ANNUAL REPORT
2018-19

Super Speciality Affordable Eye Care
Trusted Doctors & Health Care Staff
24 Hrs Emergency Assistance
Broader Objective

SGLEH aims to become a Centre of Excellence in eye care in Eastern region of India. With the already existing tertiary eye care centre it has now come up with a unit 2 state of art speciality eye care centre which is also the biggest Lions Club Internation project in India towards eye care which would cater to the populations of entire North Bengal, Sikkim, North East and the countries of Nepal, Bangladesh, and Bhutan. The new hospital is strategically located at a major transit road junction giving increased accessibility to the North Eastern region with the aim to cater to a larger audience in preventing avoidable blindness and stand up as a role model in the eye care sector of the country. Following are few important objectives for achieving its long-term goal:

- Induce participatory behavior to reach to them who are yet unreached in preventing avoidable blindness. Set-up new secondary eye care Vision Centres to increase the uptake and reach to major settlements in the region where access to eye care is grim and accelerated amount of ignorance keeps eye care left out in their behaviour.
- Continuously upscale full-fledged specialty departments including – Vitreo Retina, Paediatric Eye Care, Low Vision, Cornea, Oculoplasty and Glaucoma through continuous training, capacity building of doctors and staff, bringing in faster and more accurate equipments to ease the eye care processes.
- Initiate qualitative, clinical and operational research on various eye care related issues for improving uptake of eye care services and establish an online eye care research portal which can cater as an opensource information centre and would translate field information into valuable primary source research materials, training manuals, online questionnaire and e-learning modules. Develop high quality education material to create awareness through various dissemination mediums.

Development as a Master Training Organization in the region coming up as a Research based, Learning and Training Centre to commence various short and long-term training courses to build capacity of ophthalmic and paramedical personnel and eye hospitals in the Eastern Region. The organization also plans to provide short term trainings, Seminars, Workshop and help in capacity building of other eye health care support professionals in the region through a robust training methodology imparted by a highly skilled trainer workforce. The organization also run training programmes dedicated towards rural youth providing them basic eye testing skills and helping them open their own optical shop acting as a reagent in the society towards better eye care through referral and early diagnosis.

Expand eye care service delivery to the population affordable quality eye care par excellence. Create accessible space reaching under-served areas through improving and upsampling the Outreach activities. Creating networks and bringing in community stakeholders both formal and informal to instigate synergy in information dissemination,
When I took office as Chairman of Siliguri Greater Lions Eye Hospital on July 1, 2017 our principle objective was to add value through quality upgradation, taking the services at par to any eye care institution, available to everyone in the region at the affordable price and building trust of being a super speciality Eye Care and Training Institute. We took many steps towards this direction including recruitment of a highly skilled team of young professionals led by CEO, a team who had a new outlook that brought a paradigm shift into making patient experience at the hospital smooth and memorable. In the past year we put extra efforts in creating systems at the hospital which formalised patient interaction with our health care staff, initiated strategic infrastructural and design changes that weaved together patient visual experience with what the hospital is offering through OPD and IPD services.

We also focused on expansion and quality improvement in outreach activity with a much competitive which led to the opening of 4 more Vision Centres making total 18 and expanded Eye Mitra Program ensuring the reach of the organisation to remote corners of the region. We could get support of Government Health and Education Departments in School Eye Health Program. Our outreach program included Vision check up for Truckers on the highway.

These actions led to the clear demarcation of Outreach activities from the Hospital paid services keeping them distinctly separated. We also focussed on hospital process streamlining, revamping of all hospital documentation including prescription/ letterhead/ Patient medical file/ various information leaflets and display across all platforms in the hospital. We strategised towards being identified a hospital with the best talent pool of Doctors from across the country bringing best brains from nationally renowned Gauhati Medical College, HV Desai Pune, BHU Banaras, AIIMS Delhi, AMU Aligarh, NIO Pune etc.

During this period the new unit 2 of the hospital became functional meeting our commitment of catering 80% of its services for free at this unit. This slowly shifted the community service load from the Unit 1 hospital helping us to put more focus on paid service delivery. The opening of the new training centre at the unit 2 brought in resource for paramedics and doctors in the eye care arena.

We could conduct 14,000+ surgeries exhibiting 10% continuous growth in OPD walk-ins and IPD services. Infrastructure became ready to take challenge of increasing number of annual surgeries to 20,000. New team lead by PDG P C Maskara has begun working in the direction to reach the target.

Pushing strong towards creating a new image of the Hospital, among the hospital fraternity and National Government and non-governmental functionaries we were able to bring in and host national level programmes of Lions Sight First Conclave. The national conclave brought together 63+ Lions Club Hospitals from across the country with international NGOs and government reagents working collectively in sharing knowledge and making eye care accessible to everyone and everywhere. The conclave was a grand success with the highest attendance of Lions Eye Hospital delegates in any Conclave across India ever.

Through our consistent efforts we could bring the hosting of Vision 2020 national conclave in its resolution year of 2020 to Siliguri. The report in this annual document shows our consistent steps in creating the organization as we see it today. I wish you a good read.
Cataract being the principle reason for 80% avoidable blindness has been always the focus area for the Hospital. To reach the widening gap of increasing Cataract caused blindness in North Bengal the Hospital has been a pioneer in bringing accessibility and reach to the thriving population meeting it with best available technology and human care.

Cataract is still the reason for 80% of the avoidable blindness cases in India. Despite of being heavily funded and promoted by the Government in a developing nation like India Cataract still continues to lurk under the shadow of ignorance, scarce Government infrastructure and health worker skill set makes its access to every individual especially people coming from limited backgrounds and far flung regions difficult, overlooked and ignored. This resulted in creating a social prejudice where quality treatment is limited to only the privileged section of the society.

To address the same and make quality eye care accessible to all in 1998 for the first time in North Bengal Phaco Surgery was introduced by the hospital providing quality, least invasive cataract surgery that made discharge from the hospital on the same day possible. With time the hospital not only became a Centre of excellence but, for most eye surgeons in the region it was the stepping stone to begin with their career, imbibe in them the spirit of service and meet community challenges to cater quality services to the people from vivid economic backgrounds.

With time the hospital became the most major contributor to the government health functionaries in North Bengal help meeting our joint commitment in making North Bengal free of avoidable blindness. With support, close coordination and network building the organization has played principle role in the capacity building of government health systems including skill sharing with the Government health workers, and technology infrastructure development. Being Cataract the leading cause to avoidable blindness Siliguri Greater Lions Eye Hospital(SGLEH) uses it’s robust outreach networks and strong referral mechanisms to intercept the person suffering with Cataract through various formal and informal agencies and bring them under the umbrella of holistic treatment. Today, the hospital conducted more than 12,717 cataract surgeries alone in the year 2018-2019 contributing towards the Vision 2020 goal of creating avoidable blindness free North Eastern India. Along with the specialized machine operated Phaco and Micro Phaco surgeries, the traditional Small Incision Cataract Surgery is also performed at the hospital.

