

ANNUAL REPORT 2020-2021

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Cover page photos clicked by Sahana G, a visually impaired girl from Mysore, Karnataka. After attending an Eyeway session on 'Blind Photography', Sahana began capturing nature using the tips and tricks she picked up in the workshop.

CEO'S STATEMENT



The pandemic, the lockdown, the COVID protocols and the funding restrictions totally altered the way we worked during the year. Like everybody else, we too switched to a work from home mode. Flexible hours, reduced salaries and online meetings became the order of the day. I must say the team rose to the challenge and were prepared to adapt.

Given that the Eyeway Helpdesk is largely technology driven, the shift to operating from home was not too difficult though the internet and telephone connectivity were bit of a challenge. COVID had a direct impact on the nature and volume of calls. People were struggling to survive. They were calling for rations, healthcare, travel and finance. Though the government was quick with their response, people had no information to begin with and there was a period of confusion. We bolstered our Helpdesk team with blind volunteers to handle the increase in calls. We also setup a WhatsApp group to share the requirements of the callers. The volunteers then activated their networks and over a period of three months sustained a process that connected people who needed help with groups who could support them. It was truly amazing to see the way citizens put up their hands and came forward to help.

Alongside the Eyeway Helpdesk, we do a number of knowledge-sharing activities. Much of it is face to face interactions with various blind and sighted stakeholders. The lockdown meant a complete shutdown in this area of our work. But then Zoom came to our rescue. We were able to launch Eyeway Encounters, a weekly event that helped us connect with hundreds of blind and visually impaired persons across the country, with a wide variety of knowledge sharing sessions. Zoom also gave us the opportunity to engage with various student groups, corporates and a few international audiences with awareness and sensitization events.

The work from home scenario also gave us the opportunity to explore fresh communication tools such as podcasts. In October 2020, we launched Eyeway Conversations, a podcast series, in which I spoke to individuals connected with the domain regarding their lives, work and passions. We have been consistently publishing three episodes a month. It is said that difficult situations throw up challenges but they also offer great opportunities.

On September 29, the government announced their new FCRA rules which was a huge setback. Our biggest funding partner had to pull out and we were sent on a tail spin. We had to dig deep to survive. The team rallied and a few friends of the organization came forward to help.

The year 2020-21 was indeed a difficult year. We did struggle. Technology, innovations and the network of friends, together with our commitment and belief in our vision, helped us sustain ourselves with dignity and pride. Perhaps the worst is behind 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 with the prime objective of empowering persons with low vision and blindness via sharing information, counselling them on possibilities and potential of life with blindness as well as advocating for their equal rights. We continue to work hard towards strengthening our network of NGOs so that every blind person in this country has easy access to solutions and services.

In the past few years, and more so in the pandemic year, we have faced a consistent challenge with seeking new partnerships and organizations driving the project independently in their respective locations. Victoria Memorial School for the Blind, Little Flower Hospital and Enable India have been independently operating the helpdesk in Maharashtra, Kerala and Karnataka respectively. As for the NGO partners in Delhi, Kashmir and Punjab, they faced additional challenge due to funding and human resource crunch in 2020, leading to negligent or nil operations.

Our long-term objective remains the same. Adding new partners and transferring ownership, so that decentralised operations help a larger local blind population. With each new partner, our capacity to respond to issues facing blind citizens in the respective location and language increases.

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

Garnering support through crowdfunding

Score Foundation participated in the virtual Airtel Delhi Half Marathon scheduled from 25th to 29th November, 2020 to raise funds (INR 10,00,000) for Project Eyeway. An online campaign was launched across social media channels, encouraging people to donate towards our cause. Our long-time supporter, Rajender Sud volunteered and raised INR 2.5 lakhs to support the cause.

We would like to thank all our supporters and donors for their valuable contribution.

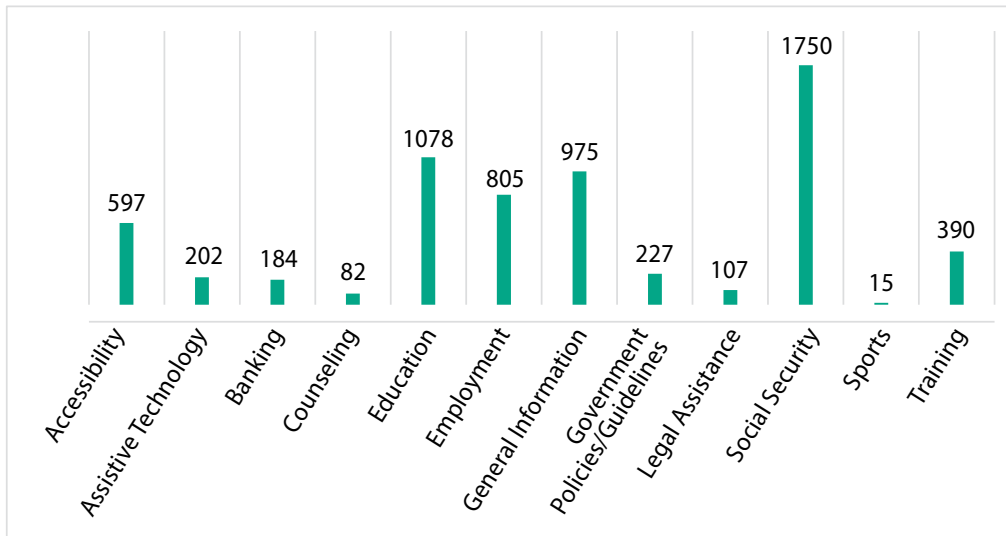
HELP US TURN OUR VISION INTO REALITY

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

PAVING WAY FOR A BETTER TOMORROW: EYEWAY NATIONAL HELPDESK

Since its transition into a national toll-free helpline in December 2015, Eyeway Helpdesk has transformed thousands of lives through our regular interaction and close counselling with callers. Our call flow has seen a consistent rise in numbers with Helpdesk counsellors across locations answering around 1200 calls in a month. However, due to the pandemic, the Helpdesk team couldn't respond and resolve cases at the same rate. The past one year recorded a total of 6921 calls from all over India.

