

Quarterly Project Report of HITHAWATHI,

Powered by FOUNDATION.LK

Reporting Period: 1 April - 30 June 2026

Submitted to: GlobalGiving

Contents

Executive Summary 3
Hithawathi at a Glance 3
Quarterly Highlights 4
Helpdesk Services 4
Awareness and Capacity Building 5
  Notable Programme Activities 6
Digital Awareness and Public Engagement 6
  Campaigns and New Content Initiatives 7
  Digital Reach and Engagement 8
Partnerships and Project Development 8
Communication and Outreach 9
Challenges and Lessons Learned 10
Looking Ahead 10
Conclusion 10
Participant Feedback and Testimonials 11
Annex 1 – Monthly Helpdesk Statistics 12

This report is intended solely for updating donors. We appreciate your discretion in handling this information.

Executive Summary

During the second quarter of 2026, Hithawathi continued promoting cyber safety among Sri Lankans through victim support, school and university awareness programmes, digital educational content and stakeholder engagement. The project handled 1,520 helpdesk inquiries, including 1,083 identified as cyber-related, and delivered 21 cyber safety awareness sessions reaching approximately 3,285 students, teachers and civil society members.

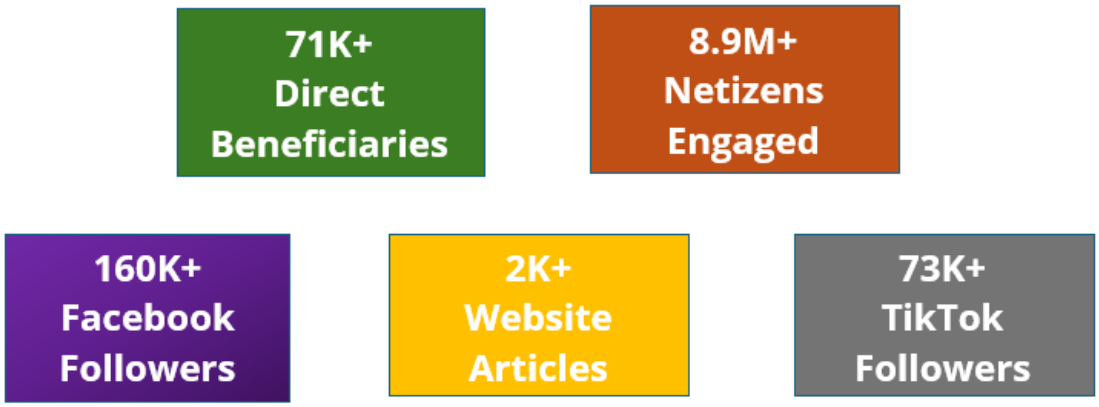
The quarter included approval of the Hithawathi project under FOUNDATION.LK on the GlobalGiving platform, a presentation of a proposed university cyber safety awareness session to the University Grants Commission Standing Committee, and engagement with prospective partners and public-sector stakeholders. Hithawathi also introduced its Hithawathi TALKS podcast series and recorded the first two modules of its Cyber Safety Essentials course.

Digital outreach remained important. Netizens engaged increased by 184,882 during the quarter, bringing the cumulative figure to 8,721,528 by the end of June 2026.

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.



This report is intended solely for updating donors. We appreciate your discretion in handling this information.

Quarterly Highlights

Quarterly indicator	Q2 2026 result
Helpdesk inquiries handled	1,520
Cyber-related cases	1,083
Other inquiries	437
Cyber safety awareness sessions	21
Students / teachers / civil society members reached	Approximately 3,285
Increase in netizens engaged	184,882
Multilingual website articles	3
Multilingual success stories	3
Weekly tips and video updates	26
Hithawathi bulletins issued	3 (72nd, 73rd and 74th)

- 21 cyber safety awareness sessions conducted, reaching approximately 3,285 students, teachers and civil society members.
- 1,520 helpdesk inquiries handled, including 1,083 cyber-related cases.
- 184,882 additional netizens engaged during the quarter; cumulative engagement reached 8,721,528.
- Hithawathi project approved under FOUNDATION.LK on the GlobalGiving platform.
- Proposed university cyber safety awareness session presented to the University Grants Commission Standing Committee.
- Hithawathi TALKS podcast series introduced and the first two Cyber Safety Essentials course modules recorded.
- Engagement initiated with SAFE Foundation, Kindernothilfe, Yeheli.lk of Dialog and the Polonnaruwa Government Agent's office.

