

# ANNUAL REPORT | 2021 2022

## **OUR SUPPORTERS**

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Radhika Abraham

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Atul Chatterjee

Shobhna Chandaria

VS Towers & Contractors Private Limited

Chandarkant Chutani

Rangde.org

Ammada Trust

Essel Social Welfare Foundation

Cipla Foundation

The Victoria Memorial School for the Blind

Rural India Supporting Trust (RIST)

## CEO'S STATEMENT



The past couple of years have been testing on multiple fronts. Working from home, restricted funding and reduced staff, we've been tiptoeing into an uncertain future. But as they say, "When times get dark, find every way to see the light within you." We did the same, by shifting focus on the opportunities that unraveled during this tough period.

We extensively used the virtual medium to connect with people, beneficiaries and different stakeholders. We sensitized audiences through online webinars, podcasts and social media campaigns. We not only engaged with visually impaired people via digital media but also held short term training programmes that benefitted them.

One of the participants expressed her gratitude and joy on winning a creative writing competition, after acquiring those skills in a workshop facilitated by Score Foundation. There are more such examples.

Many new ideas have struck us in the years following the pandemic. Some shaped well, some are still taking form. The gaps in implementation of law and policies, as well as the discrimination and injustice handed out to the blind community, is evident from the calls we receive on the Eyeway Helpdesk. Apart from finding solutions and resolving matters on a case-to-case basis, we feel there's a need to address the issue at a larger scale. To advocate for an entire community in a country as diverse as India, we need data to back up the patterns of exclusion, for which we want to initiate research projects on a more regular basis.

We also want to explore entrepreneurship as a viable livelihood solution, above and beyond government and private sector employment, for persons with vision impairment. The existing skilling and training programmes don't really prepare blind people on how to start a business, work out a proposal or a budget, how to secure a loan, or how to sustain finances. We're keen to start something on these lines, that might become a trendsetter in this space.

But nothing we do is possible without the backing of our supporters and donors. I would like to express gratitude to our funders who stuck around with us, Essel Social Welfare Foundation and Cipla Foundation. I'd also like to acknowledge all our friends and well-wishers who continue to contribute and believe in us.

And of course, thanks to all our team members who worked hard through thick and thin.

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. Over the years, we have widened our network to reach several thousand blind citizens across India. 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.

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

NGO partners in Delhi, Kashmir and Punjab faced challenges of funding due to the Covid outbreak, and operations came to a halt suddenly in the Kerala centre after the helpline counsellor moved on in his career path. Partners continue to face difficulty in acquiring financial and human resources to sustain the helpline.

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.

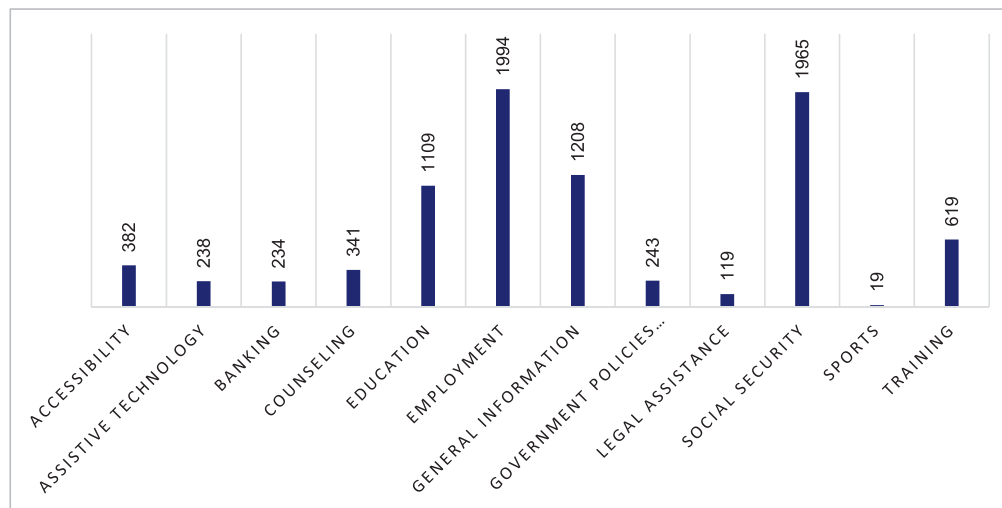
We would like to acknowledge our funding partners, Essel Social Welfare Foundation, BarrierBreak and Cipla Foundation who have helped us translate our vision into reality.

## 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](http://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, the Eyeway Helpdesk has transformed thousands of lives through regular interactions 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. Of course, the call flow and the responsiveness to calls as well as resolution of queries took a hit post the pandemic, impacting the overall numbers. However, in the last year, the helpline recorded a total of **8471** calls from all over India, slightly better than the count reported in the previous financial year.



## Covid distress calls on Eyeway Helpdesk

We thought we'd seen the worst in the first lockdown of 2020 but as we started the new financial year, the news of Delta wave of Covid 19 gripped the country. The government announced lockdowns all across with strict measures in place, and people battled for their lives pleading for oxygen and hospital beds. The adverse effects of this chaos were amplified in the case of persons with vision impairment. They were hit from several aspects including lack of access to healthcare facilities, vaccination drives, ration and other daily essentials. Many education, training and employment programs came to a screeching halt, impacting livelihoods.