Issue-break-up of calls received on Eyeway Helpdesk between April 2020 and March 2021



Covid distress calls on Eyeway Helpdesk

The lockdown made things worse for persons with disabilities. Their limitations in terms of mobility and their weak financial status left several thousands in distress. Eyeway decided to garner support for those in need with the help of NGOs, volunteers and individual donors. We also opened up our national helpline to persons with other disabilities apart from vision impairment.

Our team mobilized rations, donations, medical supplies etc. for several callers, especially those stuck in worse-hit Maharashtra. We also got volunteers (some of them visually impaired) to take calls in West Bengal, Tamil Nadu, Chhattisgarh, Rajasthan, Uttar Pradesh and other parts of India where we don't have a functional Eyeway center. Many people contacted us for help, leaving the Eyeway team overwhelmed and unable to cater to their needs entirely. As lockdown rules eased, regular call issues began to resurface. But we still have many callers seeking financial help to pay for rent, household expenses and food as they have lost their means of livelihood to Covid-19.

Below are some stories that highlight the challenges faced by this vulnerable section, and how several individuals stepped up to help them.

Covid 19 stories from the ground

Unemployed during the lockdown, visually impaired **Rohit** struggled to pay rent and arrange food for his wife and new born. He pleaded with his landlord to make an exception for a few months but the house owner was indifferent and insensitive to their issues.

With the aim of extracting a mere sum of Rs 1500, he harassed the couple by sending some men who stared and hooted at the wife as she breastfed her baby. As if the verbal assaults were not enough, the landlord took away their child to harass them further. The couple looked everywhere, driving themselves crazy. And four hours later, just like that the baby was handed back.

It's appalling to think how another human can take advantage of someone's physical and financial vulnerability to the extent of even disrespecting their parental custody.

Filled with panic, Rohit fled his premises and sought shelter with a friend. Eyeway arranged for help through donors and volunteers for delivering food supplies to the family.

Dhirender Chauhan and his wife are a blind couple who were visiting their relatives in Jabalpur when the nationwide lockdown was announced. With restrictions on mobility and little cash in hand, the family was caught in a helpless situation. Dhirender called the Eyeway helpline seeking support with ration and some nutritional food supplies for his pregnant wife.

Our team immediately reached out to local resources for help. Fortunately, swift response came through and ration for the family and nutritious supplies for the expecting mother were arranged. Some donors were also reached to ensure the safe birth of their child.

Two hostels housing **40 blind boys** and girls in Pune were suddenly caught unprepared for the nationwide lockdown. Their major source of income was an orchestra of blind children that performed round the year.

The hostel administration ran out of money and everyday essentials. When they reached out to Eyeway for support, we immediately shared the information among our network, expecting a response. It was heart-warming to see many individuals and establishments come forward and offer support in cash and kind, that was immensely helpful for these hostels to provide for the blind children.

Amidst the Covid-19 crisis, Project Eyeway tried its best to reach out to persons with disabilities in need of everyday essentials across states. We are grateful to all the givers who showed compassion and empathy and joined us in our efforts.



Pradeep Kumar and his wife, both visually impaired, live in a rented house in Mumbai. He made a decent living as a masseur and also looked after his ailing mother-in-law. But the lockdown changed everything.

Pradeep made a desperate call to the Eyeway Helpdesk as he struggled to provide even one basic meal to his family. He also told our counselor how his mother-in-law had fractured her leg and was confined to bed.

With the help of an individual donor and a volunteer, Eyeway managed to deliver essential ration items and medicines to the family, offering some respite.

But taking his injured mother-in-law to the hospital was not an option in the crisis. Being blind, the couple relied heavily on physical touch and assistance from others to navigate around. Visiting a hospital would mean exposure to a potential virus-laden environment. And with the new social distancing guidelines, even fewer citizens would be willing to help visually impaired people navigate.

Pradeep's financial condition didn't allow him to seek treatment at a private hospital, and Government hospitals were overwhelmed with Covid19 patients.

There are apprehensions among the blind community to access medical care, among other essential services, as the fear of contracting coronavirus looms large.

CREATING IMPACT THROUGH A COLLECTIVE PLATFORM FOR ADVOCACY

Eyeway consistently responds to queries pertaining to banking issues, scribes, disability certificates, assistive technology, education, career options etc. These resonate the larger issues faced by the visually impaired citizens of the country. 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 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.

Eyeway has actively taken up issues facing the community and advocated for their rights through communication campaigns, official complaints, necessary follow ups and even legal course where required. Our CEO was a court appointed expert on the matter of inaccessibility of new currency notes post demonetization. In November 2019, George Abraham also filed a case in the Delhi High Court on behalf of the entire visually impaired community, to point out the lack of access to certain key financial services. In a hearing on this matter in July 2020, Reserve Bank of India representatives pointed towards the guidelines that are issued to all banks and other agencies but our lawyers emphasized on the lack of implementation of these rules. Our intent is to get the government body to take equal responsibility of making the concerned officials, developers, agencies etc. aware and accountable both.

As a network, Eyeway can take up cases and launch collective campaigns with a view to impact policy. Here's a glimpse into some of the lives we touched in the past year.

Making Inclusion a Reality



Sachin Porwal suffered sight loss when he was studying in Class 6 in Udaipur, Rajasthan. He was forced to leave his school as the teachers didn't know how to accommodate a blind student. Sachin's parents tried hard to secure admission elsewhere but most schools declined given the boy's impairment.

He studied in a special school for the blind up till Class 10, but aspired for quality education in an inclusive setup. The family once again approached a mainstream school citing Rights of Persons with Disabilities Act 2016 which mandates schools to reserve seats and bars them from discriminating on grounds of disability. The school administration was apprehensive as to how a blind student could move independently between classes or eat on his own, let alone cope with his sighted peers.

Eyeway contacted a local disability rights group to intervene and advocate on behalf of Sachin. An official complaint was filed, following which the State Commissioner for Persons with Disabilities directed the school to grant admission.

Elated with this victory, the 17-year-old decided to address the school's concerns. He demonstrated the use of a laptop equipped with screen reading software and a DAISY player which enabled him to read and write on his own. For his benefit, he requested the teachers to read out whatever they wrote on the board.