At the hospital the competitive counselling staff with direct instructions from the Doctor briefs on the specialized Intra-Ocular lenses and the procedure of the surgery to each patient understanding their requirement of care hence ensuring personalized support to suit to their specific needs and health conditions. The hospital has super specialty phaco and micro-phaco instruments with a highly skilled team of Doctors and Hospital Health Staff to support during pre and post-operative procedures and care. To facilitate the process and bring staff on one single platform continuous internal training are conducted to keep them abreast to the best practice in the field and exchange learnings to improve overall service delivery.

Cataract being the principle reason for 80% avoidable blindness has been always the focus area for the Hospital. To reach the widening gap of increasing Cataract caused blindness in North Bengal the Hospital has been a pioneer in bringing accessibility and reach to the thriving population meeting it with best available technology and human care.
SGLEH gives special attention to kids eye care and have a dedicated Child eye care centre, the only eye care centre in North Bengal. The space ensures a playful friendly area where they could experience an interactive and engaging atmosphere while undergoing treatment. The process eases a child and takes out the fear in them that they experience in front of a Doctor and hence facilitating the treatment.

Diagnosing visual impairment at an early age is a must, as most of the eye ailments matures and is harder to treat after age 7. Children are unable to express their emotions or do not understand if the physical condition they are experiencing is normal as they haven’t seen the other side of their health. It is hence important in case of children for early eye check-up to ensure that he/she is not suffering with any congenital eye condition including cataract or amblyopia. 50% of the visual impairment in or amblyopia.

SGLEH gives special attention to kids eye care and have a dedicated Child eye care centre, the only eye care centre in North Bengal. The space ensures a playful friendly area where they could experience an interactive and engaging atmosphere while undergoing treatment. The process eases a child and takes out the fear in them that they experience in front of a Doctor and hence facilitating the treatment.

Diagnosing visual impairment at an early age is a must, as most of the eye ailments matures and is harder to treat after age 7. Children are unable to express their emotions or do not understand if the physical condition they are experiencing is normal as they haven’t seen the other side of their health. It is hence important in case of children for early eye check-up to ensure that he/she is not suffering with any congenital eye condition including cataract or amblyopia. 50% of the visual impairment in or amblyopia.

Only Child Eye Care Centre

50% of the visual impairment in children is completely treatable but requires early intervention and diagnosis as with age impairment children is completely treatable but requires early intervention and diagnosis as with age impairment.

Chakraborty is counselling a father whose child child was suffering with acute eye macular degeneration due to malnutrition of her mother during pregnancy which resulted in child’s stunted growth.”

We in health care bear the responsibility to not only provide treatment but also necessary thrust to create right kind of awareness in the society. 50% of the visual impairment in children is completely treatable but requires early intervention and diagnosis as with age impairment and difficulty in vision due to amblyopia matures and becomes untenable.

Only in the year 2018 – 19 more than 9000+ children were brought under the hospital umbrella care and where provided with necessary information, comprehensive screening including both invasive and non-invasive surgical aid. With growing responsibilities crucial inclusions where made at policy level with the introduction of Child Safeguarding Policy at the hospital in the year 2018-2019 and immediately implemented to ensure better safety and care to the children and the handler within the hospital premises.

Chakraborty is counselling a father whose child child was suffering with acute eye macular degeneration due to malnutrition of her mother during pregnancy which resulted in child’s stunted growth.”

We in health care bear the responsibility to not only provide treatment but also necessary thrust to create right kind of awareness in the society. 50% of the visual impairment in children is completely treatable but requires early intervention and diagnosis as with age impairment and difficulty in vision due to amblyopia matures and becomes untenable.

Only in the year 2018 – 19 more than 9000+ children were brought under the hospital umbrella care and where provided with necessary information, comprehensive screening including both invasive and non-invasive surgical aid. With growing responsibilities crucial inclusions where made at policy level with the introduction of Child Safeguarding Policy at the hospital in the year 2018-2019 and immediately implemented to ensure better safety and care to the children and the handler within the hospital premises.

Chakraborty is counselling a father whose child child was suffering with acute eye macular degeneration due to malnutrition of her mother during pregnancy which resulted in child’s stunted growth.”

We in health care bear the responsibility to not only provide treatment but also necessary thrust to create right kind of awareness in the society. 50% of the visual impairment in children is completely treatable but requires early intervention and diagnosis as with age impairment and difficulty in vision due to amblyopia matures and becomes untenable.

Only in the year 2018 – 19 more than 9000+ children were brought under the hospital umbrella care and where provided with necessary information, comprehensive screening including both invasive and non-invasive surgical aid. With growing responsibilities crucial inclusions where made at policy level with the introduction of Child Safeguarding Policy at the hospital in the year 2018-2019 and immediately implemented to ensure better safety and care to the children and the handler within the hospital premises.

Chakraborty is counselling a father whose child child was suffering with acute eye macular degeneration due to malnutrition of her mother during pregnancy which resulted in child’s stunted growth.”

We in health care bear the responsibility to not only provide treatment but also necessary thrust to create right kind of awareness in the society. 50% of the visual impairment in children is completely treatable but requires early intervention and diagnosis as with age impairment and difficulty in vision due to amblyopia matures and becomes untenable.

Only in the year 2018 – 19 more than 9000+ children were brought under the hospital umbrella care and where provided with necessary information, comprehensive screening including both invasive and non-invasive surgical aid. With growing responsibilities crucial inclusions where made at policy level with the introduction of Child Safeguarding Policy at the hospital in the year 2018-2019 and immediately implemented to ensure better safety and care to the children and the handler within the hospital premises.

Chakraborty is counselling a father whose child child was suffering with acute eye macular degeneration due to malnutrition of her mother during pregnancy which resulted in child’s stunted growth.”

We in health care bear the responsibility to not only provide treatment but also necessary thrust to create right kind of awareness in the society. 50% of the visual impairment in children is completely treatable but requires early intervention and diagnosis as with age impairment and difficulty in vision due to amblyopia matures and becomes untenable.

Only in the year 2018 – 19 more than 9000+ children were brought under the hospital umbrella care and where provided with necessary information, comprehensive screening including both invasive and non-invasive surgical aid. With growing responsibilities crucial inclusions where made at policy level with the introduction of Child Safeguarding Policy at the hospital in the year 2018-2019 and immediately implemented to ensure better safety and care to the children and the handler within the hospital premises.

Chakraborty is counselling a father whose child child was suffering with acute eye macular degeneration due to malnutrition of her mother during pregnancy which resulted in child’s stunted growth.”

We in health care bear the responsibility to not only provide treatment but also necessary thrust to create right kind of awareness in the society. 50% of the visual impairment in children is completely treatable but requires early intervention and diagnosis as with age impairment and difficulty in vision due to amblyopia matures and becomes untenable.

Only in the year 2018 – 19 more than 9000+ children were brought under the hospital umbrella care and where provided with necessary information, comprehensive screening including both invasive and non-invasive surgical aid. With growing responsibilities crucial inclusions where made at policy level with the introduction of Child Safeguarding Policy at the hospital in the year 2018-2019 and immediately implemented to ensure better safety and care to the children and the handler within the hospital premises.

