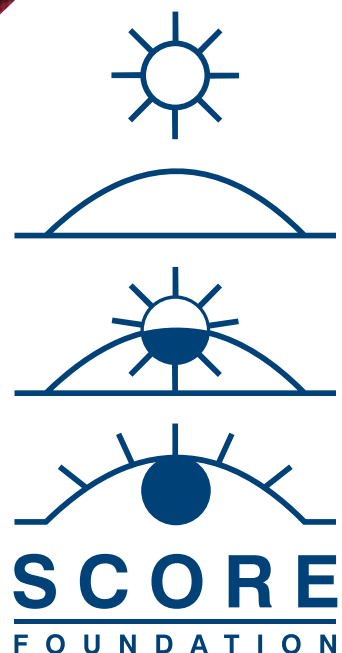
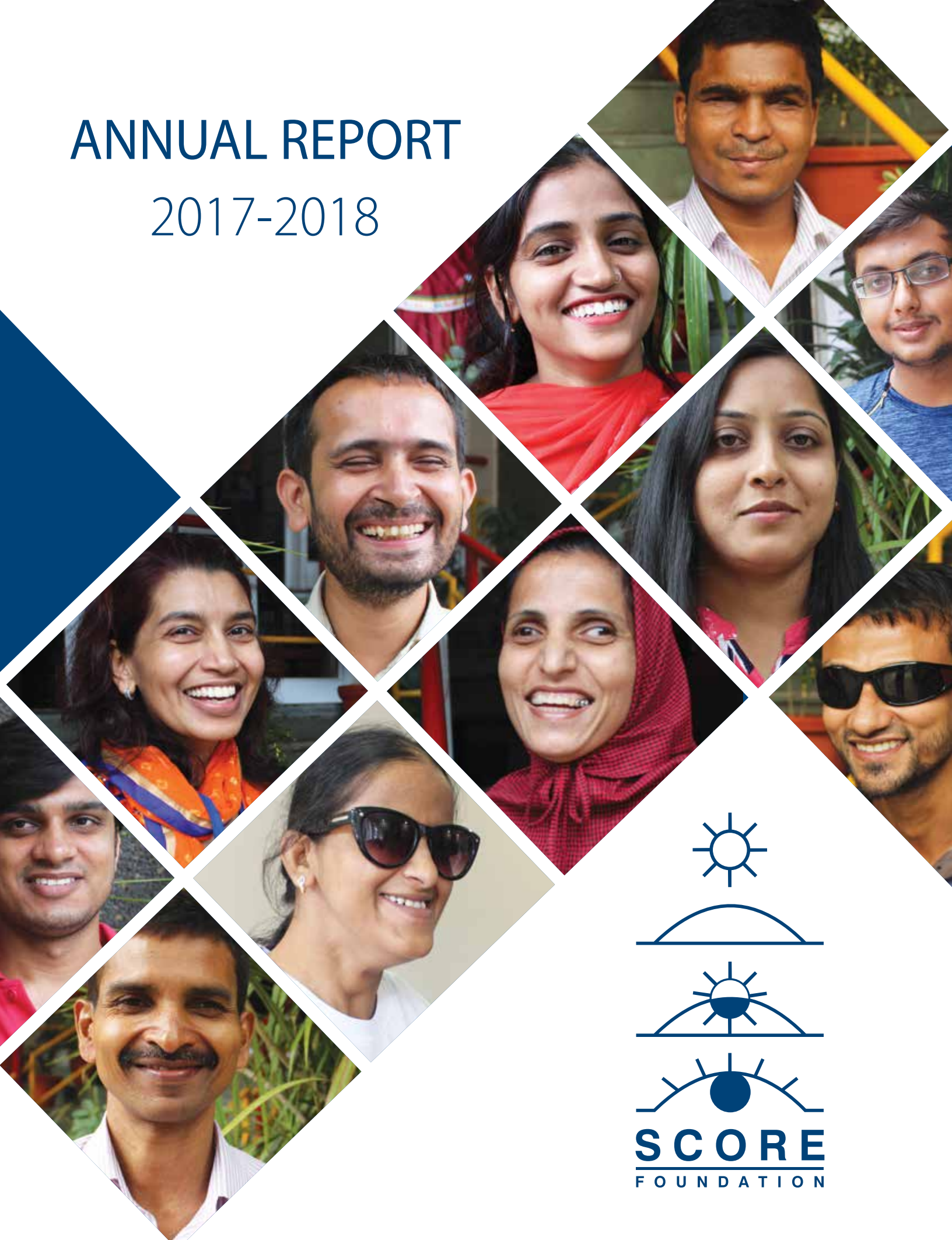


ANNUAL REPORT

2017-2018



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ESSEL Social Welfare Foundation
Nasscom Foundation
Cipla Foundation
Deepti Mathur
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Gaurav Tyagi
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BOARD OF TRUSTEES

Thomas Chandy (Development Consultant & Former CEO, Save the Children India) Trustee Chair

Karunendra Mathur (Executive Director, On The Page Advertising & Communication) Trustee

Salil Chaturvedi (Executive Director, Splash Communication) Trustee

Rajive Raturi (Senior Director, Human Rights Law Network) Trustee

Our trustees are not paid any remuneration. The board of trustees met thrice during the year, on May 3, 2017, September 13, 2017 and March 22, 2018. The CEO was present in all the meetings.

CEO'S STATEMENT



We have been reaching out, inspiring and empowering blind and visually impaired people through Project Eyeway for over a decade and half. A lot of milestones achieved in the journey towards inclusion but also several challenges encountered during the course.

Our close work with the visually impaired community has laid bare some serious gaps. There are not enough facilities or resources for them at the grassroots level. As a result a blind person has little or no access to proper education and rehabilitation programmes in most parts of India. We have noticed that people tend to blame poverty, ignorance and inability to deal with blindness for the marginalization of visually impaired people. It's true that many families are ill-equipped when it comes to money or knowledge about life with blindness. But it is also true that an absence of amenities for the blind keeps them confined. The presence of a school for the blind in every district and rehabilitation centers across the country can change the status quo.

There is a shortage of qualified professionals who can help train and redirect visually impaired people towards an independent future. Forget rural parts of the country, there are very few training centers for adults even in the cities. People who contract blindness at a later stage are barely left with any options. Vocational training and skilling programmes like candle-making, basket weaving, massage therapy etc. are not appropriate solutions for educated blind people. They need suitably designed programmes to help them cope with life and disability.

Blind people are left out of the mainstream because most people and professionals are unaware of possibilities and potential. IT professionals, lawyers, doctors, journalists, are all apprehensive of engaging with anyone with vision impairment because they simply don't know how. Hence there is a need to include content on disability in curriculum of all education programmes. This would help people understand and empathize with persons with disabilities and also equip them to engage in a productive manner.

There is a strong need to pave the way for more and more visually impaired people to enter the mainstream so they become a real presence in the community. This would result in them being seen actively engaged in various functions and spaces. This is necessary for society to recognize and see value in making the environment accessible and conducive.