The Eyeway Helpdesk responded to Covid distress calls in addition to the regular queries pertaining to banking issues, scribes, disability certificates, assistive technology, education, career options etc.

Here's a glimpse into some of the issues faced by the blind community and how our expert team of counsellors engaged to ease if not resolve their challenges completely.

## Reeling under the pandemic blues

The pandemic resulted in job losses and financial crunch for millions across the country. News reports have been full of stories of people struggling to pay for rations, electricity, water or rent, in the wake of rising unemployment.

The Eyeway Helpdesk received numerous calls from blind and visually impaired people from all over India, seeking support to meet their regular expenses. These are people who were employed in factories and shops, or those who ran small businesses, owned petty shops or those who eked out a living as hawkers selling stuff in buses and trains.



22-year-old Karan Singh is totally blind and lives with his wife in Delhi, who is also visually impaired. The couple made money from selling items for an organization. But transportation and market places shut down due to the lockdown, leaving Karan and his pregnant wife in a desperate condition. Eyeway put them in touch with a few NGOs for acquiring ration. But their real problem was daily pressure from the landlord to pay up or leave the premises. Taking note of their vulnerable state, our counselor reached out to All India Confederation of the Blind, who lent monetary help to cover rental and medical expenses for a short term.

But there are many who were not as fortunate as Karan Singh. Dinesh Kumar worked in an ice cream factory before the Covid 19 outbreak. The company closed down and Dinesh couldn't find another source of income. Similarly, Ranjit Tirkey lost his call centre job.

Keli Tandi from Chhattisgarh, Bulu Sahu from Odisha, Babloo Kumar from Uttar Pradesh and Jitendra Kushwaha from Punjab, have also lost their means of livelihood. They are dependent on individual donations or NGO drives for ration supplies.

Eyeway has been instrumental in arranging aid from donors and organisations during this time. But for a country with 5.4 million blind citizens, it's imperative to create alternate forms of employment, as charity cannot be a long-term solution.

### **An inspiring odyssey**



27-year-old Vikram Sawaj from Rahuri, Maharashtra was born with albinism, a congenital disorder that causes partial absence of pigment in the skin, hair and eyes. Constant bullying for his different looks and vision impairment made his life a struggle. While his family was supportive, he faced rejection from other relatives and the surrounding community.

Despite a challenging school life, where his teachers lacked awareness on teaching methods and provisions for visually impaired children, Vikram still managed to get by Class X.

Fortunately, on one of his annual check-ups at LV Prasad Eye Institute, he was introduced to assistive magnifying devices. This helped him study conveniently, scoring good marks in B.A and M.A in Commerce.

Having completed his education against all odds, Vikram still lacked direction on his future possibilities. At this point, LV Prasad Eye institute referred him to Eyeway which proved to be a life changing experience.

Our Helpdesk counselor in Maharashtra first assessed Vikram's needs. He was suggested career options and ways to apply for various competitive examinations to avail those opportunities. In addition, he was connected with a scribe to help write his exams.

Eyeway's constant guidance and Vikram's hard work paid off. He secured a clerical role in a nationalized bank. Further, when he required assistive devices to carry out his work efficiently, the counselor shared the DOPT (Department of Personnel & Training) guidelines which mandate reasonable accommodation for blind and visually impaired employees.

### **Referral opens the door to opportunities**

Callers on the Eyeway helpline ask us about ways to restart their education, how to secure a job, what social security provisions are available for them, ways of operating a phone or a computer and so on.

Sharing information and guiding them to lead independent lives despite blindness, establishes a credibility for the Eyeway team among the community. Often beneficiaries spread the word, channeling new clients to us.





Recently an old client, Kundan Kumar contacted Eyeway for his friend. Gaurav Hotheli was born sighted but lost his vision in 2016 due to an eye injury. This 20-year-old boy was confined to the four walls of his home ever since. He didn't know about special schools for the blind, and so his education stopped after Class VIII.

Eyeway believes that access to good education can open doors to several opportunities for persons with vision impairment. Our counselor immediately put herself to the task of finding a special school for Gaurav. Most schools had closed their admission process but luckily, we found a school in Punjab which was willing to take him in.

The school also arranged for a hostel accommodation for Gaurav who hails from Uttarakhand. This way he can easily pursue studies in the campus along with the necessary additional support.

We are glad that Kundan brought the case to us so we can try to offer a solution to Gaurav who would have otherwise continued living in ignorance. In the special school, he will also acquire skills for everyday living. He will learn how to navigate places, read and write on his own, and pick up useful tips on living life with blindness.

From sitting idle at home, today Gaurav is already dreaming of a potential career.

### **Resilience and timely intervention pay off!**



A resident of Gadag district of Karnataka, Shobha Patil started losing her vision at the age of 6. She experienced gradual sight loss due to an eye condition called Retinitis Pigmentosa.

However, Shobha was inclined to study and she completed her Masters in Commerce. At the age of 31, when she desired to get a job and become financially independent, her family insisted that she only choose a government sector role.

That's when she contacted the Eyeway Helpdesk, seeking help in identifying coaching centres that would cater to the needs of a person with vision impairment.

The Eyeway counselor suggested her to enroll in an 'Aptitude Training for Competitive Exams' at Enable India in Bangalore. While Shobha seemed convinced on the benefits of such a training, her parents resisted the idea of their daughter traveling to another city.

