

ANNUAL | 2022 REPORT | 2023

OUR SUPPORTERS

Dr. Jiji Elizabeth Mathew

Sandip Beri

Basanti Vinod Matkar

Vinod C Khanna

Thangam Mammen

C P Mammen

Ravi Sikka Memorial Foundation

Sunil V Hattangady

Atul Chatterjee

Associated Container Terminals Ltd

Rahul Thomas

Parvin Sinclair

Saiprasad Khot

S. Sandilya

Anita Rajah

Make My Trip Pvt Ltd

Bharat Heavy Electrical Ltd

Sunil Rajshekhar

Rajluxmi V Murthy

Vijay Kumar Kathuria

Essel Social Welfare Foundation

Cipla Foundation

The Victoria Memorial School for the Blind

Commonwealth Educational Media Centre for Asia

Ammada Trust

United Health Group

RIST

Give2 Asia

CEO'S STATEMENT



We've been running the Eyeway Helpdesk service for nearly 17 years now and we're happy to report that on an annual basis, we respond to around 12,000 callers across India. But given the size of the blind population, last recorded in Census 2011 as 5.4 million, we are still only scratching the surface.

When we started this project, we reached out to blind people in all corners of the country through mass outreach initiatives. We ran a radio series on All India Radio as well as communication workshops across states, which put us in touch with the community directly. Flooded with queries, we set up the helpline to respond to people in an organized manner.

Once again, we feel the need to connect with the untapped blind population through media outreach and grassroots connects. For this we require funding and adequate human resource. We need to amplify our outreach, also focusing on some of the sidelined groups like blind women. Currently, only 6% of our callers are women.

Post Covid, our partner NGOs were hit by a funding crunch, bringing our current partner count down to three. Our focus is now on strengthening Score's Delhi center by increasing the number of calls as well as enhancing the quality of engagement.

We would also like to explore innovations in technology to reach out to a wider audience. We want to test some AI tools that can help automate certain information research and dissemination, to improve the efficiency of the counseling team.

A large proportion of calls received across India pertain to opportunities of employment. There are limited government jobs for a huge blind population. As for the private sector, there are miles to go before blind professionals can find an easy way in.

Entrepreneurship can be a way forward for this community, a viable third option. For that, we need training, attitudinal shaping as well as easy access to subsidized loans and other government schemes to assist people set up a business. There are some existing self-employment programs by the government, but blind people lack understanding, awareness, and expertise to fully avail these.

We need to explore the route of entrepreneurship, linking the callers with relevant resources, organisations, and departments. Additionally, we also need to focus on blind youth, advocating and popularizing the idea of self-employment among them.

But nothing we do is possible without the backing of our supporters and donors. I would like to express gratitude to our funders and all our friends and well-wishers who continue to believe in us.

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

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.

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

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 TO IMPACT LIVES

Eyeway was launched to empower persons with low vision and blindness via information sharing, counselling them on possibilities and potential of life with blindness as well as advocating for their equal rights. Over the years, we tried to widen our network to reach several thousand across India so that every blind person in this country has easy access to solutions and services.

While we believe in the power of the collective, we have faced a consistent challenge with seeking new partnerships and partner organizations driving the project independently in their respective locations. It's been harder in the years following the pandemic, as individual NGOs faced a funding crunch. Barring a few exceptions in the present day Eyeway network of Helpdesks, where NGO partners have demonstrated leadership in driving the activities at a steady pace in their geography, the ownership of the network lies with Score Foundation, primarily.

Our long-term objective remains the same, to Inform, Inspire and Include a large section of the blind population across the country. We continue doing that through the Helpdesk, Podcasts, Sensitization sessions, Workshops, Advocacy campaigns and Social media.

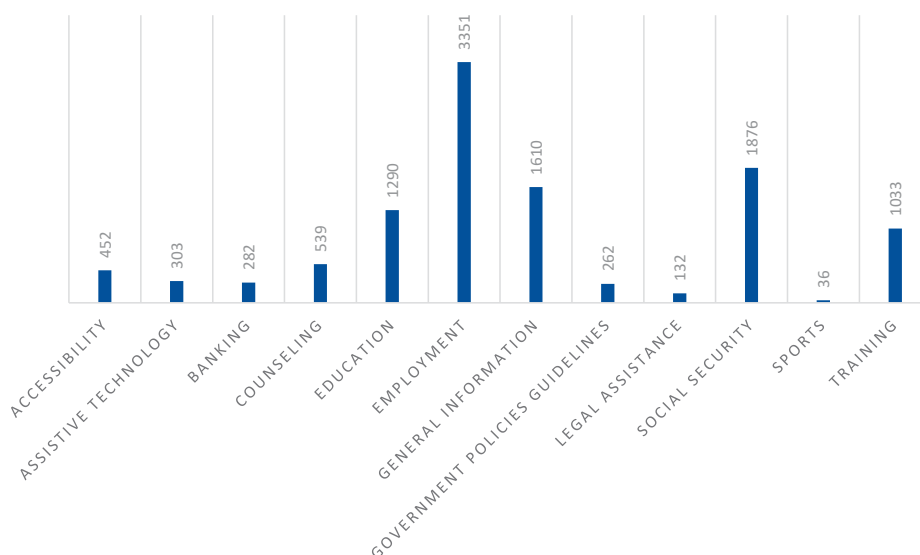
We would like to acknowledge our funding partners, Essel Social Welfare Foundation and Cipla Foundation who have helped us translate our vision into reality.

PAVING WAY FOR A BETTER TOMORROW: EYEWAY NATIONAL HELPDESK

The Eyeway Helpdesk has transformed thousands of lives through regular interactions and close counselling with callers.

Between April 2022 and March 2023, the helpline responded to **11,166** queries. We plan to introduce strategic measures to enhance the efficiency and impact of the Eyeway Helpline as well as increase the number of calls.