GEORGE ABRAHAM

OUR PHILOSOPHY

VISION BACKGROUND

People with visual impairment are usually treated with pity and charity. Their ability and potential are not fully recognised. The focus is on limitations and not on possibilities. Consequently, they are often marginalized, ill informed, and not stimulated to explore their potential

VISION STATEMENT

It is the vision of Score Foundation that people with visual impairment be regarded as full fledged members of family, community, and society.

MOTTO

Space for all
Contribution by all
Opportunity for all
Recognition for all
Equality for all
with dignity

BELIEFS

- The problem is not with the eye; it's with the mind
- Disability is God given, but handicap is man-made
- Knowledge has the power to change lives
- Blind and visually impaired people are a part of the human resource of the country. The need is to invest in them rather than merely providing for them

MISSION STATEMENT

To realise personal independence, economic self reliance, and social inclusion for all visually impaired people in India.

OVERALL OBJECTIVES

- To inform, inspire, and empower all people with visual impairment.
- To realise equal rights, responsibilities, and opportunities for people with visual impairment.



STRENGTHENING THE EYEWAY NETWORK

Eyeway was launched with the prime objective of disseminating information to blind and visually impaired people so they gain access to resources, provisions, services and facilities that would in turn enable them to lead independent and dignified lives. In the past years, we have widened our net to reach several thousand blind citizens across India. We continue to work hard towards expanding and strengthening our network of NGOs so that every blind person in this country has easy access to solutions to their respective problems.

At the beginning of the last financial year, we'd set out with a goal of adding 8 new partners to our national network but certain practical hiccups have slowed the pace of building partnerships. Nonetheless, we added two Helpdesk partners in the past year, Blind People's Association, Ahmedabad and Little Flower Hospital, Kochi. We also added a third partner, Human Rights Law Network to take our callers' cases up for advocacy with the help of their nationwide network of lawyers. With each new partner addition, our capacity to respond to issues facing blind citizens in the respective location and language increases.

We would like to acknowledge our funding partners, The Hans Foundation, ESSEL Foundation, Nasscom Foundation and Cipla Foundation who have helped us translate our vision into reality.

Building new relationships

The idea behind Eyeway, of bringing together organizations, joining hands and initiating change collectively is a novel phenomenon. We are exploring an uncharted territory hence we have to constantly improvise our plan to suit the situation. Mapping the entire country with a helpline service like Eyeway is our end term objective but given the response of partner NGOs, our growth has been slower than anticipated. And yet the journey has been exhilarating, full of new learnings. This year as a first, we explored the idea of partnering with Eye hospitals as they are a 'catchment' area so to say. Anyone with an eye problem first approaches a doctor but majority of patients with irreversible vision are sent home without solutions. But a helpline service like Eyeway housed within the hospital equips them to offer services to untreatable patients as well. As opposed to medicines and surgery, these patients can be offered advice, information and motivation.

In the exercise to explore partnerships in every state we have entered into long term relationships with both individuals and organizations who share common beliefs. We have also impacted thousands of lives, guiding and steering them towards a hopeful future.

It's a small dent in the large 60 million visually impaired population, but it's a step forward!

Garnering support through Crowdfunding

In the last financial year, Score team once again explored different crowdfunding platforms to gather support and spread awareness about our project. We used various channels like the Airtel Delhi Half Marathon (ADHM) 2017, Global Giving and Impact Guru to reach out to a new donor base seeking contributions to accomplish our objectives. We would like to extend our sincere gratitude to all those who donated towards Project Eyeway through these channels. And of course a heartfelt thanks to all our ADHM runners!

EYEWAY NATIONAL HELPDESK

Since its transition into a national toll free helpline in December 2015, Eyeway Helpdesk has transformed thousands of lives through our regular interaction and close counseling with callers. Our call flow has seen a consistent rise in numbers with Helpdesk counselors across locations answering around 1200 calls in a month. The past one year recorded a total of **13127** calls from all over India.

The journey of expanding the network of impact is not without challenges. We consistently respond to queries pertaining to banking issues, scribes, disability certificates, assistive technology etc. that resonate the larger issues faced by persons with disabilities. Authorities like Banks, Government Offices, Schools and Colleges seem to be unaware of the provisions and rules of the law that allow blind people to participate on an equal footing with their able counterparts. In continuing to operate with their own limited knowledge and personal bias, they tend to deny people with visual impairment their due right to independence and dignity. Eyeway continually strives to bridge this gap through information and knowledge.



Our counselors through their systematic guidance, counseling and information sharing continue to alter mindsets of persons with vision impairment as well as their associated community. Here's a glimpse into some of the lives we touched in the past year.

Shaping the changemakers of tomorrow



32 year old **Sunny Piplani** lives in Meerut. He started to lose his eyesight due to Retinitis Pigmentosa when he was in Class IV. He struggled at school and eventually dropped out after Class IX. His family and school were equally unaware on how to deal with his vision loss or education. Shroff Eye Hospital directed him to Eyeway where Sunny was inspired seeing counselors work independently on computers. Seeing the counselors inform VIs of possibilities in life, Sunny was filled with a sense of confidence. He decided to change the course of his life by gaining vocational training for employment. Today he runs a garments shop in Meerut and he has also opened a small sports equipment manufacturing unit where he wants to impart training to other VI persons so they too can become independent.



24 year old **Sheru** from Aurangabad turned blind when he was 11 but that didn't stop him from exploring opportunities to attain independence. And once he became self-reliant, he discovered his ambition to empower thousands of his kind. Today he runs an NGO which provides education, accommodation and financial assistance to visually impaired boys. When two of his students were denied scribes during their school board exams, Sheru asked Eyeway to intervene.

He called the Helpdesk seeking recourse for two students his NGO has supported for the last two years. The two students in Class 9 and 11 were denied scribe facility in writing their board exams. The school was unaware that visually impaired students could get such assistance. Eyeway counselor duly guided Sheru to submit the scribe related government document along with the students' disability certificates. After the submission, the school acknowledged and allowed both the students to use a scribe. Sheru expressed his gratitude for the assistance provided by Eyeway.

Challenging the stereotype



A native of Hapur city in Uttar Pradesh, **Teena Chaudhary** is 80% visually impaired. She suffered from eye problems right from birth and her vision kept deteriorating over the years. But nonetheless she managed to finish her Masters in Sociology in a mainstream institution. She found a job as a playschool teacher right after completing college. At 24, Teena was married and she moved cities to go live with her husband's family. Before the marriage, her in laws were made aware of Teena's deteriorating eye sight and her inability to conceive a child. They wholeheartedly accepted her despite all health issues.

But once married, Teena was asked to leave her job. Her vision kept deteriorating further and over a period of few years the in laws turned hostile towards her. They started seeing her as a burden, given the lack of sight and ability to bear a child. The family didn't need her anymore and so they pushed her out. Teena was sent back to her paternal home after ten years of marriage. She struggled with a broken marriage, loss of vision, overall ill health and unemployment. But despite all odds, Teena didn't completely give up on life. One of her acquaintances told Teena about the Eyeway helpline for blind and visually impaired and she decided to contact us.

