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The year under review was unwavering in our focus of providing safe and comprehensive care to the little ones afflicted with cleft. More than 4000 cleft beneficiaries were evaluated pan India and 2387 safe surgeries were conducted through all the three delivery models… 1217 at our GC4 in Guwahati, 823 in our Out Reach Centres and 347 in Missions across 6 locations (Kolkata, Guilbarga, Visanagaram, Rishikesh, Vadodara and Puducherry). With a view to extending our reach we had first time tie ups with major PSU’s like IOC, IRFC, BHIL and renewed our partnership with IOC. The transformation was witnessed by the senior management of these behemoths and the commitment and delivery of Mission Smile acknowledged.

In appreciation of the work done AIIMS Rishikesh has renewed our partnership MoU without an end date. Muthoot Pappachan who has been a tremendous support to us in our Missions crossed the 2000th smile at our Mission in Vadodara and has confirmed their commitment to continue working with us in the coming year as well. More than 220 volunteers from India and across the globe (China, Singapore, UAE, Philippines, Indonesia, Malaysia, USA, Sweden, Germany, Russia, Poland and Canada) supported us in our Missions and in GC4. A milestone at our GC4 Comprehensive Care Centre was the completion of 20000 safe surgeries. Full credit goes to the entire team for their consistent dedication over the years. The GC4 also organised a difficult surgery week in partnership with “Second Chance” of Sweden… 68 extremely complicated surgeries were performed.

In a Pan India Social Impact Award selection by the Indian Chamber of Commerce, Mission Smile won the first prize… an acknowledgement of the impactful work being done. We brought into the fold a new Outreach Centre in Puducherry bringing our total ORC’s to nine.

Feeling gratitude and not expressing it is like wrapping a present and not gifting it. I would like to thank the NHM and the Govt. of Assam for their unstinting support both in terms of funding and the infrastructural and nursing support given to Mission Smile over the years helping us spread smiles. We are indebted to our doners, partners, volunteers, doctors and every member of the team without whose support and commitment this would never have been possible.

With best wishes to all for the year ahead.

It’s not how much Mission Smile does for little children but how much compassion and love we put into our effort.
Mission sMile 2019-20

Mission sMile

Provide Compassionate Comprehensive Cleft Care

Vision

Delivery based on the values of Equality, Dignity and Empowerment

Values

A Cleft Free India

Mission

2004

1000 smiles

2014

20,000 smiles

2020

39,000 smiles

1000 smiles

20,000 smiles

39,000 smiles
Highlights of the year

20,000 surgeries completed
in Guwahati Comprehensive Cleft Care Centre since May 2009.

Mission Smile
partnered with very prominent PSUs like IRCF and IRCON for the very first time and extended ongoing partnership with IOCL, ONGC and AIIMS Rishikesh

Mission Smile
won the ICC Social Impact Award in February 2020

2,000 surgeries completed
in partnership with Muthoot Pappachan Foundation since 2014 across India over 29 Missions
GUWAHATI
COMPREHENSIVE
CLEFT CARE
CENTRE

COMPASSIONATE COMPREHENSIVE
Cleft Care Process

- Awareness
- Preliminary Screening
- Patient Transportation
- Medical Screening
- Feeding & Lactational
  Support
- Nutritional Support
- Speech Therapy
- Dental Treatment
- Post-Operative Care
- Surgery
- Patient & Guardian
- Fooding & Lodging of
  Patients & Guardians
- Medical Screening
- Surgery
### COMPASSIONATE CARE

First left: Dental assessment - Check up, Alignment and oral hygiene

Right top: Child care - calming the little ones before surgery

Right bottom: Speech Therapy - the final step to normal speech
C4 offers year-round cleft rectification surgeries and Compassionate Comprehensive treatment to patients coming from Assam and North East India. Inaugurated in November 2011, the Centre is a unique Public Private Partnership model created in partnership with the Government of Assam, Tripura and Meghalaya. The Centre has performed 1217 cleft surgeries in 2019-20 and acted as a Medium of Excellence for Academics and Research.

