

2023
2024

ANNUAL
REPORT

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Roda Mehta
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CEO'S STATEMENT



As I reflect on the past year, I'm pleased to share that it has been a fairly decent period marked by several gratifying moments and significant achievements. One particularly meaningful milestone was commemorating 25 years of the first World Cup of Cricket for the Blind, from 1998 – a reminder of how our cricket movement served as the foundation for Eyeway. Fifteen years of traversing the country with cricket and other engagements not only helped build crucial relationships with NGOs and stakeholders but also led to a profound realization: the real challenge wasn't blindness itself, but the society's mindset towards it.

This year, The International Purple Fest in Goa emerged as a landmark event for us, providing an exclusive national platform that validated our years of dedicated work. With over 600 participants in attendance and all eyes in the sector upon us, it offered an unprecedented opportunity to showcase our mission. I also had the privilege of speaking at the Inclusive Education Forum during the fest, further amplifying our message.

While we continue to handle 10-12,000 calls annually through the Eyeway Helpdesk, we recognize that we're barely scratching the surface of what needs to be done. This realization has prompted us to initiate several strategic changes. We've overhauled our Helpdesk team, bringing in new counsellors, and are actively working on technological improvements to enhance both operational and cost efficiency.

Looking ahead, we see a pressing need to renew and intensify our outreach efforts. Our focus will be on reaching wider audiences of blind and visually impaired persons within communities, fostering partnerships with potential NGOs for referrals, and engaging with government officials to address implementation gaps while building strong advocacy allies. The persistently low number of women callers remains a continuing concern that demands our focused attention.

I'm pleased to share that we signed an MoU with Social Venture Partners India in October, marking the beginning of a promising partnership that will support our organizational scaling, succession planning, and outreach resources, while also advancing our technological capabilities and corporate engagement initiatives.

As we move forward, we remain deeply grateful to our supporters and donors who continue to believe in our vision and enable our work. Their unwavering support allows us to pursue our mission of changing mindsets and creating opportunities for the blind and visually impaired across India.

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.



PROJECT EYEWAY: IMPACTING LIVES OF VISUALLY IMPAIRED PEOPLE

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.

This past year has been a monumental one for Eyeway, we proudly reached new heights in expanding our audience and deepening our impact through innovative initiatives.

One of the major highlights was Score's participation in the **International Purple Fest**, held in Goa—a week-long festival organized by the **State Commissioner for Persons with Disabilities (Goa)**, the **Directorate of Social Welfare (Government of Goa)**, and the **Department of Empowerment of Persons with Disabilities, Ministry of Social Justice and Empowerment (Government of India)**. As one of the esteemed session organizers, we introduced **Eyeway Conversations** to an international platform, engaging a wide audience in discussions on life with blindness and low vision. In addition to blind and visually impaired guests, we also invited guests with other disabilities including deaf, locomotor and cerebral palsy. We carefully selected role models and advocates who shared their powerful personal and professional stories, aiming to inspire others and shift societal perceptions of disability. The events also saw persons without disabilities in attendance, an opportunity that helped us raise awareness through live storytelling.

We also celebrated a historic milestone—the **25th anniversary of the first Blind Cricket World Cup**, which was held in Delhi in 1998. Our CEO, **George Abraham who set up the World Blind Cricket Council as its Founding Chairman**, led a special gathering to commemorate the occasion, reflecting on the tournament's organization and its lasting impact on blind and visually impaired athletes. The event was a reminder of how sports shapes the societal perception, shifting the focus from disability to talent.

This year, we also took a bold step in revamping our **Helpdesk** to improve the efficiency and quality of our support. We expanded our Delhi Helpdesk team from 2 to 5 counsellors, allowing for better management and handling of calls. A new **Helpdesk Officer** was appointed to streamline operations and ensure smoother processes moving forward. We continue our partnership with the **Victoria Memorial School for the Blind (VMSB)** in Mumbai.

Through all these initiatives—whether it's our Helpdesk, Podcasts, Sensitization Sessions, Workshops, Advocacy Campaigns, or Social Media—we remain committed to Informing, Inspiring, and Including a large section of India's blind population into the mainstream.

We are deeply grateful to our funding partners, **Essel Social Welfare Foundation, Cipla Foundation, Social Venture Partners India, and South Asian Stocks Ltd.**, whose support has been instrumental in helping us bring our vision to life.

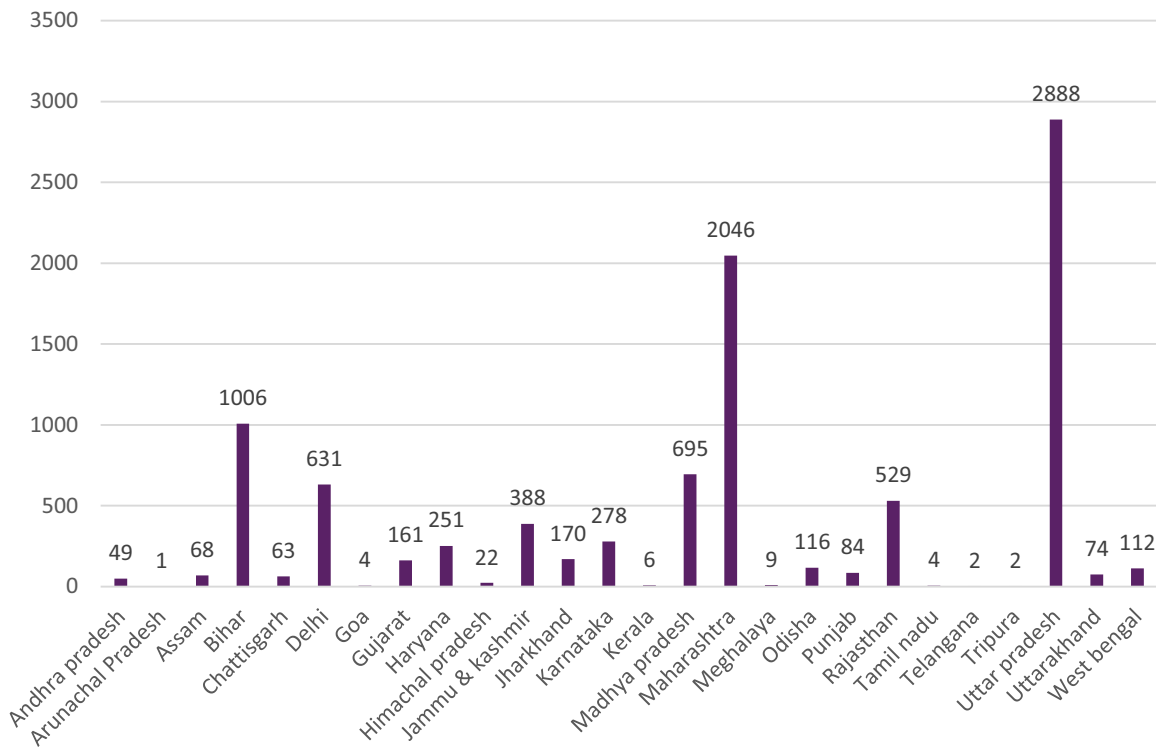
PAVING WAY FOR A BETTER TOMORROW: EYEWAY NATIONAL HELPDESK

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

Between April 2023 and March 2024, the helpline responded to 9659 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.

TOTAL CALLS - 9659



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.

