



ANNUAL REPORT

2019-20

SILIGURI GREATER LIONS EYE HOSPITAL
Restoring The Beauty Of Sight Since 1981

A 360 DEGREE APPROACH

Bringing Inclusiveness In Services, Ensuring Access



Unit 1 & Unit 2 Hospital

- Unit 1 - Secondary super specialty eye care centre with 4 Operation Theaters.
- Unit 2 – Secondary Super specialty eye care centre with 5 Operation Theaters based on which all other programmes cater towards.

Dedicated Training Department

- Diploma in Optometry
- Vision Technician Course
- Ophthalmic Assistant Programme
- Rural Livelihood development programme
- Programme Evaluation and Research
- Capacity building of staff through various short term training modules

Outreach Programme

- 19 Vision Centres working as permanent Primary eye care centre
- Robust Outreach team reaching to the remote rural and sub-urban pockets.
- Daily screening and speciality camps to ensure early interception and access to treatment.
- Mobilizing formal and informal agents of change to sensitize and ensure reach into the community.
- Network and advocacy for synergy building to facilitate prompt response when in need.

Media Communication

- Ensure information, education dissemination to the targeted population according to the programme requirement.
- Include direct engagement through Outreach and Local media to promote and create an ethical brand image of the institution.

our mission:

“Committed to provide excellent, affordable eye care services through dedicated team work and making it accessible to all in Eastern part of India”.

our vision:

“To be Centre of Excellence in providing quality eye care services for all”.

our capacity:

Siliguri Greater Lions has a family of 260 staff members including Doctors, Nurses, Optometrists, Administrative and dedicated Training staff. The organization also has a robust outreach field staff, and Vision centre staff that makes intercepting people working across the country with 80% women staff. It has an infrastructural presence with a fully-fledged super speciality Tertiary eye care centre in Siliguri with Vision centre and Outreach network spread all across North Bengal in districts of Darjeeling, Jalpaiguri, Uttar Dinajpur, Cooch Behar.



FOREWORD

From The Chairman



This year was also the 40th year of establishment of the hospital when I took to the Chairman's office. However, there was never a moment when I kept myself away from its operations since its inception, but becoming involved fully once again is always an overwhelming experience. It's a spectacle to witness the scale of work that we are doing at its full grandeur reaching to every nook and corners of the region not randomly but thoughtfully, carefully choosing our area of interception and approaching people in a holistic way. And, this year again the hospital stood to its commitment of surprising us all. We started this new fiscal year, with the inauguration of the first Cataract Phaco Training centre in the region from the auspicious and honourable hands of Brahma Kumari Sister Shivani and our very own PID Lion Aruna Abhey Oswal. We also took oath to become energy self-sustainable beginning our first Green Vision Centre installing solar renewable energy

systems at our 4 primary eye care centres.

The team we have today is young, extremely skilled and most importantly they are energetic towards taking up new challenges responsibly. A fair nurturing for a greater future which was very much necessary to make us sustainable, where sustainability and growth always go hand in hand with growth as a natural fruit for a sustainable and a self-evolving structure. Our inner most urge to reach out to Sikkim and take accessibility to every household was finally answered when honourable Chief Minister of Sikkim Shriman P.S. Golay accepted to visit the hospital. We have closely worked with Sikkim Government until now, but this would open new boundaries in the years to come for us bringing in more people centric programmes carefully disseminated through a competent local team at Sikkim. The year 2021 would begin with the opening of 2 primary eye care centre in Jorethang and Mangan. With an evolved spirit we opened 3 of our new primary eye care centres at Bijanbari, Dhupguri and at Coochbehar. One of the proud programme of the organization is Vision Centre assisted outreach exercise through which our trained community health workers with a network of formal and informal community stakeholders try to sensitize people in selective clusters, undergoing door to door eye screening and bringing persons with eye ailment to early treatment. With increased community participation and support from the government we have been able to free 219 villages from avoidable blindness free, of which 26 were declared free from avoidable blindness last year. The visit of the LCIF International Chairman, Lion Guðrún Yngvadóttir with her husband to us is an acknowledgement/ a recall for the work that we have been doing.

