



# හිතවතී

ஹிதவதீ | HITHAWATHI



**Quarterly Project Report of HITHAWATHI,**

Powered by FOUNDATION.LK

**Reporting Period: 1 January – 31 March 2026**

**Submitted to: GlobalGiving**

**Contents**

Executive Summary..... 3

Hithawathi at a Glance ..... 4

Quarterly Highlights ..... 4

Helpdesk Services ..... 5

Awareness and Capacity Building..... 6

Digital Awareness and Public Engagement..... 8

Partnerships and Project Development..... 10

Communication and Outreach..... 12

Challenges and Lessons Learned ..... 12

Looking Ahead ..... 13

Conclusion..... 13

Participant Feedback and Testimonials..... 14

Annex 1 – Monthly Helpdesk Statistics..... 15

## Executive Summary

During the first quarter of 2026, Hithawathi continued its mission of promoting cyber safety among Sri Lankans by providing timely support to victims of cyber-related incidents, conducting awareness programmes, producing educational content, and strengthening strategic partnerships.

Throughout the reporting period, the project maintained an active multilingual helpdesk that assisted individuals through Hotline, WhatsApp, Viber, email, Facebook, Instagram, and the chat option of Hithawathi website. The helpdesk continued to receive a significant number of inquiries relating to cyberbullying, cyberstalking, online scams, hacked accounts, fake accounts, blackmail, privacy concerns, and other cyber safety issues.

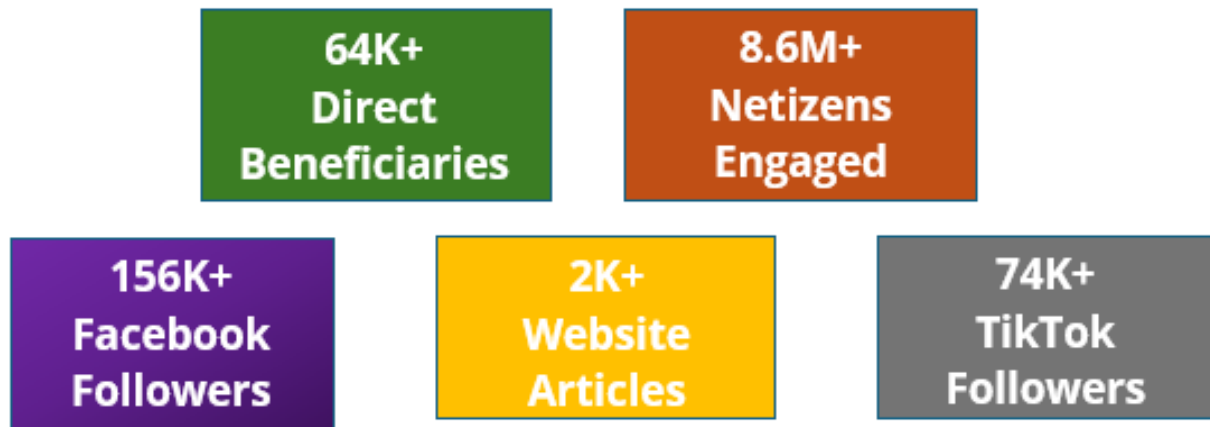
In parallel, Hithawathi expanded its awareness initiatives through schools (as per the approval of the Ministry of Education), community organizations, public institutions, and online platforms. Follow-up sessions under the Hithawathi Teens Hub initiative continued to strengthen school-based cyber safety support systems established during previous project phases.

The quarter also marked several important organizational milestones, including the signing of a Memorandum of Understanding with SLIIT Business School, conducting an upgraded Training of Trainers (TOT) programme for Hithawathi-authorized voluntary resource persons, strengthening collaborations with stakeholders, and updating the Hithawathi project under FOUNDATION.LK on the GlobalGiving platform.

## Hithawathi at a Glance

*(Project impact since 2014)*

Since its establishment in 2014, Hithawathi has continued to promote cyber safety through victim support, awareness programmes, educational resources, and digital engagement. The figures below provide an overview of the project's cumulative reach and impact to date.