Chakraborty is counselling a father whose child child was suffering with acute eye macular degeneration due to malnutrition of her mother during pregnancy which resulted in child’s stunted growth.”

We in health care bear the responsibility to not only provide treatment but also necessary thrust to create right kind of awareness in the society. 50% of the visual impairment in children is completely treatable but requires early intervention and diagnosis as with age impairment and difficulty in vision due to amblyopia matures and becomes untenable.

Only in the year 2018 – 19 more than 9000+ children were brought under the hospital umbrella care and where provided with necessary information, comprehensive screening including both invasive and non-invasive surgical aid. With growing responsibilities crucial inclusions where made at policy level with the introduction of Child Safeguarding Policy at the hospital in the year 2018-2019 and immediately implemented to ensure better safety and care to the children and the handler within the hospital premises.

Chakraborty is counselling a father whose child child was suffering with acute eye macular degeneration due to malnutrition of her mother during pregnancy which resulted in child’s stunted growth.”

We in health care bear the responsibility to not only provide treatment but also necessary thrust to create right kind of awareness in the society. 50% of the visual impairment in children is completely treatable but requires early intervention and diagnosis as with age impairment and difficulty in vision due to amblyopia matures and becomes untenable.

Only in the year 2018 – 19 more than 9000+ children were brought under the hospital umbrella care and where provided with necessary information, comprehensive screening including both invasive and non-invasive surgical aid. With growing responsibilities crucial inclusions where made at policy level with the introduction of Child Safeguarding Policy at the hospital in the year 2018-2019 and immediately implemented to ensure better safety and care to the children and the handler within the hospital premises.

Chakraborty is counselling a father whose child child was suffering with acute eye macular degeneration due to malnutrition of her mother during pregnancy which resulted in child’s stunted growth.”

We in health care bear the responsibility to not only provide treatment but also necessary thrust to create right kind of awareness in the society. 50% of the visual impairment in children is completely treatable but requires early intervention and diagnosis as with age impairment and difficulty in vision due to amblyopia matures and becomes untenable.

Only in the year 2018 – 19 more than 9000+ children were brought under the hospital umbrella care and where provided with necessary information, comprehensive screening including both invasive and non-invasive surgical aid. With growing responsibilities crucial inclusions where made at policy level with the introduction of Child Safeguarding Policy at the hospital in the year 2018-2019 and immediately implemented to ensure better safety and care to the children and the handler within the hospital premises.

Chakraborty is counselling a father whose child child was suffering with acute eye macular degeneration due to malnutrition of her mother during pregnancy which resulted in child’s stunted growth.”

We in health care bear the responsibility to not only provide treatment but also necessary thrust to create right kind of awareness in the society. 50% of the visual impairment in children is completely treatable but requires early intervention and diagnosis as with age impairment and difficulty in vision due to amblyopia matures and becomes untenable.

Only in the year 2018 – 19 more than 9000+ children were brought under the hospital umbrella care and where provided with necessary information, comprehensive screening including both invasive and non-invasive surgical aid. With growing responsibilities crucial inclusions where made at policy level with the introduction of Child Safeguarding Policy at the hospital in the year 2018-2019 and immediately implemented to ensure better safety and care to the children and the handler within the hospital premises.
The Retina Department at SGLEH works as an fully fledged independent department supporting the 360 degree eye care mission of the hospital. Once a patient is received at General Ophthalmology he/she does not have to worry about the speciality where the patient would further be referred to. Through direct OPD intake and internal referrals the Dept. receives more than 6,000 patients annually and 1400+ retina procedures are conducted annually at the hospital. The hospital over the time has also excelled in bringing awareness on Diabetic Retinopathy and it’s effect on Retina if the ailment is neglected or if the diagnosis is not made early to avail early treatment to the patient. With time the hospital has really excelled in the area of Retinal treatment and has been crucial in providing quality yet affordable eye care to the masses in North Bengal.

With the emerging awareness in ROP treatment and increasing prevalence of ROP cases in North Bengal, the Dept. gives special focus on Retinopathy Of Prematurity(ROP) including creating awareness on the same. A full gestation period of a human baby is 280 days or 40 weeks. But, when a child is born before the period of full gestation is called Premature birth and is susceptible by 2.3% to Retinopathy of Prematurity (ROP) an eye disease due to incomplete development and hence abnormal blood vessels to grow in the retina, which can lead to blindness. These vessels tend to leak or bleed, leading to scarring of the retina, the layer of nerve tissue in the eye that lets us see. When the scars shrink, they pull on the retina, detaching it from the back of the eye. Because the retina is a vital part of vision, its detachment will cause blindness. ROP has no signs or symptoms when it first develops in a newborn. The only way to detect it is through an eye exam by an Ophthalmologist. Here, with interdepartmental reference from our Paediatric Specialist Dr. Nitu Khadse, Vitreo Retina Surgeon Dr. Sandeep Anjankar is undergoing ROP check-up of both the eyes. Luckily, this child was fine because her parents were aware enough to bring her to comprehensive check-up immediately.

When a child is born before the period of full gestation is called Premature birth, is susceptible by 2.3% to Retinopathy of Prematurity (ROP). ROP has no signs or symptoms when it develops in a newborn. The only way to detect it is through an eye exam by an Ophthalmologist. The department is spearheaded by a highly skilled and trained Doctor and staff with Vitreo Retina specialization, counsellor and nurses. The Patients are individually followed up according to the history recorded in the software used by SGLEH, keeping in mind that timely prevention of the disease through expert care and specific procedures can be helpful in avoiding blindness. The department excels in dealing with Retina trauma care and is proficiently dealing with critical to critical cases every day.

The department excels in dealing with Retina trauma care and is proficiently dealing with critical to critical cases every day.

Interdepartmental referrals has been a key policy within the Hospital systems to ensure 360 degree of treatment loop to the patient without any hassle. When a patient is referred from one Dept. to another he/she do not have to pay for speciality services and Retina care separately.

### Inferences 2018-19

- **6,098** Number of persons were screened and diagnosed with retina related ailments
- **363** Number of retina surgeries
- **80** Walk-in to the Retina OPD everyday where speciality treatment is provided to all age groups and gender
- **1175** Intra Vitreal Injections and Laser procedure conducted
Specialising In Glaucoma Care

Glaucoma is a blinding disease with progressive irreversible damage to optic nerve due to an increased pressure within the eye. The Hospital has the best Glaucoma Surgeon in North Bengal Dr. Kishore Paul who is also the Chief Medical Officer of Unit 2 Siliguri Greater Lions Shri Vidyasagar Oswal Eye hospital. Glaucoma care may require an applanation tonometry test if the doctor suspect you may be at risk of glaucoma or "Kala Motia". Patients to be found more susceptible to Glaucoma are diagnosed with increased pressure in the eye, a family history of the condition, migraines, high blood pressure, and obesity.

Use Of Information Technology

Including Glaucoma awareness into our Online Campaign the hospital did a series from early detection, symptoms, causes and treatment through an infographic which was first of its kind in the region. The promotion of cause through Online medium have increased our reach to the age group who would decide of the course of health care in the region tomorrow. The access to information technology also ensures it reaches maximum to the decision making population of the region opening an engagement platform for everyone to directly interact and make informed decisions to the medical options available into Eye Care.