The centralization and strengthening of the Eyeway Helpdesk in Delhi will be a priority, aiming to improve its effectiveness and reach. This involves expanding the quarterly reach from 2500 to 10000, ensuring broader access to services for blind and visually impaired people across India. The organization also plans to leverage technology to handle factual inquiries, allowing counsellors to focus more on complex queries.



OUR IMPACT

Here's a glimpse into some of the issues faced by the blind community and how our expert team of counsellors engaged to ease and resolve their challenges.

Timely Intervention Helps Visually Impaired Siblings



Twenty-one-year-old Khushbu Aggarwal lives in Jaipur, Rajasthan. She was diagnosed with Retinitis Pigmentosa at the age of 15, but she managed to complete her graduation with deteriorating vision. She discovered Eyeway while looking for ways to cope and assist with her sight loss.

The Helpdesk counsellor apprised Khushbu of various assistive devices that could help her with reading, writing and other activities of daily living. She learnt about screen readers to use computers and smartphone. Khushbu wanted to prepare for competitive exams to secure a government job. Guided by the counsellor on acquiring adequate skills for employability, she enrolled for a training programme.

Happy with the help received from Eyeway, Khushbu sought our intervention yet again. This time for her brother, Shubham who has the same eye problem. A Class XII student, preparing for his board examination, Shubham wanted to avail scribe facility. Except his current medical certificate listed his disability as 40%. As per the rules, the board won't allow a scribe to assist Shubham unless he had a certificate of 70% or more.

Even though his vision had significantly deteriorated in the past few years, he didn't have a way to prove it to the authorities without an official document. And only a week to his examination, it was a challenge getting a new assessment.

But the Eyeway counsellor geared up for this task chasing resources all the way to the office of State Commissioner of Persons with Disabilities. As a result, the Commissioner sent a special request to the District Civil hospital asking for an expedited check-up for Shubham. He was issued a new certificate with 90% disability, which helped him get an approval for engaging a scribe for the finals.

Bridging the Gaps in the Path to Independence



Twenty-two-year-old Basavaraj was born blind to a poor family in Bijapur district of Karnataka. His parents who worked as daily wage labourers, couldn't afford educating their children. But as the only visually impaired child among four siblings, a relative suggested his parents enrol him in a special school.

After successfully completing Class X and XII, Basavaraj aspired to get a job so he could contribute to the family income. The lack of job opportunities for visually impaired people demotivated him. For two years, he kept trying to apply for government reserved jobs. Since he was dependent on sighted people in the cybercafé for the application, he often faced problems and ended up with errors in submission.

Luckily, Basavaraj heard about Eyeway from Namma Vaani platform, an audio-based social media platform that supports the needs of persons with disabilities through ideas, stories and opportunities sharing. He called the helpline enquiring about job opportunities. He also shared his bitter experiences about the lack of support for people like him and how many others faced the same issues in rural parts of the state.

The Eyeway counsellor connected him with Udyog Mitra, a platform created by visually impaired volunteers who provide public job notifications and help blind and visually impaired candidates apply for these positions. As a result, Basavaraj could apply for a Multi-Tasking post at Employees' State Insurance Corporation.

The Helpdesk counsellor strongly recommended him to pursue higher education to improve his employment prospects. He was advised to enrol for a BA degree while preparing for the government job. Eyeway also suggested him to achieve personal independence by acquiring mobility and computer training, simultaneously.

Hope restored



22-year-old Pavani Guduri hails from east Godavari district of Andhra Pradesh. Growing up, she went to a mainstream school and enjoyed a comfortable life.

After completing Class 12, Pavani began to face issues with her vision, so she was prescribed powered glasses by the doctor. After completing graduation her vision deteriorated drastically, making it difficult for her to function independently. She was eventually diagnosed with Retinitis Pigmentosa, a degenerative eye condition.

Unaware of how to proceed further, Pavani reached out to one of her professors, who informed her about Eyeway. Our Helpdesk counsellor in Karnataka reached out to her to understand her challenges. Losing sight at a young age had left her feeling hopeless about her future. She was unaware how assistive technology helps blind people live an independent life.

The counsellor informed her about screen readers, talk back features, mobility and employability training programs that would help her become independent and achieve her goals. The counsellor further connected her to a visually impaired computer trainer, who provides online training to visually impaired candidates. She was also referred to our partner organization, Enable India in Bangalore, where she enrolled for a foundation course that offers mobility, employability and life skills.

Equipped with right information and guidance, Pavani is currently undergoing a diploma course in special education that will enable her to teach deaf-blind children. Pavani's interaction with Eyeway has opened a world of possibilities that are not limited by her sight loss.

Right to access



Eighteen-year-old Fardeen Fayaz lives in Srinagar, Kashmir. Visually impaired at birth, his parents were disappointed and clueless on how to raise a child with special needs. It took them a while to accept Fardeen's disability and admit him to a local school.

His school years were quite challenging as he struggled to understand written content and concepts in the classroom. He also found it hard to navigate around his classroom and the school premises or interact with his teachers. When he reached Class 9, the school administration urged

Fardeen's parents to shift him to another school as they found themselves ill-equipped to educate a visually impaired student.

But the parents pleaded with the school authorities to let him continue in a familiar environment. After completing Class X, he was denied admission in the Arts stream on grounds of disability. That's when Fardeen contacted the Eyeway Helpdesk where the counsellor apprised him of his right to equal education and access under the Rights of Persons with Disabilities Act 2016. Armed with that information, Fardeen negotiated with the school management to enrol for Class XI.

As he prepared for his final year of school and the Board examination, Fardeen found himself struggling to access notes and study material. The Eyeway counsellor realised that a smartphone loaded with various assistive mobile apps could help him study independently. He was put in touch with a local NGO in Srinagar which helped him acquire a smartphone for the purpose of education.

