renovating the grounds to promote physical sports and recreation such as cricket, badminton & basket ball courts, swings etc, building a green environment and equipping schools for rain water harvesting.

This six month campaign will not only generate awareness about such issues but will also create 100 model schools in villages and towns with the help of all partners associated with this campaign.

The „Support My School” (SMS) Campaign will also garner contributions from the public through the course of the campaign and during the telethon which will be hosted by Sachin Tendulkar in mid 2011.

To raise awareness and to learn more about the campaign you can log into

<http://social.ndtv.com/supportmyschool>

2.What is CAF?

Charities Aid Foundation India (CAF India) is a registered public charitable trust established in New Delhi in October 1998. It is part of the CAF International network that has offices in eight countries and distributes funds to over 90 countries.

Last year, CAF India helped more than 13,500 donors support over 130 non profits across 14 states in India. CAF India's mission is to promote effective giving, and increase the flow of resources from individuals and organizations to the not-for-profit sector.

To learn more on CAF India and the work it does, log onto www.cafindia.org

3. What is CAF's role in the SMS Campaign?

CAF India is a key partner in the implementation of the Project CAF India's role and responsibilities under the project are as follows

- a) Select one or more local NGO(s) in each identified state in India for the implementation of project activities in the selected schools;
- b) Conduct a rapid situation analysis for need assessment of water, sanitation and sports facilities in selected schools in identified states in India;
- c) Make provision for adequate safe drinking water, sanitation facilities and water conservation/Rain Water Harvesting systems, develop sports facilities as well as undertake landscaping including plantation in at least 60 schools;
- d) Develop the Information, Education and Communication ("IEC") materials;
- e) Conduct IEC/ advocacy activities to create awareness to mobilize the students, teachers and community to improve water conservation, sanitation, and hygiene practices;
- f) Provide counterpart contribution of USD400,000 in kind as well as in cash raised through national media campaign(telethon);
- g) Conduct a joint end-of-project evaluation; and
- h) Provide UN-Habitat with quarterly progress reports and a final project completion report

4. Who are the partners under the campaign?

Campaign Partners

Coca-Cola India
UN-Habitat
Sulabh
CAF India

Media Partner

NDTV

NGO Partners

Alternative Resources Action Mobilization & Brotherhood (AARAMBH)
A Society for Integrated Rural Development (ASSIST)
Akshaynagar Pallisri Sangh
Bless
FORCE
Navjyoti Development Society (NDS)
Rural Centre for Human Interests (RUCHI)
Society for All Round Development (SARD)
Sabuj Sangha
SAATH (Initiatives for Equity in Development)
Seva Mandir
Sivasri Charitable Trust (SCT)

And you The Public

5. Which states are being covered?

The states that are currently being covered under the Support My School Campaign are

1. Andhra Pradesh
2. Gujarat
3. Haryana
4. Himachal Pradesh
5. Karnataka
6. Madhya Pradesh
7. Maharashtra
8. Rajasthan
9. Tamil Nadu
10. West Bengal

6. How many schools benefit from the Support my School Campaign?

The Campaign aims to reach out to 100 Government schools in India .

7. How are the implementing partners selected?

CAF India will primarily select NGOs. NGOs eligible should conform to the below mentioned parameters:-

- Minimum 3 years old, registered non-government organization with no political affiliations;
- Promoting the cause of water and sanitation, environment, education and natural resource development;
- Prior experience in handing similar projects with schools;
- Experience with government initiatives;
- Ability to cover at least 3 schools;
- Staff capability with technical know-how;
- Access to necessary equipment and facilities for WATSAN Project implementation;
- A proven track record in project management;
- Demonstrated gender focus in its community development work

8. How are the schools selected?

The implementing partner selects schools that are

- a. Govt/municipal/ run schools
- b. Not well equipped but with access to power (at least for sometime – for water supply mechanism to work)
- c. Physical infrastructure (like land and building) exists
- d. Student strength of minimum 200
- e. Get some amount of rain in the year for the RWH system to be effective
- f. Catering to lower/lower middle strata of society
- g. Within 1-2 hours driving distance from cities (semi urban areas) NOT inaccessible
- h. Schools where toilets exist but need upgradation/ do not exist
- i. Schools which does not have a RWH structure/ have a defunct RWH structure
- j. Schools where there is a need to enhance/introduce sports facilities

- k. Schools that have less than adequate access to potable water
- l. Schools which are willing to and are capable of mobilizing community support.
- m. Principal/faculty exist and are willing to take up responsibility for maintenance and sustainability

9. Do you get support from the government?

CAF India is not directly received any funds from the government. However the government has supported in terms of permissions required and when events need to be organized in the school.

Usage of the Donation

10 . How will my donation be used?

The donations received will be used to provide and improve the following five components in government schools:

Water access

Sanitation (toilets)

Water conservation/Rain water harvesting system

Healthy active living/ Sports

Aesthetics/Surroundings (landscapes, trees, etc)

10. Maximum Number of schools/children/state you can support?

There is no Maximum limit. Multiple donations can be made to the same school/children/state. However the states that are being donated to must fall within the bracket of states being covered under the campaign.

11. How much of My Donation reaches the NGO?

90% of the donation will be disbursed to charity, 10% will be the Grant and Monitoring cost which includes 4% towards Credit card charges. CAF will be getting only 6% to cover administrative costs. This enables us to perform due diligence, monitoring and capacity building of our NGO partners. We do not retain any percentage of donations for our operational expenses.

12. How long does it take for my donation to reach the NGO?

The donation will reach the NGO within 30 days of funds being received by CAF India

Donation

13. How can I contribute?

You can use your credit card to transact online.

You can also donate by cheque/ bank transfer/cash if you do not prefer giving details on the internet.

14. What is the minimum and maximum that I can contribute?

There is no minimum and maximum amount for contribution through online/cheque/bank transfer. However there is a maximum limit of Rs 10,000/- for cash donations.

15. Is my donation tax exempt?

For Indian Tax payers under section 80G of Income Tax Act upto 50% of your contribution will be tax exempted.

16. By when will I receive my 80G?

After you donate online, it may take 24-72 hours for your payment to be approved. 80G will be emailed to you within one week of the donation.

17. How do I track the details of my Donations?

Once your donation is processed you will be receiving an email from CAF India

18. Can I give donations in kind?

CAF India does not accept donations in kind.

19. Is it Safe to donate online?

You can feel secure while passing on personal information to CAF India site because we use a secure payment gateway.

20. Will my personal information be kept confidential?

CAF India does not share donor details. If you want your donation to remain anonymous please tick on the box mentioned on the donation page.

21. What does This specific error”An error occurred while processing your credit card request. Please contact us at giving@cafindia.org "mean?

This specific error comes, when "Payment not authorized" at Payment gateway

Such error may come because of many reasons :

1. Typo error in providing credit card information like the wrong or incomplete credit card number, cvv number, wrong 3D secure code
2. Credit limit has exceeded but user still applying/using the Credit card
3. Slow Internet connectivity at donor/client side
4. Heavy traffic on payment gateway, sometime page fails due to heavy traffic