

# ANNUAL | 2016 REPORT | 2017





Blind Football Demo Camp in New Delhi, March 2017



Score team @ launch of Sugamya Pustakalaya, August 2016



George meets the President @ Rashtrapati Bhawan, Feb 2017



New counselors' training in New Delhi, March 2017



Field visit @ Mitra Jyothi, Bangalore



Enable India B ngaluru Training  
March 2017



Cipla Foundation CEO Rumana Hamied  
interacts with Mumbai Helpdesk counselors



Field visit @ EnAble India,  
Bangalore



Eyeway Helpdesk team @  
VMS, Mumbai



Media Panel @ National Disability Conference,  
Nov 2016



# CEO'S STATEMENT



We have now been working on Project Eyeway for nearly 15 years. Progress has definitely been made on several fronts. Eyeway is a known entity amongst a large section of persons with blindness and visual impairment. On an average we have been receiving 1200 calls in a month. A number of individuals have benefited by the information shared by our Helpdesk counselors. Our advocacy interventions too have had a considerable impact on people's lives.

Since December 2015, Eyeway transitioned into functioning as a network of likeminded NGOs. Today 7 NGOs from across India are answering queries and engaging with callers in multiple languages. In November we also won the Vodafone Mobile for Good Award for our work in this domain. All sounds very good.

Well, there are a number of serious concerns. Only 6% of our callers are women. If the Census puts the number of blind people in India at 5.4 million, there should be at least 2.7 million blind women in the country. Where are these women hiding or should I say hidden? There is a pressing need to reach out to the womenfolk of the country who are visually impaired. Their families have to be informed and programmes have to be designed to empower and include them on a priority.

While most agree that information sharing and sensitizing the stakeholders is important, funding for efforts in this direction is hard to come by. Most donors are either seeking instant gratification or direct interventions. Hence, the sustenance of the Eyeway project has been challenging.

Our partner NGOs too believe that this is a worthwhile venture, however in the past year we have sensed a hesitation on their part to take charge and ownership. This puts a serious question mark on our approach of building Eyeway as a pan-India network.

We are now in the process of reviewing our approach and strategies to make the Eyeway service easily available and accessible to blind people across India. Our vision stays the same, every blind person should have a number to call, to gain easy access to solutions close to home in their own language.

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.

## 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

## MOTTO

Space for all

Contribution by all

Opportunity for all

Recognition for all

Equality for all

with dignity

## 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.

# INTRODUCTION

## EXPANDING OUR FOOTPRINT ACROSS INDIA

Continuing with our strong commitment towards empowering the blind and visually impaired population with information and knowledge, we reached out to thousands more in the past year. To touch the lives of many more from around 60 million blind people in the country, we are making inroads into different states by expanding the Eyeway network and roping in more likeminded NGOs from all over India. 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, Cipla Foundation, Tech Mahindra Foundation and Infosys Foundation, who have helped us translate our vision into reality.

### Accolades for Eyeway

We are happy to report two separate recognitions for our work in this last year. One of our Helpdesk beneficiaries, Mahesh Narasimhan, whom we had supported in his fight for admission into the prestigious Faculty of Management Studies of Delhi University, topped his Executive MBA class, bagging a gold medal. His efforts along with ours paid off, reinforcing our belief that the society needs to focus on the ability and potential of visually impaired people rather than limiting their imagination to the disability.

We also won the Vodafone Mobile for Good Award 2016! With over 300 non-profits gunning for the award and an extensive screening process, it was truly exhilarating to be announced the winner in the Inclusive Development Category. To have our work recognized and applauded instils in us the faith that what we do truly does impact change. The prize money of INR 15 lakhs was granted to facilitate the expansion of the Eyeway network across India.

### Launch of India's first accessible online library

In August 2016, Score became part of the historic launch of India's first digitally accessible online library for blind and print disabled people. Aiming to remove the barriers in literacy and employment, 'Sugamya Pustakalaya' is a major game changer for blind and low vision people who now have access to the printed word in an accessible format. The books are available in various vernacular languages besides Hindi and English across several categories. Spearheaded by the DAISY Forum of India (DFI) and supported by the Department of Empowerment of Persons with Disabilities (DEPwD), the online library is poised to become the one-stop resource for the reading requirements of our domain.