Focusing on the Haves instead of Have-Nots

Kush Verma was born blind to an affluent family in Ahmedabad, Gujarat. Till the age of ten, Kush sat idle at home while his sighted brother went to school. On a friend's suggestion, he was finally enrolled in a special institute where he progressed, picking up braille and mobility skills.



Gradually he started aspiring for more. Intrigued by technology, he applied for a Bachelors in Computer Applications in Jaipur University. But his parents didn't allow him to travel out of the state. Crippled with their over-protectiveness and limited knowledge, they coerced Kush to compromise on his career choice.

He complied, admitting into a BA course nearby. But he was unhappy. When he reached out to Eyeway, our counselor advised him a middle path until the parents could be convinced to let Kush make his own decisions.

He was initiated into an Accessibility Testing programme at Technical Training Institute in Pune. Since the first nine months of the course would be conducted online, it gave Eyeway some time to counsel the family to send Kush away for the three months practical training on the campus.

Interactions with the visually impaired counselor who shared accounts of other successful blind people brought about a subtle change in their parenting approach, helping them shift focus from Kush's blindness to his interests and abilities.

Ignorance is not always bliss



Zainab Madarwala is a visually impaired girl from Patna, Bihar. A first-year law student, this wasn't her preferred choice of subject. She had happily enrolled for a degree in Commerce but vision loss due to Retinitis Pigmentosa, mid-way into the course changed everything. Barely managing to complete graduation, she was discouraged by her teachers to pursue technical subjects like mathematics and accounting in her Masters. She reluctantly enrolled for an MA in English from Indira Gandhi National Open University (IGNOU).

Sight loss meant that she was now entirely dependent on friends and family to read out study material to her. Despite a helpful support system, Zainab felt burdened and yearned to function independently. Luckily, she heard about Eyeway while listening to a YouTube video. This rekindled her hopes and she called the helpline to seek advice. Our Helpdesk counsellor connected Zainab with trainers who could help her learn computers using screen reading software. Eyeway also apprised her of various assistive apps like Kibo, that can read and translate printed/handwritten/digital text across 100+ languages in real-time via audio. The counsellor also introduced her to blind academicians for guidance on potential career choices.

She is on her way to rediscover the confident person that she was.

Showing the path to self-reliance

Loshya Dicoth, a resident of Kadukutty village in Thrissur district of Kerala, is a person with low vision. For 35 years, she struggled with all aspects of daily living. Somehow, she managed to complete her education and get a specialized training in accounting, with the hope of getting a job. But deteriorating vision didn't help much with her independent dreams. She was married off to a person employed as a driver in a gas agency, and they have a daughter studying in Class V.



In the last five years, Loshya began to lose her eyesight rapidly, so she consulted a doctor at the Little Flower Hospital in Kochi. She was advised to use low vision aids like magnifying glass. At the hospital she also met with the Eyeway Helpdesk counselor. Their conversation started with a simple question on availing disability pension to ease her financial woes. But recognizing her potential, the counselor decided to motivate and help her achieve more.

Loshya was introduced to assistive technology like screen readers to access computers and her smartphone. As she learned the new ways of functioning, the counselor helped her enrol on the employment exchange for possible job opportunities. She landed two interviews for field jobs which weren't too viable given her impairment. Next, she was guided to prepare for competitive exams that would make her eligible for government jobs. Given her accounting and commerce background, she applied for a Probationary Officer's post with the State Bank of India.

Advocating for his rights

Pranjal Patil took over as Sub-Collector of Thiruvanthapuram in 2019, becoming the country's first blind woman IAS officer. 25-year-old Beno Zephine from Chennai was the first blind person to be inducted into the Indian Foreign Service. Over the years, persons with vision impairment have actively served and made a mark in the civil services.

Tinku Singh from Delhi is a young IAS aspirant who planned to appear for the Union Public Service Commission (UPSC) exam in 2020. Despite losing his eye sight due to retinal damage, Tinku finished school education via distance learning. Focused on aiming high and achieving the best, he topped his class in college.



In February 2020, Tinku filed his UPSC application, along with a request to allow for a scribe. His elder sister volunteered to assist him with the test scheduled in May 2020. But the sudden outbreak of coronavirus pushed the exams to October and Tinku's sister was advised bed rest following an unplanned pregnancy.

When he approached the examination body with an application for change in scribe, the officials simply turned him down. Eyeway's advocacy team immediately took up the matter, citing guidelines issued by the Ministry of Social Justice and Empowerment, which mandate flexibility in cases of emergency.

Both Tinku and Eyeway pursued the authorities, highlighting the impact of such outright denial of rights on a 21-year-old's future. The request was finally accommodated and another scribe was provided by the examination office. Tinku successfully appeared for the preliminary exam.

It's unfortunate that several officials exhibit a total lack of awareness of the existing provisions put in place by the government they swear to serve. Thousands of visually impaired people fall prey to the system, failing to find an agency to advocate on their behalf. Eyeway works hard to bridge the gap between the written word and its implementation on ground..

Unkept promises

Responding to COVID-19 pandemic, the Government of India announced many welfare measures for persons with disabilities. Three months' advance pension and ex-gratia of rupees 1000 under National Social Assistance Program (NSAP) were two such highlights on paper. However, in Karnataka, the concerned authorities did little to implement the relief promised.

Our Eyeway Helpdesk in the state is a testimony to distress callers who are at their wits end. Not having received a single penny, even from their usual pension amount in months, their survival is at risk.

The tipping point for visually impaired **Riyaz Khan**, a Class 10 student from Gulbarga, came when he didn't have money to pay the promised fee for his scribe who helped write his board exams. Timely support from Eyeway pulled him out of that financial trouble. Following that, he frequently visited the Tehsildar's office seeking intervention but so far there has been no positive development.

Anand, a visually impaired petty shop owner from Belgaum suffered severe business losses due to the pandemic. He was leaning on his disability pension to get him through this tough time. He was shattered when he did not receive the pension amount even after eight months. With Eyeway's guidance, he contacted the Tehsildar and his pending amount for the last 3 months was released.