Guwahati Comprehensive Cleft Care Centre

Little Nivas – Awaiting his smile
1217 Surgeries

680 MALE
537 FEMALE

717 cleft lip
467 cleft palate
33 others

1363 dental
550 nutrition
1083 speech

0-6 years
6-12 years
12-18 years
18+ years

998
120
67
32

Our Gratitude to Hon’ble Chief Minister of Assam Shri Sarbananda Sonowal for his endless support to the Guwahati Comprehensive Cleft Care Centre.
Mission Smile's GCC4 Center celebrated the 20000th cleft surgery by restoring the smile of baby Jitumoni Nath. The 9-month-old is the single child born to a lower-middle-class family in Nagaon. On the day of birth, the child showed severe complications. The family was worried but was relieved when the baby was born albeit with low birth weight. This relief was short-lived as the child was born with both cleft lip and palate. The grandmother was an ASHA worker and consoled and counseled the crying parents. The child's uncle was positive and welcomed the child with gifts and said ‘I accept our destiny with love and blessings.’ Initial days were tense as it took time to adjust with a cleft child and the community reaction and curious looks made it difficult for the family to adjust to caring for Jitumoni.

The grandmother left no stone unturned to get information on cleft surgery and was happy to learn about the work of Mission Smile, through an AM. On 25th Nov’19 the child had his first cleft surgery and the family left smiling and happy. They felt special and so did the Mission Smile team as the bond of being the 20,000th patient made the corrective surgery a little more impactful. On reaching home friends and neighbors came to see the child with his new smile. The family is now happy and dreams of making the child a doctor who can, in turn, spread such beautiful smiles to other children.
Aminul Haque was born on January 14, 2019 with cleft lip and cleft palate. He is the 3rd child of Shajhan Ali and Malekha Begum. They are a very poor, landless family. Shajhan is a daily wage worker whose work is not regular. His old, ailing parents live with him and the day he does not get any work the family sleeps on empty stomachs. He finds it difficult to make ends meet. When Aminul was born, all family members were saddened. Malekha and her husband were depressed when their child was born with both cleft lip and palate. When Aminul was born at home his weight was 3 kg. Lack of care along with feeding challenges led Aminul becoming malnourished. Since the parents were unable to buy formula milk they started to give barley, sugar and cow’s milk at the age of 1 month. Aminul had diarrhoea after being fed with barley, so they switched to only cow’s milk. When he was brought to GC4 he was 4 months and his weight was 2.3 kg. The paediatrician at GC4 immediately enrolled him into The Cleft Nutrition Program. Aminul’s parents were counselled and taught how to take care of the child, various issues like nutrient-rich and energy dense food, feeding methods, frequencies, use of locally available and homemade food, hygiene were explained. After being in the Nutrition Programme for 8 months he gained sufficient weight for cleft lip surgery. Aminul received his surgery for cleft lip on 1 January 2020. He came for 1 week follow up but did not turn for the 2 months follow up due to corona pandemic. Due to lockdown Shajhan lost his daily work and they did not have the fare to come to GC4 for follow up. Telephonic diet counselling has been given during that period. They are happy and thankful to Mission Smile that their child got the nutritional help and guidance from Mission Smile followed by the corrective surgery.
We have a total of 9 outreach Centre’s across India in partnership with local hospitals. The Credentialed medical volunteers of Mission Smile conduct surgeries in these Centre’s throughout the year. At present we have Outreach Centres at Agartala, Berhampur, Bhopal, Bhubaneswar, Kolkata, Puducherry, Rishikesh, Shillong and Vadodara.