Working in close collaboration with DFI and Ministry of Social Justice and Empowerment, Score team curated all communications related to the launch and promotion of Sugamya Pustakalaya. Our CEO, George Abraham also moderated a key panel discussion deliberating on the issues faced by blind and visually impaired people vis-à-vis availability of accessible reading material.

# OUR ACTIVITIES

## NATIONAL HELPDESK

Following the transition of Eyeway Helpdesk into a national toll-free helpline operational from different states across India in December 2015, we have seen a consistent rise in the call flow. On an average the Helpdesk counselors answer around 1000 calls in a month. The past one year recorded a total of **10763** calls from all over India.

In March 2017, the prestigious Victoria Memorial School for the Blind (VMS), Mumbai joined hands with Eyeway to launch the national toll-free Helpdesk from their premises. Adding our capacity to answer queries in Marathi, VMS-Eyeway appointed two counselors to service the helpline for Maharashtra. Established in 1902, VMS is dedicated to the education, training and empowerment of persons with visual impairment. Their expertise in the domain strengthens Eyeway network and its knowledge base to help as many blind people across India.

With a presence in Delhi, Bangalore, Patiala and Mumbai, the Helpdesk can answer queries in Hindi, English, Punjabi, Kannada and Marathi.

### Training and Capacity Building

To ensure a 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.

- All Counselor Training from August 22-26: This included peer learning, sharing best practices and strategies to overcome hurdles during operation.
- September 22-23: A special training and learning intervention was organized for our counselor in Patiala who could not attend the All Counselor Training in the previous month.
- New Counselor Training from Feb 28 to March 6: Specific operations and soft skills training was organized for the new counselors who joined Eyeway in Mumbai as well as Delhi.
- Training @ VMS, Mumbai from March 8-9: Following the orientation and basic training for the new counselors in Delhi, our Operations Manager traveled to Mumbai to assist the new team at VMS through live call demos.
- Training @ EnAble India from March 20-24: Our Operations Manager, Binini Kumari traveled to Bengaluru for a week-long internship programme with EnAble India where she had the opportunity to hone her presentation skills. She also had the opportunity to conduct a session with Masters of Social Work students at St. Joseph College, apprising them of EnAble India's volunteer community project.



### MAKING SCHOOL AUTHORITIES AWARE

Manoj, a 16-year-old student from Rajasthan, was denied promotion to class 11th on account of his low vision. The school authorities suggested that he opt for NIOS (National Institute of Open Schooling) instead. Our Helpdesk immediately set into action when Manoj reached out to us. His family was provided with the contact details of the State Commissioner of Persons with Disabilities as well as of local organizations working with disability so as to get in touch for further action. We also apprised them of the 1995 PWD Act that does not allow schools and colleges to deny admission to students with visual impairment. His parents, along with the support of local organizations, finally managed to convince school authorities to promote and admit him to the 11th standard. Eyeway's intervention played a crucial role in ensuring his education continued unobstructed.

Our journey of expanding the Eyeway network 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 impact and alter mindsets of persons with vision impairment as well as their associated community.

## **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.

As some of you may recall from our last year's report, one of the most common issues our Helpdesk receives calls for is the discrimination done by banks in providing services to the visually impaired people.

Every month we get similar queries from blind and visually impaired people being denied bank accounts, loans, cheque books, ATM cards and so on. Despite many nationalized banks having taken initiatives to enable visually impaired people to access facilities with ease, many of their employees continue to operate with age-old biases and prejudice. This needs to change. Banks need to ensure that their rules and guidelines are known to all their employees and translate into effective action and sensitized attitudes.