DID YOU KNOW?

> On the basis of the available data, estimate suggests that there are approximately 11.2 million persons aged 40 years and older with glaucoma in India.

> Primary open angle glaucoma is estimated to affect 6.48 million persons. The estimated number with primary angle-closure glaucoma is 2.54 million. Those with any form of primary angle-closure disease could comprise 27.6 million persons.

> Most of those with disease are undetected and there exist major challenges in detecting and treating those with disease.

Use Of Information Technology

Including Glaucoma awareness into our Online Campaign the hospital did a series from early detection, symptoms, causes and treatment through an infographic which was first of its kind in the region. The promotion of cause through Online medium have increased our reach to the age group who would decide of the course of health care in the region tomorrow. The access to information technology also ensures it reaches maximum to the decision making population of the region opening an engagement platform for everyone to directly interact and make informed decisions to the medical options available into Eye Care.

Shree Kishan from Seema Suraksha Bal was totally blinded after a bullet pierced through his left eye. He was rushed to our hospital. At the hospital Dr. Rajiv Kumar took his treatment into priority and Shree Kishan went through emergency reparation surgery of the eye. In the skilled hands of Ophthalmologist Dr. Rajiv Kumar not only did he recovered but also gained his complete vision of 6/6 back. As an organization thriving for excellence in eye care and making eye care accessible to all we conduct regular mass awareness campaigns empowering people with information on the requirement of early access to treatment and the importance of early treatment in case of a trauma. Because Shree Kishan was provided with treatment within 72 hours of injury is why his eye could be saved from deterioration ensuring his service to the country to continue. SGLEH is empanelled with SSB, BSF who have bestowed its trust on us.
Vision centres play a vital role in making affordable Eye Care services accessible. Creating a system where early interception could be made reachable required a static body that could act as a contact centre to provide primary eye care consultation, and bring formal and informal stakeholders, community change agents, influencers, institutions who help the organization in creating the programme sustainable and bring people under the umbrella of holistic eye care. The Outreach with support from Media communication works as a catering agent to the tertiary eye care unit and provides support to the vision centre in intercepting people from far flung areas and ensuring reach beyond the static boundaries of the hospital and the vision centres.

**Declaration of Blindness Free Villages in Islampur, Mirik and Ghoom**

Efforts and constant lobbying for better well being have paid off in creating safer societies and safe spaces that have not only ensured increased accessiblity but have created communities collectively blindness free. With Operation Eye Sight Universal and local government functionaries the hospital declared 9 villages avoidable blindness free in Islampur and Uttar Dinajpur, on August 19th and 26th.

Only adding to the entourage more villages were included to the list of Blindness free in regions of Darjeeling with 6 villages in Mirik declared on 9th September and September 16th, including in Ghoom to competing in increases awareness and community partnership in making their villages blindness free with 5 villages declared on Sept 15th and 22nd.

**Vision Centres help us directly engage and reaching within the community was to be met and through various community stakeholders it was evident that outreach activities in the form of camps and other door to door sensitization measure can increase the foot fall of patients and health seeking behavior towards eye care into the masses. The Outreach programme today is a fully fledged wing with more than 200 informal and formal community change agents, influencers, institutions who help the organization in creating the programme sustainable and bring people under the umbrella of holistic eye care. The Outreach with support from Media communication works as a catering agent to the tertiary eye care unit and provides support to the vision centre in intercepting people from far flung areas and ensuring reach beyond the static boundaries of the hospital and the vision centres.**

**Vidya Jyoti Teacher’s Training Programme**

Vidya Jyoti is a programme of the organization has implemented in the Jalpaiguri District with support from Sightsavers under MOU with the District Health authority. The programme within its first year of implementation attend to the eye care demands of 70,000+ children from Government schools. Extending quality in the eye screening process the programme also includes teacher in the process and empowers them to act consciously being aware and informed of how to ring the bell in accessing eye care among students, children who look upon them as guardians. The Teacher training programme on July 7th brought together 16 teacher from across Jalpaiguri District who are also active as important community stakeholder and influencers in their school groups. The training programme sensitized them on Basic eye care, process to ensure early intervention through primary eye screening which the teacher can themselves conduct, simple Vision testing process and at the end discussed through a Question & Answer session on the various eye ailments, diseases that are prevalent according to age and sex. The programme also helped the teachers exchange ideas, experiences and ensured create networks in accessing eye care from the hospital in time.

The school eye health programme of the hospital has already reached to more than every school going children below the age of 14 across North Bengal where we have ensured preliminary Vision test and distributed more than 5000 spectacles directly reaching to the students. 80% of all eye ailments in children are treatable. So when are we reaching at to these school the first level of counselling is met, helping the hospital to sensitize and bring joint accountability in the peers, teachers and parents towards early care and interception for children eye care needs.
The hospital today have a student work force of more than 90 including interns. These students have made their informed choices in completing their education from the hospital. These students have come from all across the country including from the country of Nepal and Bangladesh. The hospital takes special care and arranges careful provisions ensuring controlled knowledge transfer and participation of students in intense field experiences that may inculcate in them the spirit of service and empathy towards their patients. A robust training programme is hence designed to match both classroom and on-job participation in presence of a skilled senior practitioner or completely alone.

The hospital conducts more than 600 health care camps every year with the help of these young Optometrists working under a Senior health practitioner. Similarly, these students participate together examining each other and jointly discussing the procedure and the reports practicing complex diagnostic.

With the opening of the new hospital the hospital today projects itself as a master training institution with a fully fledged and biggest training department running courses recognized by the state medical faculty of West Bengal and other professional autonomous courses. The department is largest in the region and have a highly skilled training staff under a dedicated position of Training Instructor who help in course design, documenting and imparting experience based learning in to the course content.

Vision centres play a vital role in making affordable Eye Care services accessible. Creating a system were early interception could be made reachable required a static body that could act as a contact centre to provide primary eye care consultation, and bring formal and informal stakeholders, community change agents, local actions groups and duty bearers to take an active role in intercepting the persons and bring them to eye care early. The centres also act as a contact to sensitize, train and engage people who may further replicate the process to end ignorance towards avoidable blindness and bring people to treatment before it is too late. SGLEH today have 18 Vision centres spread across a region of 400 kms to intercept the patient and provide treatment earliest possible. Once intercepted if required the vision centre act as a referral station to the hospital were the patient receives specialized eye care at subsidized rates.

The Outreach programme with now a primary local Vision Centre base especially targets to bring women to health care. Through various door-to-door sensitization measures, workshops with women only groups and including men to sensitize them to take equal onus and participation in bringing woman to health care. SGLEH has been able to create a safe space for women and help her become independent on her own to seek eye care. It encourages participatory behavior within the community between women to help each other in accessing eye care. SGLEH believes once a woman is aware she can play a greater role in creating an aware space for the children and other family members, inculcate healthy habits and ensure better health and hygiene for the family. Today, with the help of Vision Centre and a robust door to door survey mechanism the Hospital is able to provide preliminary screening to the needy patients bringing them to the Vision Centre. General eye ailments, Refractive error is treated while ailments requiring tertiary care are referred to the hospital free of cost.