Helpdesk Services

Hithawathi continued providing guidance and instructions to individuals seeking assistance through its hotline, WhatsApp, Viber, email, social media channels and website chat. The monthly reports use the term “complaints/inquiries”; in this report, it refers to inquiries and issues raised by people seeking help, including victims of cyber-related incidents, and not customer-service complaints.

This report is intended solely for updating donors. We appreciate your discretion in handling this information.

A total of 1,520 inquiries were handled during the quarter. Of these, 1,083 were identified as cyber-related, while 437 related to information requests and other matters.

Month	Inquiries handled	Cyber-related cases	Other inquiries
April	536	415	121
May	432	313	119
June	552	355	197
Quarter total	**1,520**	**1,083**	**437**

The highest monthly inquiry volume was recorded in June (552), while April recorded the highest number of cyber-related cases (415). The monthly reports refer to separate Power BI reports providing detailed analysis by category, age, gender, location, priority, language, source and other indicators.

Please refer to Annex 1 for the detailed monthly Helpdesk statistics (April - June 2026)

Awareness and Capacity Building

Hithawathi conducted 21 cyber safety awareness sessions during the quarter, reaching approximately 3,285 students, teachers and civil society members. Sessions were delivered in schools, at a university and during a Community Digitalization Programme, with contributions from Hithawathi-authorized voluntary resource persons.



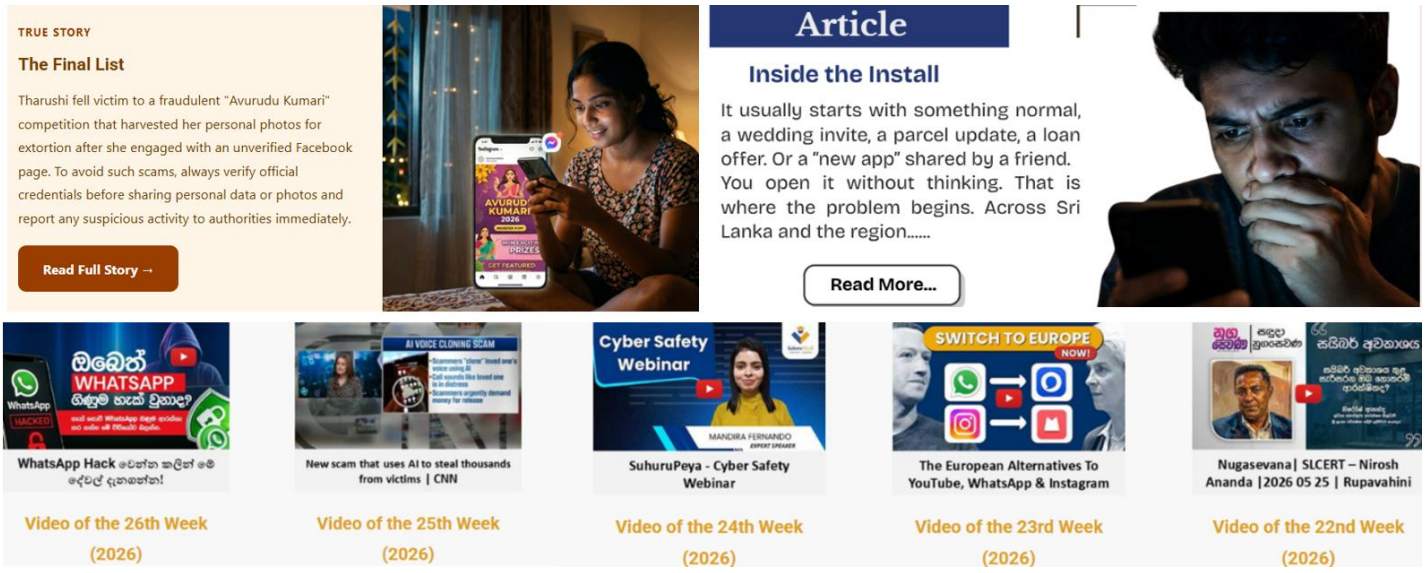
This report is intended solely for updating donors. We appreciate your discretion in handling this information.