### **DENIAL OF BANKING RIGHTS**

Santosh from Uttar Pradesh and Deepchand from Rajasthan are both visually impaired. Last year they got in touch with us and shared the issues they had been facing at their respective banks. While Santosh was being denied an ATM card, Deepchand was refused a home loan by his bank. Our counselors apprised them of the RBI and IBA guidelines that mandate banks to make their services accessible and available to those who are blind or visually impaired. Santosh and Deepchand approached the bank again, this time equipped with the information and confidence to resolve the matter. This prompted the bank staff to finally take the necessary steps in issuing Santosh his ATM card and Deepchand the loan he had applied for.



### **DENIAL OF BASIC RIGHTS**

24-year-old Satinder has been employed as a clerk at the Punjab Government's education department since September 2016. A few months into the job, he came to know that he was being paid lesser than his colleague (also visually impaired) working in the same department. Despite raising the issue with the management the complaint went unheeded. On continuing to receive a lesser salary he decided to seek support from our Helpdesk.

Our counselor shared a copy of the official circular stating the minimum wages due to him. Satinder shared the same circular with the respective authorities in his department, asking for a correction in his salary. After a reasonable amount of back and forth and constant guidance from Eyeway, the department finally agreed to pay Satinder his dues. He started receiving his full dues from March 2017 onwards. This was a clear case of discrimination on account of his blindness. Awareness of the relevant scheme enabled him to fight for his right to receive the stipulated salary on a timely basis.

## REACHING OUT: BUILDING A COMMON COMMUNICATIONS PLATFORM

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

### National TV engagements

Television is a great way to reach out to a diverse group of people living in different parts of the country.

On the occasion of International Day of Persons with Disabilities, our CEO George Abraham was invited to a panel discussion on the **national Doordarshan channel**. George used this platform to emphasize the importance of inclusive education, training and sensitization in changing attitudes and empowering persons with disabilities not only in cities but also in the rural parts of the country.

George Abraham was also featured on a show called the **'Good Crusaders' on ET Now**, a channel part of the Times group. On the show, he talked about Eyeway and the role our Helpdesk plays in transforming the lives of blind and visually impaired persons living in different parts of India.

### News articles on the web

Through the year, our team contributed several news articles online to generate awareness around issues faced by persons with visual impairment.

Our team contributed articles on popular website, **The Better India** on various issues like accessible travel and tourism, use of scribes for visually impaired, first-hand account of a college student with nystagmus studying in a mainstream institution, audio described movies, how to make media accessible for the blind and so on.

We also put together a piece on how Demonetization affected the blind citizens and how the shift towards digital could be used towards their inclusion into the economy.

**Open Magazine** reported an extensive story on one of our beneficiaries, Mahesh Narasimhan and the pursuit of his dream education and career.

We also had our volunteer bloggers contribute articles on the Eyeway website including interviews with visually impaired fashion designer Bianca Von Stempel, winner of Master Chef Christine Ha, Sachin Dev Pavithran who was appointed by President Obama to the US State Access Board to oversee accessibility for people with disabilities. We also published an interview with visually impaired editor of a magazine called 'Losing My Sight', based in the UK.

And through the year, we also published a series of blogs by a volunteer on how to address the varied needs of children with vision impairment.

We would like to acknowledge our volunteer bloggers, Supriya Das, Katie Turner and Pramila Komanduri for their valuable contributions to Eyeway.





## ADAPTING TO TECHNOLOGY

Advancement in assistive technology is a huge leveller when it comes to inclusion of visually impaired people into the mainstream. We receive a lot of calls from blind and low vision people who wish to learn more about the accessibility features that smartphones offer. Our counselors patiently attend to all such queries and offer basic training and demos to clients over the phone. At times clients even walk in to our centres to explore technology further.

Faisal from Govindpuri in Delhi, an employee of the Indian Bank was posted to the Digital Banking department of his bank. This involved working with Internet banking, ATM-related queries and basic know-how of the bank's Android app. In the past, he was reluctant to switch to a smartphone but now with his new role, it became necessary for him to purchase an Android phone. He got in touch with Eyeway where our counselor shared with him information on the available phones, their accessibility features and even guided him to buy a new phone. In a series of telephonic as well as face to face interactions, our counselors imparted basic training on how to operate his new android phone. The intervention helped Faisal get accustomed to a smartphone and re-orient himself towards his new digital role in the bank.