Preparing for independent living



Nineteen-year-old Neha Khushwa hails from Uttar Pradesh. Born blind, she finished her schooling from a special school in her hometown. Given her high score in Class 12, Neha managed to secure admission in one of the top colleges in Delhi. One day, she had a chance encounter with another visually impaired girl while traveling in the Delhi Metro. During the course of this interaction, she shared her lack of awareness for resources on independent living as well as studying. She also shared her financial constraints living alone in a city like Delhi.

Neha was then told to connect with the Eyeway National Helpdesk, for all kind of information on living life with blindness as well as how to pursue education effectively. After understanding her challenges, the Eyeway counsellor decided to reach out to her college coordinator, who would prove instrumental in extending the desired support and assistance to Neha. Her college's equal opportunity cell would be equipped to help students with vision impairment.

Next, the counsellor connected Neha with the National Institute for the Empowerment of Persons with Vision Impairment, where she could access the resource centre and upgrade her skills to compete in the mainstream environment. Persons with vision impairment must acquire digital literacy as well as adequate mobility skills to help them function independently.

To get hold of smartphone or any other assistive device that could enhance Neha's independence, the Eyeway counsellor asked her to enrol on the Arjun portal, which under the national scheme for persons with disabilities, provides assistive aids and appliances free of cost.

For Neha to get local help in terms of computer training and a place to reside, she was redirected to National Association for the Blind- Centre for Blind Women in South Delhi, where she could seek admission in an ongoing batch. This would also bring her closer to other girls with vision impairment, helping hone her skills and boost confidence to survive away from home.

Neha has gained greater clarity after coming in touch with Eyeway, and has her path cut out in terms of pursuing skilling and other resources for support.

Access hurdles- Railway Concession



Forty-year-old Melwyn Noronha belongs to Bangalore, Karnataka. He studied till Class 9 and took up the job of a hospital attendant. Unfortunately, soon after he lost his eyesight, he was terminated from the job. He was unsure of what to do and turned hopeless because of the sight loss until he heard about Enable India, an NGO which works towards empowering blind and visually impaired people.

He underwent a computer training course and started working with the same NGO. Eventually, Melwyn secured a corporate job with an IT company. But he continued to upskill and pursue higher studies to improve his prospects. Since acquiring blindness at a later age, Melwyn has been under the guidance of Eyeway Helpdesk, seeking advice and support time and again.

When he faced challenges applying for a railway concession card, the Eyeway Helpdesk counsellor helped him out. He was put in touch with experts who taught him to independently book tickets online. He ran into an issue because his details

didn't match on the IRCTC portal, so he was directed to physically go to the station and fix it. Similarly, when he tried to use the IRCTC mobile app on his iPhone, he couldn't access it because of the lack of accessibility compliance. So, despite having access to technology and having the know-how to do things independently, Melwyn cannot book his tickets without sighted intervention.

There are so many government provisions and schemes for persons with disabilities, but the lack of access to digital products and services is a huge area of concern. The government authorities need to seriously look at compliance and accountability to ensure proper implementation of the existing policies.

Navigating His Way Through Darkness



Thirty-two-year-old Navin Kumar Singh was born into a low-income family in Hajipur, Bihar. He had a slight eyesight issue at birth but nothing that seemed serious. Navin couldn't finish his education due to financial constraints, and he started working from a young age to support the family. He took up odd jobs as a newspaper vendor, a hawker and so on, just to make ends meet.

But gradually Navin started to experience sight loss and in 2015, he lost vision in one eye due to Glaucoma. Worried for their 25-year-old boy, his parents took him to Shankar Nethralaya in Chennai, but his vision couldn't be restored. And five years later, Navin lost the remaining vision and became totally blind.

This was shocking and frustrating for someone who had lived his life seeing. Fortunately, he came in touch with the Eyeway Helpdesk where he sought information on life with blindness. The counsellor worked hard to motivate Navin so he could gain confidence to restart his life.

Navin seemed scared of stepping out of his house, and therefore he was advised to learn mobility skills with the help of a cane. But he couldn't afford to buy one. The counsellor put him in touch with National Federation for the Blind in West Bengal from where he acquired a white cane free of cost.

Navin was then slowly guided how to use it until he felt confident to move around independently.

Next, he needed some vocational training to start earning again and become financially independent. Eyeway recommended him to enrol for a training programme at the Blind Relief Association in Delhi.

For persons who lose their eyesight later in life, it's imperative to not only steer them towards rehabilitation but also to motivate them that there's light at the end of the tunnel. In the interactions with our counsellor, Navin learned about many blind people who lost vision at a later age but managed to cope and restart a fresh chapter in life. Navin also hopes to become self-reliant soon.

Rekindling Hope



Forty-year-old Mushtaq Ahmed Sheikh is a resident of Srinagar in Jammu and Kashmir. He started losing his eyesight gradually due to a condition called Retinitis Pigmentosa. Mushtaq completed his school education but afterward, he sat idle within the confines of his home. The sight loss made it difficult for him to pursue higher education and he was not confident of exploring any opportunities.

His father who had a government job, died seven years ago, leaving the family financially restrained. Apart from his pension that continues to come, Mushtaq has a sighted brother who earns as well as another visually impaired sibling who also has a government job in the Group D category. Mushtaq felt increasingly hopeless and dependent on his family.

He sought to bring a change in his situation and reached out to the Eyeway Helpdesk. The counsellor understood his plight and slowly steered him towards self-reliance. Mushtaq was recommended to pursue a massage training course so he could work as a therapist. He was also advised to attend a sensitization session to understand the possibilities of living life with blindness.

But for him to alter anything or travel to another state and take training, he needed his family's approval. On repeatedly interacting with Mushtaq, the Eyeway counsellor realized that he needed solutions closer to home, as the confidence to move out or try something new was missing in him and the elder brother who was sighted.

Mushtaq was then advised to enrol in a one-month computer training which enabled him to read and write using screen reading software. It boosted his confidence. His brother then visited the Eyeway centre in Srinagar and was surprised at the ease with which our counsellor was performing his tasks. This left him inspired and certain of what Mushtaq could achieve with proper training.

Currently, he is pursuing a six-month advanced computer training program in Srinagar, hopeful of improving his employability prospects.

Becoming self-reliant



Twenty-six-year-old Arti Pawar was born blind to a low-income family in a village near Satara, Maharashtra. Her three other siblings are sighted. Arti's parents had no knowledge on how to raise a child with blindness. They didn't know if their daughter could go to a school, study, get a job or ever become independent.

Due to this lack of awareness, Arti stayed confined to her home for several years. While other kids her age and her siblings went to school, she stayed home until she was 10 years old. It was after a social worker came in touch with the family, that they learned about a special school for the blind. Her parents were counselled to send their daughter to a residential special school in Pune.

Arti studied till Class X in this school where knowledge was imparted using Braille script. She however returned to her home as she was unaware of possibilities of higher education in the city and also underconfident to stay on her own.

She pursued her higher education including graduation from a regular University in Satara where her brother and sisters were studying. This way she could use their support in commuting to the college and back. They also helped read and record her notes so she could keep up with her class. Her younger sister accompanied as a scribe so Arti could take her exams.

She completed her education, but she was severely dependent on her family. She could not move out alone, she did not have any technical skills to use devices like phone and computer. She wanted to be independent and secure a job but lacked the skills.

So, she reached out to the Eyeway Helpdesk with her aspirations. The counsellor not only apprised her of government and private sector job opportunities for persons with blindness, but also explained in detail, the skills required for the same.