With the opening of the new hospital the hospital today projects itself as a master training institution with a fully fledged and biggest training department running courses recognized by the state medical faculty of West Bengal and other professional autonomous courses. The department is largest in the region and have a highly skilled training staff under a dedicated position of Training Instructor who help in course design, documenting and imparting experience based learning in to the course content.

Vision centres play a vital role in making affordable Eye Care services accessible. Creating a system were early interception could be made reachable required a static body that could act as a contact centre to provide primary eye care consultation, and bring formal and informal stakeholders, community change agents, local actions groups and duty bearers to take an active role in intercepting the persons and bring them to eye care early. The centres also act as a contact to sensitize, train and engage people who may further replicate the process to end ignorance towards avoidable blindness and bring people to treatment before it is too late. SGLEH today have 18 Vision centres spread across a region of 400 kms to intercept the patient and provide treatment earliest possible. Once intercepted if required the vision centre act as a referral station to the hospital were the patient receives specialized eye care at subsidized rates.

The Outreach programme with now a primary local Vision Centre base especially targets to bring women to health care. Through various door-to-door sensitization measures, workshops with women only groups and including men to sensitize them to take equal onus and participation in bringing woman to health care. SGLEH has been able to create a safe space for women and help her become independent on her own to seek eye care. It encourages participatory behavior within the community between women to help each other in accessing eye care. SGLEH believes once a woman is aware she can play a greater role in creating an aware space for the children and other family members, inculcate healthy habits and ensure better health and hygiene for the family. Today, with the help of Vision Centre and a robust door to door survey mechanism the Hospital is able to provide preliminary screening to the needy patients bringing them to the Vision Centre. General eye ailments, Refractive error is treated while ailments requiring tertiary care are referred to the hospital free of cost.

With the opening of the new hospital the hospital today projects itself as a master training institution with a fully fledged and biggest training department running courses recognized by the state medical faculty of West Bengal and other professional autonomous courses. The department is largest in the region and have a highly skilled training staff under a dedicated position of Training Instructor who help in course design, documenting and imparting experience based learning in to the course content.

Vision centres play a vital role in making affordable Eye Care services accessible. Creating a system were early interception could be made reachable required a static body that could act as a contact centre to provide primary eye care consultation, and bring formal and informal stakeholders, community change agents, local actions groups and duty bearers to take an active role in intercepting the persons and bring them to eye care early. The centres also act as a contact to sensitize, train and engage people who may further replicate the process to end ignorance towards avoidable blindness and bring people to treatment before it is too late. SGLEH today have 18 Vision centres spread across a region of 400 kms to intercept the patient and provide treatment earliest possible. Once intercepted if required the vision centre act as a referral station to the hospital were the patient receives specialized eye care at subsidized rates.

The Outreach programme with now a primary local Vision Centre base especially targets to bring women to health care. Through various door-to-door sensitization measures, workshops with women only groups and including men to sensitize them to take equal onus and participation in bringing woman to health care. SGLEH has been able to create a safe space for women and help her become independent on her own to seek eye care. It encourages participatory behavior within the community between women to help each other in accessing eye care. SGLEH believes once a woman is aware she can play a greater role in creating an aware space for the children and other family members, inculcate healthy habits and ensure better health and hygiene for the family. Today, with the help of Vision Centre and a robust door to door survey mechanism the Hospital is able to provide preliminary screening to the needy patients bringing them to the Vision Centre. General eye ailments, Refractive error is treated while ailments requiring tertiary care are referred to the hospital free of cost.
Eye Mitra Opticians are bridging agents who help us create empowered and permanent human resources from within the grassroots where eye care services have yet not reached. Being members and representatives from within the community it gives the hospital greater penetration reaching to their homes create essential tools to facilitate behavioral transformation among the masses of North Bengal.

Eye Mitra is a project we have with support from Essilor India where under an elaborated programme the hospital intercepts rural youth especially from areas where eye care is still inaccessible and train them to become opticians with basic eye testing skills. After a training of 2 months and 10 month on job training under the project these Opticians are provided with basic seed amount to open their own Optical shop. With the number of Eye Mitra shops reaching to 50 now, these also work as ambassadors of the hospital intercepting a patient earliest possible and bringing them under the umbrella of holistic eye care services of the hospital. The Eye Mitras are local mobilizers who in regular intervals organize camps to ensure regular check-up and include health workers in the area to network towards better access to eye care services. The programme was started in 2016 and have already helped more than 100 rural youth to become self-sustainable having their own Optical Shop. The Annual meet helped us discuss challenges at the field, develop methods and tools to mitigate them and acknowledge the efforts made by the Eye Mitra Opticians in bringing people under the holistic umbrella of the hospital.

Eye Mitra Opticians are bridging agents who help us create empowered and permanent resources from within the grassroots where eye care services have yet not reached. Vision Centre and other outreach services though play an effective role but, with eye mitra opticians in place, mass migration of rural youth to cities has today been avoided providing them with ownership opportunity towards their own lives and the community they represents.

With provision of Camp support of trained Optometrist to the Eye Mitras, they have today become a force to reckon with in lobbying for community health care needs and act as our essential network in bringing the early intercepted for treatment at the base hospital. Being members and representatives from within the community it gives the hospital greater penetration reaching to their homes a create essential tools to facilitate behavioral transformation among the masses of North Bengal.

Tapoti Roy Bir belongs from the Rajbonshi community in which often daughters are married at a very early age. Thankfully coming from a caring family where though she was the first generation to complete higher secondary education; her parent made her complete her post graduation. But, soon after she was married. Being ambitious but equally caring towards family her husband understood her inner calling and helped her complete her B.ed. But, that was not all for Tapoti. Tapoti, would take care of her family, In-laws, educate her 9 years now old son, and then visit her husband’s Pharmacy to participate help in his daily routine. Mrinal Roy Bir couldn’t neglect the potential in Tapoti, as Tapoti once said to him that she wanted to become a nurse. Mrinal being working with development organizations knew the work of Siliguri Greater Lions Eye Hospital and through an another Eye Mitra optician came to know of the course. He insisted that Tapoti may take the course and this was just a beginning for Tapoti. Today, a mother and a wife and a sister Tapoti is our star performer. We call her a wonder woman because she not only takes care of her family and of her husband’s business but, together they conducted comprehensive eye screening camp across Methliganj and in districts of Alipurduar bringing more than 110 patients alone for cataract surgery from remote regions of North Bengal. Tapoti says that “I may never have weariness in me, to reach to my people”.

**Becoming A Wonder Woman**

The urge to expand and reach to more people through compassion and service is the most fundamental instinct in every human being. Tapoti effortlessly says “I may never have weariness in me, to reach to my people”.