She spoke to our Helpdesk counselor, expressing her fears of the uncertainties that lay ahead. She was depressed primarily because she had no means of financial independence. Understanding her concerns and anxiety, our counselor suggested that she upgrade her skills to secure a more viable job as someone with 80% visual impairment. We recommended her to enroll in a computer training program which would enable her to work in a mainstream environment. Following our advice, Teena moved to Delhi and enrolled for rehabilitation and computer training. Soon she managed to get a job as tele-caller with a BPO.

Coping with late blindness

45 year old **Dhiraj Tendulkar** (name changed) was born in Nagpur. In 1996 he secured a job under the ST quota in the Defence Standardization Cell in Pune. In 2005 he faced a major challenge in life when his eye sight began to deteriorate, affecting his ability to perform his job. Grappling with sudden blindness and inability to do anything, Dhiraj contacted Eyeway.

Eyeway counselor informed him about how he could learn computers to help him become independent and efficient at work. Dhiraj underwent the computer training using screen reading software. We also advised him to get a Disability Certificate and submit it to his employer so he could avail benefits as a person with disability. As a result, Dhiraj's employer not only changed his profile to a computer based job but also provided him with the required assistive devices to perform his job well. Dhiraj regained his confidence with a consistent annual performance rating 9 out of 10.

Seeking economic self-reliance

28 year old **Shalan** is a resident of Shillong. She is blind from birth and supported by her mother who works as a farmer. Shalan completed her graduation in 2015 and underwent three months skill employment training in EnAble India. She then pursued an internship in Lemon Tree Hotel but she was not absorbed as a full-time employee there. In 2017, she reached out to Eyeway seeking employment opportunities.



As directed by the Eyeway counselor she shared her CV and we put her in touch with Preeti Monga who heads a HR Recruiting agency called Silver Linings in Delhi. Preeti runs the agency for both people with and without disabilities.

Shalan was recruited as a trainee to shortlist CVs and further coordinate with the agency by vetting the desirable candidates. On a follow-up call, Ms. Monga informed Eyeway that Shalan was very happy and doing a good job. Silver Linings provided her with free food and accommodation in the hostel as well.

Rediscovering by ambition



35 year old **Doreyappa** lives in Hassan district of Karnataka. He only managed to study till Class 7 due to his sight loss and poverty. He was totally dependent on his parents until he got married and realized the need to provide for his family. He took up a gardening job but when he turned totally blind, he was laid off. On connecting with Eyeway, he learnt about Aadhar Yojana scheme of the state under which he got Rs. 5000 to set up a petty shop. Happy and confident, Doreyappa aspired to expand his business.

Eyeway informed him of bank options where he could apply for a short term loan. He was also suggested to enrol in EnAble India's Self-employment programme.

A fight against discrimination

24 year old **Satinder Singh** is 100% blind. He worked as a clerk in Punjab's government Education Department. He was being paid less than his colleague working in the same department, a clear case of discrimination on account of his blindness. His complaints to the management went unheeded, so Satinder decided to seek Eyeway's help. Our counselor shared a copy of the official circular stating minimum wages due to him. Eyeway further pursued the matter with Satinder's employers and after repeated back and forth, the authorities finally gave in. Satinder received his full dues after putting up a persistent fight for his rights.

Chalking out a course for rehabilitation

A resident of Ahmedabad, 24 year old **Ankit** has only 25% vision in one eye and none in the other. Ridden with social stigma he made several calls to the Helpdesk, each with a different name before he finally opened up to our counselor. Ankit was under confident because he'd made few failed attempts to clear his college exams. He was unaware that blind students could take the help of a scribe. He struggled to write his own exams, failed, and finally gave up. Eyeway apprised him of scribe facilities, scholarships offered by Gujarat government and 1% quota in railways and banking. However to improve his job prospects, he was recommended to finish graduation and take up computer training at BPA.

Alleviating parents' fears

6 year old **Lijo** (name changed) was born with normal vision into a low-income family in Cochin, Kerala. A tumor was detected in his eyes when he was only 7-months old. He underwent an operation for the same but unfortunately it resulted in complete loss of vision. His parents couldn't come to accept their son's vision loss and hopelessly persisted in seeking medical help to restore his sight. Social stigma and lack of awareness pushed them towards a state of denial.

One of their neighbors learnt about Eyeway in a local newspaper and apprised the parents of our Helpdesk service. When they came in contact with the Eyeway counselor, it took about five to six calls for them to open up. Their fears turned them into being over-protective around Lijo, foreseeing only a bleak future for their son. But over consistent engagement with the mother and the father, our counselor helped them understand of the practical difficulties Lijo could face later in life unless he was put on a path to rehabilitation. The counselor apprised the parents of the need for their son to become independent and learn new ways of living life as a visually impaired person. The counselor also cited examples of other successful blind people who continued leading wholesome lives despite their disability.

Emphasizing on the need of a good education, when the counselor suggested that Lijo be enrolled in a school, his parents expressed fear of their child being bullied by strangers. The counselor addressed their fears and recommended admission in School for the Blind, Aluva. The counselor reassured Lijo's parents by speaking to the Principal of the Blind School directly about their son's admission. This helped in easing their anxiety and they agreed to put him in school from the next term.

Creating impact through a collective platform for advocacy

One of the key functions performed by Eyeway is advocating for the visually impaired where rights are denied and people are discriminated against on grounds of being disabled. With Eyeway transforming into a network of organizations, we will have greater impetus to voice our issues and bring about a change. As a network, Eyeway will be able to take up cases and launch collective campaigns with a view to impact policy. In the past year as well, there were several such cases handled by the Helpdesk, two of which are shared below.

A teacher's fight for justice

30 year old **Kishore** (name changed) is 100% blind but his disability has in no way impacted his passion for academics. A meritorious student, Kishore's love for English literature led him to complete his Bachelors, Masters and MPhil in the subject. He further pursued a B.Ed degree and secured a job of Primary Teacher in a school in Ahmedabad. He came across an advertisement for the post of a Trained Graduate Teacher (TTS) by Kendriya Vidyalaya Sangathan (KVS). Kishore promptly applied for the position and received a Call Letter for the written examination. He undertook the exam with the help of a scribe. The question paper was in multiple choice format but there were also some diagram questions that needed to be answered. Given his vision impairment, Kishore felt that his inability to accurately answer the diagram questions adversely impacted his performance in the exam. When the results were declared, he missed the cutoff for the interview by one mark.

Disheartened, he contacted the KVS authorities to report the issue and request for a reassessment of his diagram questions understanding his limitations to respond to the same. But his pleas fell on deaf ears.