Citing his own example, the visually impaired Eyeway counsellor emphasized on the need for fluency in communication and freedom of mobility. Arti was advised to learn computer and mobility skills at a residential vocational training center in Pune.

When she discovered how there are thousands of visually impaired people like her, leading independent lives, away from home, working and pursuing other interests, she agreed to enroll for the course.

In just one month since her training began, there is a sudden boost in Arti's confidence. The feeble voice with which she called the Helpdesk has been replaced by a curious and optimistic one.

The counsellor also reached out to some individuals to help Arti get a smartphone so she can access information and navigate using various accessible mobile applications on the device.

Arti is in the process of discovering how she too can become self-reliant, like her siblings.

Learning to accept and seek solutions



Twenty-two-year-old Ritu L lives in Bangalore, Karnataka. At the age of two, she started losing her eyesight due to a condition called Diabetic Retinopathy. Her parents still put her in a mainstream school, so she wouldn't feel isolated or left out. However, in Class 7, Ritu faced another challenge when she underwent cataract surgery for one eye. This further deteriorated her vision.

Following this, she was heavily dependent on her classmates and mother to help her study, as she could not read and write on her own. She engaged the services of a scribe to write her examinations.

Recently, Ritu's parents took her to a Bangalore based NGO, Enable India, which trains and empowers persons with disabilities, including those with vision impairment. It is here that Ritu met with the Eyeway Helpdesk counsellor who patiently tried to comprehend the girl's challenges.

After repeated interactions, it was evident that Ritu was unable to implement any solutions being suggested to her by Eyeway or the team at Enable India. She was in denial of her condition and didn't like to be addressed as one of the visually impaired people around her.

While her parents were impressed at the way persons with disabilities moved around and worked independently in the office, Ritu simply wanted to continue relying on her parents' dedicated caregiving. She was advised to enrol for a foundational training program which would equip her with life skills, mobility skills, basic computer skills and more. But she wasn't ready.

So, the Eyeway counsellor put her in touch with an expert team of counsellors who will first work on helping Ritu accept her disability, be comfortable with her vision impairment and the limitations that come with, and subsequently nudge her towards solutions that would make her independent.

Her family is eager to see their daughter get a job, go to work on her own, use technology to carry out her daily tasks, and live a full life.

Empowering callers with information and resources



Twenty-year-old Khagesh hails from Purnia in Bihar. At the age of three, he was administered few injections to treat a fever, after which he lost his eyesight. Khagesh studied in a local special school for the blind till Class VIII and is currently pursuing Class XII via open schooling.

Khagesh operates a bank account with the State Bank of India. Recently, when he called the bank helpline to ask for an ATM card, he was denied the same on grounds of blindness. When he insisted that he can perfectly use one, he was asked to visit the bank branch and meet with the manager.

But given the treatment meted out to him by branch officials every time he visited the bank to withdraw money or make a deposit, Khagesh wasn't confident that they would issue him an ATM card.

He contacted the Eyeway helpline and shared his challenge with the counsellor. For every bank visit, he had travel at least one hour from his home and the bank manager would invariably make him wait for his own money. The reasons varied from lack of money in the bank, to some systemic error or more plainly, because he was blind. Khagesh often returned home disappointed and cashless. Hence it was important to get an ATM card, putting an end to the physical and emotional harassment.

The Eyeway counsellor assured him of his rights as a citizen of the country and shared the banking guidelines issued by the Reserve Bank of India which state that no financial services can be denied on grounds of disability.

When Khagesh took a copy of the guidelines to the bank, the manager seemed surprised to see him armed with this information. He immediately issued an ATM card to Khagesh fearing that he might lodge an official complaint.

Information has the power to drive change. And that's what Eyeway works towards. We empower visually impaired callers with knowledge and resources that enable independent living and stop discrimination.

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.

Following a petition by Score Foundation, the **Delhi High Court formed a High-Powered Committee on Financial Inclusion** to address accessibility challenges in financial services for the visually impaired. With **CEO George Abraham** as a member, the committee held 12 sessions, identifying barriers in **KYC procedures and customer service** and highlighting the need for greater **awareness among government employees** on financial inclusion. The committee's final report to the High Court offers strategic recommendations, marking a vital step toward a more inclusive financial landscape.

In the past year as well, there were several advocacy cases handled by the Helpdesk, a few of which are shared below.

Fighting Discrimination



Twenty-one-year-old Munna Upadhyay, a resident of Vishakhapatnam, Andhra Pradesh is totally blind by birth. However, he studied in a mainstream school and learnt to read and write in Braille with the help of a special educator. Later, he also learned to use computers with screen reading software. Currently, he is pursuing his graduation in arts from a regular college.

Munna desired to become independent in all ways, and living on his own seemed a good start. But he encountered an unexpected roadblock when he tried to get himself a gas connection. He applied for a connection under a government scheme for the underprivileged at subsidized rates.

Munna submitted all necessary documents as per the application process with a nearby gas agency and waited for installation. Days turned into weeks, but he received no update on the connection status. Despite all paperwork in place, he was denied the service because of his blindness. He received no proper response from the authorities when he visited the agency office.

The officials simply asked for another person's contact who could take the connection on his behalf, as they found it difficult to accept a blind person as the primary customer. That's when Munna reached out to the Eyeway Helpdesk.

The Eyeway counsellor advised Munna to file a complaint on the agency's website, following which higher authorities directed the local officials to provide him the benefits of the scheme. Within days, Munna's application was approved, and the connection was installed at his place of residence.

Thousands of visually impaired people like Munna face such challenges when implementation agencies are not sensitized towards the marginalized community, and they deny them the existing provisions. Eyeway receives similar calls from other parts of the country and our counsellors intervene with the concerned authorities, informing them and ensuring they don't discriminate on grounds of blindness.

Accessibility Matters



Twenty-six-year-old Shubham Deshmukh was born with 100 per cent blindness in a village near Amravati, Maharashtra. Two of his siblings are also visually impaired. Fortunately, the three of them acquired good education and are leading independent lives, despite blindness.

Alongside pursuing his education degrees, Shubham gained digital skills, learning to use a smartphone and computer with the aid of screen reading software. Owing to his interest in exploring technology, he presently works as an Accessibility Tester with HCL Technologies in Mumbai.

In a recent attempt of booking a train ticket from Mumbai to Amravati, Shubham encountered an accessibility gap which prevented him from availing the concession offered to Persons with Disabilities in the General Quota. He realized it was a technical issue with the IRCTC (Indian Railway Catering and Tourism Corporation) mobile application.

After raising a complaint on IRCTC's official Twitter handle repeatedly for two weeks, all he got was an acknowledgment that the concerned authorities had been notified. But he needed a resolution. So, he reached out to the Eyeway Helpdesk in Mumbai.

Coincidentally, the Eyeway counsellor who heard Shubham's complaint is also a member of the Divisional Railway Users Consultative Committee of the Western Railway (DRUCC) in the Mumbai zone. He rallied support from other members to escalate the complaint to the Central Railway Board despite it falling outside the jurisdiction of DRM. And the technical glitch was fixed within a week.

Shubham got lucky this time but imagine how many people miss out on availing such provisions or even accessing digital platforms for daily use because of inaccessibility and non-compliance. In the case of IRCTC app, the issue didn't exist earlier but a recent update on the technology backend must have caused the problem. This happens often with other apps like banking, food delivery, mobile wallets, radio cabs et cetera. It's important to ensure accessibility as a key element in the product development cycle so that persons with vision impairment don't lose out on accessing mainstream services that are critical.