**Eye Mitras**

- 159 Eye Mitra opticians trained since inception in 2017
- 90 Total number of Shops opened jointly with support from SGLEH
- 68760 persons screened and provided with preliminary eye check-up
- 546 Number of Camps conducted only by Eye Mitra Opticians in their respective regions

**LIVELIHOOD DEVELOPMENT**

Empowering The Rural Youth Of North Bengal
Activities And Achievements At a Glances

Organizing Paediatric Eye Symposium
On the occasion of the visit of world renowned Paediatric Ophthalmology Specialist Dr. Mihir Kothari, Mumbai the hospital organized a 5 day paediatric symposium from March 28th to April 4th. Under the programme a free pediatric eye check-up camp was organized at the hospital premises. Thorough sensitization and awareness activities were carried out at all Vision Centres and through other informal direct mediums of the Hospital to confirm that maximum parents could be sensitized in availing their children with best eye care services. Through the exercise, around 460 children were screened of which 27 children were intercepted and provided cure through surgical aid.

Inauguration of 15th and 16th Vision Centre At Mayanaguri and Mathabhanga
The CSR arm of professional services company Cognizant has partnered with Operation Eyesight Universal, to support the hospital in Siliguri towards the establishment of primary eye care Vision Centers at Mayanaguri and Mathabhanga, in Jalpaiguri and Coochbehar Districts of West Bengal. The 2 Vision centers were formally inaugurated on May 22, 2018. The Vision Centers together covers a population of at least 100,000 people, and will examine over 8,200 patients and dispense over 500 pairs of eyeglasses annually.

Eye Mitra Performance Award at Essilor Agra Convention
Essilor organizes its yearly meet of all eye mitra opticians from various places of country, sponsored and felicitated by chief officials of Essilor International. The convention organized at Agra on May 10th, 5 Eye Mitra Opticians from Siliguri Greater Lions Eye Hospital were given award for their better performances. Eye Mitra Optician Milia Ekka an empowered tribal woman at the age of 46 years won the best performer award from the entire eastern region of India. She was being felicitated by Mr. Hubert Sagnieres – Chairman and Chief Executive Officer, Essilor International. Dr. Rajesh Saini representative and Chief Executive Officer of SGLEH, was given award for the best performer award from the entire eastern region.

One District One Activity
The hospital under the banner of Greater Lion Seva Nidhi supported 28 other prestigious Lion’s Clubs under District 322F to conduct Vision activity all across the Lion’s district in the period of 3 days from April 27– 29. The hospital provided support of Optometrist, Doctors, Vision Equipments and other logistics to conduct primary eye screening camps to realize the joint commitment of waving of avoidable blindness from North Bengal. Under this social campaign SGLEH also conducted 17 eye screening camps under the Eye Mitra livelihood programme reaching to all together 56,283 children and adults from all economic and socio-cultural paradigms with other Clubs as partners.

Opening of the Indoor Surgical Department and Training institute of SGLEH Unit 2
On June 17th, 2018 meeting to the commitment of catering holistic, accessible and affordable eye care services in the region Siliguri greater lions eye hospital inaugurated its Indoor Surgical Department and training institute at its Unit 2 super speciality facility at Kartoa, Jalpaiguri Highway. The 5 modular operation theaters and biggest training institute to facilitate education to optometrists, ophthalmologists and interns from across the region was inaugurated from the auspicious hands of Lion A. P. Singh, Past International Director with other visiting Lion dignitaries past international director Lion Sangeeta Jatia, Lion G. S. Hora, District governor Lion Kedar Gamer, technical advisor Dr. Divyesh P. Shah and MLA Raiganj Sri Khageshwar Roy.

Bringing Quality Assurance in Daily Conduct, Ensuring Awareness At All Levels
The organization gives extra efforts in ensuring staff compliance to quality and conducts regular training of each hospital areas with the respective staff. Training to understand organizational mission and vision and regular interaction with higher management to instill the spirit of service is continuously undertaken. Areas like infection control, patient and employee safety, including fire safety are conducted on a regular basis in small groups or in team to share responsibilities and act as a team when need appears.

Catering services to the masses through World’s Best Phaco Machine
The hospital introduced on July 11th two of the World’s best phaco machines the Alcon Centurion superior model to its already existing entourage of specialty precision equipments. The worlds top most phaco machine is known for its precision and high standards of stability and quality in surgery and promises a much safer surgery which in turn ensures early recovery and lesser precautions needed in post-operative care. The equipment would help us give better post-operative results and is lot more easier to operate which helps a doctor bring a certain level of expertise in even a complicated cataract operation.
The hospital has been always active in supporting and enhancing government systems to meet the growing demand of health care with increasing population. With support from Sightsavers SGLEH provided the Birpara hospital with Operation Theater Infrastructure and equipments including epoxy walls for better Sterilized unit, Operation table, Surgical tool kit and Operation theatre partition to keep the sterilized area separate from patient traffic inside the OT. This has enhanced the hospital capacity to now provide surgical treatment to patients. The programme was implemented under the Direct General of Health Services, West Bengal.

The Eye Mitra Opticians are provided with basic seed amount to open their own Optical shop. With the number of Eye Mitra shops reaching to 50 now, these also work as ambassadors of the hospital intercepting to competing in increases awareness and community partnership in ensuring the vision centres reaching to 83+ eye hospitals across India, a representation of 6 Past International directors, International Director Lion V. K. Luthra along with 4 Lions Club International Advisors and Immediate Past International President Dr. Naresh Aggarwal. The Conclave was hosted by Lions Club International MD 322 with support from Siliguri Greater Lions Eye hospital. The 2-day programme began with the visit of Lion delegates to the model service project of Lions Siliguri Greater Lions Shri VidyaSagar Oswal Eye Hospital. Following the visit at the hospital an open forum moderated by PID and present Chairman Lion P.K Shah, Chaired by MCC S. P. Banerjee and facilitated by Technical Advisor Dr. Divyesh Shah, and Dr. S. C. Shetty was organized were many representative of Lions eye hospitals also voiced their experiences working in the country with partners towards creating a blindness free India.

The hospital has been always active in supporting and enhancing government systems to meet the growing demand of health care with increasing population. With support from Sightsavers SGLEH provided the Birpara hospital with Operation Theater Infrastructure and equipments including epoxy walls for better Sterilized unit, Operation table, Surgical tool kit and Operation theatre partition to keep the sterilized area separate from patient traffic inside the OT. This has enhanced the hospital capacity to now provide surgical treatment to patients. The programme was implemented under the direct general of Health Services, West Bengal.

The hospital has been always active in supporting and enhancing government systems to meet the growing demand of health care with increasing population. With support from Sightsavers SGLEH provided the Birpara hospital with Operation Theater Infrastructure and equipments including epoxy walls for better Sterilized unit, Operation table, Surgical tool kit and Operation theatre partition to keep the sterilized area separate from patient traffic inside the OT. This has enhanced the hospital capacity to now provide surgical treatment to patients. The programme was implemented under the direct general of Health Services, West Bengal.