Shanti Saha’s smile restored

**PAN INDIA OUTREACH**
SMILE CHAMPIONS OF OUR OUTREACH CENTRES

Dr Anjana Malhotra
Kolkata

Dr Manish Mukul Ghosh
Kolkata

Dr Prabir Jash
Kolkata

Dr Varun Ramachandra
Vadodara

Dr Kapil Lahoti
Bhopal

Dr Sangram Patra
Bhubaneshwar

Dr Swarnav Patnaik
Bhubaneshwar

Dr Arjun Sundaram
Puducherry

Dr S Sakthivel
Puducherry

Dr Biswajit Mishra
Berhampur

Dr Debarati Chattopadhyay
AIIMS Rishikesh

Dr Hiteswar Sarma
Agartala, Shillong

OUTREACH CENTRE’S STATISTICS

823
Surgeries

450 MALE
373 FEMALE

426 cleft lip
361 cleft palate
36 others

64 dental
110 speech

0-6 years
6-12 years
12-18 years
18+ years

668 84 44 27

cleft lip
cleft palate
others
dental
speech

426 361 36

64 110

668 84 44 27

Dr swarnav Patnaik
Bhubaneshwar

Dr sangram Patra
Bhubaneshwar

Dr Anjana Malhotra
Kolkata

Dr Manish Mukul Ghosh
Kolkata

Dr Prabir Jash
Kolkata

Dr Varun Ramachandra
Vadodara

Dr Kapil Lahoti
Bhopal

Dr Sangram Patra
Bhubaneshwar

Dr Swarnav Patnaik
Bhubaneshwar

Dr Arjun Sundaram
Puducherry

Dr S Sakthivel
Puducherry

Dr Biswajit Mishra
Berhampur

Dr Debarati Chattopadhyay
AIIMS Rishikesh

Dr Hiteswar Sarma
Agartala, Shillong

24 | MISSION SMILE 2019-20

25 | MISSION SMILE 2019-20
A SMILE STORY
Outreach Centre

Let us introduce you to Driptoman Payra who is a 1 year 6 months old little boy. He had to bear endless pain from his birth due to his severe cleft lip and palate deformities. His mother stood strong and lovingly cared and supported him in spite of negative reactions and ill-treatment from their relatives and the community at large! It all began when Driptoman’s parents were eagerly awaiting the birth of their child. Anticipation grew strong as his mother was taken in labour. To their utter dismay, she gave birth to Driptoman, a little baby with cleft lip and palate deformities! The excitement of the family was shaken and the newborn baby was looked upon as a future burden. The baby was rushed to the ICU due to medical complications and was kept for 21 days, the first few of those days being critical to his survival. Initially his mother wasn’t informed about her child’s cleft deformities. When she saw him, she couldn’t control her tears. Despite all challenges and health issues of the child, the mother remained mentally strong and determined to treat her child and correct this deformity. Driptoman was brought to Kolkata Centre by his mother but he was found to be underweight and it was suggested that he be put on a nutrition plan by our doctors. On their second visit to the Kolkata Centre, during screening for surgery, Driptoman showed a few symptoms of illness and once again the surgery had to be postponed. She kept visiting our Kolkata Centre with Driptoman for 5 times and every time certain health problems came in the way preventing the surgery. Finally her perseverance paid off and on her 6th visit Driptoman was screened by our doctors, who had come to volunteer, and was selected for surgery. The first phase of the surgery was done for pre-maxilla set back. The second phase was the second surgery to repair the Bilateral Cleft Lip on 8th February 2020. He is now a bonny and a happy child with full of confidence. The parents were filled with joy when they saw their child smiling like never before. Driptoman is scheduled for a third surgery after a 9 months gap due to Covid-19 pandemic. This surgery is planned to make minor corrections to the alignment of his face. Full credit to his parents, who had never given up hope on their child. They have been blessed with free treatment, they are determined to work hard and spend on his education, making him a strong person and able to give back to the society in some small way.
MISSIONS

Missions are the primary mode of intervention and though they are short term, they are effective as large numbers of patients are given medical assessments and receive surgeries over a period of 4/5 days. A location is chosen and volunteers from India and abroad spend 6 days (Day 1: Arrival and set up / Day 2: Screening of patients / Day 3 – 5: Surgery / Day 6: Departure) making it possible to conduct medical evaluation and surgeries, followed by post-operative check-up. Till date, Mission Smile has conducted over 100 medical missions in India.

Volunteers and experts from medical and corporate fraternity across the world participate in our Medical Missions.
Awaiting their smiles
VOLUNTEERS IN ACTION

First left: Medical volunteers at GC4
Right top: Dr. Gustav during difficult airway mission... GC4
Right bottom: Dr. Tihon from Russia at AIIMS Rishikesh
A SMILE STORY
Mission

There are just some moments in the many Missions that we conduct throughout the country that leave an indelible impact on each and every one of our lives changing our outlook on love and life forever. It was in our Puducherry Mission that we noticed a wizened old man holding a little boy so very lovingly in his arms, his eyes held glimmers of hope and a tinge of fear... would all the things promised on banners and through the media materialize??

When we spoke to him his story unfolded. He was Jayapalan, the little boy’s Grandfather and his sole caregiver. They live in the Thiruvannamalai district of Tamilnadu. The boy’s father (his son Dakshinamoorthy) is a daily wage earner. The little boy’s mother is mentally unstable and under Psychiatric care. The one-year-old boy Yokeshwaran has never been breastfed and was looked after solely by his Grandfather.