Students' future at stake



Nineteen-year-old Piyush Kaushik lives in Delhi. When he was five, he lost his eyesight, triggered by a sudden illness. Coming from an affluent family, Piyush had better access to resources. He studied with support and learned to read and write using computer with screen reading software.

Unlike a majority of blind and visually impaired students, Piyush didn't take assistance from a scribe to write his CBSE XII examination. He wrote his answers independently on a laptop. But when the results came out, he was in for a shock. He was marked 0 in three subjects, English, History and Physical Education. Both Piyush and his family couldn't believe the results and sought help from Eyeway counsellor.

This is not the first time that a visually impaired student has received an erroneous result. Blind twins, Prachi and Pragya Mahajan attempted their board exams using the laptop in 2014 and faced a similar situation. At the time, the serving CBSE Chairperson was contacted and after rigorous follow up, the mistake was rectified. Today, both the girls are gainfully employed.

For Piyush as well, the Eyeway counsellor approached the concerned CBSE official, explaining the issue in detail. Piyush and his family were advised to visit the CBSE office along with a school representative. The official then directed the examination center to reevaluate the test papers. The teenager finally received his correct results.

This issue requires critical action as several students with vision impairment face the problem of incorrect evaluation. Many don't even think of raising a complaint because they don't know who to approach. This further impacts their life and career adversely. In fact, many blind students are being discouraged from independently writing their exams using computers and relying on scribes instead. Shouldn't authorities and technology empower these students for a self-reliant future rather than pushing them towards dependence on traditional solutions?

How will this discrimination end?



One of the frequently reported issues on our Eyeway Helpdesk from blind and visually impaired people across India, is the discrimination meted out to them by nationalized as well as private banks.

Our helpline counsellors are fully equipped to resolve such challenges faced by the callers. Often the problem is addressed by producing the RBI issued banking guidelines to the concerned officials. In the course of these interactions, the counsellors and visually impaired customers also sensitize the bank authorities about access to equal financial rights for all citizens, irrespective of blindness.

Recently, our Maharashtra Helpdesk counsellor encountered similar discrimination by a private bank in Mumbai. **Shirin Kheriwala is a 46-year-old woman** living with an eye condition called Retinitis Pigmentosa. She finished her education from Pune University and is a financially independent person, serving the needs of thousands of visually impaired persons like her.

Having lived with vision impairment, she understands the importance of access to equal opportunities, when it comes to products or services. In the process of opening a salary account, Shirin was asked to use a thumb impression instead of signatures like her sighted colleagues. When she protested, the bank officials shared their lack of understanding on how a person with vision impairment could sign and open an account.

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.

Shirin not only insisted on signing on the account opening form but also asked for all services including net banking, debit card, credit, and loan services. The bank representative could not deny at that moment, but he returned three days later, asking to close the account and initiate opening a new one using a 'special' form for blind individuals. And for this she was asked to visit the branch physically as opposed to her sighted peers who could open accounts via online mode.

Shirin was surprised as no such special forms exist specifically for disabled customers. She was also asked to sign an undertaking that she was fit to take care of her debit card. Again, appalled by this, she clarified with the banking official if the bank takes responsibility of debit cards issued to sighted customers.

Irrked by this experience and the inability to get a functional account with all facilities, Shirin approached the nodal officer with her complaint. She reiterated her rights as an independent and financially capable person, following which the officer intervened to resolve the matter entirely.

This and similar such incidents allude to the lack of awareness that exists top down in the banking system. There are clearly stated provisions and guidelines, but the staff that interacts with customers is not trained or sensitized or even equipped with relevant information. How will we stop discrimination if we don't even educate the people in the implementation chain?

Seeking support with transfer in job



Forty-five-year-old Prashant Jadhav hails from Jalgaon in Maharashtra. He experienced vision impairment from early childhood. His mother and brother are also visually impaired. Prashant studied in a special school for the blind till Class 8. After that he pursued higher education from a mainstream school.

On completing his education, he worked hard to look for a job as he wanted to become financially independent. In 2019, he finally secured the job of a Caneman with the Military Engineering Services in Chandigarh. Since he was single and young, Prashant didn't mind relocating to another state.

Given these circumstances, he applied for a transfer to his native place. But the authorities simply dismissed his request. And he faced rejection in matrimony as well. So, he put in another transfer application after a year. It was rejected again.

One of his friends redirected Prashant to the Eyeway Helpdesk to seek a resolution to this issue. He told the counsellor that he preferred working closer to home, as every girl he pursued to marry, refused to move with him to Punjab. His two options were the offices in Bhusawal or Nashik.

The Eyeway counsellor advised him to write another application for the transfer again, but this time also attach a copy of the guidelines issued by the Department of Personnel and Training. The official rule clearly states that persons with disability should be stationed nearest to their native place. Seven months after submitting this request guided by the counsellor, Prashant was transferred to the Nashik Military Command.

He can now freely pursue his plans for marriage. The lack of awareness pertaining to government rules and provisions often results in unnecessary delay in implementation. Perhaps the government authorities should look at conducting periodical drives to raise awareness for the last mile implementing agents.

Disability Pension Woes



There are around 60 million blind and visually impaired people living in India. A majority of this population remains ignorant, with limited or no access to opportunities of education and employment. This also means they remain financially dependent on family and close community.

The government of India offers a monthly Disability Pension to support their basic needs. This pension scheme is implemented through central as well as the state government. Depending on the disability population size of a particular state, the amount allocated by the state and central bodies varies.

For instance, in Delhi the monthly allocated amount is INR 2500 but in a large state like Uttar Pradesh with a high disabled population, the allocated amount is INR 1000. Given the current cost of living, the amount is meagre, yet it proves essential and helpful for those who lack support from their own families. A monthly pension is all they have to make ends meet.

Recently, Eyeway received a lot of calls from visually impaired people living in different parts of Uttar Pradesh, who experienced delays, irregular disbursement, or even no response to new pension applications. Some of the people who called included **18-year-old Akash Kumar Gond from Ballia, 24-year-old Sachin Kumar from Basti and 24-year-old Suraj Singh from Shravasti.**

Some of these were students while some sitting idle at home. There were also others who called from Pilibhit, Etawah, Fatehpur, Mau and so on. Understanding their dependence on this monthly amount for survival, the Eyeway counsellor worked proactively with the Advocacy officer to approach the Ministry of Social Justice and Empowerment of Persons with Disabilities and the concerned state department.

While the Eyeway team reached out to higher authorities, the counsellor also guided the affected people to visit the district level officials as they are the last mile implementing agents. We realized that direct communication between the local agency and the pensioners proved important for the authorities to understand gaps in implementation and correct errors.

As a result, most callers received a successful closure to their complaints, with pension amount credited to their accounts. There are a few cases like Akash which are still pending but we hope liaising between government departments and reporting the grievances to concerned officials will help resolve those as well.

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.

The new counsellors inducted into the team were taken through the vision and mission of Score Foundation, the objectives of the Eyeway Helpdesk in reaching out and empowering our visually impaired callers with information about resources, provisions, assistive technology, rights and laws, opportunities of education and employment and more. The new counsellors were taken through a series of practical demonstrations in using the system to take and document calls. The training also included quality benchmarks when handling callers' queries.

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.