The hospital has been always active in supporting and enhancing government systems to meet the growing demand of health care with increasing population. With support from Sightsavers SGLEH provided the Birpara hospital with Operation Theater Infrastructure and equipments including epoxy walls for better Sterilized unit, Operation table, Surgical tool kit and Operation theatre partition to keep the sterilized area separate from patient traffic inside the OT. This has enhanced the hospital capacity to now provide surgical treatment to patients. The programme was implemented under the direct general of Health Services, West Bengal.

The hospital has been always active in supporting and enhancing government systems to meet the growing demand of health care with increasing population. With support from Sightsavers SGLEH provided the Birpara hospital with Operation Theater Infrastructure and equipments including epoxy walls for better Sterilized unit, Operation table, Surgical tool kit and Operation theatre partition to keep the sterilized area separate from patient traffic inside the OT. This has enhanced the hospital capacity to now provide surgical treatment to patients. The programme was implemented under the direct general of Health Services, West Bengal.

The hospital has been always active in supporting and enhancing government systems to meet the growing demand of health care with increasing population. With support from Sightsavers SGLEH provided the Birpara hospital with Operation Theater Infrastructure and equipments including epoxy walls for better Sterilized unit, Operation table, Surgical tool kit and Operation theatre partition to keep the sterilized area separate from patient traffic inside the OT. This has enhanced the hospital capacity to now provide surgical treatment to patients. The programme was implemented under the direct general of Health Services, West Bengal.

The hospital has been always active in supporting and enhancing government systems to meet the growing demand of health care with increasing population. With support from Sightsavers SGLEH provided the Birpara hospital with Operation Theater Infrastructure and equipments including epoxy walls for better Sterilized unit, Operation table, Surgical tool kit and Operation theatre partition to keep the sterilized area separate from patient traffic inside the OT. This has enhanced the hospital capacity to now provide surgical treatment to patients. The programme was implemented under the direct general of Health Services, West Bengal.

The hospital has been always active in supporting and enhancing government systems to meet the growing demand of health care with increasing population. With support from Sightsavers SGLEH provided the Birpara hospital with Operation Theater Infrastructure and equipments including epoxy walls for better Sterilized unit, Operation table, Surgical tool kit and Operation theatre partition to keep the sterilized area separate from patient traffic inside the OT. This has enhanced the hospital capacity to now provide surgical treatment to patients. The programme was implemented under the direct general of Health Services, West Bengal.

The hospital has been always active in supporting and enhancing government systems to meet the growing demand of health care with increasing population. With support from Sightsavers SGLEH provided the Birpara hospital with Operation Theater Infrastructure and equipments including epoxy walls for better Sterilized unit, Operation table, Surgical tool kit and Operation theatre partition to keep the sterilized area separate from patient traffic inside the OT. This has enhanced the hospital capacity to now provide surgical treatment to patients. The programme was implemented under the direct general of Health Services, West Bengal.

The hospital has been always active in supporting and enhancing government systems to meet the growing demand of health care with increasing population. With support from Sightsavers SGLEH provided the Birpara hospital with Operation Theater Infrastructure and equipments including epoxy walls for better Sterilized unit, Operation table, Surgical tool kit and Operation theatre partition to keep the sterilized area separate from patient traffic inside the OT. This has enhanced the hospital capacity to now provide surgical treatment to patients. The programme was implemented under the direct general of Health Services, West Bengal.

The hospital has been always active in supporting and enhancing government systems to meet the growing demand of health care with increasing population. With support from Sightsavers SGLEH provided the Birpara hospital with Operation Theater Infrastructure and equipments including epoxy walls for better Sterilized unit, Operation table, Surgical tool kit and Operation theatre partition to keep the sterilized area separate from patient traffic inside the OT. This has enhanced the hospital capacity to now provide surgical treatment to patients. The programme was implemented under the direct general of Health Services, West Bengal.
TIME LINE
Activities And Achievements
At a Glances

Optometry Training Programme by the visiting faculty from Australia
With the collective objective of sharing knowledge and enhancing skillset of our Training Department Dr. Heather visited the hospital for 3 days in January and thoroughly examined the curriculum. After meeting the students and the faculty she took a comprehensive whole day session taking the students through indepth experiential analysis and learning. The Australia based Institute will be our knowledge partner for both student sharing, transfer of skills and help in knowledge dissemination.

Vision2020 : Right To Sight National Training Workshop
On January 11th & 12th, 2019 the hospital hosted the first Vision2020 : Right To Sight India National Training workshop on Optical Dispensing. 5 national level trainers from Essilor India and SGLEH disseminated learning on Optical Dispensing to 125 participants from India, Nepal and Bangladesh who are mostly Optometrists, Ophthalmic Assistants, Vision Technicians playing an important role in optical dispensing. The one of its kind training programme helped the attendees to learn of the rapid trend changes in eye-wear technology and well-trained optical dispensers that are needed to meet the demands of this growing & demanding sector.

Building the Competitive Spirit in Students
An Exhibition always give students the best chance to engage themselves, find their motivation in creating working models of something that may represent their idea, belief, challenge social stigmas, functioning of complex human organ systems or comeup with an idea that may become a revolution tomorrow. From working model of the eye, retina structure, how inverse image created inside our brain is what we see upright are some of the complex questions which were answered in the exhibition. But, not just about the human eye but complex social issues of Women safety at workplace, Child abuse, and transgender rights where very significantly explained through models. Nothing was left behind including the proud programme of GOI "The Swatchcha Bharat Abhiyan". And rest the pictures tells lot more than that can be written.

Beginning of Induction Training to All New Joinees and Training to upscale to NABH standards
The hospital started full day Induction training made compulsory to all new joinees into the organization. The training includes understanding relevant Departmental work, Organizational processes, Understanding of Mission and Vision, key objectives and the 360 degree approach with which the hospital approached eye care. The most important component of the induction programme in internal communication, and understanding how each programme complement each other, and how one can cater to the bigger picture of the hospital.

Inauguration of Eye Mitra Regional training centre
We inaugurated the Eye Mitra Training Centre - A Centre For Excellence on February 1st, 2019. The programme is targeted towards rural youth who would be trained for basic vision testing, refraction and become opticians of tomorrow. This would be the biggest training centre in entire North Bengal and North East and will work as one point contact centre for the training of rural youth from across the region who would be receiving their studies and on-job training at the centre located at Siliguri.

The training centre was inaugurated by Past International President, Lions Club International, Barry J. Palmer in presence of Atul Uttam, Programme Manager from Eye Mitra, Lions District 322F Governor Lion Srawan Choudhary, PDG Lion P. C. Maskara, PDG Lion P. K. Shah, Club President Lion Bishnu Kedia and present Chairman of the Hospital PID Lion G. S. Hora, with the training fraternity.

Awarded For Excellence in Service towards Eye Care
We inaugurated the Eye Mitra Training Centre - A Centre For Excellence on February 1st, 2019. The programme is targeted towards rural youth who would be trained for basic vision testing, refraction and become opticians of tomorrow. This would be the biggest training centre in entire North Bengal and North East and will work as one point contact centre for the training of rural youth from across the region who would be receiving their studies and on-job training at the centre located at Siliguri.