## Workshops and Engagements

Every year we endeavor to reach out to our stakeholders by way of workshops, talks and other engagements to sensitize and raise awareness. Some of our initiatives and involvements are listed below.

### CEO's Engagements

- REACH, the Equal Opportunity Cell of Lady Shri Ram College for Women organized an interactive session titled 'Breaking Myths and Barriers' on bridging communication gaps between the able bodied and persons with disabilities.
- Addressed students of Hyderabad Central University on 'Changing the World or Changing Ourselves'.
- Delivered a talk on 'The Rhetoric of Development' as part of a series of lectures organized by Miranda House in collaboration with George Washington University.
- Conducted a sensitization session for the students of Central Institute of Education, Delhi University.
- Delivered the inaugural talk at the Samarthya Festival organized by IP College, Delhi University for students with disabilities.
- Delivered a talk on Social Security for people with visual impairment' at Sri Guru Nanak Dev Khalsa College, University of Delhi.
- Delivered a lecture on 'Disability Rights: Challenges and Opportunities' at the Gujarat National Law University (GNLU), Centre for Law and Society, Gandhinagar.
- Conducted a session on communication skills development with a group of 29 visually impaired girls at the All India Confederation of the Blind (AICB).
- Participated in a Round Table Discussion on prospects and progression of National Abilympics Association of India (NAAI).
- Participated in a panel discussion on 'ICT for Divyang', hosted by the Ministry of Electronics and Information Technology on the side lines of the 36<sup>th</sup> India International Trade Fair, along with Awanish Awasthi, Joint Secretary, Department of Empowerment of Persons with Disabilities, Ministry of Social Justice and Empowerment.
- Delivered an inspirational talk at the International Accessibility Summit of *Shaastra 2017* at IIT Chennai.
- Engaged with Judicial officers at the Delhi Judicial Academy in Dwarka deliberating on transparency, accountability and innovation in the functioning of judiciary.

### Score Team Engagements

- Binni Kumari and Devashish Bhargav participated in the 'Youth Support Meet of Visually Challenged Persons, held at the Vision Enhancement Center of Shroff Charity Eye Hospital, New Delhi.
- On March 28 2017, Binni interacted and shared her challenges as a blind person with the B.Tech students of IIT Delhi.

- The Score team along with George interacted and interviewed the Indian Blind Cricket players as they took on their Pakistani counterparts at the T20 Blind Cricket World Cup in New Delhi.
- A special training was organized in collaboration with our partners Saksham and NAB Delhi along with Arth Aastha for Kashmir based NGO, HELP Foundation to help them re-orient pellet gun victims.
- Our Communications team actively participated in 2-days discussions on the newly introduced Right to Persons with Disabilities Bill in December 2016 along with disability activists, NGO representatives and legal practitioners.
- George Abraham and Binni Kumari were invited to speak at the National Conference for Visually Impaired organized by AICB in collaboration with CBM, focussed on the topic *Empowering Visually Impaired Women in the 21<sup>st</sup> Century: Challenges and Strategies*.



### FROM INTROVERT TO ENTREPRENEUR

Gauri, a resident of Shahdara, Delhi has been in touch with Eyeway since 2011. Back then our team assisted her to seek admission into a Computer Training Programme at National Association for the Blind (NAB), R K Puram. She enrolled and finally completed the programme in 2015.

Last year she contacted us to inform that she was pursuing a vocational course from NAB-Centre for Blind Women in Hauz Khas, Delhi. She was indebted to Eyeway for the support offered to her at a time when she didn't know which direction to move in. Gauri told us that it was the awareness provided to her by the Eyeway Helpdesk that motivated her to forge ahead in life. Before contacting Eyeway, she was depressed and suffered from low self-esteem issues resulting in a lack of seeing her own potential. The interaction with our counselors boosted her confidence, encouraging her to pursue her dreams. Gauri continues to be in touch with Eyeway as and when she needs any support or faces any new challenges on her way to self-reliance.