But the trainers and the counselor convinced her family by citing examples of successful blind people who led independent and dignified lives. Shobha finally went through the training program, where she brushed up her English, mental math and gained overall confidence of clearing the exam. She was hopeful of employment avenues opening up.

In a follow up call, she delightfully informed the counselor that she cleared the Karnataka Power Transmission Corporation Limited (KPTCL) exam and secured the job of a Junior Accountant. She is looking forward to grow in her role and prepare for future opportunities. KPTCL is also supporting her with the necessary assistive technology so that she can deliver her duties seamlessly.

### **Late blindness: Offering information, solutions and guidance**



31-year-old Priyabrata Sahu was born sighted in Sundargarh district of Odisha. He started experiencing sight loss while studying in Class 8. He managed to overcome low vision issues with the help of spectacles. After completing his B-tech degree, Priyabrata was employed as a Support Engineer in an IT company.



But things took an adverse turn in 2018 when his vision started deteriorating rapidly. Unable to work, he lost his job and was forced to sit idle at home. Soon after, the pandemic and the lockdown followed, turning his hopelessness into depression.

However, he kept searching for solutions online as he could still use computers albeit straining his eyes. That's when he stumbled upon the Eyeway helpline number. He spoke to the Helpdesk counselor, curious on how to continue living and earning independently.

The counselor realized that Priyabrata had the skills to do any job including computer and English proficiency. Except he required reorientation as a person with blindness. This would mean undergoing mobility and needs-based training where he would learn to navigate on his own and use computers with the aid of screen reading software.

Unwilling to accept that his eye sight could deteriorate further, Priyabrata seemed apprehensive about the training initially. He insisted on his ability to use the computers with the remaining vision. The Eyeway counselor then shared some examples of people with low vision who efficiently perform their professional duties with the help of screen readers like JAWS and NVDA. Working knowledge of assistive technology could open up employment avenues like MIS Executive, HR recruiter, Accessibility Tester and so on.

Constant follow ups helped Priyabrata open up to the idea of rehabilitation and learning new techniques of operation. He is now willing to start online training and move to Bangalore to explore job opportunities.

### **Curiosity opens the doors to success**



Lena Nargis was merely two years old when her parents discovered her loss of vision due to a retinal problem. Nonetheless, they wanted her to have a bright future with an equal access to education. Lena's father became a key motivational force in her life.

She was enrolled in a special school from an early age, where she studied till Class 7. Lena's family wanted her to gain exposure in a mainstream institution, so they admitted her into an integrated school. Here, she was fortunate to find support from teachers and pursue the regular CBSE syllabus.

On a follow up visit to the Little Flower Hospital, Lena and her father were redirected to the Eyeway Helpdesk counselor stationed in the Low Vision Center. The father's curiosity to learn about possibilities for his daughter to lead a better life, was evident in the interaction. The counselor was glad to answer their questions and offer solutions.

Lena was advised to acquire computer skills with the help of screen reading software, which would enable her to read and write independently. She was put in touch with a computer trainer for the same. For accessible study material, both textual and leisurely readings, the counselor asked her to approach the Kerala Blind Federation. Lena was also recommended to join a rehabilitation center to improve her mobility and navigation skills, once the Covid situation improves.

When asked if Lena could write her Class X exams on the computer instead of using a scribe, the Eyeway counselor explained the provisions mandated in the Rights of Persons with Disabilities Act 2016. In addition, he contacted the District Education Officer with a request on her behalf. The department assured full support.

# CREATING IMPACT THROUGH A COLLECTIVE PLATFORM FOR ADVOCACY

One of the key functions performed by Eyeway is advocating for the visually impaired where rights are denied and people are discriminated against on grounds of blindness. Authorities like Banks, Government Offices, Schools and Colleges seem to be unaware of the provisions and rules of the law that allow blind people to participate on an equal footing with their able counterparts. In continuing to operate with their own limited knowledge and personal bias, they tend to deny people with visual impairment their due right to independence and dignity. Eyeway continually strives to bridge this gap through knowledge-sharing and advocacy. In the past year as well, there were several such cases handled by the Helpdesk, a few of which are shared below.

## Standing up for the community's rights

Many blind and visually impaired people in the country depend on government welfare schemes and provisions to manage their lives. With Covid-19, livelihood options shrunk for a majority of the blind population, working in the informal sector as hawkers and daily wagers, leaving them largely dependent on welfare schemes for sustenance.



40-year-old, visually impaired Jankiram Lande from Parbhani district of Maharashtra is a regular Eyeway caller. He primarily got in touch with the Helpdesk seeking assistance to avail the Antyodaya Anna Yojana. This is a central government sponsored scheme under which food grains up to 35 kilograms are provided to poor families, including people with disabilities, every month at a subsidized rate.

Jankiram was one among the many unfortunate workers who lost their source of income during the Covid-19 lockdown. He was counting on the ration under Antyodaya Anna Yojana to help him keep afloat, at least till he found work once again. However, he was in for a rude shock when the concerned authority at his district Tehsil office plainly refused to give him the subsidized food grains.

Even after furnishing the court order and an application shared by Eyeway, his request was not considered. The officials outrightly denied any orders to implement such a scheme. This is when the Eyeway Helpdesk counselor in Maharashtra took matters in her hands and started speaking with the Tehsil officials, demanding an explanation for their refusal.

