CONGOMA MEMBERSHIP MANAGEMENT SYSTEM CONCEPT

1. BACKGROUND

The Council for NGOs in Malawi- CONGOMA is an umbrella body of all NGOs in Malawi established in 1985 as the Council for Social Welfare Services in Malawi but changed its name to CONGOMA in 1992. Its membership consists of 650 active members with about 500 local NGOs and 150 international NGOs. It is an NGO coordinating body in Malawi as designated by the NGO (Amendment) Act of 2022 and its Principle Act of 2000.

CONGOMA is inspired by the vision of sustained, strong and vibrant NGOs working in a conducive and collaborative environment in which a culture of accountability and good governance is entrenched and the rights of every citizen are respected and promoted. Its mission is to enhance and maximize its members' potential and actual impact on development in Malawi.

CONGOMA aims to enhance and improve the operational environment in which NGOs function, promote and facilitate coordination, collaboration and cooperation among NGOs and between NGOs, the Government, donor community and the private sector in Malawi, further the standing of NGOs as competent, professional and suitable agents of development, support member NGOs to become institutionally strong, assist NGOs to work within the parameters of the law, and represent the collective interests of NGOs in Malawi.

CONGOMA's main programs focus on coordination and networking, capacity-building and advocacy. Through its advocacy activities, CONGOMA aims to expand civic space for NGOs, sustain an NGO-friendly legal environment, ensure a competitive fiscal and financial policy environment, and promote NGOs as suitable agents of national development.

2. PROBLEM STATEMENT

CONGOMA membership has long grappled with manual processes, limited communication avenues, and insufficient financial management systems. NGOs do not have a single place digitally to showcase their best practices, failures and lessons in the projects that they implement complimenting the Government. CONGOMA itself faces challenges in maintaining consistent communication with member NGOs and safeguarding data. It also faces challenges in its mandate of offering capacity building and trainings to its Membership. The lack of a digital platform results in time-consuming and error-prone processes, inefficient data handling, untimely membership invoicing and communication gaps.

Specific Challenges Faced by NGOs and CONGOMA

Challenges Faced by NGOs
1. **Manual Processes:**
   - Time-consuming and error-prone NGO registration and management processes.
   - Inefficient data handling and record-keeping practices.
2. **Communication Inefficiencies:**
   - Lack of a centralized platform for NGOs to interact and collaborate.
   - Inconsistent communication between CONGOMA and registered NGOs.
   - Lack of automated notification systems for important updates and deadlines.
3. **Financial Management Issues:**

- Complicated and non-integrated payment systems for NGO fees.
- Lack of transparency and real-time tracking of financial transactions.

4. **Security Concerns:**
   - Inadequate data protection measures leading to potential breaches.
   - Risks associated with handling sensitive information through unsecure channels.

5. **Limited Accessibility:**
   - Difficulties in accessing registration services and information, especially for NGOs in remote areas.

Challenges Faced by CONGOMA

1. **Manual Processes:**
   - Time-consuming and error-prone NGO registration and management processes.
   - Inefficient data handling and record-keeping practices.

2. **Communication Inefficiencies:**
   - Difficulty maintaining consistent communication with member NGOs.
   - Lack of automated update and reminder systems.

3. **Financial Management Issues:**
   - Complicated and fragmented payment processing.
   - Lack of real-time financial tracking and transparency.
   - Untimely invoicing

4. **Security Concerns:**
   - Inadequate protection of sensitive information.
   - Risk of data breaches.

5. **Limited Digital Infrastructure:**
   - Lack of a robust digital platform for managing memberships.
   - Challenges in providing remote access to services.

6. **Resource Constraints:**
   - Limited resources for modern technology solutions.

3. OBJECTIVES TO BE ACHIEVED

The Membership Management Platform will address the following;

1. **Automated Registration Process:**
   a. **Step-by-Step Registration:** Simplifies NGO registration with a guided process, reducing errors and saving time.
   b. **Document Upload:** Facilitates easy upload and management of required documents.
   c. **Preliminary Review and Assessment:** Allows for initial document review and assessment before final approval.