Similarly, Eyeway also managed to facilitate 3 months' pension for **Hussain**, a Class 10 student from Raichur, through the area's Tehsildar. He had been waiting for 8 months to buy study material from the pension amount that never came.



The irony is that although Disability Pension in Karnataka is a paltry sum of 1400 rupees, scores of people have been deprived of it since the onset of Covid-19. At a time when the vulnerable population is dependent on supportive measures, the government seems to know little about the on-ground state of affairs.

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. In the past year we couldn't conduct upskilling and monitoring exercises physically, following the lockdown and travel advisory. However, we carried out online sessions with our counsellors and partners, keeping a close tab on the progress and activities.

We had an All Counsellors' Training session via Zoom with an external trainer, on July 3, 2020.

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 periodic articles published on digital media to alter their mindsets and expand their imagination.

All outreach activities in the said financial year were conducted online due to the pandemic.

EYEWAY TALENT CAMPAIGN

Amid all the fear and uncertainty due to the Coronavirus outbreak, we initiated a talent hunt, inviting entries from visually impaired people across India. We received an overwhelming response in the form of art, poetry, mimicry, writings and musical pieces of work. Eyeway shared these on its social media pages and showcased all video entries on the YouTube channel. These not only helped spread cheer but also apprised our audience of the potential of visually impaired people.



EYEWAY ENCOUNTERS

Since travel and physical gathering became taboo in the pandemic times, we could not conduct offline sessions to empower persons with vision impairment. Instead we moved to the online medium of interaction, launching weekly sessions on Zoom where blind people were invited to listen and interact with experts from different domains.



From workshops on storytelling by Ameen Haque and theatre by Sumit Lai Roy, to the journey of journalism, cricket and more with Rajdeep Sardesai and Ramchandra Guha. From useful sessions on travel, technology, parenting, advocacy, sporting and cooking, to awe-inspiring recital by the stars of Indian cinema, Naseeruddin Shah and Ratna Pathak Shah.

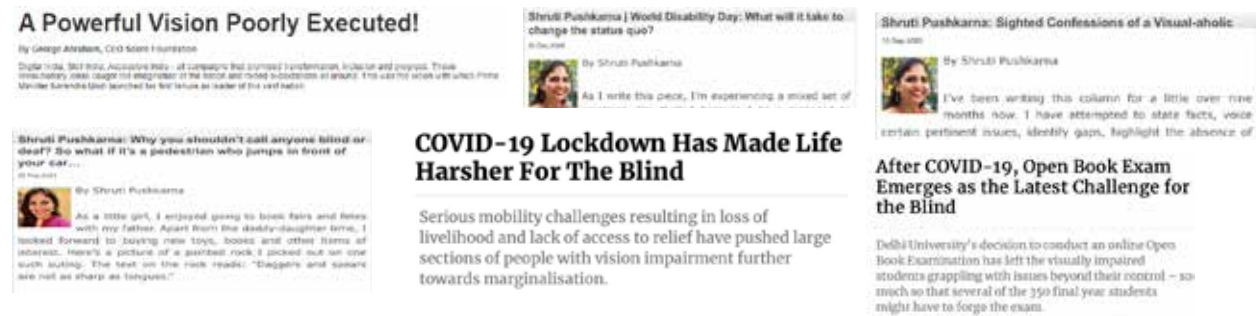
The Eyeway Encounters weekly sessions were packed with information, creative content, insightful discussions and a curious audience. The attendance ranged from 35 to 100 participants per session, along with an equal number watching it live on Facebook.

Topics like cooking, parenting, traveling, reading and using assistive technology for effective engagement in employment, education and social settings, proved extremely useful for the visually impaired people. A lot of them were students, seeking an independent future. They were motivated to try out new ways, interests, technology and interact with a wider pool of people around them. Eyeway invited RJs, activists, entrepreneurs and other professionals to engage with the participants.

Feedback was collected from participants after every session. We received a great response, with around **2000** attendees in the past year. The session recordings were also circulated to more than **4000** people who watched the videos on our YouTube channel.

ARTICLES IN MAINSTREAM DIGITAL PLATFORMS

Score team consistently wrote about the challenges faced by blind people and the larger disabled community during the past year. We raised pertinent issues on digital media pertaining to livelihood, social distancing, education, employment, lack of empathy and technology support and so on.



EYEWAY CONVERSATIONS

In October 2020, we launched a fortnightly podcast called Eyeway Conversations in 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. Between October and March, we published accounts of six successful blind professionals working in different domains, including four women.

Interviews

CEO George Abraham featured on various media channels through the year, speaking about the organisation's work, Covid responsiveness and the pandemic perils for the blind population.

- Featured on a popular podcast series, 'Life Gone Wrong' with blind comedian Sundeeep Rao.
- Featured in a news article on the pandemic blues faced by the disabled population in India, by Deutsche Welle News.



- Interviewed for a famed podcast series, 'The Brand Called You', by Ashutosh Garg, where George spoke about his experiences, achievements and mantra to live a successful life despite vision impairment. He also spoke about his journey of starting the World Blind Cricket Council that led him to start Score Foundation.
- Appeared in a Deccan Herald podcast sharing Eyeway's response to the lockdown and the Covid-19 situation.
- Interviewed for a YouTube series, 'Lockdown Heroes', on the power of transforming lives and support being extended to the disabled community during Covid.
- Appeared in a BBC news story on the aftermath of pandemic on persons with disabilities, and how non-profit organisations are dealing with the situation.

On World Braille Day, Director- Programmes and Communications, Shruti Pushkarna was interviewed by Medicircle.in, an online portal that covers latest trends in medical technology, innovative procedures, and advances in medical research. Shruti shared her views on the relevance of braille in Digital India and the challenges faced by blind and visually impaired people in their day to day functioning due to the inaccessible environment. She also emphasized on the use of technology as an empowering tool.



CEO'S ENGAGEMENTS

Engagement with religious groups

- Interacted with a group of 25 young priests of Marthoma Church in an online session, sensitizing them on the need for accessible infrastructure within churches to include all members of society. In another such session, George engaged with a group of clergy from Nagpur.