That's when Kishore decided to take strong action and contacted Eyeway for help. After examining all facts in the matter, our counselor got in touch with our advocacy partner, HRLN. With the help of local legal experts, a writ was filed in the Gujarat High Court seeking relief for Kishore and the court passed an interim order stating that one vacancy be kept open for the TTS post until the next hearing.

A woman's fight for accessibility at work



30-year-old **Nimmi Singh** is totally blind and employed with All India Radio since 2013 as a Stenographer. She faces a lot of accessibility issues in her day to day working which not only impact her performance but also harm her dignity and independence. For almost two years into the job, Nimmi was not provided with a computer to perform her daily duties and when she did get one in 2015, it was of little use to her. As a blind user, she needs to have a computer with screen reading software, along with speakers and headphones. But the computer didn't meet her accessibility needs. So she had to use her personal laptop to stay productive at work.

The second challenge was with regards to marking her attendance. When she joined, she had to manually mark her attendance in a register for which she had to depend on her sighted colleagues. This was later replaced by a swipe card which was again inaccessible to her. Nimmi depended on her limited light perception to catch a red light indicator when she swiped the card to mark her attendance. This was later replaced by a biometric machine which requires all employees to enter six digits of their Aadhar card and then their fingerprints on a touchpad. The machine is completely inaccessible for visually impaired people as it has no tactile or braille markings and neither does it have any talkback facility to guide the person. This daily dependence on her co-workers was humiliating for her as it reminded her of her inability every day.

She sought help from her immediate supervisors and concerned department heads by lodging official complaints and requesting for assistive aids and appliances. With no positive response, Nimmi approached Eyeway and our team expedited the matter to the CCPD's office. We personally met with the Deputy CCPD in his Delhi office so that Nimmi's problem could be resolved at the earliest. Following our complaint, action was taken and the department was issued an order to provide Nimmi with the required equipment at work. As for the biometric machine, her seniors were put in touch with a technology expert to recommend accessible solutions that can be easily installed in their office.

TRAINING AND CAPACITY BUILDING

To ensure consistency across the board in our response to the callers, we conduct training and capacity building sessions through the year for our counselors. In the past year too, following programmes were designed and executed for upskilling.



New counselors' training at Blind People's Association from May 15-20: Specific operations and soft skills training was organized for the new counselors who joined Eyeway Helpdesk in Ahmedabad.

All Counselors' Training from September 21-22: In order to keep up the good work and stay up to date with domain developments, we organize annual training for our counselors working across centers. The workshop included sessions on Helpdesk operations, working with the integrated CRM, documentation process as well as interactive sessions to encourage peer learning. This annual training is a good platform for counselors from all locations to meet and share their respective learnings and challenges with the rest of the team.



New counselors' training at Score Foundation from November 20-24: With a bunch of new counselors joining the Eyeway network in Bangalore, Delhi and Kerala, we conducted 5-day training at Score office focused on understanding different clients, managing client expectations, live call handling, documentation and identifying case stories.

Field Visit to Navchetna Institute, Patiala on February 9: With an aim to increase outreach in the Punjab region and helping the local partner resolve operational hiccups, Score team visited Navchetna Institute in Patiala. The Project Manager, Communications Manager and the IT Coordinator conducted specific training sessions and meetings to address local issues and strategize further on how to promote the helpline service in the state.



Field Visit to VMS, Mumbai on March 22: As part of a regular monitoring and assessment exercise, Score team visited the Maharashtra Helpdesk stationed at Victoria Memorial School for the Blind in Mumbai. The Project Manager and the Communications Manager interacted with the Mumbai counselors to get an insight into their learnings from the past year and to understand the state specific challenges facing the visually impaired people in Maharashtra.

NEW PARTNERS

Eyeway is privileged to have on board the prestigious Blind People's Association (BPA), Ahmedabad. Established in 1984, BPA is a premiere organization in the field of disability. Their expertise and experience in working with visually impaired persons across the fields of education, training, medical intervention and community rehabilitation will enrich the knowledge base of Eyeway. It also widens the scope of queries the Helpdesk attends to.



Adding Little Flower Hospital (LFH), Kochi to the Eyeway network equips the helpline to answer calls in Malayalam. Eye hospitals are the first tVouch point for anyone with a vision problem and there are a number of cases which go beyond the scope of medical intervention. With our counselor stationed at the Ophthalmology department in LFH, patients with rehabilitative needs will be easily attended to.

Exploring new partnerships



Bethany Society, Shillong



LV Prasad Eye Institute, Hyderabad



NAB Karnataka



Eyeway beneficiaries, Nimmi and Sunny with Score Team

REACHING OUT

With our objective of inspiring and empowering persons with visual impairment we curate information that can be used to raise awareness within the blind population as well as sensitize civil society at large. Our communication is targeted towards all our stakeholders which include, blind people, their family and friends; ophthalmologists and rehabilitation professionals; mass media; the judiciary; Government and civil society.

With the Eyeway network building up, this opens up an opportunity to create a collective communications platform to disseminate information through multiple channels. Apart from using our helpline to disseminate relevant information to our beneficiaries, we engage with stakeholders through events, workshops, forums etc. We also engage with the larger society through periodic articles published on digital media to alter their mindsets and expand their imagination.

NEWS ARTICLES ON THE WEB

There is a general tendency to report stories on disability from a limited perspective of human interest. Through the past year we have shared views on different issues on various media platforms in order to bring discussions on disability into the mainstream.





Team Eyeway contributed a series of blogs on **The Better India** on making science accessible to blind students, how Digital India can pave way for inclusion, technology aids that can ease daily living for the elderly and late blind, making books accessible for the visually impaired, how blind photographers and standup comedians are breaking myths and stereotypes around blindness and how a Delhi University college is using technology to help their visually impaired students navigate easily on campus.

We also published an insightful piece on **India Today's** online opinion platform, **DailyO** on what the government needs to do to make the Rights to Persons with Disabilities Act 2016 actually work. Eyeway's Koshy Mathew wrote a piece, 'Disabling the differently abled' citing the implications of GST on disability equipment in **The Economic Times**. **The Logical Indian** also published an interview with our CEO, George Abraham on inclusive education.

Apart from the articles in mainstream media, we also shared some exclusive articles and interviews on our **Eyeway website**. Visually impaired Payal Jethra voluntarily shared her blog citing the suggestions of her ten year old on how to make currency notes accessible for the blind. A regular contributor on Eyeway, Pramila Komanduri shared her fascinating interview with award-winning card mechanic, Richard Turner who went legally blind at the age of nine.

Eyeway counselor, Rahul Ramesh at LFH. Angamaly was interviewed by popular weekly magazine Malayala Manorama to gain in-depth understanding of the accessibility challenges faced by visually impaired people.