At the Hospital as we watched the Old man try to feed his Grandson with a Syringe... and amazingly many mothers waiting in the ward reached out instinctively and one of the mothers took the little boy in her arms and began to feed him.

Grandparents may hold our hands for a while... but they hold our hearts forever.
### Specialisation

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<th>Specialisation</th>
<th>No of Volunteer</th>
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<td>Anaesthetist</td>
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<td>Surgeon</td>
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<tr>
<td>Paediatrician</td>
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<td>Child life</td>
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<td>Clinical Coordinator</td>
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<td>Dentist</td>
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<td>Non-medical Volunteer</td>
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<td>Nutritionist</td>
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<td>Nursing</td>
<td>43</td>
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<tr>
<td>OT Technician</td>
<td>3</td>
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<tr>
<td>Speech Therapist</td>
<td>7</td>
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<td><strong>Total</strong></td>
<td><strong>220</strong></td>
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OUR VOLUNTEERS
– THE WIND BENEATH OUR WINGS

Left top: Mission at Puducherry
Left bottom: Gulbarga Mission
Right bottom: Our Mission at AIIMS Rishikesh
GRATITUDE TO OUR LIFELINES
MOMENTS TO CHERISH

A little child from Hattigorh Tea Estate was operated upon by Dr Anhad Mehra whose father was the Senior Manager of the same tea estate. (bottom left)
– The Circle of Love

Left bottom: Chairman’s visit to GC4
Right top: Signing MoU with BHEL
Right bottom: Signing MoU with IRFC
Right bottom: Signing MoU with AIIMS Rishikesh
We had a family history of cleft and were devastated when we saw our child also born with both cleft lip and palate. But the health workers were supportive enough to counsel us and refer us to Mission Smile. We are so happy to see the deformation transformed and my child is completely cleft free now. The community people were amazed to see his deformity gone. We are thankful to Mission Smile for their service. All the best wishes to this wonderful initiative.

Nayanjyoti Boro  
Age: 2 years • Kamrup Metro

We are extremely thankful to Mission Smile for travelling all the way to our state and helping so many cleft children by treating them and helping them live a normal life. My son has been blessed with a life of dignity only for your kind service. Thanks a lot.

Anowar Deb Barman  
Age: 7 years • Tripura

I am happy to visit this establishment with very novel mission for the patient. Especially from marginalised group of the society. I look forward for collaboration with your esteemed organisation on behalf of Royal Government of Bhutan to eradicate cleft from our society.

Mr Phub Tsering  
Council General, Royal Govt of Bhutan

Very noble and comprehensive initiative to address the medical conditions of the children from across all sections of the society. The very committed and capable team of doctors and support staff are doing a wonderful job with great dedication, selflessly.

Mr G Ramesh  
CGM, Indian Oil Corporation Ltd

OUR TRAINING PROGRAMMES

The foundation of any medical intervention is a robust training, preparing the entire team for any eventuality, this confidence building in Basic Life Support, Advanced Cardiovascular Life Support and Paediatric Advanced Life Support could be the difference between a safe surgery and an Adverse Event.

The entire GC4 team...both medical and support have been drilled in this important aspect of our operations. Our Senior Volunteers on Missions and at our Outreach Centres are certified. Others volunteers are given a basic training overview.
### Financial Report 2019-20

<table>
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<tr>
<th>Funds &amp; Liabilities</th>
<th>Amount (Rs)</th>
<th>Property &amp; Assets</th>
<th>Amount (Rs)</th>
<th>Amount (Rs)</th>
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<td>Balance as per last Balance Sheet</td>
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<td>Fixed Assets: (at cost)</td>
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<td>Addition during the year</td>
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<td>From Trustees</td>
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<td>From Others</td>
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<td>Cash and Bank Balances</td>
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<td>Stock of Medicines &amp; Nutrition Supplements</td>
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<td>1,373,730</td>
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Significant Accounting Policies – (As per Annexure – "G")
As per our Report of even date attached

For Any Gogte & Co
Chartered Accountants
(A. R. Gogte)
Trustee
Proprietor
M No 37046
Place: Mumbai
Date: 10th October, 2020

For Mission Smile
For Mission Smile
Trustee
Place: Mumbai
Date: 10th November, 2020

Date: 10th October, 2020

Place: Mumbai
OUR PARTNERS

When we spread smiles to children....
The earth, sky and the oceans come together to bless our efforts.

OUR ACCREDITATIONS
Image designed by The Medical Students of AIIMS Rishikesh