After much persistence, the officials agreed to Jankiram's request and asked him to apply on behalf of other disabled people also who hailed from low-income families. Things still didn't move forward swiftly.

The Eyeway Helpdesk then guided Jankiram to approach the District Collector's office with his case. As a result, a letter was issued to the Tehsil office to assist him immediately. This not only helped Jankiram avail the scheme benefits but also the other 200 persons with disabilities, whom he represented through his application.

## Acting against harassment

Workplace harassment is not unheard of. Women often face sexual overtures from their male colleagues in professional space. And hence, the government has mandated organisations to have a Sexual Harassment Policy to safeguard their rights and dignity.

If the woman is disabled in any way, her vulnerability is amplified. 25-year-old Priyanka (name changed) is totally blind and works as a Probationary Officer in a Bank in Maharashtra. Despite her vision impairment, Priyanka aspired to become physically and financially independent.

She lives alone in a rented accommodation, away from her family. For several months, a boy continuously stalked her in the office building and on her way home. Uncomfortable with his repeated requests to befriend her, she pleaded him to stop pursuing her. But he was insistent. She tried to identify the boy with the help of the security guards and some colleagues but no one helped her.



Scared, she complained verbally to her Regional Manager but they declined to act stating that no physical harm was done to her as yet. Helpless and hopeless, she unburdened her fears to a friend who directed her to the Eyeway helpline.

Our counselor boosted her confidence and asked her not to panic, advising her to handle the situation in a strategic manner. Eyeway suggested her to file written complaints to the Head Office of her bank, the Regional Manager as well as the Women's Cell from her official email id. In such matters, a written record becomes hard for the authorities to ignore. Furthermore, the counselor asked her to file a police complaint as a non-cognizable offense.

As soon as her stalker learned about these steps, he backed off, apologizing to her. In addition, her management acted and issued an official statement that her security was entirely the bank's responsibility.

### **Who will ensure execution of laws on the ground?**



26-year-old Gaurav Singh lives in Sitapur, Uttar Pradesh. Currently pursuing his BA second year, Gaurav enrolled to appear for PET, an eligibility test for the Uttar Pradesh Subordinate Service Selection Commission (UPSSSC). Clearing this exam would make him eligible to apply for vacancies under UPSSSC for the next three years.

With the ambition to become financially independent, Gaurav prepared for PET and turned up at the examination centre with a scribe to assist him. But to his shock, the authorities disallowed the 18-year-old scribe, stating that their rules admitted scribes of age 15 or below. Knowing well that the Ministry of Social Justice and Empowerment issued guidelines put no age bar for the scribe, Gaurav argued his case. He complained that the examination body hadn't issued clear guidelines or set a panel of scribes as per normal practice.

### **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.

When the officials refused to budge, he requested them to provide him any scribe of their choice. Or at least allow him to appear for the test under close invigilation. But all pleas fell on deaf ears. When he insisted to see a copy of the official rules, he was forced out of the centre.

Desperate for help, Gaurav approached organizations and groups that could advocate for his rights. He was guided to approach the Eyeway Helpdesk. Of course, by this time he had already lost his chance of employment and would have to wait another year to apply again.

The Eyeway counsellor connected him with a local NGO representative for grievance redressal. In addition, our advocacy team reached out to the Office of the State Commissioner for Persons with Disabilities in Lucknow to register an official complaint against the examination authority.

At this point, both Gaurav and Eyeway hope that the officials conducting the PET exam will be reprimanded adequately so that no students with disabilities fall victim to ignorance, apathy and shoddy implementation.

## Disability ≠ Vulnerability



Blind and visually impaired people are often excluded from the mainstream, because of the barriers in the physical environment as well as a negative mindset towards them. Many a times, their dependency or vulnerability makes them easy targets for exploitation.

But not every disabled person is weak. 30-year-old Sonu Kumar lives in a village in Vaishali district of Bihar. Born to a family of farmers, he and his two brothers are visually impaired. They never got a chance to go to school or step out of their village.

Sonu first came in contact with Eyeway four years ago when he wanted to avail his disability pension. Since then, he has been in touch about various government provisions and schemes. He was also guided to pursue a rehabilitation program, which can enable him to run a small business of his own.

He called our Helpdesk regarding a dispute on a stretch of land owned by his family. He feared that the villagers along with the Grampanchayat officials were taking undue advantage of the brothers' disability and trying to construct a road on their private land. Guided by the counselor, Sonu filed a written complaint in the District Collector's office. Awaiting an official reply, he is ready to pursue the matter legally with the help of references provided by our counselor.

For now, the construction work around his family owned land has been paused. Sonu refuses to cower under any pressure. He is hopeful that the administrative and legal system will uphold his rights as an equal citizen of the country.

## 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.

## 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

In May 2020, we started online sessions with groups of visually impaired people with a view to inspire, inform and empower them. These interactions gave a chance to blind and low vision participants to interact with domain experts, opening up 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. Started on a weekly basis earlier, we reduced the frequency to monthly sessions due to online fatigue and overdose of engagements. Eyeway Encounters

The Eyeway Encounters sessions were curated on a vast range of subjects like, managing financial investments, innovations in assistive technology, laws and legislations pertaining to disability rights, professional paths of progress, prevention of sexual harassment, yoga discipline and Ayurveda, sports, accessibility and more. We reached out to **1085** people through direct participation and a higher number through online recordings via Facebook and YouTube.