Engagement with Corporates

- Engaged with 20 corporate executives in a session organised by Indic AI. As the group prepared themselves to become mentors to students with vision impairment, George Abraham helped them understand and focus on the potential of visually impaired people.

Engagement with Youth and Teachers

- On June 27, Helen Keller Day, George was invited by Vitaan, a Delhi based platform that functions as an interface between the PwDs (persons with disabilities) and non-PwDs for their seamless interaction in the spheres of education, arts, culture and sports etc. George spoke about challenges faced by blind students post pandemic, evident in the calls received on the Eyeway Helpdesk. He also emphasized on the need for technology solutions to create a level playing field in an increasingly digital world.
- Addressed a group of 20 faculty members on using the Covid crisis as an opportunity to introduce technology for equipping blind students to compete in a digital economy. In this session organised by Bookshare and Victoria Memorial School for the Blind, George urged the teachers to motivate students to shift from the traditional Braille/ print books to digitized modes of learning.
- Invited as a speaker for the webinar titled 'Learnings from a lived life' organized by Bookshare to address an audience of around 300 visually impaired people from India, Pakistan, Sri Lanka and Nepal. In the two-hour webinar, George shared his own experiences of living a life with blindness, speaking about his school and college years and the factors which drove him to achieve his goals.
- Featured in a webinar on 'Life should not stop because of disability', organised by disability elective students of National Institute of Social Development, Sri Lanka. Citing examples from his life to 25 students and faculty members, George said that parents, teachers and professionals should focus on developing abilities of the child which can help him or her to lead an independent life.



- Conducted a sensitization program for 300 students of Ashoka University, on life with blindness. George encouraged them to reach out to their fellow blind students, who have similar aspirations and seek long-lasting associations just like anyone else.
- Spoke at a webinar on empowering mentors of children with disabilities, including parents, special educators and school principals. Attended by around 100 students in India and parts of Asia, the session was hosted by S.D. Public School in collaboration with ASGS Dream Big Association and Rejoice Health Foundation.
- Spoke at a virtual knowledge sharing session organized by Diksoochi for Persons with Disability (DPWD) aimed to inspire and motivate people with disabilities.
- Shruti Pushkarna and George Abraham respectively moderated two sessions of an online series on 'Post Pandemic Education for the Visually Impaired'. These were organized by Bookshare India in association with DFI and ICEVI. Representatives from various NGOs shared their organization's digital journey in the post Covid era and how they embraced the digital revolution in their day to day workflows.
- On International Day of Persons with Disabilities, George was invited by the Sido Kanhu Murmu University in Dumka, Jharkhand to speak on the inclusion of persons with disabilities in higher education. He stressed on the need for universities to become accessible and inclusive for students with disabilities. He also encouraged the staff to be sensitive towards the needs of their disabled students and provide access to study material.

Awareness Campaign

- To commemorate the Blindness Awareness Month, Project Eyeway launched a campaign throughout October, across social media handles, to raise awareness on issues related to vision impairment as well as sensitize people on possibilities of living life with blindness. need to empower them to become part of the human resource of the country.

Workshops

- Facilitated by Sightsavers, George conducted a workshop on 'Effective Communication skills for Advocacy', for Disabled Persons Organisations in Rajasthan, Orissa, Jharkhand, Chhattisgarh and Madhya Pradesh. Mock exercises emphasizing on focused messaging, research and gathering relevant data, were used to help participants understand the key skills required to advocate on behalf of their organizations.
- George Abraham and Shruti Pushkarna conducted an online workshop on storytelling with American India Foundation's partner organizations responsible for documenting and sharing case stories.
- Shruti conducted a mentoring session for eight visually impaired students, supported by Devanshi Rathi Foundation. While the students shared their challenges pertaining to societal perception of their disability, Shruti shared her experiences of working with several blind people, encouraging them to become self-reliant. She answered questions related to their academic and career choices, available assistive technology and other aids.
- George was invited by All India Confederation of the Blind (AICB) to conduct an online workshop on 'Communication and Networking' for their members from Andhra Pradesh, Tamil Nadu and Kerala. The audience comprised of top-level management of various organizations.

EYEWAY WEBSITE

The Eyeway website is a comprehensive repository of information and knowledge on living life with blindness. It plays a key role in information dissemination. It is regularly updated and populated with content like job updates, news updates, informative blogs, inspirational stories, videos and a whole range of resources and FAQs on topics such as employment, education, legislative provisions, public services and infrastructure, assistive devices and technology, understanding your eye condition and so on. The website functions as a window to information on different spheres of living life with blindness. Some of the articles written by George Abraham and Shruti Pushkarna on mainstream media platforms were republished on the Eyeway website to reach a wider audience, especially those with vision impairment.

In the last week of May 2020, our website and official email accounts stopped functioning as the company hosting our domain became insolvent. This impacted our work by a great deal and brought down Eyeway website numbers to 0. We engaged a lawyer to explore ways of regaining our domain controls. This also impacted our ability to answer toll-free missed

calls because the emails were redirected by the telephony provider to official mail accounts. For now, we are functioning through personal email ids for all internal and external communication. As an alternative, we bought a new domain to get the website up and running, as, www.eyeway.org.in.

Some of the articles written by the Score team on mainstream media platforms were republished on the Eyeway website to reach a wider audience, especially those with vision impairment.

The number of page views reported on our website from April 2020 to March 2021 is **80582**.

WHATSAPP AND SOCIAL MEDIA

Apart from the helpline, we also disseminate information through WhatsApp and other social media channels. Anyone interested in getting alerts on jobs, news, events and technology can subscribe to our WhatsApp messaging service by either sending an SMS to **+91 9968329329** or sending an email to scorefoundation@eyeway.org. A total of **3300** people subscribed to our WhatsApp channel in the past year. Our Twitter Handle has **1241** followers. Our YouTube channel was viewed **15866** times over the course of the year.

Eyeway also has a Facebook page where we share updates as well as initiate conversations related to the domain of blindness. Our total reach for the past year stands at **65264**. You can follow and like us at <https://www.facebook.com/projecteyeway/>.