---

## Quarterly Highlights

Indicator	Quarter Total
Helpdesk inquiries / victim support cases	<b>1,940</b>
Cyber-related cases	<b>1,388</b>
Other inquiries	<b>552</b>
Total helpdesk interactions	<b>5,915</b>
Awareness programmes conducted	<b>21</b>
Estimated participants reached	<b>Approximately 2,374</b>
<a href="#">Website</a> articles, true stories, tips and videos published	<b>32</b>
Monthly newsletters issued	<b>3</b>

## Helpdesk Services

The Hithawathi Helpdesk continued to provide confidential guidance and support to individuals experiencing cyber-related incidents across Sri Lanka.

Support was provided through multiple communication channels, including Hotline, WhatsApp, Viber, email, Facebook, Instagram, and the Hithawathi website's live and offline chat services.

The team assisted individuals experiencing issues such as:

- Online scams and fraud
- Hacked social media accounts
- Fake accounts and impersonation
- Cyberbullying
- Cyberstalking
- Online blackmail
- Privacy violations
- Digital safety concerns
- Requests for cyber safety information and guidance

Each inquiry was assessed individually, and victims were guided on appropriate reporting mechanisms, available support services, preventive measures, and digital safety practices.

The continued demand for Hithawathi's helpdesk services demonstrates the growing need for accessible cyber safety assistance and awareness in Sri Lanka.

### Quarterly Helpdesk Overview

Month	Cases	Cyber-related	Total Interactions
January	732	477	1,932
February	548	414	1,671
March	660	497	2,312
<b>Quarter Total</b>	<b>1,940</b>	<b>1,388</b>	<b>5,915</b>

*Please refer to Annex 1 for the detailed monthly Helpdesk statistics (January–March 2026)*

## Awareness and Capacity Building

During the reporting period, Hithawathi continued to educate students, teachers, community members, government officials, and other stakeholders on safe and responsible digital engagement.

Awareness programmes were delivered through schools, online platforms, community organizations, government institutions, and volunteer resource persons.

### Hithawathi Teens Hub

Annual follow-up sessions under the Hithawathi Teens Hub initiative were conducted in schools located in Galewela, Passara, Badulla and surrounding areas.

These sessions reinforced cyber safety knowledge among students while strengthening the sustainability of the school-based support systems established during the project.



## School Awareness Programmes

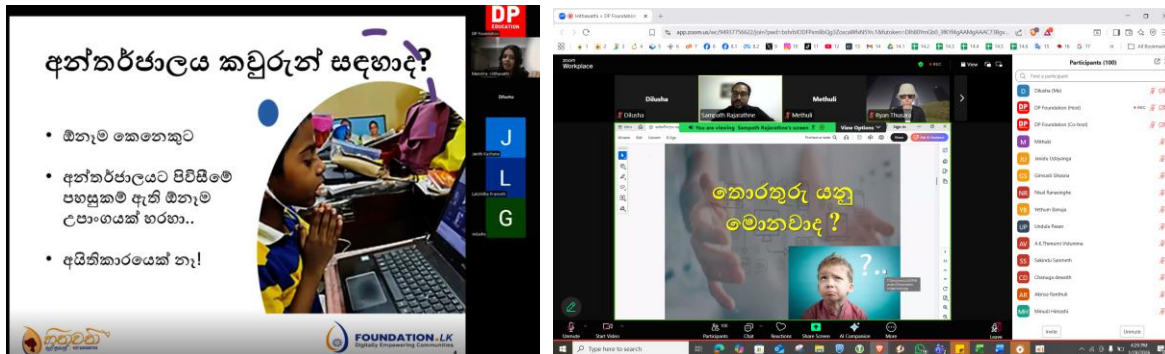
Additional cyber safety awareness sessions were conducted by Hithawathi-authorized voluntary resource persons at schools including:

- Central College, Kuliypitiya
- Terrence N. De Silva Maha Vidyalaya
- Sri Siddhartha Maha Vidyalaya
- Henry Olcott Maha Vidyalaya



## Online Awareness

Two online cyber safety awareness sessions were conducted in collaboration with the Global Gestures (GG) Movement of DP Education, reaching students from DP Education IT campuses.



## Community and Public Sector Awareness

Community awareness programmes were conducted through public libraries and community organizations, while awareness sessions were also delivered for public sector officers attached to the Divisional Secretariat and Minuwangoda Police.



### Summary of Awareness Activities

Programme	Sessions	Estimated Participants
Hithawathi Teens Hub follow-up sessions	11	~1,064
School awareness programmes	4	~970
Community and public awareness	4	~200
Online awareness sessions	2	~140
<b>Total</b>	<b>21</b>	<b>~2,374</b>

## Digital Awareness and Public Engagement

Hithawathi maintained an active online presence throughout the quarter through its website, blog, Facebook, Instagram, TikTok, YouTube, LinkedIn, and X.