Month	Sessions	Participants reached	Main outreach
April	14	1,609	13 Hithawathi Teens Hub sessions and one session by an authorized voluntary resource person
May	3	790	School awareness; two sessions delivered by authorized voluntary resource persons
June	4	886	Two school sessions, one university session and a session for civil society members
Quarter total	**21**	**3,285**	**School, university and community outreach**

Notable Programme Activities

- April: 14 cyber safety awareness sessions, including 13 under the Hithawathi Teens Hub initiative.
- May: Three school awareness sessions, including two delivered by Hithawathi-authorized voluntary resource persons.
- June: Two school sessions, one session at SLIIT Business School and a session for the participants of a Community Digitalization Program organized by DiGiSavi project.

Digital Awareness and Public Engagement



Video of the 26th Week (2026) | Video of the 25th Week (2026) | Video of the 24th Week (2026) | Video of the 23rd Week (2026) | Video of the 22nd Week (2026)

This report is intended solely for updating donors. We appreciate your discretion in handling this information.

Hithawathi continued publishing multilingual educational material and maintaining an active presence across its website and social media platforms. Each month, one website article and one success story were published in Sinhala, Tamil and English. The project also shared 26 weekly content updates across the quarter, comprising 13 “Tips of the Week” and 13 “Videos of the Week”.

Digital output	April	May	June	Quarter total
Website articles (in three languages)	1	1	1	**3**
Success stories (in three languages)	1	1	1	**3**
Weekly tips and video updates	8	8	10	**26**
Hithawathi bulletins / CyberCare	72nd	73rd	74th	**3 issues**

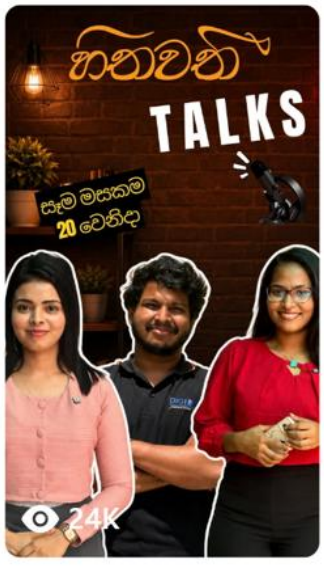
The 73rd bulletin, issued in May, introduced a new format under the name “Hithawathi CyberCare”. The 74th Hithawathi CyberCare was issued on 30 June. Each monthly bulletin was distributed to more than 100 consented email recipients.

Campaigns and New Content Initiatives

- An online International Mother's Day campaign was conducted on Hithawathi's Facebook and TikTok platforms in May.
- The Hithawathi TALKS podcast series was introduced in June.
- The first and second modules of the Cyber Safety Essentials course were recorded in June.
- The most-read website page was “WhatsApp Hacking” in April (830 visitors) and June (1,027 visitors); in May, the April Sinhala bulletin was the most-read page (818 visitors).









This report is intended solely for updating donors. We appreciate your discretion in handling this information.

Digital Reach and Engagement

The monthly reports recorded increases of 47,580 netizens engaged in April, 67,424 in May and 69,878 in June. Together, these increases total 184,882, taking cumulative netizens engaged to 8,721,528 by 30 June 2026.