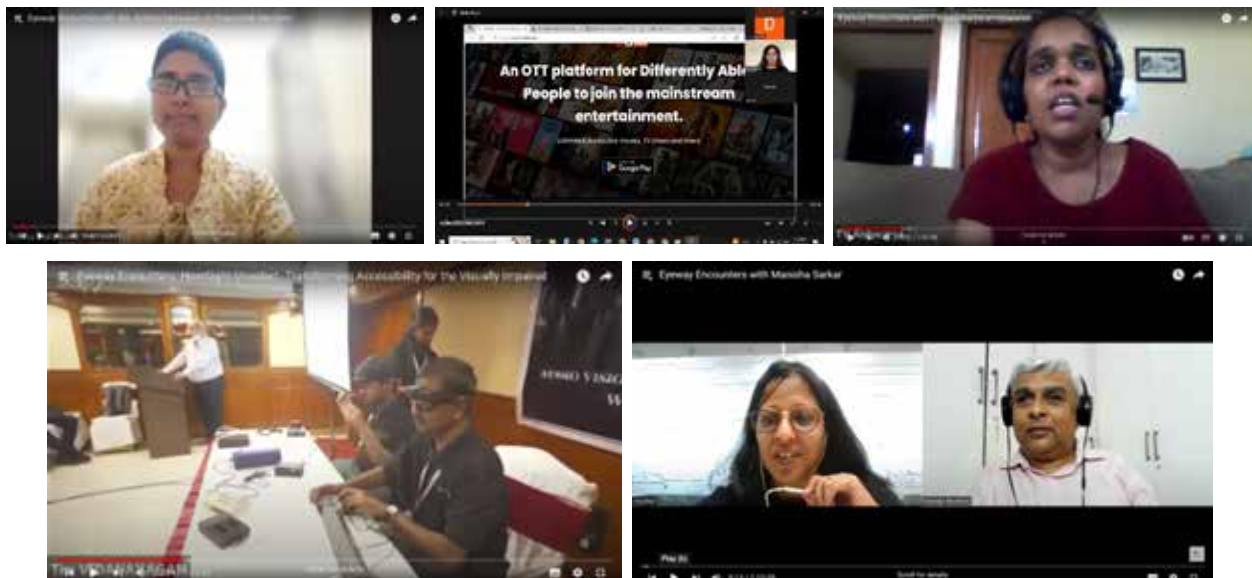
EYEWAY ENCOUNTERS

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, accessible entertainment, accessible elections, copy writing, public speaking and communication skills, sports, accessibility and more.

These sessions have featured speakers like **Pranay Gadodia**, an advocate for inclusion; **T.V. Aishwarya**, creator of "I Am Possible" and a TEDx speaker; **L. Subramani**, a journalist; **Manisha Sarkar**, a finance professional; **Dipti Prasad**, co-founder of Nobaflix; and **Smitha Sadasivan**, an accessibility consultant with the Election Commission of India (ECI). Our goal is to help participants gain important skills and knowledge, creating a more inclusive environment for the visually impaired community.

Between April 2023 and March 2024, we reached out to 379 people through direct participation and an even higher number through online recordings via Facebook and YouTube

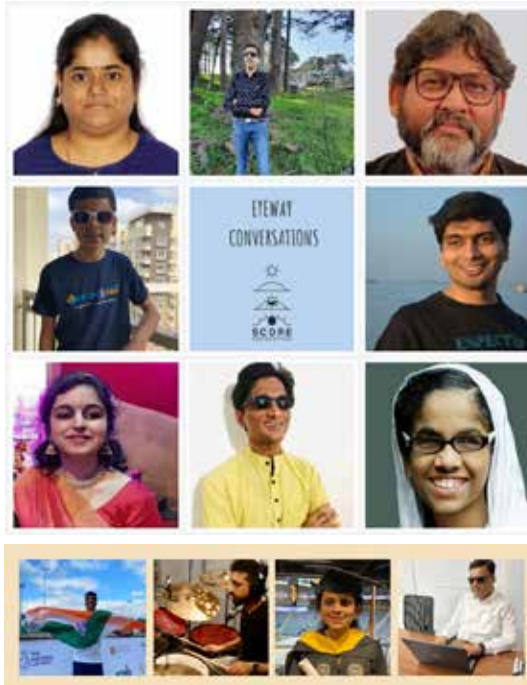


EYEWAY CONVERSATIONS

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 2023 and March 2024, 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 Akhil Paul, Vishal Kumar Jain, Rajat and Geetika Dalmia, Atul Ranjan Sahay, Arjun Ghosh, Pranav Savla, Fathima Anshi, Mahesh Narasimhan, Anandi Viswanathan, Sushma Patel, Danish Mahajan, Vasundhara Raturi, Manvendra Patwal, Kunal Mehta, Dr Shireen Irani, Masoom Reza, Harshit Lohia, Nibin Mathew, Sandeep Singh, Kishan Khedia, Harish Kotian, Aditi Shah, Annavaram, Milton Lance, T V Aishwarya, Sandeep Singh, Sushmeetha Bubna.



PURPLE EYEWAY CONVERSATIONS AT THE INTERNATIONAL PURPLE FEST GOA, 2024

At the International Purple Festival Goa, we delivered 8 live Eyeway Conversations starting from 10th to the 13th of January. These live Podcasts were held in Auditorium 3 of the Kala Academy.

In addition to blind and visually impaired guests, we also invited guests with other disabilities including Deaf, Locomotor, Cerebral Palsy and so on. The events also saw persons without disabilities in attendance, an opportunity that helped raise awareness through live storytelling. The primary object of the Purple Eyeway Conversations was to help audiences see and engage with persons with disability as people and not define them by their disability. The audience sizes for every session varied from 70 to 125.

We received appreciation from the Hon'ble Minister for Empowerment for Persons with Disabilities, Govt of Goa, Subhash Phal Dessai and State Commissioner for Persons with Disabilities, Guruprasad Pawaskar.



Our first guest on the 10th of January was **Salil Chaturvedi**. He has been on a wheelchair since he was 17 post an accident. He has been a sportsman, actor, writer and a published poet. In addition, he is into sustainable farming, bird watching and enjoys driving. He enthralled the audience reading excerpts from his poems and sharing interesting anecdotes from his various pursuits.

The second guest on the 10th of January was **Ankur Kankonkar**. He lost his eyesight when he turned 18. After completing his Bachelors in Computer Applications, he setup an IT company. He spoke at length about his journey as an entrepreneur. He also spoke of his passion for sport, reading and travelling.



Our guest on January 11th was **Piyush Rakhecha**, a blind MBA from IIM Raipur who runs a financial services company, discussing the economy, wealth creation, and investment opportunities. We were truly delighted to witness the impact these sessions had on young minds. Students actively engaged with our guest speaker, Piyush Rakhecha, asking insightful questions about planning and saving for their college education.

The second guest on January 11th was **Connie Godinho**, who transformed her life after a devastating accident, starting a crochet business from her wheelchair. Today though on a wheelchair, her clientele is international.



The first guest on January 12th was **Bikram Jyoti Das**, who, after losing his sight in a mining accident, reinvented himself as a banker and thrilled the audience with tales of his Everest Base Camp expedition and 10 km run.

The second guest on the 12th of January was **Rupmani Kshetri**. She is Deaf and the co-founder of Signable which promotes and markets a subscription based digital platform where sign language interpreters are available on call.



The first guest on January 13th was **Sundeep Rao**, a blind stand-up comedian from Bangalore who has produced over 300 podcasts and actively promotes blind golf. Sundeep Rao made everyone laugh with his jokes, creating a fun and interactive atmosphere.