	TBI Blogs: From Screen Readers to Magnifiers, There Are Now Many Aids for the Visually Impaired Elderly <small>With the help of advancements in science, there is plenty of assistive technology available to compensate for vision loss among the elderly today.</small>
	What govt needs to do to make Rights of Persons with Disability Act work <small>It falls short on the vision to acknowledge and empower the disabled so they can sail through the challenges themselves.</small>
	In Conversation With George Abraham, Founder Of The World Blind Cricket Council
	Disabling the differently abled <small>By Koshy Mathew In July, the goods and services tax (GST) was rolled out to a mixed reception. Its objective is to prevent cascading of taxes and avoid built-in taxes — for example, excise duty at the factory gate, duty on equipment used by telecom companies, etc — thereby lowering retail prices and increasing tax revenue by more voluntary compliance.</small>

WORKSHOPS AND ENGAGEMENTS

Access4all, May 27, 2017

Helpdesk Operations Manager, Binni Kumari participated in a panel discussion on accessibility and inclusion organized by CBM India along with Youth ki Awaaz. Binni shared her experience and concerns of being a blind woman in the city.



Disability Seminar in Pune, February 15, 2018

Eyeway representatives from Score Foundation, New Delhi and Victoria Memorial School (VMS), Mumbai participated in a disability seminar organized by State Disability Commissioner of Maharashtra, Yashada and Maharashtra State Handicapped Finance and Development Corporation (MSHFDC). Team Eyeway interacted with hundreds of visually impaired individuals apprising them of the toll-free helpline and other services offered at the VMS campus in Mumbai.



Community outreach programme in Maharashtra on March 23, 2018

As part of Eyeway's outreach programme, Score team from Delhi and VMS team from Mumbai visited Pragati Andh Vidhyalaya in Badlapur and IDBI Polytechnic at National Association for the Blind (NAB) in Ambarnath. In both places, the attendees along with institution heads were apprised of the services offered by VMS-Eyeway. George spoke to a gathering of around 55 adolescent visually impaired students at the blind school in Badlapur and to around 50 visually impaired 18 to 35 year olds at the IDBI facility. George laid out the opportunities available for visually impaired in the country.



Workshop on Career Counseling and Social Inclusion, March 28, 2018

Score Foundation conducted a workshop in collaboration with the Equal Opportunity Cell (EOC) of the Indraprastha (IP) College for their visually impaired students, apprising them of career opportunities and assistive technologies that can empower their daily lives. Shalini Khanna, Executive Director, National Association for the Blind (NAB)-CBW, Prashant Verma, General Secretary, NAB, George Abraham and Binni Kumari engaged with the students in an interactive session.



RADIO PROMOTIONS

To promote our Helpdesk toll-free number in order to increase the call inflow by people across India, we targeted blind people in different geographies through All India Radio thrice in the financial year. The first round of radio promotions were aired on the Vividh Bharti network of 33 stations from June 5 to 13. The second round of promotions was aired between September 5 and 25 on radio stations across Gujarat to spread awareness about the newly launched helpline service in the state. And finally the third set of promotions took place between February 12-28, 2018 to penetrate further into the untapped regions of Maharashtra on AIR's local channels in Aurangabad, Amravati, Nanded, Satara and Solapur.

CEO'S ENGAGEMENTS



George Abraham for the past so many years has been working round-the-clock to create a level playing field for his fellow visually impaired citizens. In the past year, he was an active participant in two significant discussions on how to improve accessibility of Indian Railways and the new currency notes post demonetization. George was appointed Amicus Curiae by the Delhi High Court to submit his recommendations on how to make the new notes and coins accessible to persons with visual impairment. George is also a member of the review committee formed by the Delhi High Court to draft systemic changes in the Railways for ease of access by persons with disabilities.

George also made his maiden speaking tour to US, raising awareness about Project Eyeway and the need to focus on the potential of blind people across the globe. During the course of his stay, he engaged with students of University of Duke as well as the Oklahoma State University. George also addressed a group of officials at the World Bank-IMF India Staff Club in DC, speaking about his use of cricket and communications to transform lives. In his other engagements, George interacted with student groups, corporates, members of the judiciary and other stakeholders.



Addressed a group of optometrists, occupation therapists, radio therapists, physiotherapists among passing-out graduates, students, doctors and academicians at the convocation for allied health professionals of Christian Medical College (CMC), Vellore.

Engaged with a group of senior and mid-level managers at Ernst & Young India, sensitizing and guiding them on how to make the work environment more conducive for a visually impaired employee. E&Y invited George to address their teams as they'd recently hired one of Eyeway's beneficiaries to work as a Consultant.



Invited as the chief guest at the first ONGC Para Games to encourage and felicitate winners.

Interacted with Microsoft CEO, Satya Nadella in New Delhi as the latter invited disability domain experts to engage directly with him on the sidelines of his book launch. Nadella was in Delhi to launch his book "Hit Refresh" and to share his personal journey of transformation



Invited to give a TEDx talk at their Pune edition. Under the theme 'Unravel', George helped the audience 'see' blind citizens for their potential.

Invited as a jury member on the selection panel for recruitment of potential athletes for the Paralympics in Tokyo, along with John Gloster, former physiotherapist for the Indian cricket team, Adwait Hebbar, Head of Corporate Services, IndusInd Bank Limited and Deepthi Bopaiah, Executive Director, GoSports Foundation.



Delivered motivational talks to groups of students at Bluebells School and Apeejay Institute of Mass Communication, Delhi on dealing with challenges in life. Also engaged with a group of students at the Centre for Entrepreneurship, Ashoka University, sharing his journey as a social entrepreneur.



- ▶ Engaged with a group of 40 blind women at the All India Confederation of the Blind (AICB) in New Delhi and motivated them to work hard towards attaining both personal and financial independence.
- ▶ Spoke to district judges, lawyers and policemen at a sensitization session at the Saket court on the increasing sexual offences in the country. He emphasized on the visible deprivation of basic rights of visually impaired citizens that makes them more susceptible to offences and discrimination.
- ▶ Participated in two separate events to mark the International Day of Persons with Disabilities, December 3. He was invited to give away prizes to the winners of a painting competition at IGNOU in Delhi. And he was also a keynote speaker at an event organized in Goa by local NGO, Sangath. On both platforms, George shared the work undertaken by Eyeway and the need to raise our expectations from blind people.
- ▶ Participated in a 3-day conference organized by Plan India and the Ministry of Women and Child Development, encouraging the audience to invest in the disabled citizens, especially women.
- ▶ Participated as a panelist on a discussion focused on 'The Rhetoric of Development' in a seminar organized by Delhi University's Miranda House in collaboration with George Washington University.
- ▶ Participated in a panel discussion at the Hyderabad University on laws and policies associated with disability.
- ▶ Addressed a group of corporates at a symposium titled, 'Diversity in the workplace', organized by America India Foundation.

EYEWAY WEBSITE

The Eyeway website is a comprehensive repository of information and knowledge on living life with blindness. It plays a key role in information dissemination. It is regularly updated and populated with content like job updates, news updates, informative blogs, inspirational stories, videos and a whole range of resources and FAQs on topics such as, employment, education, legislative provisions, public services and infrastructure, assistive devices and technology, understanding your eye condition and so on.