We also have separate twitter handles for Score and Eyeway both. Follow us on @ScoFoIndia and @friendsofeyeway.

THE ROAD AHEAD

All our efforts are directed towards filling the information and resources gap that exists in India vis-à-vis blind population. At the end of the day, every blind person residing in any corner of the country should have a number to call, so they can access solutions close to home. In our dream to successfully integrate visually impaired people into the mainstream, a lot of ground still remains to be covered.

Millions of blind people are still outside the purview of mainstream activities of education, employment, training and welfare. The Eyeway helpline has the potential to convince people of becoming self-reliant and integrate into the so-called normal scheme of things. Finding new partners therefore is key to scaling this empowerment initiative. In the coming year, we intend to identify organizations which are willing to invest in the Helpdesk operations.

Following the Covid outbreak, we witnessed conventional solutions become irrelevant. Eyeway redirected several callers to training programmes and workshops which have ceased to function in their usual physical setups. Activities and solutions have moved online. But the good news is that Eyeway has always encouraged visually impaired people to use technological aids and innovations to participate in the mainstream. With education and employment shifting to a virtual space, a lot of barriers have come down for blind people.

Since we have discovered the efficacy of online platforms, going forward, we would like to use these for counselling, mentoring, skilling and connecting with stakeholders.

TEAM MEMBERS

SCORE EMPLOYEES

George Abraham	CEO
Shruti Pushkarna	Director- Programmes and Communications
Geeta S Nair	Research and Communications Officer
Binni Kumari	Helpdesk Supervisor
Sushant Das	Administrative Officer
Ritu Jain	Helpdesk Executive
Babita Maharana	Helpdesk Executive
Ankita Gera	Operations Manager
Shabnam Durani	Communications Officer
Manjima Biswas	Research and Communications Officer
Shailender Singh	Office Assistant
Sanjeev Chopra	Finance Advisor

VOLUNTEERS AND INTERNS

John van Prooijen
Harshad Chakradhare
Jayant Singh Raghav
Chetan Sharma
Bhaskar Mukherjee
Chaitanya
Karthik
Shubhankar
Abdul Samad
Inas Martis
Nagaraj Sutar

DISTRIBUTION OF STAFF BY GENDER AND SALARY ON 31 MARCH 2020

	Male	Female	Total
5000	0	0	0
5001-10000	0	0	0
10001-25000	3	3	6
25001-50000	0	4	4
50001- 100000	1	1	2
			12

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 once during the year, on September 19, 2020. The CEO was present in the meeting.

EYEWAY PARTNERS AS ON MARCH 31, 2021

Score Foundation (Delhi)
National Association for Blind (Delhi)
Saksham (Delhi)
Enable India (Bangalore)

The Victoria Memorial School for the Blind (Mumbai)
Little Flower Hospital (Kochi)
HELP Foundation
Human Rights Law Network (pan India)

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 -839272180161121**

I have examined the balance sheet of **SCORE FOUNDATION, AAETS6986R** [name and PAN of the trust or institution] as at **31st March 2021** and the Profit and loss account for the year ended on that date which are in agreement with the books of account maintained by the said trust or institution.

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

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 trust as at **31st March 2021** and
- (ii) In the case of the profit and loss account, of the profit or loss of its accounting year ending on **31st March 2021**

The prescribed particulars are annexed hereto.

Place: **NEW DELHI**
Dated: **21-Oct-2021**

Name
Membership Number
FRN (Firm Registration Number)
Address

PROMOD PANDEY
520779

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

ANNEXURE

STATEMENT OF PARTICULARS

(I) APPLICATION OF INCOME FOR CHARITABLE OR RELIGIOUS PURPOSES

- | | |
|---|-----------|
| 1. Amount of income of the previous year applied to charitable or religious purposes in India during that year. (₹) | 65,20,067 |
| 2. Whether the trust has exercised the option under clause (2) of the Explanation to section 1 (1)? If so, the details of the amount of income deemed to have been applied to charitable or religious purposes in India during the previous year. (₹) | No |
| 3. Amount of income accumulated or set apart for application to charitable or religious purposes, to the extent it does not exceed 25 per cent of the income derived from property held under trust wholly for such purposes. (₹) | 0 |
| 4. Amount of income eligible for exemption under section 11 (1)(c) (Give details) | No |

SL. NO.	DETAILS	AMOUNT
	NO RECORDS ADDED	

- | | |
|--|---|
| 5. Amount of income, in addition to the amount referred to in item 3 above, accumulated or set apart for specified purposes under section 11(2). (₹) | 0 |
|--|---|

- | | |
|--|-------------------|
| 6. Whether the amount of income mentioned in item 5 above has been invested or deposited in the manner laid down in section 11(2)(b)? If so, the details thereof | Not
Applicable |
| 7. Whether any part of the income in respect of which an option was exercised under clause (2) of the Explanation to section 11(1) in any earlier year is deemed to be income of the previous year under section 11(1B)? If so, the details thereof(₹) | Not
Applicable |
| 8. Whether, during the previous year, any part of income accumulated or set apart for specified purposes under section 11(2) in any earlier year: | |
| (a) has been applied for purposes other than charitable or religious purposes or has ceased to be accumulated or set apart for application thereto, or | No |
| (b) has ceased to remain invested in any security referred to in section 11(2)(b)(i) or deposited in any account referred to in section 11(2)(b)(ii) or section 11(2)(b)(iii), or | No |
| (c) has not been utilised for purposes for which it was accumulated or set apart during the period for which it was to be accumulated or set apart, or in the year immediately following the expiry thereof? If so, the details thereof | No |

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

- | | |
|---|----|
| 1. Whether any part of the income or property of the Trust was lent, or continues to be lent, in the previous year to any person referred to in section 13(3) (hereinafter referred to in this Annexure as such person)? If so, give details of the amount, rate of interest charged and the nature of security, if any. | No |
|---|----|

SL. NO.	AMOUNT	RATE OF INTEREST CHARGED (%)	NATURE OF SECURITY, IF ANY.	REMARKS
NO RECORDS ADDED				

- | | |
|---|----|
| 2. Whether any land, building or other property of the Trust was made, or continued to be made, available for the use of any such person during the previous year? If so, give details of the property and the amount of rent or compensation charged, if any. | No |
|---|----|