The final guest was **Siddharth G J**, who, living with Cerebral Palsy since childhood, shared his journey through education, his career as a banker, his work at a multinational financial services company, his book "Simply Being Sid," and his experiences as a father.



On the second day of the International Purple Fest, a National Summit on Inclusive Education was held at the Maquinez Palace in Panaji. CEO George Abraham was invited to share his thoughts on the same. He spoke about studying in mainstream school and the problems and challenges he faced, along with the solutions that worked. The summit was attended by academics and research professionals.



During the Purple Fest, our team was involved in several activities organized by the Goa government. These included the Purple Exhibition, which showcased assistive aids and new technologies. Our team members also enjoyed a scenic cruise ride and a morning birdwatching event, where blind and visually impaired individuals could touch replicas of birds to learn about their anatomy.



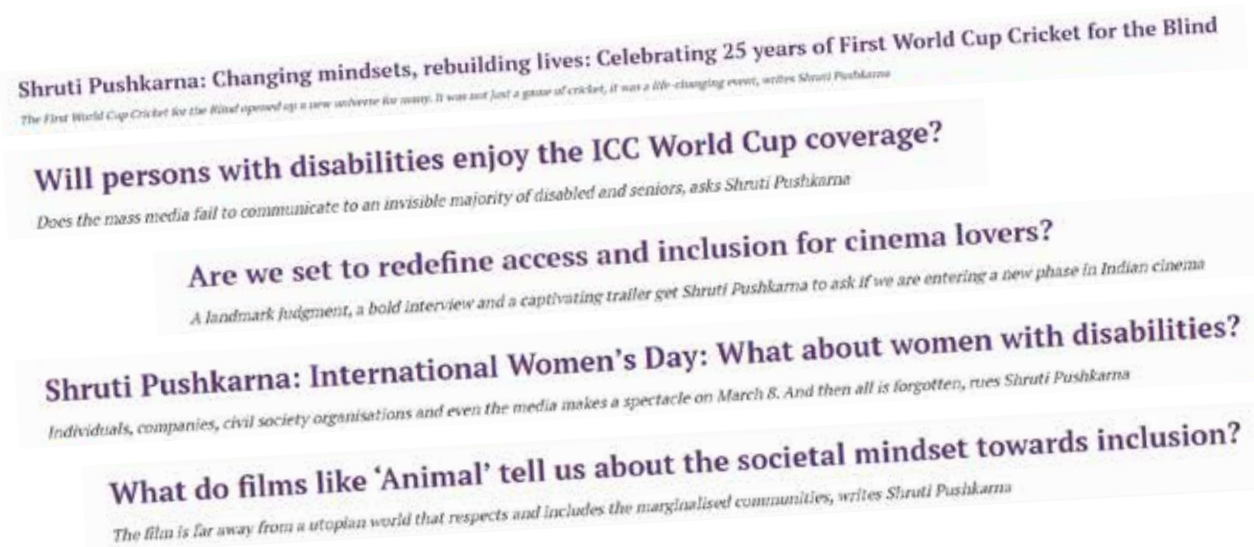
ARTICLES IN THE MAINSTREAM DIGITAL PLATFORM

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.

- Gulf News interviewed CEO George Abraham about Eyeway's inclusion efforts and his role in organizing the first Blind Cricket World Cup in 1998.
- Sadbhavana, a human book platform, featured George Abraham, where he discussed stereotypes, gaps in disability policies, and the need for inclusivity, highlighting his work to change perceptions and support the visually impaired.
- Hindustan Times featured George Abraham's speech at the Prerna 2024 event in Gurugram, organized by SVP India's Delhi Chapter. He addressed the challenges faced by the blind and visually impaired, including stereotypes and resource gaps, and emphasized the need for improved information dissemination and inclusivity. The event was attended by high-profile individuals and CSR professionals.



Shruti Pushkarna also wrote on varied themes including inclusion in Digital India, about 21 Disability Ambassadors at the Purple Fest, women with disabilities, inclusion through Radio, representation of disability in films, inclusion for the Deaf, access to sporting events, and so on.



IN THE SPOTLIGHT

- The National Human Rights Commission (NHRC) invited George Abraham as a panellist for a G20 C20 consultation on disability and financial inclusion, with plans to forward key discussion points to the RBI and Finance Ministry for advocating disability-inclusive policies.
- Anchored at a British Council event that gathered the Council, NGOs, and students with disabilities, George emphasised the transformative potential and need for empowerment of persons with disabilities.
- Spoke at a roundtable conference organized by the Embassy of Spain, about the potential for life with blindness and highlighted the need for investment in awareness, inclusive education, and accessible ecosystems. The conference was attended by participants from the CSR sector and various NGOs.

CEO'S ENGAGEMENTS

The following sections outline a series of impactful engagements conducted by George Abraham, focusing on promoting disability inclusion across different sectors, including religious groups, healthcare professionals, youth, corporates, and various other stakeholders.

Engagement with Religious groups

- Chaired the Engage Disability planning meeting in Hyderabad, where participants discussed strategies for increasing disability inclusion in the Christian community. He also spoke at a conference in Dimapur organized by Engage Disability, focusing on creating sensitive church environments and enhancing understanding of disability issues within churches in Nagaland, Mizoram, and Meghalaya.
- Engaged with Christian pastors at Don Bosco School to sensitize students and teachers about disability inclusion within the church.

Engagement with Healthcare professionals

- Spoke about the role of technology in the lives of individuals with disabilities at the iConference organized by the Consortium of Accredited Healthcare Organizations (CAHO) at EROS Hotel Delhi. George highlighted how technological advancements enhance quality of life and transform healthcare, with a notable focus on innovations like converting sign language into audio. The CAHOTECH Conference 2023 brought together industry leaders, healthcare professionals, and tech experts to discuss cutting-edge innovations and the potential of technology to improve healthcare inclusivity for individuals with disabilities.



Engagement with Youth and Teachers

- Interacted with students of LSR College during their cultural festival, where the drama society featured excerpts from his life in a stage show. George also shared personal experiences with the audience afterward.
- Conducted a session on "Access: A Mandate or an Option" at the School of Humanities, University of Hyderabad, where he shared personal experiences of inaccessibility with the students with the objective of sensitising them and stressed the importance of accessible environments and digital platforms.



- Delivered a motivational session to 100+ students and teachers at Guru Gobind Singh Indraprastha University, organized by GGSIU and Knutx. George shared his transformative journey as a visually impaired individual, emphasizing how his role in the Blind Cricket World Cup redefined perceptions and turned challenges into opportunities.
- Engaged with students and teachers at Our Own English School in Sharjah (Boys' Branch), George shared his life journey and the importance of inclusion and equal opportunities with 250 students live and 4000 via livestream. He inspired students to dream big, emphasizing discipline, dedication, resilience, and maintaining a positive attitude. He encouraged teachers to have high expectations and empathy, fostering a nurturing environment.
- Delivered an inspirational and sensitizing talk to 700+ students at Our Own English High School, Dubai (Girls' Branch). George shared the idea of TASK with the students: Technology - embracing our technological world; Attitude - fostering a positive and constructive mindset; Skills - acquiring and honing life skills; and Knowledge - valuing its importance in our knowledge economy.