Month	Increase in netizens engaged	Cumulative netizens engaged
April	47,580	8,584,226
May	67,424	8,651,650
June	69,878	8,721,528
Quarter increase	**184,882**	**8,721,528** at quarter end

Selected platform indicators are summarised below as per the figures in the monthly reports. Metrics should not be interpreted as directly comparable measures across platforms.

Platform indicator	April	May	June
Facebook views	122,439	716,258	377,371
Facebook reach	67,693	373,374	205,575
Instagram reach	4,859	9,904	47,004
Instagram views	18,378	7,747	29,988
TikTok views	2,480	79,400	1,799
Visitors to most-read website page	830	818	1,027

Facebook follower growth was reported as 282 in April, 2,783 in May and 2,551 in June. The reported Facebook audience stood at 156,079 at the end of June.

Partnerships and Project Development

Hithawathi continued building relationships with educational, civil society, development and public-sector stakeholders to expand cyber safety awareness and explore collaboration opportunities.

- April: A meeting was held with Yeheli.lk of Dialog to explore partnership opportunities connected to the launch of an AI assistant.

This report is intended solely for updating donors. We appreciate your discretion in handling this information.

- May: Hithawathi met SAFE Foundation to explore collaboration on awareness sessions for civil society organisations, NGO consortium members and government officers. With their support, the 1st Community Digitalization Program of DiGiSavi project (a social empowering initiative of FOUNDATION.LK) could be held at Kurunegala.
- May: Following shortlisting for its grant programme, Hithawathi delivered an online presentation to Kindernothilfe.
- May: The Hithawathi project was approved under FOUNDATION.LK on the GlobalGiving platform.
- May: At the request of the University Grants Commission, a proposed cyber safety awareness session for university students was presented to its Standing Committee.
- June: A meeting was held with the Polonnaruwa Government Agent to arrange cyber safety awareness sessions in Polonnaruwa District.





These engagements created opportunities for further collaboration. The monthly reports indicate that next steps were to be explored or continued; no completed partnership agreements beyond the GlobalGiving project approval are claimed here.

Communication and Outreach

- Regular Hithawathi team meetings and FOUNDATION.LK team meetings were held throughout April, May and June.
- In May, Hithawathi provided an explanation to the Ministry of Education regarding a complaint concerning Hithawathi voluntary resource persons.
- Awareness content continued across Facebook, Instagram, X, TikTok, YouTube, LinkedIn, the Hithawathi website and Blog.
- Annual follow-up cyber safety sessions continued through Hithawathi Teens Hub, alongside school, university and community outreach.

This report is intended solely for updating donors. We appreciate your discretion in handling this information.

Challenges and Lessons Learned

The continued volume of helpdesk inquiries highlights the importance of maintaining adequate capacity to provide timely and responsive support. Arranging dates for school awareness sessions also presented scheduling challenges due to schools' busy academic calendars, examinations, New Year holidays and other school commitments. Coordinating activities with schools, universities and following up with external stakeholders therefore required flexibility and continued engagement. These experiences underline the importance of early planning, flexible scheduling and sustained partner coordination to ensure the effective delivery of Hithawathi's activities.

Looking Ahead

Hithawathi will continue its helpdesk support and cyber safety awareness work, including school, university and community outreach. Follow-up engagement with stakeholders such as SAFE Foundation, Kindernothilfe, Yeheli.lk of Dialog and the Polonnaruwa Government Agent's office may support further collaborative activities. The project will also continue developing digital educational content, Hithawathi TALKS and the Cyber Safety Essentials course.

Conclusion

During April–June 2026, Hithawathi sustained its combined approach of responding to people seeking cyber safety assistance and promoting safer digital practices through education and public engagement. The project handled 1,520 inquiries, conducted 21 awareness sessions reaching approximately 3,285 participants, and recorded a quarterly increase of 184,882 in netizens engaged. Progress in stakeholder engagement, GlobalGiving approval under FOUNDATION.LK and the introduction of new educational formats further supported the project's ongoing work to promote cyber safety among Sri Lankans.