### 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 radio promos twice in the financial year. The first round of radio promotions were aired on Vividh Bharti network of 30 stations between September 26 and October 20. The second round of promotions took place in Maharashtra, Karnataka, Punjab, Haryana, Himachal Pradesh, Jammu and Kashmir between March 13 and 30. As a result of our radio promotions, we recorded a surge in the number of queries on the national helpdesk.

### 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 2016 to March 2017 is **322757**.

### 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 group by either sending an SMS to **+91 9968329329** or sending an email to [scorefoundation@eyeway.org](mailto:scorefoundation@eyeway.org). A total of 1064 people subscribed to

our Whatsapp group in the past year. Our Twitter Handle has over 800 followers. Our YouTube channel was viewed **13280** 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 **201771** and the total number of likes is **14123**. 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 .



### PARENTING A VISUALLY IMPAIRED CHILD

Vivek, the father of a 2-year-old who is blind, was determined to ensure that his son gets the best education and opportunities in life. After 8 months of searching on the internet he finally stumbled upon the Eyeway website. He was delighted to have access to so much information, especially since it had been quite a while since he had begun exploring. Vivek contacted our Helpdesk, where he was made aware of the multiple avenues that his son could tread. Our counselors introduced him to the relevant government schemes, provisions, and laws related to disability. The Helpdesk emphasized on the need for obtaining a Disability Certificate for his child. We also shared with Vivek, the contact details of a Mumbai based NGO, Xavier's Resource Centre for the Visually Challenged (XRCVC), working for education of persons with blindness.

Vivek not only approached the hospital to obtain a Disability Certificate but also visited XRCVC to get information on enrolling his son into a mainstream school. It is always thrilling when the information our counselors share is turned into action. Timely guidance and appropriate information left Vivek better equipped to deal with the needs of his visually impaired son, so that he doesn't lose out on his rights to a proper education.

## THE ROAD AHEAD

We face various challenges in our efforts to successfully integrate visually impaired and blind people into the mainstream, and a lot of ground still remains to be covered. The number of women callers on our helpline is dismal. We need to actively reach out to blind women living in the margins of the society and put them on the path towards independence and economic self-reliance.

Our work and experience has shown us that there aren't adequate resources available for blind citizens in different parts of the country. Also there are huge gaps in implementation of existing laws and policies. Access to schemes and provisions is also difficult and varies from state to state.

Therefore, Score Foundation is committed to working towards the '4 Es' as we'd like to call them.

- Expectations- work towards raising the community's expectations from blind people
- Empathy- replacing sympathy with empathy in the way society responds to blind people
- Enabling environment- ensuring that the surrounding environment is enabling rather than disabling for the existence and integration of visually impaired people
- Empowering- work towards empowering blind citizens through education, sensitization and rehabilitation

## HELP US WIDEN THE NETWORK OF IMPACT

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.

## BOARD OF TRUSTEES

**Thomas Chandy** (Executive Director, 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 once during the year, on September 26, 2016. The CEO was present in the meeting.