Fardeen not only benefitted from the device but also availed free two-day training on using the phone independently. As a result, he can read and access information on his own, using the TalkBack (screen reading feature) on the device.

Assistive technology and access to internet can help create a level playing field for students like Fardeen, who can materialize their ambitions with the power of digital innovation, irrespective of any physical limitations.

CREATING IMPACT THROUGH A COLLECTIVE PLATFORM FOR ADVOCACY

One of the key functions performed by Eyeway is advocating for the rights of visually impaired and stop discrimination on grounds of blindness. 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 knowledge-sharing and advocacy. In the past year as well, there were several such cases handled by the Helpdesk, a few of which are shared below.

Rights Denied



Thirty-one-year-old Munna Nayak is a resident of Cuttack district in Odisha. He lost his eyesight at an early age but was able to pursue his education in a special school for the blind. Due to financial constraints, Munna had to give up studies after Class X and start a small business to sustain the family. He sold small items like mobile cases, key chains et cetera but his source of livelihood was adversely affected by the pandemic.

Two years later when things began to settle down, he thought of setting up a cosmetics shop, and applied for a loan of INR 50000. The nationalized bank denied his request on grounds of blindness, contrary to the equal rights of banking mandated by law for all persons with disabilities.

Eyeway contacted National Handicapped Finance and Development Corporation (NHFDC), a company set up by the Government of India to provide financial assistance for income generating activities to disabled people. A circular issued by NHFDC was shared with Munna, asking him to submit a copy to the bank. When the application was rejected, Eyeway pursued NHFDC officials to issue a letter to the bank instructing them to process the loan request. But our efforts yielded no results.

Another visually impaired person from Rajasthan applied for a home loan with the bank where he held his salary account. Prakashchand, a government schoolteacher was also denied the loan due to his lack of sight. And this was not the first time he faced rejection from the bank authorities. His request to issue an ATM card was denied previously. Eyeway shared the RBI and Indian Banking Association's guidelines that mandate extension of all financial extensions irrespective of disability.

Prakashchand pursued the matter with his bank, but the officials refused to comply. Munna and Prakash are not alone in this fight against discrimination. The Eyeway Helpdesk receives similar calls from across the country where time and again visually impaired people are denied their banking rights. Often our counsellors have to speak to the higher officials to resolve the issue.

Non-compliance and denial of rights



Twenty-year-old Angat Gupta was born into a lower middle-class family residing in Ghazipur district of Uttar Pradesh. He is the only blind child among four siblings. Despite their challenging circumstances, Angat's father ensured that the boy had access to education from an early age. He was enrolled in a special school for the blind where he was empowered to demand his rights as an equal citizen of the country.

When he wanted to pursue higher education in a mainstream school, he fought a persistent battle with the management who denied him admission on grounds of disability. Later, Angat pursued his graduation from Delhi University. As he moved to another city, he needed independent access to a bank account for his daily expenses. Having an ATM card could ease his cash withdrawal process but when he applied for one, he was denied on grounds of blindness. Angat presented the bank officials with RBI guidelines that mandate equal access to banking facilities for persons with vision impairment, but the bank manager refused to comply.

He then contacted the Eyeway Helpdesk where the counsellor guided him to file a complaint with the Banking Ombudsman, against outright discrimination. Angat followed the advice and submitted the necessary documents via email to register his grievance. Course correction took place as a result, and the bank offered him an ATM card.

Right to independent banking



Twenty-three-year-old Purushottam Kumar was born blind to a middle-class family in Bihar. His parents enrolled him in a special school from an early age where he grew up reading and writing in the Braille script. When he applied to move to a mainstream school after Class 8, he was denied admission on grounds of disability.

He lodged a complaint with the grievance cell in the district and the school was instructed to admit him. He scored exceedingly well in Class X and XII, forcing his school principal to alter his misconceived views about the ability of blind students.

Purushottam earned a student's scholarship, and he bought an android phone that could further assist him in studying as well as navigating through the world. Assistive technology on smartphones and computers can help blind people read, write, browse, identify, and do several things to engage with the mainstream society.

When Purushottam tried to access the Google Pay app on his phone, he realized that he needed an ATM card and internet banking. He approached the bank but was denied those facilities citing his blindness. He then reached out to the Eyeway Helpdesk where the counsellor shared a copy of the RBI guidelines that mandate no discrimination based on disability.

The bank finally gave in and issued ATM card and internet banking facility to Purushottam. He can now make UPI transfers without depending on sighted assistance.

FINANCIAL INCLUSION

To promote inclusion in financial services, George Abraham filed a petition in the Delhi High Court so that all facilities are made accessible to blind and visually impaired people. In response, the Delhi High Court constituted a high-powered committee under the chairmanship of IIT Delhi Professor, M. Balakrishnan. The idea behind the committee was to ensure that all stakeholders come together and understand the problem and the seriousness of it. Based on the discussions, a report is to be submitted to the Delhi High Court which would then give a clear order to the service providers on the directions to move forward. In this past year, George participated in four different high-powered committee meetings at IIT Delhi.

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 counsellors. We conducted online as well as offline training sessions for the new counsellors who joined the team during this financial year. We also keep a close tab on performance by periodically reviewing the call recordings and documentation of all counsellors.

REACHING OUT

With our objective of inspiring and empowering persons with vision 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; students, government and civil society.

The Eyeway network acts as a collective communications platform to disseminate information through multiple channels. Apart from using our helpline to share relevant information with our beneficiaries, we engage with stakeholders through events, workshops, forums etc. We also engage with the larger society through podcasts and articles published on digital media to alter their mindsets and expand their imagination.

EYEWAY ENCOUNTERS

We conduct online sessions with groups of visually impaired people with a view to inspire, inform and empower them. These interactions give a chance to blind and low vision participants to interact with domain experts, opening new avenues and widening their scope of imagination. These sessions also serve as a medium of collective advocacy on behalf of the community, as participants are invited to articulate challenges and complaints regarding specific services and schemes.