SL. NO.	DETAILS OF PROPERTY	AMOUNT OF RENT OR COMPENSATION CHARGED
NO RECORDS ADDED		

- | | |
|---|----|
| 3. Whether any payment was made to any such person during the previous year by way of salary, allowance or otherwise? If so, give details | No |
|---|----|

SL. NO.	DETAILS	AMOUNT
NO RECORDS ADDED		

- | | |
|--|----|
| 4. Whether the services of the Trust were made available to any such person during the previous year? If so, give details thereof together with remuneration or compensation received, if any | No |
|--|----|

SL. NO.	NAME OF THE PERSON	AMOUNT OF REMUNERATION/COMPENSATION	REMARKS
NO RECORDS ADDED			

- | | |
|--|----|
| 5. Whether any share, security or other property was purchased by or on behalf of the Trust during the previous year from any such person? If so, give details thereof together with the consideration paid | No |
|--|----|

SL. NO.	NAME OF THE PERSON	AMOUNT OF CONSIDERATION PAID	REMARKS
NO RECORDS ADDED			

6. Whether any share, security or other property was sold by or on behalf of the **Trust** during the previous year to any such person? If so, give details thereof together with the consideration received No

SL. NO.	NAME OF THE PERSON	AMOUNT OF CONSIDERATION RECEIVED	REMARKS
NO RECORDS ADDED			

7. Whether any income or property of the **Trust** was diverted during the previous year in favour of any such person? If so, give details thereof together with the amount of income or value of property so diverted No

SL. NO.	NAME OF THE PERSON	INCOME OR VALUE OF PROPERTY DIVERTED	REMARKS
NO RECORDS ADDED			

8. Whether the income or property of the **Trust** was used or applied during the previous year for the benefit of any such person in any other manner? If so, give details No

SL. NO.	NAME OF THE PERSON	AMOUNT	REMARKS
NO RECORDS ADDED			

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

S. No	Name of the concern	Address of the concern	Where the concern is a company	Number of Equity Shares	Number of Preferential Shares	Number of Sweat Equity Shares	Nominal value of the investment	Income from the investment	Whether the amount in col. 5 exceeded 5 per cent of the capital of the concern during the previous year
No Records Added									

Place: **NEW DELHI**
Dated: **21-Oct-2021**

Name
Membership Number
FRN (Firm Registration Number)
Address

PROMOD PANDEY
520779

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



Acknowledgement Number - **839272180161121**

This form has been digitally signed by **GEORGE ABRAHAM** having PAN **AAEPA8355N** from IP Address **203.122.57.138** on **16-Nov-2021 06:04:48 PM**

Dsc Sl No and issuer **2826545680053739204CN=SafeScrypt sub-CA for RCAI Class3 2Q14.C=IN.O=Sify Technologies Limited,OU=Sub-CA**

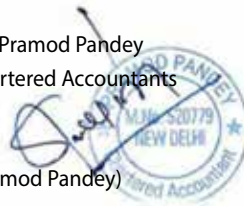
BALANCE SHEET

SCORE FOUNDATION
17/107 LGF VIKRAM VIHAR, LAJPAT NAGAR, NEW DELHI
(CONSOLIDATED) AS ON 31ST MARCH, 2021

<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	3,24,596.00	As per Schedule A attached		2,49,766.00
1,52,813.00	Capital Grant Reserve		1,52,813.00				
	Excess of Income over Expenditure				Loans & Advances		
5,25,816.00	Opening Bal as on 01.04.20	1,31,186		1,40,616.00	TDS Receivable	1,37,704.00	
				15,685.00	Advance Recoverable (Annexure-D)	3,688.00	
	Add: Surplus For The Year	-		49,000.00	Security Deposit	49,000.00	1,90,392.00
	Less						
(3,93,951)-	Loss For The Year	66,215	65,651-		Cash & Bank Balance		
				4,348.00	Cash	1,235.00	
	Current Liabilities			1,77,447.00	Axis Bank	23,810.00	
(2,26,378.00)	Unspent Grant (Annexure - A)	(2,95,399)		3,92,589.00	HDFC Bank	3,78,607.00	
	Score FCRA	-		22,864.00	State Bank of India S/B A/c	1,08,967.00	
2,80,924.00	Expenses Payable (Annexure - B)	2,41,791	(53,608)	4,84,200.00	SBI, New Delhi FD A/c	4,84,200.00	
				378.00	Yes Bank	378.00	9,97,197.00
16,11,724.00			14,37,356.00	16,11,724.00			14,37,356.00

Subject to our report of even date.

For Pramod Pandey
 Chartered Accountants



(Pramod Pandey)
 Prop.
 M.No. 520119

SCORE FOUNDATION

Prathur
 (Trustee)

Place: New Delhi
Dated:

INCOME & EXPENDITURE

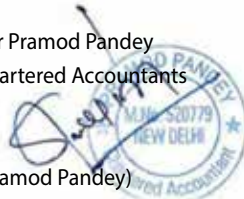
SCORE FOUNDATION
17/107 LGF VIKRAM VIHAR, LAJPAT NAGAR, NEW DELHI
(CONSOLIDATED) ACCOUNT FOR THE YEAR ENDED 31ST MARCH, 2020

<u>Prev.Year(Rs.)</u>		<u>Expenditure</u>	<u>Amt(Rs.)</u>	<u>Prev.Year(Rs.)</u>		<u>Income</u>	<u>Amt(Rs.)</u>
73,39,112.00	To	Programme Expenses (Armexure- D)	50,82,908.00	73,43,874.00	By	Grant & Other Contribution	50,80,946.00
3,432.00	"	Bank Charges	1,098.00	14,72,695.00	"	Donation	14,16,083.00
88,339.00	"	Advertisement Expenses	-	49,640.00	"	Intt. Received From Bank	31,650.00
40,570.00	"	Electricity & Water Expense	14,610.00	31,366.00	"	Intt. Received From FD	-
2,000.00	"	Membership & Subscription	-	-			
38,274.00	"	Office & Computer Maintenance	16,370.00	3,93,951.00		Excess of Expenditure Over Income	66,215.00
-	"	Printing & Stationery	21,860.00				
1,44,000.00	"	Rent	1,44,000.00				
13,29,998.00	"	Salary & Professional Charges	9,52,159.00				
10,000.00	"	Staff Welfare	-				
53,183.00	"	Telephone Expenses	7,546				
89,487.00	"	Travel & Conveyance Exp.	-				
41,300.00	"	Auditor Remuneration	41,300.00				
-	"	Donation Exp (Help for Educatio	25,000.00				
-	"	COVID Relief Exp.	1,07,000.00				
-	"	Toll Free Exp	93,955.00				
-	"	Webhosting	12,258.00				
1,11,831.00	"	Depreciation	74,830.00				
92,91,526.00			65,94,894.00	92,91,526.00			65,94,894.00

Subject to our report of even date.