## OUR SUPPORTERS

The Hans Foundation	Uttam Sirur	Nityanand Shetty
Essel Foundation	Shyamalee Singh	Avinash Gupta
Nasscom Foundation	Joezac Zachariah	Parveen Job
Cipla Foundation	Rahul Thomas	D S Reddy
Tech Mahindra Foundation	Hemalatha Srinivasu Chakravarthula	Kishore kumar
Infosys Foundation	Chitra	Supriya
Avininder Singh Puri	Priyali Prakash	Susan Varghese
Sudnya N Kulkarni	Thangam Mammen	Ritu Mehra
Dr Jiji Elizabeth Mathews	Nidhi Jalan	Binu Chandy
Write Media	Gurpawan Singh	Vellat Sasi Kumar
Ashok Solomon (Chintal)	Ramachandra Varkhedi	Dorcas Research Centre
Lakshya International	Disha Chhabra	Bhavna Kumar
Jayanthi Thomas	Vijay Alexander	Blessina Kumar
Varkey Vivian Cherian	Raman Roy	Radhika Abraham
Ammada Trust	Beverley Bathija	Ratna Singh
Dr Jeevan Mathew	Mariamamma Poulose	Ambrish Bakaya
Shivani Sahay	Gideon Tan	Sujata
Niranjan Khatri	Arun Galgali	Gona Singh
Gitanjali Muthrani	Ajay Mohan Goel	Deepak Rai
Sanjay Dhawan	Vergheese Jacob	Sharanita Keswani
Swati Lohan	Revant Cherian Idikulay	Anjali Chatterjee
Harinder Shourie	George Koshie	Atul Sikand
Smart Analyst (I) Pvt Ltd	Ved Kumari	Biren Nanda
Dr S Vasishtha	Joyjyoti Misra	Thomas Abraham
Vinod C Khanna	Sarah Poulose	Vanduta Khurana
Radhika Mullick Alkazi	Prakash Abraham	Akanksha Sharma
S Sandilya	Prabha	Manu Bhatia
Radha Chadha	Srinivas Komanduri	Pavan Daxini
Suparna Mohindra	Pratyush Kaushal	Vaibhav
Vinod Matkar	Priyanka Chaturvedi	Harsh Vardhan
Narayana Balachandran	Venkatesh Goteti	Sadhana
Sarita Mathur	Nishita	Sandip Beri
Karunendra Mathur	Krishna Venkat	Raman Roy
Anil Jain	Sujata Khanna	Chandrakant Chutani
Nipun Kumar Malhotra	Anurup Singhal	Darpan Wadhwa
Premika Ratnam	Sunil Rajshekhar	



# 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
Sharonee Dasgupta	Communications Officer
Akanksha Sharma	Communications Executive
Koshy Leju Mathew	Research Officer
Devashish Bhargav	Helpdesk Executive
Poonam Baisla	Helpdesk Executive
Dominic Roy	Helpdesk Executive
Ritu Jain	Helpdesk Executive
Beena Bhatt	IT Coordinator
Sanjeev Chopra	Finance Advisor
Sushant Das	Administrative Officer
Shailendra Singh	Office Assistant

## INTERNS

Tanya Chhabra  
Johan Abraham

## VOLUNTEERS

John van Prooijen  
Pramila Komanduri  
Katie Turner  
Supriya Das

## DISTRIBUTION OF STAFF BY GENDER AND SALARY ON 31 MARCH 2017

	Male	Female	Total
5000	0	0	0
5001- 10000	0	0	0
10001- 25000	5	3	8
25001 - 50000	1	4	5
50001- 100000	1	2	3
			16

## EYEWAY PARTNERS AS ON MARCH 31, 2017

Score Foundation (Delhi)	EnAble India (Bangalore)
National Association for Blind (Delhi)	Navchetna Institute (Patiala)
Saksham (Delhi)	The Victoria Memorial Institute for the Blind (Mumbai)
Mitra Jyothi (Bangalore)	

# AUDITOR'S REPORT

FORM NO. 10B

[SEE RULE 17B]

## AUDIT REPORT UNDER SECTION 12 A(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 **31/03/2017** 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 **31/03/2017** 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: **17/08/2017**

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 prev. year applied to charitable or religious purposes in India during the year (₹)   | 7795855  |
| 2. Whether the <b>trust</b> 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<br>0 |
| 3. Amount of income <b>accumulated or set apart</b> 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 <b>wholly</b> for such purposes.(₹)               | Yes<br>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) (₹)   | 0        |
| 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 (1B) ? 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 FOR USE OF INCOME OR PROPERTY FOR THE BENEFIT OF PERSON REFERRED TO IN SECTION 13(3).**

- |   |    |
|---|----|
| 1. Whether any part of the income or property of the <b>trust</b> 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 <b>trust</b> 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 <b>trust</b> 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 <b>trust</b> 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 <b>trust</b> 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
<b>Total</b>					