The Eyeway Encounters sessions are curated on a vast range of subjects like, managing financial investments, innovations in assistive technology, laws and legislations pertaining to disability rights, professional paths of progress, prevention of sexual harassment, yoga discipline and Ayurveda, sports, accessibility and more.

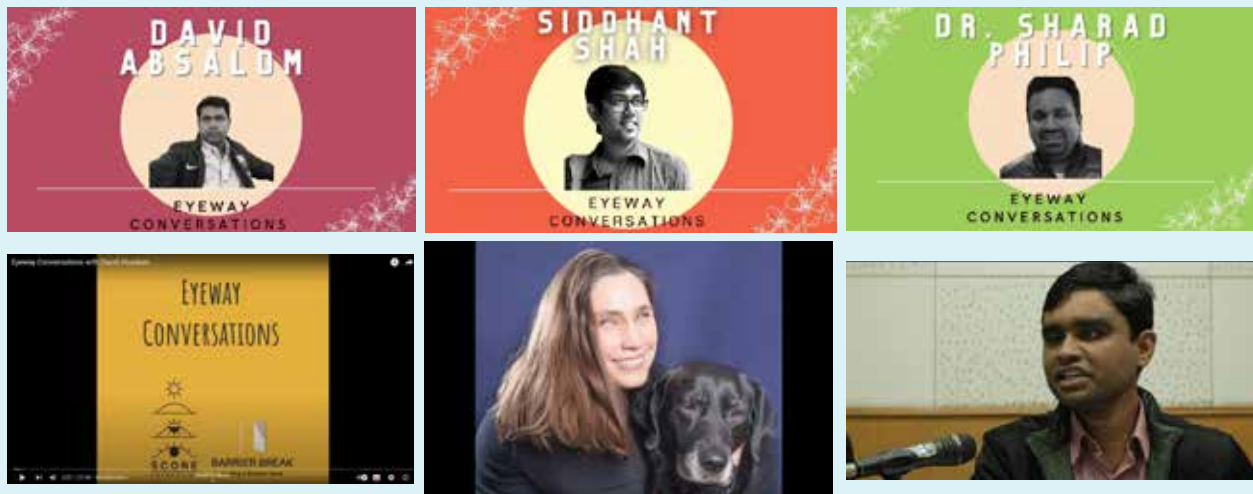
Between April 2022 and March 2023, we reached out to **506** people through direct participation and an even higher number through online recordings via Facebook and YouTube.

EYEWAY CONVERSATIONS

Eyeway Conversations is our podcast series through which George Abraham catches up with visually impaired people from across India and the world. Through the audio interviews, Eyeway aims to inform and inspire blind people and raise awareness among those who are sighted. The audio episodes are hosted on various podcasting sites such as Anchor, Spotify, Google Podcasts, Breaker, PocketCasts, RadioPublic and Apple Podcasts.

Between April 2022 and March 2023, we published interviews of successful professionals working in different areas like sports, social welfare, medicine, creative writing, digital marketing, accessibility, et cetera.

The inspiring celebrities featured on the podcast were David Absalom, Tiffany Brar, Geetha and Saleesh, Jim Stovall, Guneet Sethi, Sabriye Tenberken, Siobhan Meade, Sristi KC, Melody Goodspeed, Hein Wagner, Dr Reshmi Pramod, Mahenoor Ali, Hannah Alice Simon, Aarush Bhat, Amar Jain, Adina Gilani, Jon Samuel, Praveen Kumar G, Dr Sharad Philip, Sathish Kumar, Pramit Bhargava, Peter Donovan, Shakila Maharaj, Justin Philips, Sachin Porwal, Nikita Vaid Raut, Kishor Gohil, Chetan Sharma, Mujtaba Merchant, Manoj Govindraj, Taha Haaziq, Kartik Sawhney, Lois Strachan, Kamal Prajapati, Siddhant Shah, and Nupur Joshi.



ROUND TABLE CONFERENCE

Score organized a roundtable conference to share and document personal experiences of blind people on how technology has been a game changer for them. The recorded discussion culminated in a short film, featuring students, educators, technology experts, and NGOs dedicated to blind students' education. The points and issues raised during the conference are effective for change at both the policy as well as implementation level.

Participants included tech and inclusion experts, professionals with vision impairment working across sectors and disciplines, trainers, and representatives from special education institutes and so on.



ARTICLES IN MAINSTREAM DIGITAL PLATFORMS

Score team consistently writes about the challenges faced by blind people and the larger disabled community during the past year. We raise pertinent issues on digital media pertaining to disability representation in media and literature, challenging stereotypes, healthcare for persons with disabilities especially in the post-pandemic world, lack of empathy and other institutional gaps in social integration.

Following the formation of a high-powered committee by The Delhi High Court to address accessibility issues of financial services for visually impaired individuals, George wrote a news article on the same. This pertains to a petition filed by Score Foundation.



Shruti Pushkarna also wrote on varied themes including inclusion in Digital India, scrapping of Accessibility Experience Team at Twitter, opportunities for businesses to include persons with disabilities, ways of making media offerings accessible, myths about disability, and so on.

Is Digital India truly inclusive?

We were promised a truly inclusive world with digital access for all, but what does the ground reality convey, asks Shruti Pushkarna

Shruti Pushkarna: Busted: 10 Myths & Clichés about Disability

You are as guilty of promoting stereotypes, if you mindlessly promote them, writes Shruti Pushkarna

Are businesses missing out on opportunities to sensitise & include?

Subtle sensitisation supersedes stereotypes, and doesn't always come at the cost of PPPs, writes Shruti Pushkarna

Will the Twitter Takeover lead to Muzzling of the Disabled?