**Eyeway Encounters with  
Sudha Patel**

A Celebration of Woman Empowerment with a Blind  
Sarpanch, Yoga Trainer and Entrepreneur

4 March, 2021

**Eyeway Encounters on  
Finance and Investments**

Learn about mutual funds, investments,  
accessible apps to handle finances and more!

April 30, Friday, 5 pm to 7 pm

## 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. In collaboration with BarrierBreak Solutions Private Limited, we published three podcasts a month from April 2021. The episodes have been received well and are available for audiences on various platforms like Anchor, Spotify, Google Podcasts, Breaker, PocketCasts, RadioPublic and Apple Podcasts. The audio interviews aim to inform and inspire blind people and raise awareness among those who are sighted.

Between April 2021 and March 2022, we published interviews of successful professionals working in different areas like banking, accessibility, technology, health, entertainment, journalism, advocacy, academics, sports, public relations et cetera. While we recorded stories of the first blind woman IAS, blind filmmaker, solo blind paraglider, blind baker and the likes, there were also accounts of disability rights, accessibility and inclusion advocates renowned internationally. Some global celebrities featured on the podcast were, Debra Ruh, Lainey Feingold, Neil Milliken, Sheri Byrne-Haber, Simon Mahoney, Penny Melville-Brown, Jonathan Mosen, Dean du Plessis, Joe Devon and Jennison Asuncion.





## 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 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.

## CEO ENGAGEMENTS

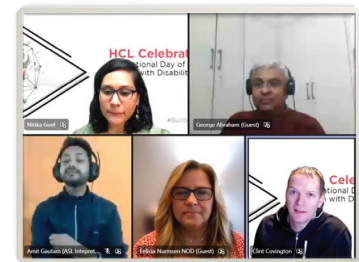
### Interviews

US-based social entrepreneur and philanthropist Frank Islam interviewed George Abraham about his crusade to empower the blind and disabled, including organizing the first World Cup for the Blind.



### Engagement with Religious groups

- Moderated a discussion on 'Inclusion of Persons with disabilities in places of worship' organized by Engage Disability, a fellowship of organizations, churches and individuals working to reduce exclusion of persons with disabilities from Christian communities. Four blind professionals from different arenas shared their experience of being part of a church.



### Engagement with Ophthalmologists and healthcare professionals

- Conducted two sessions for a group of ophthalmic professionals and students to sensitize them and encourage them on empowering persons with vision impairment, citing examples of people who have benefitted from timely intervention and rehabilitation. The group consisted of 30 professionals from Maharashtra, Haryana, Tamil Nadu, Kerala, Madhya Pradesh, Kenya and Malaysia.
- Engaged with 63 eye care professionals and students of TwinTech Academy, a reputed ophthalmic institution in Chennai, on the importance of sensitizing eye doctors and medical professionals as they are the first touch points of patients. The idea is to build their capacity to counsel and redirect persons with irreversible sight loss to rehabilitation programs.

### Engagement with Youth and Teachers

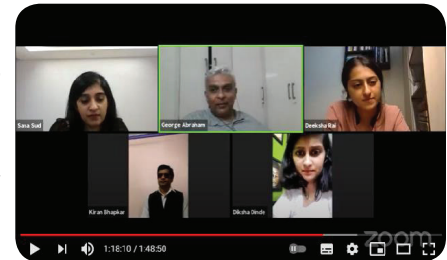
- Conducted a session for B.Ed. students of Institute of Home Economics to sensitize and help them understand varied needs and accessibility requirements of students with disability. The main objective being that future teachers treat disabled students equally.
- Engaged with students, teachers and representatives from various organizations from Maldives and India on a social media platform, normalizing the fact that persons with disabilities can aspire and achieve like anyone else.
- Spoke about White Cane Safety in a webinar organized by the Enabling Unit of Gargi College on White Cane Safety. Through inspirational stories of people whose lives were altered with the use of white cane, students were made aware of the importance of mobility aid for persons with vision impairment.

### Engagement with Corporates

- Engaged with an audience of over 600 corporate professionals from HCL offices across India, US and Europe, emphasizing on the power of technology to create inclusive workplaces. George encouraged the corporate sector to setup apprentice programs to train persons with disabilities, comply with accessibility guidelines, and build a culture of inclusion spanning all functions including procurement, operations, hiring etc.

## Other Engagements

- Addressed 100+ people about the role of media in reporting on matters pertaining to disability, at the World Health Organization's Regional Webinar on Regional Training Program for Journalists on Disability, Rehabilitation and Assistive Technology.
- Moderated a discussion on 'Bridging the gap for persons with disabilities: perspective from employers, civil society, government and political leaders', organized by NCPEDP on International Day of Persons with Disability.
- Delivered a talk on 'Leadership and participation of persons with disabilities toward an inclusive, accessible and sustainable post-COVID-19 world' as part of a series organized by Dr Reddy's Foundation.
- Engaged in a discussion on the need to build inclusive response to the pandemic in the backdrop of Covid 19 impact on persons with disabilities, organized by Maharashtra Social Service Council (MSSC) for Women's Indian Chamber of Commerce & Industry (WICCI).
- Spoke at a webinar on 'Capacity Building Programme for improving access to Assistive Technology and Rehabilitation', organized jointly by WHO SEARO and Trust Cradle for Policymakers, CSOs, Corporates, Media Personnel and Persons with Disabilities.