With Eyeway evolving as a network of organizations, the website will also branch out as a multifarious web of resources and information from various partners. It will function as a window to information on different spheres of living life with blindness.

The number of page views reported on our website from April 2017 to March 2018 is **531651**.



WHATSAPP AND SOCIAL MEDIA

Apart from our helpline, we also disseminate information through Whatsapp and other social media channels. Anyone interested in getting alerts on jobs, news, events and technology can subscribe to our Whatsapp messaging service by either sending an SMS to **+91 9968329329** or sending an email to scorefoundation@eyeway.org. A total of **1571** people subscribed to our Whatsapp group in the past year. Our Twitter Handle has **1036** followers. Our YouTube channel was viewed **16262** times over the course of the year.

Eyeway also has a Facebook page where we disseminate information as well as initiate conversations related to the domain of blindness. Our total reach for the past year stands at **535146** and the total number of likes is **14171**. You can follow and like us at <https://www.facebook.com/projecteyeway/>. We also have separate twitter handles for Score and Eyeway both, follow us on @scofoindia and @friendsofeyeway.

THE ROAD AHEAD

All our efforts are directed towards filling the information and resources gap that exists in India vis-à-vis blind population. At the end of the day, every blind person residing in any corner of the country should have a number to call, so they can access solutions close to home. In our dream to successfully integrate visually impaired people into the mainstream, a lot of ground remains to be covered still. We also have to reach out to the blind women population so they can be put on the route to empowerment just like their male counterparts. In the Eyeway Partners' meeting held in December 2017, we realized that there was a need to initiate national campaigns that will bring the partner NGOs together to own a collective cause.

To scale and sustain the project, we are focused on the following,

- Adding more partners to the Eyeway network
- Bringing in and maintaining a certain level of quality in operations across the board
- Working towards the network taking full ownership of the project, shifting the fulcrum of Eyeway from Score Foundation onto a collective body
- Creating awareness driven campaigns which will get partner NGOs to work closely together to address the common issues of the domain

TEAM MEMBERS

SCORE EMPLOYEES

George Abraham	CEO
Anshuman Singh	Project Manager
Shruti Pushkarna	Communications Manager
Binni Kumari	Helpdesk Operations Manager
Geeta S Nair	Research and Communications Officer
Anoushka Mathews	Communications Officer
Koshy Leju Mathew	Research Officer
Poonam Baisla	Helpdesk Executive
Dominic Roy	Helpdesk Executive
Ritu Jain	Helpdesk Executive
Shirin Kheriwala	Helpdesk Executive
Darshana Jain	Helpdesk Executive
Beena Bhatt	IT Coordinator
Sanjeev Chopra	Finance Advisor
Sushant Das	Administrative Officer
Shailendra Singh	Office Assistant

VOLUNTEERS

John van Prooijen
Pramila Komanduri
Payal Jethra

DISTRIBUTION OF STAFF BY GENDER AND SALARY ON 31 MARCH 2018

	Male	Female	Total
5000	0	0	0
5001- 10000	0	0	0
10001- 25000	6	5	11
25001 - 50000	0	2	2
50001- 100000	1	2	3
			16

HELP US TURN OUR VISION INTO REALITY

We need your support to continue making strides towards changing mindsets. If you think our work is relevant, please consider contributing to us. To contribute online please visit Score Foundation's page on Rang De: <http://www.rangde.org/scorefoundation> to make a donation using a credit card, debit card or bank account. If you would like to give to us, but prefer not to use online methods please visit the Score Foundation website for details on the same. Your donations are exempt from Income Tax under section 80G of the IT Act.

And if you are living in the US or UK, you can visit our Global Giving page and your donations will be exempt from tax in your respective country, <https://www.globalgiving.org/projects/eyeway-support-the-blind/>

AUDITOR'S REPORT

FORM NO. 10B
[SEE RULE 17B]

AUDIT REPORT UNDER SECTION 12A(B) OF THE INCOME-TAX ACT, 1961, IN THE CASE OF CHARITABLE OR RELIGIOUS TRUSTS OR INSTITUTIONS

We have examined the balance sheet of **SCORE FOUNDATION, AAETS6986R** [name and PAN of the trust or institution] as at **31/03/2018** and the Profit and loss account for the year ended on that date which are in agreement with the books of account maintained by the said trust or institution.

We have obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of the audit. In our opinion, proper books of account have been kept by the head office and the branches of the abovenamed trust visited by us so far as appears from our examination of the books, and proper Returns adequate for the purposes of audit have been received from branches not visited by us, subject to the comments given below:

THE TRUST WORKS FROM ACHIEVEMNET OF SOCIAL ORDER FOR PERSONS WITH VISUAL DISABILITY AND ARE AN INTERNAL PART OF THE FAMILY/COMMUNITY/NATIONAL LIFE OF INDIA

In our opinion and to the best of our information, and according to information given to us, the said accounts give a true and fair view:

- (i) in the case of the balance sheet, of the state of affairs of the above named trust as at **31/03/2018** and
- (ii) In the case of the profit and loss account, of the profit or loss of its accounting year ending on **31/03/2016**

The prescribed particulars are annexed hereto.

Place: **NEW DELHI**
Dated: **17/08/2018**

Name
Membership Number
FRN (Firm Registration Number)
Address

VIPIN KUMAR KHANNA
080101
000778N

T-13. GREEN PARK EXTENSION NEW DELHI -110016



ANNEXURE

STATEMENT OF PARTICULARS

(I) APPLICATION OF INCOME FOR CHARITABLE OR RELIGIOUS PURPOSES

- | | |
|---|----------|
| 1. Amount of income of the previous year applied to charitable or religious purposes in India during that year (₹) | 8596836 |
| 2. Whether the trust has exercised the option under clause (2) of the Explanation to section 11(1)? If so, the details of the amount of income deemed to have been applied to charitable or religious purposes in India during the previous year (₹) | Yes
0 |
| 3. Amount of income accumulated or set apart for application to charitable or religious purposes, to the extent it does not exceed 15 per cent of the income derived from property held under trust wholly for such purposes. (₹) | Yes
0 |
| 4. Amount of income eligible for exemption under section 11(1)(c) (Give details) | No |
| 5. Amount of income, in addition to the amount referred to in item 3 above, accumulated or set apart for specified purposes under section 11(2) (₹) | 911219 |
| 6. Whether the amount of income mentioned in item 5 above has been invested or deposited in the manner laid down in section 11(2)(b)? If so, the details thereof. | No |
| 7. Whether any part of the income in respect of which an option was exercised under clause (2) of the Explanation to section 11(1) in any earlier year is deemed to be income of the previous year under section 11(1)(B)? If so, the details thereof (₹) | No |