The scrapping of the entire Accessibility Experience Team could impact the PwD-friendly platform, writes Shruti Pushkarna

Shruti Pushkarna: Five ways to make media offerings accessible

In order to be truly inclusive and not do lip-service to diversity, one needs more than an incongruous rant for equality from the media, writes Shruti Pushkarna

Disability Inclusion: Should the media practise and propagate accessibility?

On Global Accessibility Awareness Day, Shruti Pushkarna asks wonders if we understand enough to care about accessibility

SENSITISATION AND AWARENESS

IN THE SPOTLIGHT

George Abraham co-anchored 'Ek Nayee Zindagi' on Colors TV from June 1-3, using the platform to advocate for inclusion, sensitize viewers on the importance of including children with disabilities, and inspire those acquiring disabilities later in life to remain positive and pursue their passions.



George was also interviewed by All India Radio on September 6, about his contributions to Blind Cricket in India, setting up a national helpline for the visually impaired and pushing the community towards independent living.

Score team visited Punjab National Bank's head office, discussing inclusive learning and experiences, leading to the release of an upgraded Retail Internet Banking Manual for visually impaired customers, garnering media coverage.



Engagement with Religious groups

- George Abraham served as the keynote speaker at the Engage Disability National Conference in Hyderabad as well as in Nepal. Engage Disability is a fellowship of organizations, churches and individuals working to reduce exclusion of persons with disabilities from Christian communities. George interacted with the groups to challenge societal perceptions of individuals with disabilities and advocate for inclusion in religious spaces.

Engagement with Ophthalmologists and healthcare professionals

- Score organised a showcase for Smart Vision Glasses in Bangalore for participants including visually impaired people as well as ophthalmologists. During the meeting, George emphasized the potential of assistive technology to achieve the extraordinary.
- George conducted a session with ophthalmologists at Christian Medical College, Vellore encouraging them to exhibit empathy and guide patients with irreversible blindness towards rehabilitation. He urged the doctors to steer away from the medical model and adapt a more social one, pushing the patients to envision a life full of possibilities despite blindness.

Engagement with Youth and Teachers

- George engaged with Media and Journalism students of the Management Education and Research Institute (MERI) to sensitise and involve them in Eyeway's activities for the Blindness Awareness Month in October. Later an agreement was signed with the Institute to engage 15 student volunteers for a 7-month internship program where they would create films, podcasts, radio content to raise awareness and sensitize audiences.
- Score Foundation and the Commonwealth Education & Media Centre for Asia initiated a five-month research project, starting December 2022, focusing on the accessibility of Open & Distance Learning digital platforms for blind and visually impaired candidates, involving 5000 participants nationwide and employing two researchers.
- George conducted a motivational session for 6–18-year-old children of National Association of the Blind in Miraj, Maharashtra. The students were encouraged to dream and take ownership of their lives. A similar



session was also conducted with the visually impaired students at the Victoria Memorial School for the Blind Mumbai.

- Score Foundation conducted a sensitization workshop at Kirori Mal College, engaging students presenting papers on 'Disability and Hindi Cinema,' screening films from the 'Nazar ya Nazariya series,' and fostering awareness on the contributions of visually impaired individuals in society, with a focus on inclusive campus experience.
- George addressed students at the Delhi School of Social Work who were studying 'Disability' as an elective subject in their curriculum, sharing five essential pillars of inclusion- Expectations, Empathy, Empowerment, Ecosystem and Engagement to integrate individuals with disability into mainstream society.
- Kashmir Eyeway counsellor Dr Muzammil Ahmad conducted a session highlighting Braille and digital literacy's significance in a workshop by J&K Handicapped Association, offering blind and visually impaired individuals essential skills for education and empowerment.
- George addressed 120 participants in an IACLALS panel on Disability and Translation, part of the Discussion Forum Series. George challenged stereotypes about blind individuals, emphasizing the need to look beyond physical attributes. This was co-hosted by the Centre for Disability Studies and Delhi University.
- George addressed 200 attendees at the International Conclave on Blind Cricket organized by Samarthanam Trust for the Disabled. George shared insights into the inception and progress of World Blind Cricket, making a significant impact on blind youth.
- Eyeway conducted a sensitization campaign, starting in October, the Blindness Awareness month and concluding on Louis Braille Day (January 4, 2023). George Abraham and Shabnam Durani visited various colleges, including Kirori Mal, Jesus and Mary College, and Indraprastha University, engaging with students and teachers to enhance the campaign's impact.
- To mark the Blindness Awareness Month in Karnataka, Eyeway Helpdesk counsellor Ashwini Prakash conducted a sensitization session with 50 students and 3 teachers at a private school in Bangalore, showcasing assistive technology and digital resources used by visually impaired students.



Engagement with Corporates and other Professionals

- Our team collaborated with Make My Trip to educate app developers on how blind people engage with technology, stressing on the importance of accessibility for online services, dispelling myths through interactive activities, and offering insights on potential resource persons. Over 30 participants attended the session in Delhi, with others joining online from different state offices.
- George conducted an online session for Cipla Foundation employees nationwide, featuring short films created by employees on challenges surrounding blindness, addressing attitudinal barriers hindering blind individuals, and encouraging Cipla staff to serve as Eyeway ambassadors, stressing on the importance of awareness and opportunities for those with irreversible blindness. This was attended by around 350 individuals from various state offices.
- George conducted a motivational session for Room to Read India's management team, emphasizing the need for leadership to focus on the big picture, encourage team expression, and promote accountability. Highlighting Room to Read's work in early grade literacy, George urged them to also focus on children from diverse backgrounds and those with disabilities for inclusive education.
- On International Day of Persons with Disabilities, Score team visited Bharat Heavy Electricals Limited (BHEL) head office in Delhi, emphasizing the assimilation of employees with disabilities through expectations, empathy, training, empowerment, and creating opportunities. Approximately 500 employees participated online from various states and BHEL units.



- George Abraham addressed the VIBEWA National Conference, guiding visually impaired bank employees on efficient use of assistive technology and encouraging them to focus on performance, empowerment, socialization, and awareness for positive impact in the banking sector.