Activities included:

- Publishing one website article each month in Sinhala, Tamil, and English
- Publishing one success story each month in all three languages
- Weekly cyber safety tips
- Weekly educational videos
- Three monthly Hithawathi newsletters distributed to over 100 subscribed recipients


**Article**

### Her Day, Her Rules... Don't Let Scammers Steal It

Women's Day is about strength.  
About resilience.  
About celebrating how far women have come and how far they will go.


But while we celebrate empowerment, scammers look for opportunity. Trending events like Women's Day give fraudsters the perfect cover. They hide behind festive offers, emotional messages, and "exclusive deals" designed to lower your guard.

[Find more](#)



**True Story**

### Lies of the Professional



Maria has just graduated in computer science. Job hunting was stressful. Every LinkedIn post about friends' new roles or achievements made her anxious.

One evening, a message came from a recruiter claiming to be from one of the leading tech companies. It praised her projects and invited her to a "fast-track" interview in two days. Maria felt a mix of excitement and hope.

The recruiter asked her to install AnyDesk for a coding test. Maria hesitated but installed it. During the session, she was asked to log into her LinkedIn account and they watched as she typed her Google credentials.

[Read full story](#)



**Monthly Bulletin**

2026 - March issue



Aluth Dinak | 2026-01-06 | Mr. Charuka Dambunupola

**Video of the 4th Week (2026)**



**NEW SCAMS 2026**

New Scams to Watch Out for 2026

**Video of the 3rd Week (2026)**



**ChatGPT පවිච්චි කරනු කරන කැමැතිම පරීක්ෂකයින්**

Don't Use ChatGPT Before Watching This ⚠️ Chatgpt New update sinhala

**Video of the 2nd Week (2026)**



SEC, CID, FIU Crack Down on Online Investment Fraud

**Video of the 1st Week (2026)**



**Top Banking Fraud Prevention Tips to Keep Your Money Safe**

**Security Tip of the 8th Week (2026)**



**Hackers Can Use Google Calendar Invites to Stream Victims' Cameras via Zoom**

**Security Tip of the 7th Week (2026)**



**How to protect yourself from online sextortion: smarter, safer, together**

**Security Tip of the 6th Week (2026)**



**SCAM ALERT! Don't hand over your phone to strangers!**

**A New Scam Alert: Don't Hand Over Your Phone to Strangers**

**Security Tip of the 5th Week (2026)**

The project also developed awareness content for:

- Data Privacy Week
- Safer Internet Day
- Valentine's Day
- International Women's Day





An International Women's Day Facebook Reel competition was conducted on [Hithawathi Facebook page](#) to encourage positive engagement while promoting cyber safety messages.

## Partnerships and Project Development

Several important milestones strengthened the project's long-term sustainability.

### Strategic Partnerships

- Memorandum of Understanding signed with **SLIIT Business School** to collaborate on cyber safety initiatives through the Hithawathi Youth Hub concept.
- Continued collaboration with **DP Education Global Gestures Movement** on cyber safety awareness programmes.
- Participation in the launch of **SafeWebLK**, contributing to national discussions on digital literacy and online safety.



## Volunteer Capacity Building

An upgraded online Training of Trainers (TOT) programme was conducted for Hithawathi-authorized voluntary resource persons to prepare them for delivering cyber safety awareness sessions for corporate audiences.



Nenasala Yatiyana  
9 January at 16:00 · 🌐

## Organisational Development

The project also:

- Updated the Hithawathi project on GlobalGiving under FOUNDATION.LK.
- Prepared implementation plans and budgets for the upcoming project period.
- Recruited a new Project Coordinator and a Tamil-speaking intern to strengthen service delivery.
- Printed updated cyber safety educational materials, including booklets, leaflets, and feedback forms.
- Conducted mental wellbeing training (by Mr Mohan Palliyaguru) for helpdesk staff to support team members handling sensitive victim support cases.



- Completed the vocal recording of the Hithawathi theme song (vocals – Ms Umali Thilakarathna).



---

## Communication and Outreach

Throughout the quarter, Hithawathi continued engaging the public through regular communication initiatives aimed at increasing awareness of cyber safety issues.