8. Whether, during the previous year, any part of income accumulated or set apart for specified purposes under section 11 (2) in any earlier year:
- | | |
|---|----|
| (a) has been applied for purposes other than charitable or religious purposes or has ceased to be accumulated or set apart for application thereto, or | No |
| (b) has ceased to remain invested in any security referred to in section 11(2)(b)(i) or deposited in any account referred to in section 11(2)(b)(ii) or section 11 (2)(b) (iii), or | No |
| (c) has not been utilised for purposes for which it was accumulated or set apart during the period for which it was to be accumulated or set apart, or in the year immediately following the expiry thereof? If so, the details thereof | No |

(II) APPLICATION OR USE OF INCOME OR PROPERTY FOR THE BENEFIT OF PERSONS REFERRED TO IN SECTION 13(3)

- | | |
|---|----|
| 1. Whether any part of the income or property of the trust was lent, or continues to be lent, in the previous year to any person referred to in section 13(3) (hereinafter referred to in this Annexure as such person)? If so, give details of the amount, rate of interest charged and the nature of security, if any. | No |
| 2. Whether any part of the income or property of the trust was made, or continued to be made, available for the use of any such person during the previous year? If so, give details of the property' and the amount of rent or compensation charged, if any. | No |
| 3. Whether any payment was made to any such person during the previous year by way of salary, allowance or otherwise? If so, give details | No |
| 4. Whether the services of the trust were made available to any such person during the previous year? If so, give details thereof together with remuneration or compensation received, if any | No |
| 5. Whether any share, security or other property was purchased by or on behalf of the trust during the previous year from any such person? If so, give details thereof together with the consideration paid | No |
| 6. Whether any share, security' or other property was sold by or on behalf of the trust during the previous year to any such person? If so, give details thereof together with the consideration received | No |
| 7. Whether any income or property of the trust was diverted during the previous year in favour of any such person? If so, give details thereof together with the amount of income or value of property' so diverted | No |
| 8. Whether the income or property of the trust was used or applied during the previous year for the benefit of any such person in any other manner? If so, give details | No |

III. INVESTMENTS HELD AT ANY TIME DURING THE PREVIOUS YEAR(S) IN CONCERNS IN WHICH PERSONS REFERRED TO IN SECTION 13(3) HAVE A SUBSTANTIAL INTEREST

S. No	Name and address of the concern	Where the concern is a company, number and class of shares held	Nominal value of the investment(₹)	Income from the investment(₹)	Whether the amount in col. 4 exceeded 5 per cent of the capital of the concern during the previous year-say, Yes/No
Total					

Place: **NEW DELHI**
Dated: **17/08/2018**

Name
Membership Number
FRN (Firm Registration Number)
Address

VIPIN KUMAR KHANNA
080101
000778N
T-13. GREEN PARK EXTENSION
NEW DELHI - 110016



Form Filing Details	
Revision/Original	Original

BALANCE SHEET

SCORE FOUNDATION 17/107 LGF VIKRAM VIHAR, LAJPAT NAGAR, NEW DELHI (CONSOLIDATED) AS ON 31ST MARCH, 2018

<u>Prev.Year(Rs.)</u>	<u>Liabilities</u>		<u>Amt(Rs.)</u>	<u>Prev.Year(Rs.)</u>	<u>Assets</u>		<u>Amt(Rs.)</u>
	<u>Capital Fund</u>				<u>Fixed Asset</u>		
12,72,500.00	Donation to Corpus		12,72,500.00	6,10,940.00	As per Schedule A attached		4,99,082.00
1,52,813.00	Capital Grant Reserve		1,52,813.00				
	<u>Excess of Income over Expenditure</u>				<u>Loans & Advances</u>		
(5,70,670.16)	Opening Bal as on 01.04.17	(4,41,983.17)		1,49,430.00	TDS Receivable	1,51,966.00	
				48,000.00	Advances Recoverable	20,000.00	
1,28,686.99	Add: Surplus For The Year	9,11,218.61	4,69,235.44	49,000.00	Security Deposit	49,000.00	2,20,966.00
	<u>Unsecured Loan</u>				<u>Cash & Bank Balance</u>		
2.00,000.00	George Abraham		-	7,266.65	Cash	4,306.65	
				(10,414.91)	Axis Bank	5,086.04	
	<u>Current Liabilities</u>			1,59,054.27	HDFC Bank	5,48,502.75	
10,07,075.40	Unspent Grant (Annexure - A)	1,04,711.40		9,40,373.35	State Bank of India S/B A/c	4,55,004.91	
1,61,458.00	Expenses Payable (Annexure - B)	1,60,050.00	2,64,761.40	4,09,879.00	SBI, New Delhi FD A/c	4,26,022.00	
				(11,665.13)	Yes Bank	339.49	14,39,261.84
23,51,863.23			21,59,309.84	23,51,863.23			21,59,309.84

Subject to our report of even date.

For V.K Khanna & Co.
Chartered Accountants

(Vipin Kumar Khanna)
Prop.
M.No. 080101
FRN: 000778N

SCORE FOUNDATION

(Trustee)
Mathur

Place: New Delhi
Dated: 17th August 2018

INCOME & EXPENDITURE

SCORE FOUNDATION 17/107 LGF VIKRAM VIHAR, LAJPAT NAGAR, NEW DELHI (CONSOLIDATED) ACCOUNT FOR THE YEAR ENDED 31ST MARCH, 2018

Prev.Year(Rs.)		Expenditure	Amt(Rs.)	Prev.Year(Rs.)		Income	Amt(Rs.)
66,07,115.00	To	Programme Expenses (Armexure- B)	77,02,086.00	69,03,634.00	By	Grant & Other Contribution	77,02,086.00
1,244.05	"	Bank Charges	3,146.04	10,20,884.34	"	Donation	18,66,266.03
128.00	"	Postage & Couriers	-	12,708.70	"	Intt. Received From Bank	32,752.62
13,840.00	"	Electricity & Water Expense	23,890.00	28,843.00	"	Intt. Received From FD	18,808.00
21,599.00	"	Membership & Subscription	-				
71,902.00	"	Office & Computer Maintenance	56,929.00				
24,188.00	"	Printing & Stationery*	5,729.00				
-	"	Rent	1,92,000.00				
8,24,875.00	"	Salary & Professional Charges	4,68,000.00				
4,688.00	"	Staff Welfare	-				
17,505.00	"	Telephone Expenses	42,841.00				
38,784.00	"	Travel & Conveyance Exp.	9,725.00				
41,300.00	"	Auditor Remuneration	41,300.00				
1,70,215.00	"	Depreciation	1,63,048.00				
128686.99	"	Excess of Income Over Expenditure	9,11,218.61				
79,66,070.04			96,19,912.65	79,66,070.04			96,19,912.65

Subject to our report of even date.