This report is intended solely for updating donors. We appreciate your discretion in handling this information.

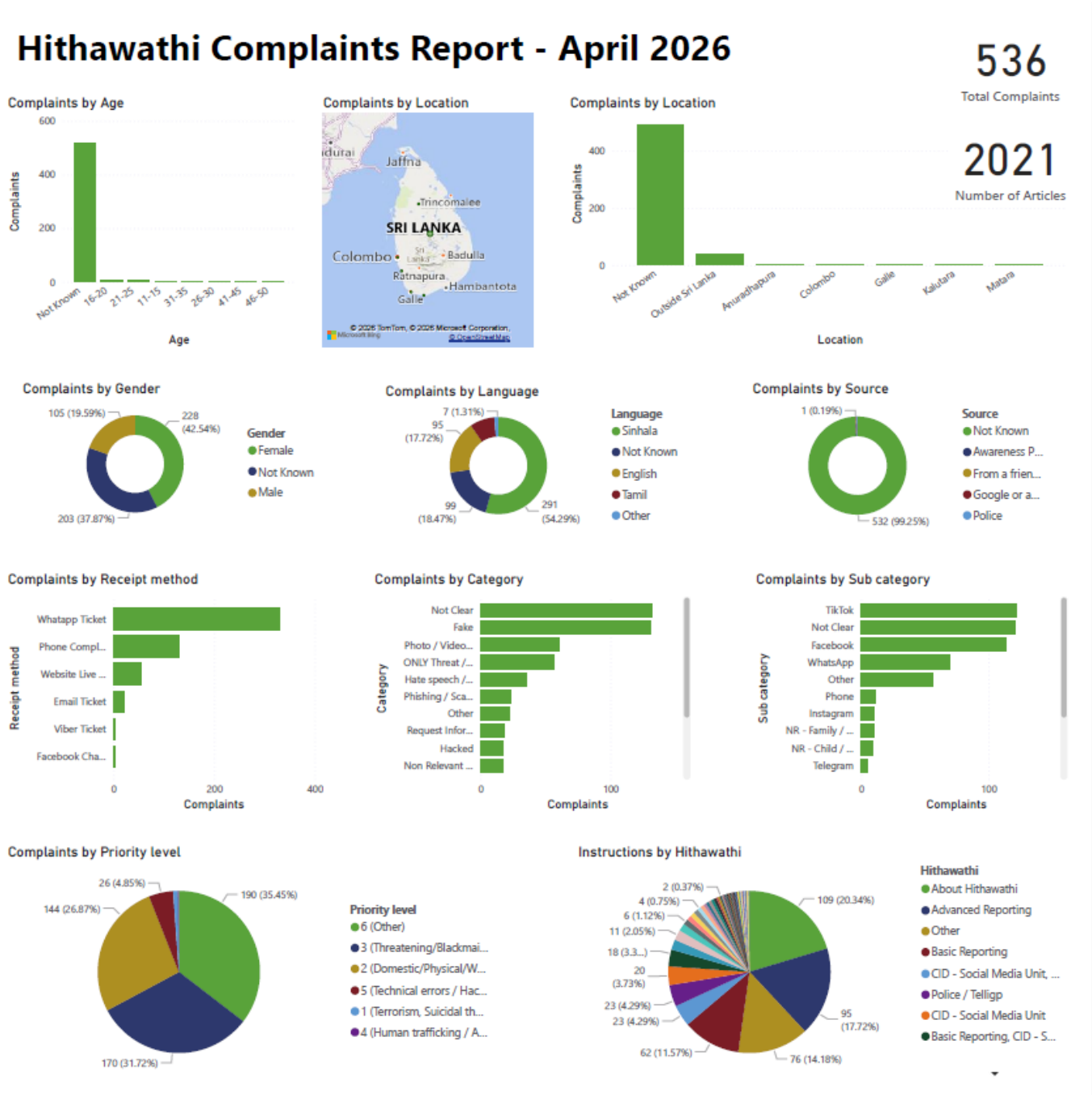
Participant Feedback and Testimonials



This report is intended solely for updating donors. We appreciate your discretion in handling this information.