Engagement with Blind and Visually impaired Students

- Spoke at the inaugural of 'Khelo Prayas 2023', organized by Kirori Mal College's Enabling Unit, featuring games like shot put, chess, 100m race, and table tennis for blind and orthopaedic students. George urged for more such events to foster inclusivity in sports, praising the participants' passion and dedication.
- Engaged with blind and visually impaired students at the All India Confederation of the Blind, discussing career opportunities in media and advertising, including radio, newspapers, content writing, copywriting, voiceover, and blogging.
- Spoke about the significance of sports and extracurricular activities, and their positive impact on the personal growth and development of students with disabilities at Jayshree Perival International School's event in collaboration with ScoutMe, launching the "Football for Blind Girls" initiative. Joining him on the panel were Manvendra Singh, President of the Football Association of Rajasthan, and David Absalom, General Secretary of the Blind Relief Association.
- Conducted a session at The Victoria Memorial School for the Blind, emphasizing high expectations for blind children and integrating technology into their education. He encouraged teachers to see their potential and parents to instil confidence, viewing their children as valuable resources.



Engagement with Corporates and other Professionals

Digital inclusion is crucial for the blind and visually impaired, allowing them to access information and services that improve their lives. By making technology and online platforms more accessible, we help everyone participate fully in society, promoting independence and inclusion.

- Moderated a panel discussion on the role of Artificial Intelligence (AI) in building accessible platforms for Global Accessibility Awareness Day (GAAD). Held in collaboration with Spruce Up, Go Global, and Score Foundation, the event featured participants from India and Vietnam who explored advancements and best practices in using AI to enhance inclusivity across digital platforms.
- Facilitated the Digital Self-Determination (DSD) Studio in Bangalore, organized by Point of View, Swissnex, and Design Beku. George highlighted the challenges faced by blind and visually impaired individuals in accessing online content, pointing out gaps in digital platforms such as banking apps, social media, and travel apps. He called for greater focus on digital accessibility to ensure equal access to information and online services for everyone.
- Spoke at Microsoft's Assistive Technology Showcase, where he highlighted AI's impact on digital accessibility and shared insights from his work in promoting blind cricket in India and globally, aiming to foster understanding and partnerships in assistive technology.
- Moderated the panel discussion at 'INCLUSIVE - INDIA: DIGITAL FIRST,' event organized by BarrierBreak, focusing on building accessibility skills and industry certifications. George led discussions on digital inclusivity, with panellists including Neil Milliken (Atos), Christopher M Lee (G3ict/IAAP), and Shalini Khanna (NAB India Centre for Blind Women and Disability Studies).
- Moderated a panel discussion organized by Samarthanam Trust for employers, focusing on job opportunities for the blind and visually impaired. The event, brought together 25 companies and 70 attendees, covered job types, sensitization strategies, and supportive workplace practices.



Other Engagements

- Delivered a talk on the origins of Cricket for the Blind in India at a one-day Conclave organized by the Madhya Pradesh Cricket Association for the Blind. Addressing a mixed audience, George highlighted blind cricketers' achievements and the event's focus on inclusivity. Inaugurated by Chief Minister Shivraj Singh Chauhan, it featured dignitaries like GK Mahantesh and Captain Yogendra Singh Yadav.
- Spoke at the India International Centre on the importance of quality education, leveraging technology, and accessible digital infrastructure at an event organized by Hum Honge Kamyab (HHK) organisation. The event highlighted accessibility and inclusion for Persons with Disabilities.
- Delivered a talk at the #SeeAMillion Leadership Summit, organized by Enable India in Bangalore. George Abraham emphasized advancements in the disability sector, especially for the blind community, and highlighted the impact of initiatives like Eyeway and the TV series 'Nazar Ya Nazariya.' The event connected NGOs from across India dedicated to supporting individuals with disabilities.



- Engaged in a panel discussion at an Ek Kadam Aur conference at EROS Hotel, moderated by Dr Mahantesh GK, CEO of Samarthanam, and other guests included Preeti Monga, Founder of Silver Linings. George Abraham emphasized the importance of inclusive practices in education and employment for the visually impaired and explored stalls from organizations focused on empowerment and inclusion.
- Spoke at the Vishwa Yuvak Kendra's conference 'Unlocking Potential: Celebrating International Day of Persons with Disabilities,' discussing challenges faced by persons with disabilities, advocating for their rights, and highlighting government schemes for skill development and entrepreneurship.

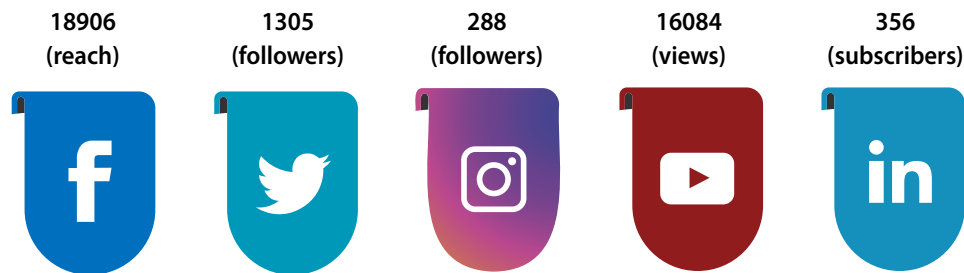


EYEWAY WEBSITE

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 2023 to March 2024 is **87888**.

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. We believe that with the right support and opportunities, every individual can thrive.

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.

We plan to launch an outreach and communications initiative at the grassroots level to connect with blind and visually impaired individuals across India. This effort will focus on sharing information, enhancing skills, and building relationships with local NGOs, government departments, and key stakeholders. The goal is to create a robust network for advocacy, referrals, and awareness, and to link these individuals to the Eyeway knowledge resource for comprehensive support. 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.

Our efforts aim to improve information dissemination, connect with organizations and individuals, and fight against discrimination. By implementing these measures, we plan to increase our outreach from 3,000 people per quarter to 10,000 people per quarter over the next two years. Additionally, we will build our database and create impactful stories.

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 below.

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

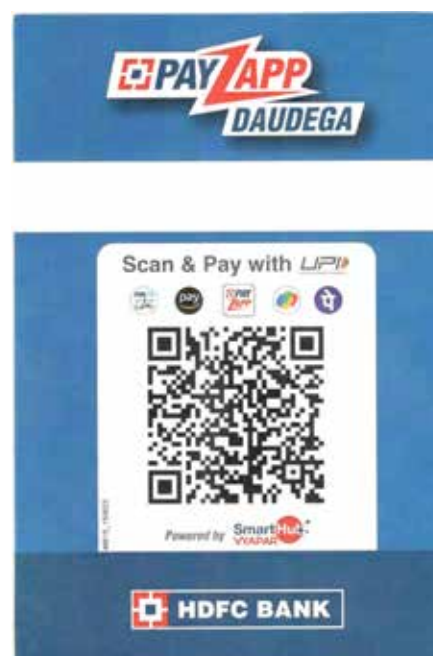
Swift Code: SBININBB104

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.W



TEAM MEMBERS

SCORE EMPLOYEES

George Abraham	CEO
Geeta S Nair	Research and Communications Officer
Manjula Mahajan	Advocacy Officer
Sushant Das	Administrative Officer
Payal Bhattad	Helpdesk Executive
Mohammad Tauseeb	Helpdesk Executive
Abhishek Vishwakarma	Helpdesk Executive
Deepak Aggarwal	Helpdesk Executive
Muzamil Hussain	Helpdesk Executive
Hoor Anisbhai Jinwala	Research Officer
Jalaj Nagar	Helpdesk Manager
Shailendre Singh	Office Assistant
Sanjeev Chopra	Finance Adviser
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 2024

	Male	Female	Total
5000	0	0	0
5001-10000		0	
10001-25000	6	5	11
25001-50000	3	1	4
50001- 100000	1	0	1
			16

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 27 September 2023 and 27 March 2024. The CEO was present in both the meetings.