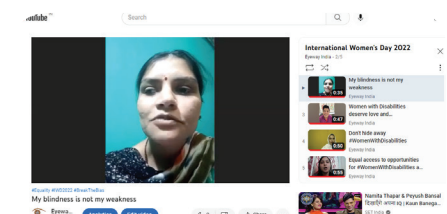
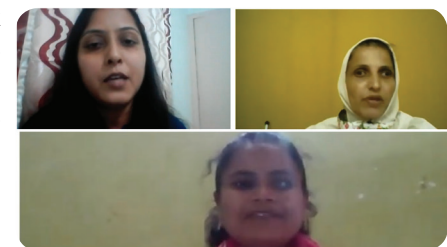


## Workshops

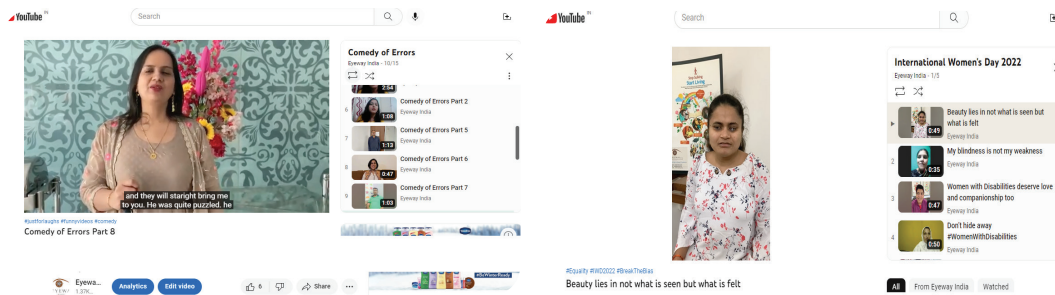
- George Abraham conducted a training program on building communication skills for visually impaired students at the All India Confederation of the Blind. George highlighted the power of effective storytelling, articulation and expression to retain audience attention, especially in a world of information overdose.

## Awareness Campaigns

- To raise awareness and celebrate White Cane Day, Eyeway Helpdesk counsellors, all of whom are visually impaired, recorded a video message talking about what the white cane meant to them personally. Through their video messages, they also encouraged the blind community to be unstoppable and achieve their dreams. These videos were published on Eyeway's YouTube channel and shared on our Facebook, Twitter and Instagram handles.
- We celebrated the International Day of Persons with Disabilities with a social media campaign, 'Comedy of Errors', to promote an understanding of disability issues in a novel way. The campaign highlighted funny experiences of blind and visually impaired people in their day to day life presented in the form of short videos online. The campaign received an exceedingly good response from the blind community, as a lot of people across India sent us their videos. The videos were also well-received across social media, by sighted audience.



- To mark the International Women's Day, we ran a campaign with video messages shared by Eyeway Helpdesk counsellors, who are visually impaired women. To bring forth the bias that blind women face in their personal and professional lives, the counsellors shared their stories of discrimination with a view to sensitize people.



## 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. 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, bringing our website outreach to 0. But after migrating to a new domain, [www.eyeway.org.in](http://www.eyeway.org.in), the numbers are slowly building up again.

The number of page views reported on our website from April 2021 to March 2022 is **54063**.

## 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](mailto:scorefoundation@eyeway.org). A total of **2394** people subscribed to our WhatsApp channel in the past year. Our Twitter Handle has **1247** followers. Our YouTube channel was viewed **13446** 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 **21786**. 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.

According to the 2011 censuses, there are 5.4 million blind and visually impaired people in the country, and a vast majority 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 years, we would focus on strengthening our overall outreach.

In the post-Covid world, a lot has changed especially on the education, employment and skilling front. Digital operations and technology solutions are redefining the ways of engagement for persons with vision impairment. While a lot of barriers have come down, new avenues remain to be explored and experimented with. We would also like to delve further into innovative channels of engagement for mainstream inclusion of the blind community.

# TEAM MEMBERS

## SCORE EMPLOYEES

George Abraham	CEO
Geeta S Nair	Research and Communications Officer
Sushant Das	Administrative Officer
Ritu Jain	Helpdesk Executive
Babita Kumari Maharana	Helpdesk Executive
Sita Saha	Helpdesk Executive
Mayank Sharma	Helpdesk Executive
Shabnam Durani	Manager- Programmes
Shailender Singh	Office Assistant
Sanjeev Chopra	Finance Adviser
Kethosinuo Tapa	Research and Communications Officer
Manjima Biswas	Research and Communications 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 2020

	Male	Female	Total
5000	0	0	0
5001-10000	0	0	0
10001-25000	5	5	10
25001-50000	0	2	2
50001- 100000	1	1	2
			<b>14</b>

## 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 thrice during the financial year, on April 17, September 29 and March 24. The CEO was present in the meetings.