Annex 1 – Monthly Helpdesk Statistics

(Generated through Power BI)



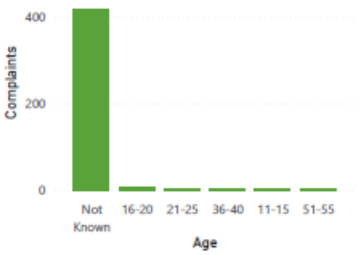
This report is intended solely for updating donors. We appreciate your discretion in handling this information.

Hithawathi Complaints Report - May 2026

432
Total complaints

1841
Number of Articles

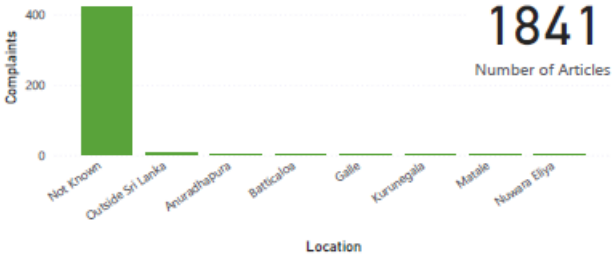
Complaints by Age



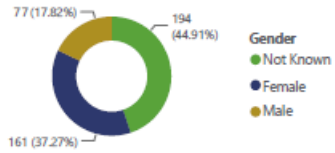
Complaints by Location



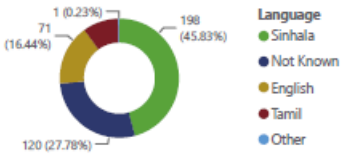
Complaints by Location



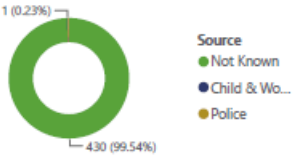
Complaints by Gender



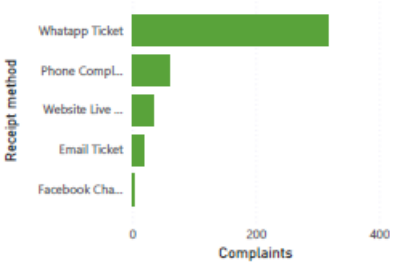