The project maintained consistent publication of educational content while sharing updates, campaign materials, and awareness messages across multiple digital platforms.

Monthly Hithawathi newsletters continued to provide subscribers with cyber safety information, project updates, and useful online safety resources.

---

## Challenges and Lessons Learned

The continued volume of helpdesk inquiries demonstrates the growing demand for cyber safety guidance among the public. Managing sensitive victim support cases also highlighted the importance of maintaining staff wellbeing and continuous professional development.

The project continued strengthening partnerships, expanding volunteer capacity, and improving educational resources to ensure sustainable service delivery while responding to evolving cyber safety challenges.

---

## Looking Ahead

During the next quarters, Hithawathi will continue to:

- Provide timely support to individuals affected by cyber-related incidents.
  - Expand cyber safety awareness programmes across schools, universities, workplaces, and communities.
  - Strengthen partnerships with educational institutions and other stakeholders.
  - Continue developing the Hithawathi Youth Hub initiative.
  - Enhance volunteer engagement through capacity-building programmes.
  - Develop additional multilingual educational resources.
  - Strengthen public awareness through digital campaigns and community outreach.
- 

## Conclusion

The first quarter of 2026 demonstrated Hithawathi's continued commitment to promoting cyber safety through victim support, education, partnerships, and public engagement. By combining responsive helpdesk services with preventive awareness initiatives, the project continued empowering individuals and communities to navigate the digital environment more safely and confidently.

The achievements during this quarter further strengthened the foundation for expanding Hithawathi's impact in the months ahead while supporting FOUNDATION.LK's mission of creating a safer digital environment for all Sri Lankans.



# Annex 1 – Monthly Helpdesk Statistics

(Generated through Power BI)