## EYEWAY PARTNERS AS ON MARCH 31, 2021

Score Foundation (Delhi)  
Enable India (Bangalore)  
The Victoria Memorial School for the Blind (Mumbai)

Little Flower Hospital (Kochi)  
HELP Foundation



# 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 -580314310300922**

I have examined the balance sheet of **SCORE FOUNDATION, AAETS6986R** [name and PAN of the trust or institution] as at **31<sup>st</sup> March 2022** 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 **31<sup>st</sup> March 2022** and
- (ii) In the case of the profit and loss account, of the profit or loss of its accounting year ending on **31<sup>st</sup> March 2022**

The prescribed particulars are annexed hereto.

Place: **NEW DELHI**  
Dated: **29-Sep-2022**

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. (₹)   | 70,47,839 |
| 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 <b>Trust</b> was lent, or continues to be lent, in the previous year to any person referred to in section 13(3) (hereinafter referred to in this Annexure as such person)? If so, give details of the amount, rate of interest charged and the nature of security, if any. | No |
|---|----|

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 <b>Trust</b> was made, or continued to be made, available for the use of any such person during the previous year? If so, give details of the property and the amount of rent or compensation charged, if any. | No |
|---|----|

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 <b>Trust</b> were made available to any such person during the previous year? If so, give details thereof together with remuneration or compensation received, if any | No |
|--|----|

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 <b>Trust</b> 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

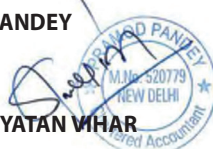
SL. NO.	NAME OF THE PERSON	AMOUNT	REMARKS
NO RECORDS ADDED			

### 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 - **580314310300922**

This form has been digitally signed by **PROMOD PANDEY** having PAN **AZZPP6645G** from IP Address **49.14.155.185** on **29-Sep-2022 11:45:10 PM**  
Dsc SI No and issuer **C=IN.O=Verasys Technologies Pvt Ltd.,OU=Certifying Authority**

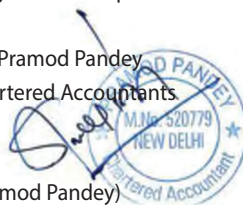
# BALANCE SHEET

**SCORE FOUNDATION**  
**17/107 LGF VIKRAM VIHAR, LAJPAT NAGAR, NEW DELHI**  
**(CONSOLIDATED) AS ON 31ST MARCH, 2022**

<u>Prev.Year(Rs.)</u>	<u>Liabilities</u>		<u>Amt(Rs.)</u>	<u>Prev.Year(Rs.)</u>	<u>Assets</u>		<u>Amt(Rs.)</u>
	<b>Capital Fund</b>				<b>Fixed Asset</b>		
12,72,500.00	Donation to Corpus		12,72,500.00	249,766.00	As per Schedule A attached		198,127.00
1,52,813.00	Capital Grant Reserve		1,52,813.00				
	<b>Excess of Income over Expenditure</b>				<b>Loans &amp; Advances</b>		
131,866.00	Opening Bal as on 01.04.21	65,648.00		137,704.00	TDS Receivable	135,075.00	
				295,399.00	Grant Receivable (Annexure - A)	1,065,454.00	
		-		3,685.00	Advance Recoverable (Annexure-C)	3,685.00	
				49,000.00	Security Deposit	49,000.00	1,253,214.00
	<b>Less</b>						
(66,217.00)	Excess of Expenditure over Income	106,541.00	(40,893.00)-		<b>Cash &amp; Bank Balance</b>		
				1,235.00	Cash	2,449.00	
	<b>Current Liabilities</b>			23,810.00	Axis Bank	3,236.00	
241,791.00	Expenses Payable (Annexure - B)	1,088,928.00	1,088,928.00	378,607.00	HDFC Bank	307,913.00	
		-		108,967.00	State Bank of India	257,818.00	
					S/B A/c	50,591.00	
				4,84,200.00	SBI, New Delhi FD A/c	400,000.00	
				378.00	Yes Bank		1,022,006.00
<b>1,732,752.00</b>			<b>2,473,348.00</b>	<b>1,732,752.00</b>			<b>2,473,348.00</b>

Subject to our report of even date.

For Pramod Pandey  
Chartered Accountants



(Pramod Pandey)

Prop.

M.No. 520779

UDIN:- 22520779BAVNGM3693

**SCORE FOUNDATION**

*Prathur*  
(Trustee)

**Place:** New Delhi

**Dated:** 30th August, 2022

# INCOME & EXPENDITURE

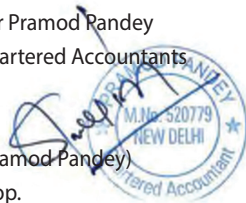
**SCORE FOUNDATION**  
**17/107 LGF VIKRAM VIHAR, LAJPAT NAGAR, NEW DELHI**  
**(CONSOLIDATED) ACCOUNT FOR THE YEAR ENDED 31ST MARCH, 2022**