The training centre was inaugurated by Past International President, Lions Club International, Barry J. Palmer in presence of Atul Uttam, Programme Manager from Eye Mitra, Lions District 322F Governor Lion Srawan Choudhary, PDG Lion P. C. Maskara, PDG Lion P. K. Shah, Club President Lion Bishnu Kedia and present Chairman of the Hospital PID Lion G. S. Hora, with the training fraternity.

100 Bedded Wards
The Staff Annual Function was organized on Nov. 3rd, 2018 at the hospital. This is one such time which gives everyone the opportunity to come together and showcase their talent and establish communication inter department which becomes difficult in usual office hours. During the occasion for the first time, Fashion show was organized which everyone took with a great spirit. People sang and danced together. Performances where made in both Nepali and Bengali culture making it a perfect amalgamation for both the communities to exchange values. During the occasion employees where also acknowledged for their contribution towards the Hospital.

1st Anniversary
We celebrated on December 14th the 1st Anniversary of Siliguri Greater Lions Shri Vidya Sagar Eye Hospital. Since, last one year more than 4060 persons have been screened free and 3101 patient received free cataract surgery.

The hospital came up with multiple posters, display mediums, Information Leaflets in 4 languages to reach to our direct beneficiaries in the languages they understand.

ANNUAL REPORT 2018-19
**Outpatient - Hospital**

<table>
<thead>
<tr>
<th>Location</th>
<th>Pay</th>
<th>Free</th>
<th>Total Camps</th>
<th>Patients examined</th>
<th>Surgery advised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paying OPD</td>
<td>4,529</td>
<td>9,603</td>
<td>709</td>
<td>69,816</td>
<td>13,256</td>
</tr>
<tr>
<td>General OPD</td>
<td>25,762</td>
<td>6,098</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vitreo Retina</td>
<td>8,044</td>
<td>370</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pediatric OPD</td>
<td>355</td>
<td>1,045</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Vision Centres (OPD)**

- Bagdogra: 2,439
- Banarhat: 3,694
- Raiganj: 1,576
- Malbazar: 5,144
- Islampur: 7,609
- Devinar: 784
- Kanji: 1,089
- Nagrakata: 1,980
- Domohona: 283
- Uttar Latabari: 4,444
- Ghoom: 1,276
- Mirk: 2,048
- Raiganj: 1,827
- Birpara: 2,827
- Maynaguri: 2,004
- Mathabhanga: 1,955
- Dalkhola: 695
- Shibmandir: 414

**DONORS & PARTNERS**

- **Corporate Associates**
  - Airport Authority of India
  - ESI Corporation
  - Govt. of Sikkim
  - W. B. H. S. 2008
  - BSNL: Siliguri
  - R. S. B. Y., N. H. P. C.
  - SS. B., Swasthya Sathi
  - Genins India
  - Heritage Health
  - Medi Assist
  - Medicare
  - Health India
  - Happy Insurance
  - MD India
  - Vidal Health
  - Vipul MediCorp
  - Paramount Health
  - Family Health Plan
  - Raksha TPA
  - Safeway TPA
  - Star Health
  - Bajaj Alliance
  - ICICI Lombard
  - Apollo Munich
  - Cholamandalam MS
  - The New India Assurance
  - The Oriental Insurance
  - Aditya Birla Health Insurance
  - Universal Sompo
  - Religare Health
  - L & T General Insurance
  - Bharti AXA
  - HDFC ERGO
  - National Insurance
  - United India Insurance

- **Our Partners In Progress**
  - Lions Clubs International Foundation
  - Operation Eyesight Universal
  - Sightsavers
  - MANAPURAM
  - HelpAge India
  - Vitamin Angels
  - 25 New Vision
  - World Vision
  - World Vision
  - W. B. H. S. 2008
  - LIC
  - DALKHOLA
  - Domohona
  - Uttar Latabari
  - Maynaguri
  - Dalkhola
  - Malbazar
  - Birpara
  - Raiganj
  - Ghoom
  - Mirk
  - Shibmandir
  - Shikmadura

- **NETRA BANDHU DONORS**
  - Sri Ashok Kumar Goyal
  - Lion Pawan Kumar Goyal
  - Sri Kmala Kumar Goyal
  - Sri Sanjay Kumar Jalan
  - Sri Purushottam Das Goyal

- **NETRA RAKSHAK DONORS**
  - Lion Pradip K. Goyal, (North)
  - Lion Brijmohan Goyal
  - Sri Gopal Goyal, (Nabaraghar)
  - Sri Gopal Goyal, (Silki Baraghar)
  - Sri Prabir Roy
  - Sri Mohan Kumar Bansal
  - Sri Vivek Jhawar
  - Sri Nitesh Jhawar
  - Sri Rajesh Jhawar
  - Sri Aparu Dasi
  - Sri Gopal Kumar Goyal
  - Sri Bimal Kumar Dalmia
  - Sri Niranjali Goyal
  - Sri Murtidhar Goyal
  - Sri Shyam Kumar Mittal
  - Sri Shankar Goyal
  - Sri Bhagawati Prasad Goyal
  - Sri Dilip Kumar Goyal

- **NETRA RAKSHAK DONORS**
  - Sri Bimal Kumar Dalmia
  - Sri Niranjali Goyal
  - Sri Murtidhar Goyal
  - Sri Shyam Kumar Mittal
  - Sri Shankarak Goyal
  - Sri Bhagawati Prasad Goyal
  - Sri Dilip Kumar Goyal

- **NETRA RAKSHAK DONORS**
  - Sri Ashok Kumar Goyal
  - Lion Pawan Kumar Goyal
  - Sri Kmala Kumar Goyal
  - Sri Sanjay Kumar Jalan
  - Sri Purushottam Das Goyal

- **HIGHLIGHTS OF THE YEAR**
  - The institutional network provided aid to 1,55,157 patients across its primary, secondary and tertiary facilities.
  - 14,132 eye surgeries performed.
  - 9,603 (67.95%) of surgeries were done for free or is highly subsidized.
  - 15% of all surgeries were sub-speciality cases treated under the growing tertiary eye care specialization.

**Corporate Associates**

- **Airport Authority of India**
- **ESI Corporation**
- **Govt. of Sikkim**
- **W. B. H. S. 2008**
- **BSNL: Siliguri**
- **R. S. B. Y.**
- **N. H. P. C.**
- **SS. B., Swasthya Sathi**
- **Genins India**
- **Heritage Health**
- **Medi Assist**
- **Medicare**
- **Health India**
- **Happy Insurance**
- **MD India**
- **Vidal Health**
- **Vipul MediCorp**
- **Paramount Health**
- **Family Health Plan**
- **Raksha TPA**
- **Safeway TPA**
- **Star Health**
- **Bajaj Alliance**
- **ICICI Lombard**
- **Apollo Munich**
- **Cholamandalam MS**
- **The New India Assurance**
- **The Oriental Insurance**
- **Aditya Birla Health Insurance**
- **Universal Sompo**
- **Religare Health**
- **L & T General Insurance**
- **Bharti AXA**
- **HDFC ERGO**
- **National Insurance**
- **United India Insurance**