Complaints by Language



Complaints by Source



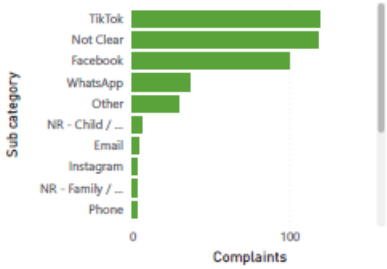
Complaints by Receipt method



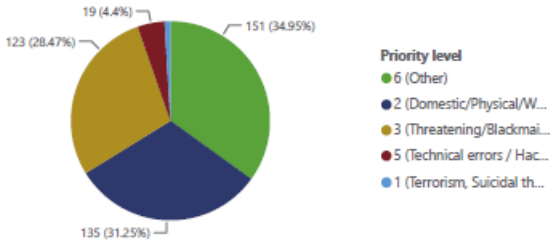
Complaints by Category



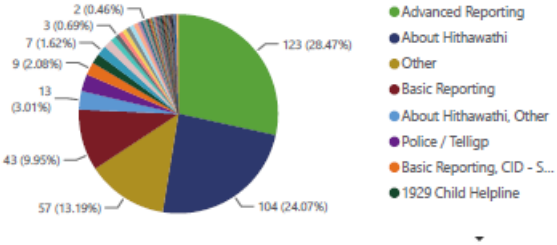
Complaints by Sub category



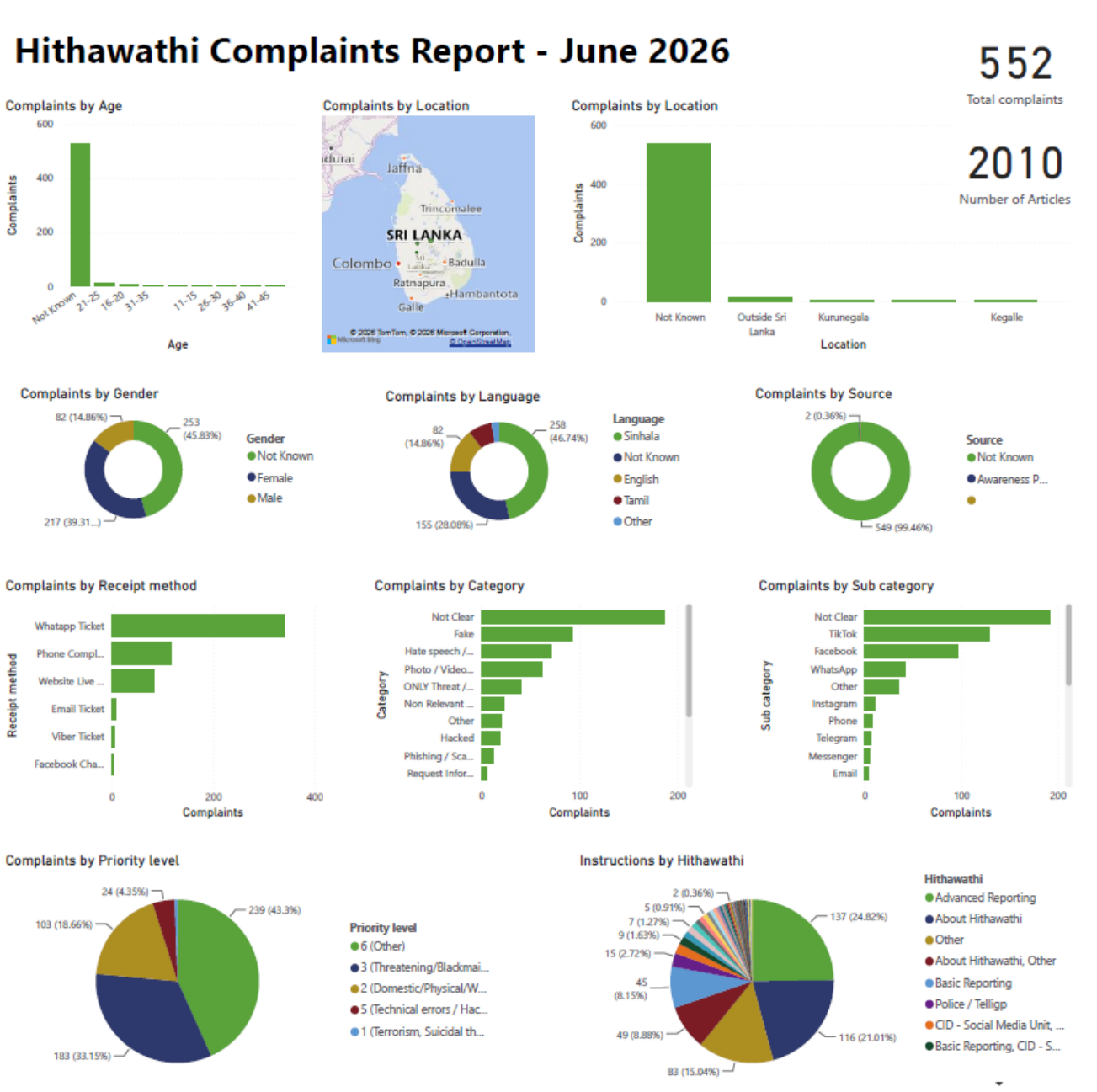
Complaints by Priority level



Instructions by Hithawathi



This report is intended solely for updating donors. We appreciate your discretion in handling this information.



This report is intended solely for updating donors. We appreciate your discretion in handling this information.