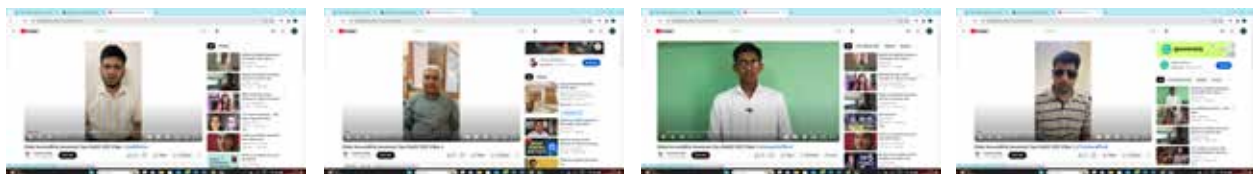
Other Engagements

- Eyeway hosted a Creative Writing Workshop from July 15 to August 5 with copywriter Rajan Nair guiding 10 blind and visually impaired participants. The interactive sessions covered creativity, descriptive writing, character description, paragraphing, and received positive feedback, showcasing participants' improved skills.
- George shared inputs on sports, culture, and recreation during the National Consultation on the Draft National Policy on Disability organized by Sightsavers India, in response to the invitation for public comment by the Department of Empowerment of Persons with Disabilities (DEPwD).
- Eyeway collaborated with Graam Vaani to leverage the Mobile Vaani network for surveys addressing issues faced by persons with vision impairment in states like Bihar, Jharkhand, Chhattisgarh, Madhya Pradesh, and Uttar Pradesh. The survey findings would be used in a campaign to raise awareness and build empathy.
- As a member of the Skill Council for Persons with Disability (SCPwD), George participated in the Annual General Body meeting. He was also appointed to two task force committees to discuss financial inclusion of persons with disabilities.
- George moderated a panel on 'Sports for PwDs' during Purple Fest 2023, organized by the Office of the State Commissioner for Persons with Disabilities, Goa, discussing the inspiring journeys and contributions of distinguished sports personalities.
- George spoke on 'Looking versus Seeing' in an online session with Justice Collective India, sharing life experiences and advocating for inclusive and accessible environments for visually impaired individuals.



Video campaigns

- On White Cane Day, Eyeway shared a video on various social media platforms demonstrating the way blind people use white cane to navigate roads and outdoor spaces. The video featuring Eyeway Helpdesk counsellor Babita Maharana garnered over **250** views across our social media channels.
- On Global Accessibility Awareness Day, Eyeway launched a video campaign, garnering **2500+** views, thanking service providers for accessible digital platforms, including appreciative messages from visually impaired individuals and disability activists. The videos were well-received across social media, by both sighted and blind audiences.



EYEWAY WEBSITE

The Eyeway website www.eyeway.org.in is a comprehensive repository of information and knowledge on living life with blindness. It plays a key role in information dissemination and is regularly updated with content such as job updates, news updates, informative blogs, inspirational stories, videos, and a wide range of resources and FAQs on topics like employment, education, legislative provisions, public services and infrastructure, assistive devices, and technology. The website functions as a window to information on different spheres of living life with blindness. The number of page views reported on our website from April 2022 to March 2023 is **65,101**.

WHATSAPP AND SOCIAL MEDIA

Apart from our helpline, Eyeway disseminates information through WhatsApp and various social media channels. To receive regular updates on jobs, technology, training programs, education, podcasts, and other insights related to life with blindness, users can subscribe to the Eyeway WhatsApp broadcast service. They can do so by sending an SMS to **+91 9968329329** or emailing to scorefoundation@eyeway.org.in.



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.

The Eyeway helpline has the potential to convince people of becoming self-reliant and integrate into the so-called normal scheme of things. We want to make a bigger impact by increasing our outreach and the capacity to respond to queries.

In the coming years, we're strengthening our Helpdesk in Delhi to reach 10,000 people every quarter, a significant increase from our previous reach of 2,500. While we focus on numbers, quality control is equally important. We plan to introduce strict monitoring and capacity building measures for the counselling team.

We aim to explore partnerships with individuals and organisations that can help set up entrepreneurship as a livelihood option for persons with vision impairment.

For inclusion to happen, we also need to increase our outreach efforts to the non-blind stakeholders who lack awareness and sensitivity on how to integrate blind citizens within the mainstream.

HELP US TURN OUR VISION INTO REALITY

We need your support to continue making strides towards changing mindsets. All donations are eligible for Income Tax exemption under Section 80 G of the IT Act.

To support us, please scan the QR Code on the back cover

Or

By Cheque: Cheques should be drawn in favour of Score Foundation and mailed to:

Score Foundation

17/107, Lower Ground Floor, Vikram Vihar, Lajpat Nagar IV, New Delhi – 110024

You can also deposit your contributions in our **HDFC Account No. 02481450000198**. You can also make a NEFT payment to our HDFC account. The IFSC code is **HDFC0000248**

Foreign contributions: If you are based outside India you can transfer the money into our FCRA account. The details of the same are mentioned below:

Bank Name: State Bank of India

Account No.: 40043979790

Account Name: Score Foundation

Swift Code: SBININBB104

IFSC Code: SBIN0000691

Purpose Code: P1303

Branch address: Secretariat, Parliament, Sansad Marg, New Delhi, Delhi 110001

For any further information, you can email us at scorefoundation@eyeway.org.in or call us at 011-41600330.