2. **Member Dashboard and Profile Management:**
   a. **Member Login:** Secure login for member NGOs to access their profiles.
   b. **Profile Management:** Enables NGOs to view, update, and manage their profiles.
   c. **Certificate Generation:** Allows NGOs to generate and download registration certificates.

d. **Report Access:** Provides access to various reports related to their activities and compliance.

3. **Enhanced Communication:**
   a. **Automated Notifications:** Sends automated updates and reminders for important deadlines and updates.
   b. **Direct Messaging:** Facilitates direct communication between CONGOMA and member NGOs.
   c. **Community Features:** Encourages interaction and collaboration among NGOs through community features.

4. **Integrated Financial Management:**
   a. **Secure Payment Processing:** Integrates secure payment gateways for processing NGO fees.
   b. **Real-Time Financial Tracking:** Provides real-time tracking and transparency of financial transactions.

5. **Robust Data Security:**
   a. **Data Protection Measures:** Implements advanced data protection measures to ensure the security of sensitive information.
   b. **Centralized Database:** Maintains a secure, centralized database for member data.

6. **Accessibility and Scalability:**
   a. **Remote Access:** Enables NGOs to access services and information from remote areas.
   b. **Scalable Infrastructure:** Designed to scale and support the growing needs of the NGO community.

7. **Incorporation of NGO Mapping:**
   A. Coordinated mapping of NGOs- Designed to map NGOs with coordinates to track the spread of NGOs in an area, Spread of projects by sdgs

4. **PROJECT TIME FRAME**

The Platform is going to be installed in phases which will include;

   a. **Building of Core functionalities**

- **System Architecture:** The foundational architecture of the platform has been designed to ensure scalability, security, and robustness.

- **Core Features:** The primary modules for NGO registration, member dashboard, and admin review have been developed.

- **User Interface:** The user interface has been designed with a focus on user-friendliness and accessibility, ensuring a seamless experience for all users.

   b. **Integration and Testing:**

- **Feature Integration:** Integration of core features such as automated notifications, secure payment processing, and document management is in progress.

- **Testing:** Initial testing phases have been conducted to identify and rectify any bugs or issues. The platform has undergone functionality testing to ensure that all modules work as intended.

    c. **Security Measures:**

- **Data Protection:** Basic data protection measures have been implemented to safeguard sensitive information.

- **Security Audits:** Preliminary security audits have been performed to assess potential vulnerabilities and address them accordingly.

The basic building started in 2024 and was supposed to finish by 2025 but due resource constraints it has slowed down. Given enough resources, it will be finished in 8 months.

5. ESTIMATED BUDGET
This was the initial estimated budget

Cost Item	Amount (MWK)	
Initial Development		
MMS Initial Development	4,500,000	Covered by Dream Code
Hosting Space (yearly)	5,000,000	
Training (Staff and NGOs)	2,000,000	
Security Packages (yearly)	1,500,000	
Ongoing Costs		
Push Notifications (yearly)	1,700,000	
Email Communication (yearly)	1,200,000	
SMS Communication (yearly)	1,500,000	
System Maintainance	3,000,000	Covered by Dream Code
Sub-Total Expenses	**20,400,000**	
Covered by Dream Code	7,500,000	
Total Expenses	**12,900,000**	

6. SUSTAINABILITY PLAN
To ensure the sustainability of the Membership Management Platform, CONGOMA proposes the following measures:
1. **Partnerships and Sponsorships:**
    - Collaborate with stakeholders in the sector or outside the sector to Seek sponsorship.
2. **Grant Applications:**
    - Apply for grants from funding bodies and philanthropic organizations dedicated to supporting technological advancements and capacity building in the NGO sector.
3. **Government Support:**

- Engage with the government of Malawi to secure support and funding for the platform, given its potential to enhance the NGO sector's efficiency and impact.

4. **Cost Optimization:**
   - Continuously seek ways to optimize operational costs without compromising the quality and security of the platform.

By implementing these measures, CONGOMA aims to ensure that the Membership Management Platform remains a sustainable, efficient, and secure solution for managing NGO memberships and operations in Malawi.