For Pramod Pandey
Chartered Accountants

(Pramod Pandey)
Prop.
M.No. 520779



SCORE FOUNDATION

P. Mathur

(Trustee)

Place: New Delhi

Dated:

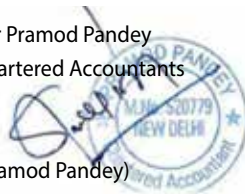
RECEIPT & PAYMENT

SCORE FOUNDATION 17/107 LGF VIKRAM VIHAR, LAJPAT NAGAR, NEW DELHI (CONSOLIDATED) ACCOUNT FOR THE YEAR ENDED 31ST MARCH, 2021

Prev. Year (Rs.)	Receipts	Amt. (Rs.)	Prev. Year (Rs.)	Payment	Amt. (Rs.)
	By Opening Bal. as on 01.04.19		73,39,112.00	To Programme Expenses	50,82,909.00
9,908.00	Cash	4,348.00	3,432.00	" Bank Charges	1,098.00
(10,436.00)	Axis Bank	1,77,447.00	88,339.00	" Advertisement Expenses	-
2,91,894.00	HDFC Bank	3,92,589.00	40,570.00	" Electricity & Water Expense	14,610.00
7,16,015.00	State Bank of India, New Delhi	22,864.00	2,000.00	" Membership & Subscription	-
4,52,834.00	SBI, N.D. (FCRA A/c)	4,84,200.00	38,274.00	" Office & Computer Maintenance	16,370.00
355.00	Yes Bank	378.00	-	" Printing & Stationery	21,860.00
		10,81,827.00	1,44,000.00	Rent	1,44,000.00
			13,29,998.00	" Salary & Professional Charges	9,52,159.00
73,43,874.00	" Grant & Other Contribution	50,80,946.00	10,000.00	" Staff Welfare	-
			53,183.00	" Telephone Expenses	7,547.00
49,640.00	" Bank intt. received	31,650.00	89,487.00	" Travel & Conveyance Exp.	-
			41,300.00	" Audit Fee	41,300.00
31,366.00	" Interest Received From FD	-		" Donation Exp (Help for Education)	25,000.00
				" COVID Relief Exp.	1,07,000.00
14,72,695.00	" Donation	14,16,083.00		" Toll Free Exp	93,954.00
				" Webhosting	12,258.00
2,39,624.00	Expenses Payable	(39,133.00)		" Fixed Assets Purchase	
				Office Equipment	-
65,077.00	" Local Currency Account	(21,857.00)	44,590.00	Computer	-----
-	" Unspent Grant	2,01,771.00			
			3,08,802.00	" Unspent Grant	2,70,792.00
	" TDS Receivable & Payable	1,891.00		" TDS Receivable & Payable	-
17,145.00	" Advance Recoverable	13,018.00		" Advance Recoverable	-
			65,077.00	" Score FCRA	(21,857.00)
				" Closing Bal. as on 31.03.20	
			4,348.00	Cash	1,235.00
			1,77,447.00	Axis Bank	23,810.00
			3,92,589.00	HDFC Bank	3,78,607.00
			22,864.00	SBI, ND (FCRA A/c)	1,08,967.00
			4,84,200.00	SBI, ND FD A/c	4,84,200.00
			378.00	Yes Bank	378.00
1,06,79,991.00		77,66,197.00	1,06,79,991.00		9,97,197.00
					77,66,197.00

Subject to our report of even date.

For Pramod Pandey
Chartered Accountants



(Pramod Pandey)
Prop.
M.No. 520779

SCORE FOUNDATION

Mathur

(Trustee)

Place: New Delhi

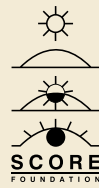
Dated:

AIRTEL DELHI HALF MARATHON SUPPORTERS

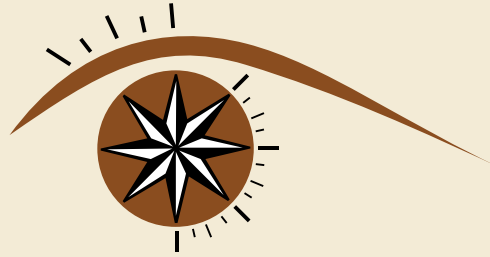
Monika Saxena
Harinderjit Singh
Anubhav Sood
Rakesh Pandey
Murli Jalan
Vivek Sood
Anurag Kapoor
Bimal Zinzuwadia
Jesudoss
Deepak Hiremath
Sunil Solanki
Vipul Roongta
Tarun Katyal

Muruga Ganesh
Tina Dhawan
APS Bhalla
Suresh Mehra
Harminder Soni
Deepika Sud
Brinda Sud
Himanshu Kakkar
Shiv Seth
Dinesh Sharma
Anjali Sud
Anand Vardhan
Kabir Sud

Shailesh Kumar Singh
V Viswanand
Rajesh Sud
Eika Banerjee
Sumit Rai
Dhirendra Kumar Das
Irani Srivastava Roy
Akhil Seth
Jogesh Sikka
Amreesh Kher
Sachin Garg
Ajay Bedi



Present



EYEWAY • org
informs • inspires • includes

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

Supported by



We accept online donations through Rang De.



SCORE FOUNDATION
www.eyeway.org or www.scorefoundation.org.in