Place: **NEW DELHI**

Dated: **17/08/2017**

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, 2017**

<u>Prev.Year(Rs.)</u>	<u>Liabilities</u>		<u>Amt(Rs.)</u>	<u>Prev.Year(Rs.)</u>	<u>Assets</u>		<u>Amt(Rs.)</u>
	<b><u>Capital Fund</u></b>				<b><u>Fixed Asset</u></b>		
1,272,500.00	Donation to Corpus		1,272,500.00	509,480.00	As per Schedule A attached		610,940.00
152,813.00	Capital Grant Reserve		152,813.00				
	<b><u>Excess of Income over Expenditure</u></b>				<b><u>Loans &amp; Advances</u></b>		
(37,274.35)	Opening Bal as on 01.04.16	(570,670.16)		146,545.00	TDS Receivable	149,430.00	
				44,000.00	Advances Recoverable	48,000.00	
(533,395.81)	<b>Add:</b> Surplus For The Year	128,686.99	(441,983.17)	49,000.00	Security Deposit	49,000.00	246,430.00
	<b><u>Unsecured loan</u></b>						
	<b>George Abraham</b>						
					<b><u>Cash &amp; Bank Balance</u></b>		
			200,000.00	7,623.65	Cash	7,266.65	
				(104,115.99)	Axis Bank	(10,414.91)	
	<b><u>Current Liabilities</u></b>			36,952.93	HDFC Bank	159,054.27	
500,539.40	Unspent Grant (Annexure - A)	1,007,075.40		403,885.48	State Bank of India S/B A/c	940,373.35	
155,150.00	Expenses Payable	161,458.00	1,168,533.40	383,921.00	SBI, New Delhi FD A/c	409,879.00	
				33,040.17	Yes Bank	(11,665.13)	1,494,493.23
<b>1,510,332.24</b>			<b>2,351,863.23</b>	<b>1,510,332.24</b>			<b>2,351,863.23</b>

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**

*(Signature)*  
 (Trustee)

**Place:** New Delhi

**Dated:** 17th August 2017



# INCOME & EXPENDITURE

## SCORE FOUNDATION 17/107 LGF VIKRAM VIHAR, LAJPAT NAGAR, NEW DELHI (CONSOLIDATED) ACCOUNT FOR THE YEAR ENDED 31ST MARCH, 2017

Prev.Year(Rs.)		Expenditure	Amt(Rs.)	Prev.Year(Rs.)		Income	Amt(Rs.)
4,461,937.00	To	Programme Expenses (Annexure -B)	6,607,115.00	4,461,937.00	By	Grant & Other Contribution	6,903,634.00
1,154.72	"	Bank Charges	1,244.05	1,126,573.00	"	Donation	1,020,884.34
20,000.00	"	Workshop Exp.	-	63,520.17	"	Intt. Received From Bank	12,708.70
-	"	Postage & Couriers	128.00	14,357.00	"	Intt. Received From FD	28,843.00
-	"	Electricity & Water Expense	13,840.00	2,780.00	"	Interest On Income Tax Refund	-
3,500.00	"	Membership & Subscription	21,599.00		"	Excess of Expenditure	
137,300.00	"	Office & Computer Maintenance	71,902.00	533,395.81		over Income	-
31,121.00	"	Printing & Stationery	24,188.00				
100,000.00	"	Rent	-				
981,320.00	"	Salary & Professional Charges	824,875.00				
14,000.00	"	Scholarship	-				
13,788.00	"	Staff Welfare	4,688.00				
58,027.00	"	Telephone Expenses	17,505.00				
13,087.26	"	Travel & Conveyance Exp.	38,784.00				
40,250.00	"	Auditor Remuneration	41,300.00				
327,078.00	"	Depreciation	170,215.00				
	"	Excess of Income Over Expenditure	128,686.99				
<b>6,202,562.98</b>			<b>7,966,070.04</b>	<b>6,202,562.98</b>			<b>7,966,070.04</b>

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

*K. Mathur*

(Trustee)