EYEWAY PARTNERS AS ON MARCH 31, 2024

Score Foundation (Delhi)

Enable India (Bangalore)

The Victoria Memorial School for the Blind (Mumbai)

AUDITOR'S REPORT

FORM NO. 10B
[SEE RULE 16CCAND17B]

**AUDIT REPORT UNDER SECTION 12A(B) OF THE INCOME-TAX ACT, 1961, IN THE
CASE OF CHARITABLE OR RELIGIOUS TRUSTS OR INSTITUTIONS
ACKNOWLEDGEMENT NUMBER -501566190250924**

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-2024 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-2024; 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-2024.

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: **24-Sep-2024** Membership Number
FRN (Firm Registration Number)
Address



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

PROMOD PANDEY
CHARTERED ACCOUNTANT

Add: B-4/52 Paryatan Vihar, Vasundhra Enclave, New Delhi-110096
Ph. No: +91 9968531084
E-Mail: capramod.delhi@gmail.com, pramod.delhi96@gmail.com

SCORE FOUNDATION, NEW DELHI

Accounting Year; Ended 31.03.2024

Annexure: Attached to Balance Sheet as at 31.03.2024

NOTES TO ACCOUNTS:

1. SIGNIFICANT ACCOUNTING POLICIES:

A. Basis of Accounting:

The Financial statement are prepared under historical cost convention on accrual basis of accounting and confirm to accounting principles generally accepted in India and comply with mandatory accounting Standards issued by the Institute of Chartered Accounts of India as applicable and the relevant provisions of the Indian Trust Act.

B. Revenue Recognition:

Interest received and accrued and due on the Balance Sheet date is accounted as " Interest Income"

C. Fixed Assets

Fixed Assets are stated at Written Down Value i.e. cost less depreciation;

D. Depreciation

Depreciation is provided using the written down value method at the rates and in the manner specified in the Income Tax Rules 1962.

E. Provision

In view of the provisions of Section 11 of the Income Tax Act, 1961 Current taxation is NIL. In absence of any deferred Tax Liability provision of the same is not required.

For Promod Pandey
Chartered Accountant



Promod Pandey
M.No-520779
Place: New Delhi
Date: 13th Sep 2024

BALANCE SHEET

SCORE FOUNDATION
17/107 LG F VIKRAM VIHAR, LAJPAT NAGAR, NEW DELHI-110024
BALANCE SHEET (CONSOL) AS ON 31ST MARCH, 2024

Particulars	Note No.	Figures as at the end of 31 March, 2024 Rs.	Figures as at the end of 31 March, 2023 Rs.
A Funds & Liabilities			
1 Funds	2		
(a) Trust Funds receipts		1,272,500	1,272,500
(b) Excess of Income over Expenditures		2,220,539	416,800
(c) Capital Reserve		152,813	152,813
2 Non-current liabilities			
(c) Other Long Term Liabilities	3	410,453	-
2 Current liabilities			
(a) Other current liabilities	4	481,860	181,692
TOTAL		4,538,165	2,023,805
B ASSETS			
1 Non-current assets			
(a) Property, Plant and Equipment	5	544,461	161,262
2 Current assets			
(a) Cash and cash equivalents	6	3,756,178	1,651,283
(b) Short-term loans and advances	7	237,526	211,260
TOTAL		4,538,165	2,023,805

See accompanying notes forming part of the financial statements
In terms of our report attached.

FOR PROMOD PANDEY
Chartered Accountants

CA Promod Pandey
M. No-520779
Place: New Delhi
UDIN: 24520779BKHMLRS770
Date: 13-09-2024



FOR SCORE FOUNDATION

SCORE FOUNDATION

(TRUSTEE)

(TRUSTEE)

PROFIT AND LOSS

SCORE FOUNDATION
17/107 LG F VIKRANI VIHAR, LAJPAT NAGAR, NEW DELHI-110024
STATEMENT OF PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31ST MARCH 2024

Particulars	Note No.	Figures for the year ended 31 March, 2024 Rs.	Figures for the year ended 31 March, 2023 Rs.
I. Income from Donation	8	8,954,316	6,875,707
Revenue from operations (net)		8,954,316	6,875,707
II. Other Income	9	98,402	87,975
III. Total Income (I+II)		9,052,718	6,963,682
IV. Expenses			
(a) Programme Expenses	10	6,677,713	5,598,763
(d) Employee benefits expenses	11	-	467,660
(e) Finance costs	12	12,215	16,626
(f) Depreciation and amortisation expenses	13	27,254	36,865
(g) Other expenses	14	531,797	386,075
Total Expenses		7,248,979	6,505,989
V. Surplus/(Deficit) c/f Balance Sheet		1,803,739	457,693

See accompanying notes forming part of the financial statements

In terms of our report attached.

FOR PROMOD PANDEY

Chartered Accountants

CA Promod Pandey

M. No-520779

Place: New Delhi

UDIN: 24520779BKHMLRS770

Date: 13-09-2024

FOR SCORE FOUNDATION

SCORE FOUNDATION

(TRUSTEE)

(TRUSTEE)

RECEIPT & PAYMENT

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

Note 8 Income from Donation		
Particulars	Figures for the year ended 31 March, 2024 Rs.	Figures for the year ended 31 March, 2023 Rs.
Grant & Other Contribution	6,719,012	5,598,763
Donation	2,235,304	1,276,944
Total	8,954,316	6,875,707
Note 9 Other Income		
Particulars	Figures for the year ended 31 March, 2024 Rs.	Figures for the year ended 31 March, 2023 Rs.
Interest Income-from Bank	79,579	62,220
Interest Income-from FDR	18,823	25,755
Total	98,402	87,975
Note 10 Programme Expenses		
Particulars	Figures for the year ended 31 March, 2024 Rs.	Figures for the year ended 31 March, 2023 Rs.
Programme Expenses as per Schedule	6,677,713	5,598,763
Total	6,677,713	5,598,763
Note 11 Employees Benefit Expenses		
Particulars	Figures for the year ended 31 March, 2024 Rs.	Figures for the year ended 31 March, 2023 Rs.
Salaries and wages	-	467,660
Total	-	467,660
Note 12 Finance Cost		
Particulars	Figures for the year ended 31 March, 2024 Rs.	Figures for the year ended 31 March, 2023 Rs.
Bank Charges	643	4,410
Interest paid	11,572	12,216
Total	12,215	16,626

See accompanying notes forming part of the financial statements
In terms of our report attached.

FOR PROMOD PANDEY

Chartered Accountants

CA Promod Pandey

M. No-520779

Place: New Delhi

UDIN: 24520779BKHMLRS770

Date: 13-09-2024

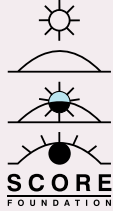
FOR SCORE FOUNDATION

SCORE FOUNDATION

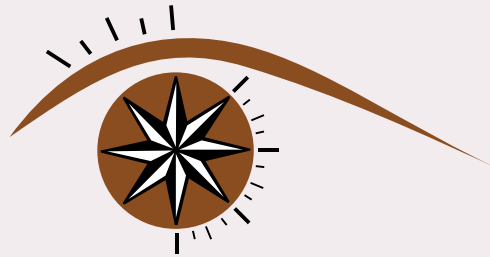
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