## Hithawathi Complaints Report - January 2026

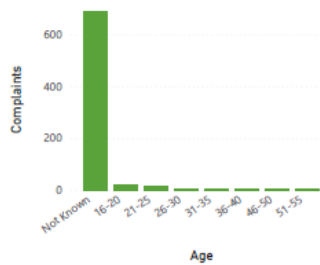
732

Total complaints

1932

Number of Articles

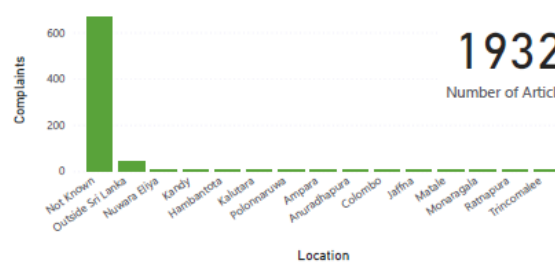
Complaints by Age



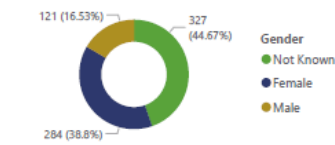
Complaints by Location



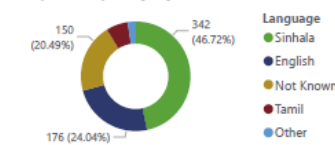
Complaints by Location



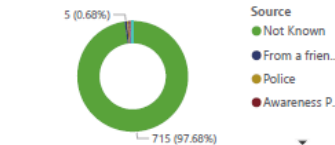
Complaints by Gender



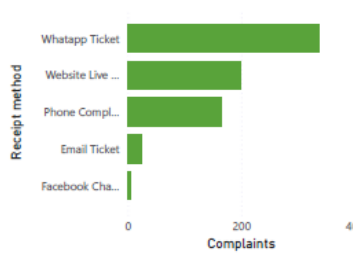
Complaints by Language



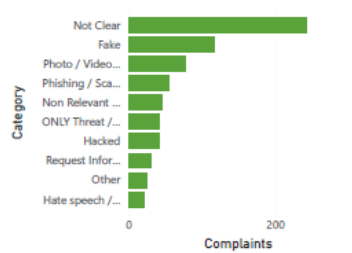
Complaints by Source



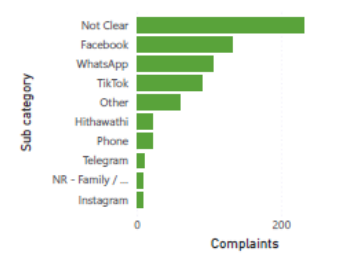
Complaints by Receipt method



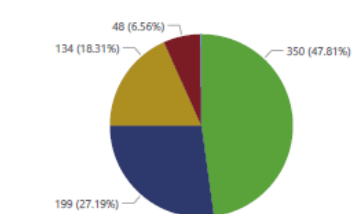
Complaints by Category



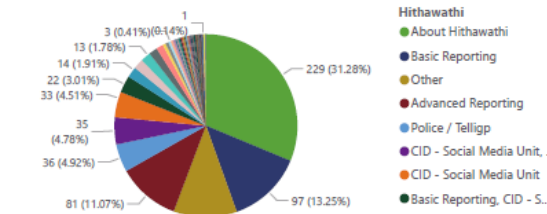
Complaints by Sub category



Complaints by Priority level



Instructions by Hithawathi



# Hithawathi Complaints Report - February 2026

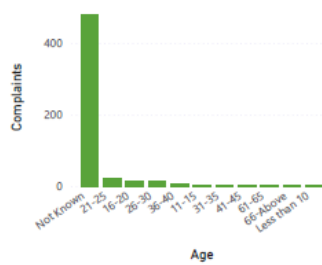
548

Total Complaints

1671

Number of Articles

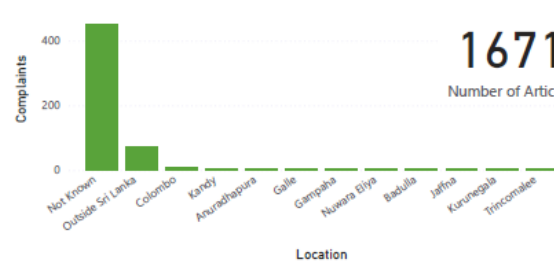
Complaints by Age



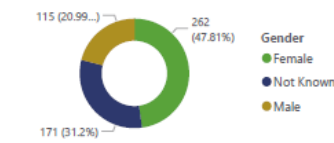
Complaints by Location



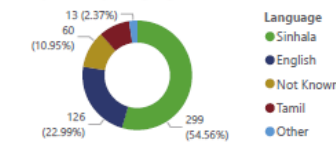
Complaints by Location



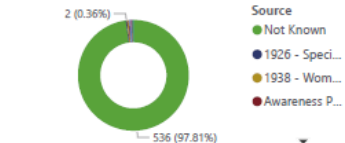
Complaints by Gender



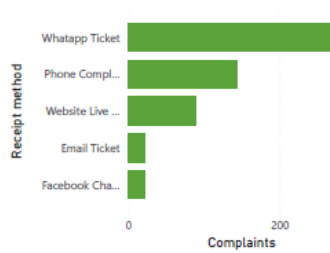
Complaints by Language



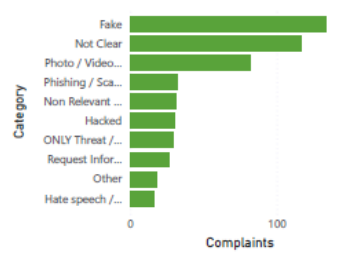
Complaints by Source



Complaints by Receipt method



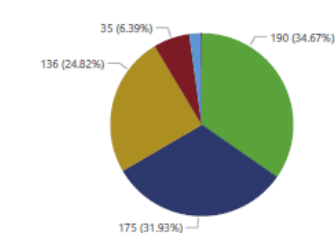
Complaints by Category



Complaints by Sub category



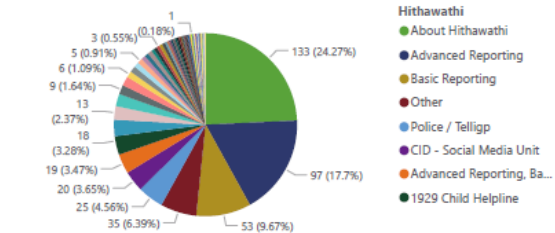
Complaints by Priority level



Priority level

- 6 (Other)
- 3 (Threatening/Blackmai...)
- 2 (Domestic/Physical/W...)
- 5 (Technical errors / Hac...)
- 1 (Terrorism, Suicidal th...)
- 4 (Human trafficking / A...)

Instructions by Hithawathi



Hithawathi

- About Hithawathi
- Advanced Reporting
- Basic Reporting
- Other
- Police / Telligp
- CID - Social Media Unit
- Advanced Reporting, Ba...
- 1929 Child Helpline