**Place:** New Delhi

**Dated:** 17th August 2017

# RECEIPT & PAYMENT

## SCORE FOUNDATION 17/107 LGF VIKRAM VIHAR, LAJPAT NAGAR, NEW DELHI (CONSOLIDATED) ACCOUNT FOR THE YEAR ENDED 31ST MARCH, 2017

Prev. Year(Rs.)	Receipts		Amt(Rs.)	Prev. Year(Rs.)	Payment	Amt(Rs.)
	<b>By Opening Bal. as on 01.04.15</b>			4,461,937.00	To Programme Expenses	6,607,115.00
14,478.91	Cash	7,623.65		1,154.72	" Bank Charges	1,244.05
21,996.23	Axis Bank	(104,115.99)		20,000.00	" Workshop Exp.	-
581,872.43	HDFC Bank	36,952.93		-	"Postage & Couriers	128.00
-	HDFC - Fixed Deposit	-		-	"Electricity & Water Expense	13,840.00
621,630.48	State Bank of India, New Delhi	403,885.48		3,500.00	"Membership & Subscription	21,599.00
-	SBI, N.D. (FCRA A/c)	383,921.00		137,300.00	"Office & Computer Maintenance	71,902.00
25,000.00	Yes Bank	33,040.17	761,307.24	31,121.00	"Printing & Stationery	24,188.00
				100,000.00	"Rent	-
4,461,937.00	" Grant & Other Contribution		6,903,634.00	981,320.00	"Salary & Professional Charges	824,875.00
				14,000.00	"Scholarship	-
63,520.17	" Bank intt. received		12,708.70	13,788.00	"Staff Welfare	4,688.00
				58,027.00	"Telephone Expenses	17,505.00
14,357.00	" Interest Received From FD		28,843.00	13,087.26	"Travel & Conveyance Exp.	38,784.00
				40,250.00	"Audit Fee	41,300.00
1,126,573.00	"Donation		1,020,884.34			
2,780.00	Interest On Income Tax Refund		-		<b>" Fixed Assets Purchase</b>	
				-	Office Equipment	61,278.00
40,250.00	Expenses Payable		6,308.00	-	Computer	304,541.00
31,314.00	TDS Receivable		-	372,417.00	" Unspent Grant	-
3,500.00	" Advance Recoverable		-	-	"TDS Receivable	2,885.00
-	"George Abraham		200,000.00	-	" Advance Recoverable	4,000.00
-	" Unspent Grant		506,536.00		<b>" Closing Bal. as on 31.03.17</b>	
				7,623.65	Cash	7,266.65
-	" Sale of Asset		94,144.00	(104,115.99)	Axis Bank	(10,414.91)
				36,952.93	HDFC Bank	159,054.27
				403,885.48	SBI, ND (FCRA A/c)	940,373.35
				383,921.00	SBI, ND FD A/c	409,879.00
				33,040.17	Yes Bank	(11,665.13)
						1,494,493.23
<b>7,009,209.22</b>			<b>9,534,365.28</b>	<b>7,009,209.22</b>		<b>9,534,365.28</b>

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

*Prathur*  
(Trustee)

**Place:** New Delhi

**Dated:** 17th August 2017



Score bags Vodafone Mobile4Good Award 2016



George felicitated with Achievers' award by India Eye IHRO



Eyeway beneficiary Mahesh awarded for his excellent performance @FMS



Score team @ ELSA NGO Mela, New Delhi



George chairs a panel @ launch of Sugamya Pustakalaya



George at a panel discussion @ ICT for Divyang



HELP Foundation, Arth Astha engage in a workshop @Score



Seattle Pacific University students visit Score



All Counselors' Training, New Delhi, Sep 2016



National Conference for Blind Women @ AICB, New Delhi



Team Eyeway, Sep 2017

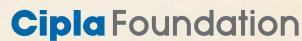


Present

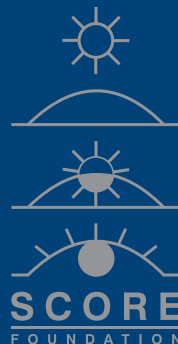


National Helpdesk for Blind & Visually Impaired persons : 1800-300-20469

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