Prev.Year(Rs.)		<u>Expenditure</u>	Amt(Rs.)	Prev.Year(Rs.)		<u>Income</u>	Amt(Rs.)
5,082,910.00	To	Programme Expenses ( Armexure- D)	6,182,356.00	5,080,946.00	By	Grant & Other Contribution	6,182,356.00
1,098.00	"	Bank Charges	4,423.00	1,416,083.00	"	Donation	782,584.00
14,610.00	"	Electricity & Water Expense	-	31,650.00	"	Intt. Received From Bank	38,660.00
-	"	Membership & Subscription	6,000.00	-	"	Intt. Received From FD	44,239.00
16,370.00	"	Office & Computer Maintenance	48,729.00	-			
21,860.00	"	Printing & Stationery	7,000.00	66,217.00		Excess of Expenditure Over Income	106,541.00
1,44,000.00	"	Rent	65,000.00				
952,159.00	"	Salary & Professional Charges	298,612.00				
-	"	Bal Written Off	278,786.00				
7,546.00	"	Telephone Expenses	1,500.00				
41,300.00	"	Auditor Remuneration	41,300.00				
25,000.00	"	Donation Exp (Help for Educatio	-				
107,000.00	"	COVID Relief Exp.	27,004.00				
93,956.00	"	Toll Free Exp	36,285.00				
12,258.00	"	Webhosting	105,746.00				
74,829.00	"	Depreciation	51,639.00				
-	"	Excess of Income over Expenditure	-				
<b>6,594,896.00</b>			<b>7,154,380.00</b>	<b>6,594,896.00</b>			<b>7,154,380.00</b>

Subject to our report of even date.

For Pramod Pandey  
Chartered Accountants

(Pramod Pandey)  
Prop.  
M.No. 520779  
UDIN:- 22520779BAVNGM3693



**SCORE FOUNDATION**

*(Handwritten Signature)*

(Trustee)

**Place:** New Delhi  
**Dated:** 30th August, 2022



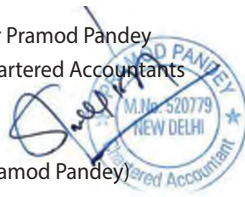
# RECEIPT & PAYMENT

**SCORE FOUNDATION  
17/107 LGF VIKRAM VIHAR, LAJPAT NAGAR, NEW DELHI  
(CONSOLIDATED) ACCOUNT FOR THE YEAR ENDED 31ST MARCH, 2022**

Prev. Year (Rs.)	Receipts	Amt (Rs.)	Prev. Year (Rs.)	Payment	Amt (Rs.)
	<b>By Opening Bal. as on 01.04.19</b>		50,82,910.00	To Programme Expenses	61,82,356.00
4,348.00	Cash	1,235.00	1,098.00	"Bank Charges	4,422.00
177,447.00	Axis Bank	23,810.00	14,610.00	"Electricity & Water Expense	-
392,589.00	HDFC Bank	378,607.00	-	"Membership & Subscription	6,000.00
22,864.00	State Bank of India, New Delhi	108,967.00	16,370.00	"Office & Computer Maintenance	48,729.00
484,200.00	SBI, N.D. (FCRA A/c)	484,200.00	21,860.00	"Printing & Stationery	7,000.00
378.00	Yes Bank	378.00	1,44,000.00	"Rent	65,000.00
			9,52,159.00	"Salary & Professional Charges	2,98,612.00
				"Telephone Expenses	1,500.00
5,080,946.00	"Grant & Other Contribution	61,82,356.00	7,546.00	"Travel & Conveyance Exp.	-
			41,300.00	"Audit Fee	41,300.00
31,650.00	"Bank intt. received	38,660.00	25,000.00	"Donation Exp (Help for Education)	-
			1,07,000.00	"COVID Relief Exp.	27,004.00
-	"Interest Received From FD	44,239.00	93,956.00	"Toll Free Exp	36,284.00
			12,258.00	"Webhosting	105,746.00
1,416,083.00	"Donation	7,82,584.00	-		
(39,133.00)	Expenses Payable	8,47,137.00	2,70,792.00	"Grant Recoverable	10,31,623.00
2,01,771	"Unspent Grant	-			
				"Advance Recoverable	14,589.00
14,912.00	"Advance Recoverable	-			
				<b>"Closing Bal. as on 31.03.20</b>	
			1,235.00	Cash	2,449.00
			23,810.00	Axis Bank	3,236.00
			3,78,607.00	HDFC Bank	3,07,913.00
			1,08,967.00	SBI, ND (FCRA A/c)	2,57,818.00
			4,84,200.00	State Bank of India S/B A/c	50,591.00
				SBI, ND FD A/c	4,00,000
			378.00	Yes Bank	
<b>77,88,056.00</b>		<b>88,92,173.00</b>	<b>77,88,056.00</b>		<b>10,22,006.00</b>
					<b>88,92,173.00</b>

Subject to our report of even date.

For Pramod Pandey  
Chartered Accountants



(Pramod Pandey)  
Prop.  
M.No. 520779  
UDIN:- 22520779BAVNGM3693

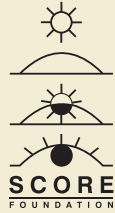
**SCORE FOUNDATION**

(Trustee)

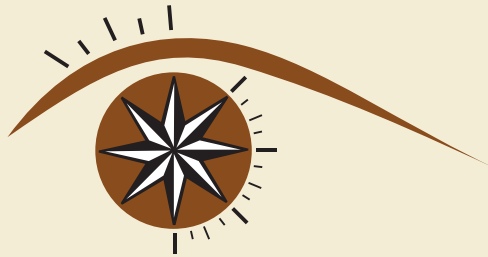
**Place:** New Delhi

**Dated:** 30 th August, 2022





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](http://www.eyeway.org) or [www.scorefoundation.org.in](http://www.scorefoundation.org.in)