TEAM MEMBERS

SCORE EMPLOYEES

George Abraham	CEO
Geeta S Nair	Research and Communications Officer
Shruti Pushkarna	Director- Programmes and Communications
Sushant Das	Administrative Office
Ritu Jain	Helpdesk Executive
Babita Kumari Maharana	Helpdesk Executive
Priyanka Kaushik	Helpdesk Executive
Muzamil Hussain	Helpdesk Executive
Shabnam Durani	Manager- Programmes
Shailendre Singh	Office Assistant
Sanjeev Chopra	Finance Adviser
Kethosinuo Tapa	Research and Communications Officer
Sana Ali	Resource Mobilization & Advocacy Officer
Jagdish Chand	Office assistant and Driver

VOLUNTEERS AND INTERNS

John van Prooijen

CONSULTANTS

Shruti Pushkarna

DISTRIBUTION OF STAFF BY GENDER AND SALARY ON 31 MARCH 2023

	Male	Female	Total
5000	0	0	0
5001-10000	1	0	1
10001-25000	2	2	4
25001-50000	1	6	7
50001- 100000	1	1	2
			14

BOARD OF TRUSTEES

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

Salil Chaturvedi (Writer) Trustee

Rajive Raturi (Disability Consultant) Trustee

Our trustees are not paid any remuneration. The board of trustees met twice during the last financial year, on October 4, 2022 and March 16, 2023. The CEO was present in both the meetings.

EYEWAY PARTNERS AS ON MARCH 31, 2023

Score Foundation (Delhi)

Enable India (Bangalore)

The Victoria Memorial School for the Blind (Mumbai)

HELP Foundation (Srinagar)

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
ACKNOWLEDGEMENT NUMBER -413663520161023**

Audit report under clause (b) of the tenth proviso to clause (23C) of section 10 and sub-clause (ii) of clause (b) of subsection (1) of section 12A of the Income-tax Act, 1961, in the case of a fund or trust or institution or any university or other educational institution or any hospital or other medical institution.

I have examined the balance sheet of SCORE FOUNDATION [name of the fund or trust or institution or any university or other educational institution or any hospital or other medical institution] as at 31-Mar-2023 and the Income and Expenditure account or Profit and Loss account for the year ended on that date are in agreement with the books of account maintained by the said fund or trust or institution or university or other educational institution or hospital or other medical institution.

I have obtained all the information and explanations to the best of my knowledge and belief which are necessary for the purposes of the audit.

In my opinion, proper books of account have been maintained at the registered office of the above named fund or trust or institution or university or other educational institution or hospital or other medical institution at the address mentioned at serial number 14 of the Annexure:

in my opinion and to the best of my information and according to explanations given to me, the particulars given in the Annexure are true and correct subject to following observations or qualifications-

- a. In my opinion and to the best of my information, and according to information given to me, 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 fund or trust or institution or university or other educational institution or hospital or other medical institution as on 31-Mar-2023; and
 - ii. in the case of the Income and Expenditure account or Profit and Loss account, of the income and application or profit or loss of its accounting year ending on 31-Mar-2023.

Subject to the following observations/qualifications-

- a. Other: The figure and information furnished in the report have been compiled by the Assessee and have been verified by us on the basis of test checks as considered appropriate further wherever the information is stated to be NIL or Not applicable these have been concluded on the basis of Assessee certificate representation. _____

The prescribed particulars are annexed hereto.

Place: **NEW DELHI** Name
Dated: **16-Oct-2023** Membership Number
FRN (Firm Registration Number)
Address

PROMOD PANDEY
520779

B-4/52 PARYATAN VIHAR VASUNDHRA
ENCLAVE DELHI -110096

BALANCE SHEET

SCORE FOUNDATION
17/107 LGF VIKRAM VIHAR, LAJPAT NAGAR, NEW DELHI
(CONSOLIDATED) AS ON 31ST MARCH, 2023

<u>Prev.Year(Rs.)</u>	<u>Liabilities</u>		<u>Amt(Rs.)</u>	<u>Prev.Year(Rs.)</u>	<u>Assets</u>		<u>Amt(Rs.)</u>
	Capital Fund				Fixed Asset		
12,72,500.00	Donation to Corpus		12,72,500.00	198,127.00	As per Schedule A attached		161,262.00
1,52,813.00	Capital Grant Reserve		1,52,813.00				
	Excess of Income over Expenditure				Loans & Advances		
65,648.00	Opening Bal as on 01.04.22	(40,893).00		135,075.00	TDS Receivable	135,075.00	
				1,065,454.00	Grant Receivable (Annexure - A)	-	
-	Add: Surplus For The Year	457,694.00		3,685.00	Advance Recoverable (Annexure-C)	27,185.00	
				49,000.00	Security Deposit	49,000.00	211,260.00
	Less						
(106,541.00)	Excess of Expenditure over Income	-	416,801.00		Cash & Bank Balance		
				2,449.00	Cash	888.00	
	Current Liabilities			3,236.00	Axis Bank	58,541.00	
-	Unspent Grant	127,702.00		307,913.00	HDFC Bank	1,155,805.00	
1,088,928.00	Expenses Payable (Annexure - B)	53,990.00	181,692.00	257,818.00	State Bank of India	6,484.00	
				50,591.00	S/B A/c	6,667.00	
				400,000.00	SBI, New Delhi FD A/c	422,897.00	
							1,651,283.00
2,473,348.00			2,023,806.00	2,473,348.00			2,023,805.00

Subject to our report of even date.

For Pramod Pandey
Chartered Accountants

(Pramod Pandey)

Prop.