For V.K Khanna & Co.
Chartered Accountants

Place: New Delhi
Dated: 17th August 2018

(Vipin Kumar Khanna)
Prop.
M.No. 080101
FRN: 000778N



SCORE FOUNDATION

(Trustee)
Khathur

RECEIPT & PAYMENT

SCORE FOUNDATION 17/107 LGF VIKRAM VIHAR, LAJPAT NAGAR, NEW DELHI (CONSOLIDATED) ACCOUNT FOR THE YEAR ENDED 31ST MARCH, 2018

Prev. Year(Rs.)	Receipts		Amt(Rs.)	Prev. Year(Rs.)	Payment	Amt(Rs.)
	By Opening Bal. as on 01.04.17			66,07,115.00	To Programme Expenses	77,02,086.00
7,623.65	Cash	7,266.65		1,244.05	" Bank Charges	3,146.04
(1,04,115.99)	Axis Bank	(10,414.91)		128.00	" Postage & Couriers	-
36,952.93	HDFC Bank	1,59,054.27		13,840.00	"Electricity & Water Expense	23,890.00
4,03,885.48	State Bank of India, New Delhi	9,40,373.35		21,599.00	"Membership & Subscription	-
3,83,921.00	SBI, N.D. (FCRA A/c)	4,09,879.00		71,902.0	"Office & Computer Maintenance	56,929.00
33,040.17	Yes Bank	(11,665.13)	14,94,493.23	24,188.00	"Printing & Stationery	5,729.00
				-	Rent	1,92,000.00
				8,24,875.00	"Salary & Professional Charges	4,68,000.00
69,03,634.00	" Grant & Other Contribution		77,02,086.00	4,688.00	"Staff Welfare	-
				17,505.00	"Telephone Expenses	42,841.00
12,708.70	" Bank intt. received		32,752.62	38,784.00	"Travel & Conveyance Exp.	9,725.00
				41,300.00	"Audit Fee	41,300.00
28,843.00	" Interest Received From FD		18,808.00			
					" Fixed Assets Purchase	
10,20,884.34	"Donation		18,66,266.03	61,278.00	Office Equipment	51,190.00
				3,04,541.00	Computer	
6,308.00	Expenses Payable		-			
				-	"Unspent Grant	9,02,364.00
2,00,000.00	"George Abraham		-			
				2,885.00	"TDS Receivable	2,536.00
5,06,536.00	" Unspent Grant		-			
				4,000.00	"Advance Recoverable	
94,144.00	"Sale of Asset		-			
				-	"George Abraham	2,00,000.00
-	" Advance Recoverable		28,000.00			
					"Expenses Payable	1,408.00
					" Closing Bal. as on 31.03.18	
				7,266.65	Cash	4,306.65
				(10,414.91)	Axis Bank	5,086.04
				1,59,054.27	HDFC Bank	5,48,502.75
				9,40,373.35	SBI, ND (FCRA A/c)	4,55,004.91
				4,09,879.00	SBI, ND FD A/c	4,26,022.00
				(11,665.13)	Yes Bank	339.49
						14,39,261.84
95,34,365.28			1,11,42,405.88	95,34,365.28		1,11,42,405.88

Subject to our report of even date.

For V.K Khanna & Co.
Chartered Accountants

(Vipin Kumar Khanna)
Prop.
M.No. 080101
FRN: 000778N

SCORE FOUNDATION

Khanna
(Trustee)

Place: New Delhi
Dated: 17th August 2018

AIRTEL DELHI HALF MARATHON SUPPORTERS

GEORGE ABRAHAM

The Page Advertising And
Communications (P) Ltd
Triune Energy Services
Alan AR Stanbury
Aarti Krishna
Anu Aga
Thangam Mammen
Russell Reynolds Associates
(I) P Ltd
Vinod Matkar
Sunil Nanda
Atul Chatterjee
Ajit Abraham Isaac
Rajender Gupta and Nirmala
Gupta Charitable Trust
S Sandilya
CCS Technologies
Payal Kapur Sharma
Sandip K Beri
N Ganpathy
MOE & Lo Mathai
N Balachandran
Gautam Nath
Chacko Cherian
Nita Dilawar Sharma
Geeta Philip
Nipun Malhotra
Rahul Thomas
Prakash Abraham
Rohit Golya
Vivek Das

AMITABH LAL DAS

Anurag Chauhan
Prashant Tripathy
Hashmat Nabi

Vivek Gaur
Win Law Group
Saikrishna Rajagopal
Amarnath Ananthanarayanan
Shraman Jha
Soumya Banerjee
Deepak Singh
Joyjit Deb Roy
Payal
Prasanna Lal Das
Rajesh Sharma
M A Giridhar
Shailey Valecha

ARVINDER PAL SINGH BHALLA

Sanjeev Chacko
Anjali
Shankar
Meena Murugappan
M V Ramana Rao
PC Jain
KBS Manian

GAUTAM NARAYAN

Vijaybabu
Sreeman Kadali
Gaurav
Gayatri
Anand Somiah
K V Viswanathan
Mahfooz Ahsan
Mahesh Gajria
Nagarajan
Kirtiman Singh
Gunjan Malviya
Pallavi Gupta
Rahul Mehra

N L Rajah
Aswin Prabhu
Dayan Krishnan
Dhananjay Rana
Jagdeep Singh Lamba
Narender Mann
Seetha
Rajesh Solanki
Shubhra Bhattacharya

RAJAT TEWARI

Brijendra Singh
Hina
Ajay Jain
Devendra Singh
Divya Jyot Kaur
Sunil Solanki
Anshuman Kamthan

RAJENDER SUD

Jesudoss
Sameer Mulmuley
Anurag Mathur
Rajendra Ramrakhyani
Simar Kaur
Sunil Arora
Avinash Tahiliani
Nilesh Sikotara
Anil Sood
Oliver
Deepak Hiremath
Anil Sehgal

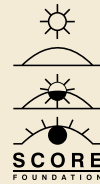
JP SINGH

Dr. Niranjana Pehera

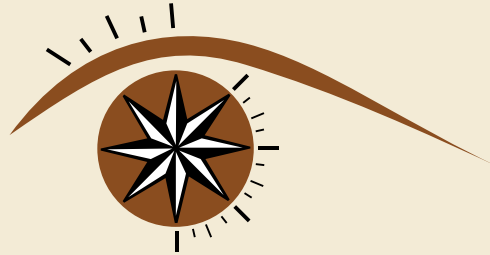
EYEWAY PARTNERS AS ON MARCH 31, 2018

Score Foundation (Delhi)
National Association for Blind (Delhi)
Saksham (Delhi)
Mitra Jyothi (Bangalore)
EnAble India (Bangalore)

Navchetna Institute (Patiala)
The Victoria Memorial Institute for the Blind (Mumbai)
Blind People's Association (Ahmedabad)
Little Flower Hospital (Kochi)
Human Rights Law Network (pan India)



Present



EYEWAY.org
informs • inspires • includes

National Helpdesk for Blind & Visually Impaired persons : 1800-300-20469

Supported by

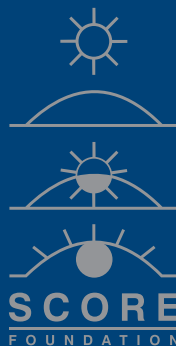


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FOUNDATION



We accept online donations through Rang De.



SCORE FOUNDATION

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