M.No. 520779

UDIN: 23520779BGXLAF5744

SCORE FOUNDATION

Prathur
(Trustee)

Place: New Delhi

Dated: 30th August, 2023

INCOME & EXPENDITURE

SCORE FOUNDATION
17/107 LGF VIKRAM VIHAR, LAJPAT NAGAR, NEW DELHI
(CONSOLIDATED) ACCOUNT FOR THE YEAR ENDED 31ST MARCH, 2023

<u>Prev.Year(Rs.)</u>		<u>Expenditure</u>	<u>Amt(Rs.)</u>	<u>Prev.Year(Rs.)</u>		<u>Income</u>	<u>Amt(Rs.)</u>
61,82,356.00	To	Programme Expenses (Armexure- D)	55,98,763.00	61,82,356.00	By	Grant & Other Contribution	55,98,763.00
4,423.00	"	Bank Charges	4,410.00	7,82,584.00	"	Donation	12,76,944.00
-	"	Advertisement Expenses					
-	"	Electricity & Water Expense	15,640.00	38,660.00	"	Intt. Received From Bank	62,220.00
6,000.00	"	Membership & Subscription	29,960.00	44,239.00	"	Intt. Received From FD	25,755.00
48,729.00	"	Office & Computer Maintenance	1,64,027.00				
7,000.00	"	Printing & Stationery	9,500.00				
65,000.00	"	Rent	57,500.00				
2,78,786.00	"	Bal Written Off	498.00				
1,500.00	"	Telephone Expenses	18,564.00				
-	"	Travel & Conveyance Exp.	-				
-	"	Intt. Transferred to Grants (Cipla)	12,216.00				
41,300.00	"	Auditor Remuneration	41,300.00				
-	"	Donation Exp (Help for Educatio	8,350.00				
-	"	COVID Relief Exp.	1,350.00				
-	"	Toll Free Exp	9,024.00				
-	"	Webhosting	30,362.00				
51,639.00	"	Depreciation	36,865.00				
62,494.00	"	Excess of Income over Expenditure	4,57,694.00				
70,47,839.00			69,63,682.00	70,47,839.00			69,63,682.00

Subject to our report of even date.

For Pramod Pandey
Chartered Accountants

(Pramod Pandey)
Prop.
M.No. 520779
UDIN: 23520779BGXLAF5744

SCORE FOUNDATION

Prathur
(Trustee)

Place: New Delhi

Dated: 30th August, 2023

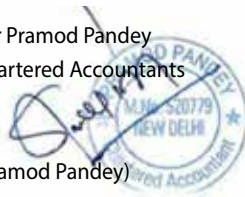
RECEIPT & PAYMENT

**SCORE FOUNDATION
17/107 LGF VIKRAM VIHAR, LAJPAT NAGAR, NEW DELHI
(CONSOLIDATED) ACCOUNT FOR THE YEAR ENDED 31ST MARCH, 2023**

Prev. Year (Rs.)	Receipts	Amt (Rs.)	Prev. Year (Rs.)	Payment	Amt (Rs.)
	By Opening Bal. as on 01.04.21		61,82,356.00	To Programme Expenses	55,98,763.00
1,235.00	Cash	2,449.00	4,423.00	"Bank Charges	4,410.00
23,810.00	Axis Bank	3,236.00	-	"Electricity & Water Expense	15,640.00
3,78,607.00	HDFC Bank	3,07,913.00	6,000.00	"Membership & Subscription	29,960.00
1,08,967.00	State Bank of India, New Delhi	3,08,409.00	48,729.00	"Office & Computer Maintenance	1,64,525.00
4,84,200.00	SBI, N.D. (FCRA A/c)	4,00,000.00	7,000.00	"Printing & Stationery	9,500.00
378.00	Yes Bank	-	65,000.00	"Rent	57,500.00
		10,22,007.00	2,98,612.00	"Salary & Professional Charges	4,67,660.00
			1,500.00	"Telephone Expenses	18,564.00
61,82,356.00	"Grant & Other Contribution	55,98,763.00	-	"Travel & Conveyance Exp.	-
			41,300.00	"Audit Fee	41,300.00
38,660.00	"Bank intt. received	62,220.00	-	"Donation Exp (Help for Education)	8,350.00
			27,004.00	"COVID Relief Exp.	1,350.00
44,239	"Interest Received From FD	25,755.00	36,285.00	"Toll Free Exp	9,024.00
			1,05,746.00	"Webhosting	30,362.00
7,82,584.00	"Donation	12,76,944.00	-	"Intt. Transferred to Grants (Cipla)	12216.00
8,47,137.00	Expenses Payable	-	10,31,623.00	"Grant Recoverable	10,30,433.00
				"Expenses Payable	4,505.00
	- "Grant Receivable	9,74,612.00	14,589.00	"Advance Recoverable	-
	- "Advance Recoverable	67,342.00			
	- "Unspent Grant	1,27,702.00			
				" Closing Bal. as on 31.03.23	
			2,449.00	Cash	888.00
			3,236.00	Axis Bank	58,541.00
			3,07,913.00	HDFC Bank	11,55,805.00
			2,57,818.00	SBI, ND (FCRA A/c)	6,484.00
			50,591.00	State Bank of India S/B A / c	6,667.00
			4,00,000.00	SBI, ND FD A / c	4,22,897.00
			-	Yes Bank	-
88,92,174.00		91,55,345.00	88,92,174.00		16,51,283.00
					91,55,345.00

Subject to our report of even date.

For Pramod Pandey
Chartered Accountants



(Pramod Pandey)
Prop.
M.No. 520779
UDIN: 23520779BGXLAF5744

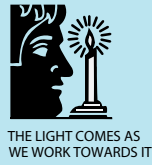
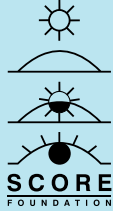
SCORE FOUNDATION

(Trustee)

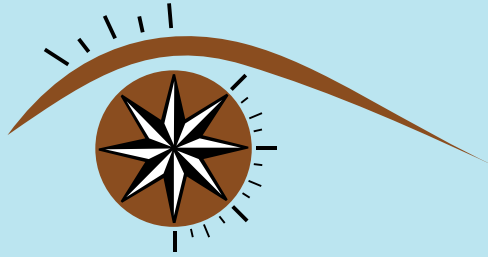
Place: New Delhi

Dated: 30 th August, 2023





Present



EYEWAY.org
informs • inspires • includes

National Helpdesk for Blind & Visually Impaired persons : 1800 53 20469

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