One of the most crucial developments we made this year was starting the "Drishti Sehi Duniya", School Eye Health Initiative our fully autonomous programme that is focused towards inculcating health seeking behavior in children in accessing early eye care. The celebration of the World Sight Day and the World Diabetes month were such occasions where we showed our commitment to the cause with online and onground engagement, region wide Diabetic Retinopathy camps and Awareness Rally bringing together more than 400 persons from different walks of life to advocate for better eye health and eye care. The steps towards NABH accreditation saw us all doing our bit towards the mission. The hospital almost became an extensive training school learning the inner intricacies of patient care and every single department participating to achieve this universal goal for the hospital which we have finally received.

We are proud that despite of the many challenges and the ongoing COVID-19 pandemic we were able to reach the bench mark of 17300+ surgeries in the year 2019-2020. In this global emergency who would have thought that a viral contingency would cause a global lock down and not war. These are greater times to self-analyze, contemplate and grow as a better human. These are also the times we together stood up to support the government efforts coping up with the COVID-19 preparedness in the region providing them with our Unit II hospital. Our Doctors are keeping abreast providing emergency eye care services and online/tele free Ophthalmic consultation never denying quality treatment to anyone. I think the visit of First International Vice President Lion Douglas Alexander in February where he mentioned his reason for being a proud Lion because of the selfless service we together offer are the very emotions we are fighting for today. I hope we come out of this national emergency soonest possible and set new bench marks in the year to come. Hope, you enjoy reading this Annual report!

Lion Prakash Ch. Maskara
Chairman, SGLEH



Paediatric eye care has been always at the centre of all hospital's work. It not only provides a child with a safe play space helping them ease and increase the acceptance rate of the treatment provided but, also run many external outreach programme to create conducive environment through which behavioral change could be inculcated in them through including parents and encouraging in them participatory behavior towards each other in accessing timely treatment.

Through these multiple child centric agencies the hospital systems reached to more than 79,258 children in the year 2019 -20, providing comprehensive screening to 9,307 at the hospital including both invasive and non invasive surgical aid. With growing responsibilities crucial inclusions were made at policy level with the introduction of Child Safeguarding Policy at the hospital in the year 2018-2019 which was further upscaled to full fledged Safeguarding Policy to ensure better safety and care to the children and the handler within the hospital premises or at any outreach programme which brings a child in close proximity to the programme.

Inferences 2019-20

7,938 Children screened (including patient walkin and outpatient at vision centres)

86 Paediatric eye surgery conducted (cataract, squint, pterygium etc.)

41% Among the children with refractive error were found to be myopic

58.2% Children were found suffering with astigmatism

A Promise To Never Deny Early Access To Treatment

Krishna and Rajesh adopted Laxmi their daughter and bundle of joy. For the first time in life Krishna felt her life was complete.

But, as Laxmi grew older her parents witnessed that Laxmi was experiencing hypersensitivity towards light and couldn't walk alone without holding on to them. Krishna says that Laxmi would also see sideways keeping her face turned and easily forget things which she was taught a minute back. When Laxmi fall ill Krishna took the opportunity to also get her eye check-up at the Govt. hospital when the Doctor diagnosed Laxmi with Paediatric Cataract. Rajesh a Street Vendor couldn't take out time from his daily work as it meant loss of a day's wage. Hence, Krishna took Laxmi to Nepal to only find that they do not have paediatric speciality is when she decided to visit us. At the hospital our Paediatric Ophthalmologist helped Laxmi to slowly ease and undergo preliminary screening and after thorough check-up operated her for congenital cataract of both eyes. Seeing Laxmi able to walk on her own and responding to visual reflexes Krishna's eyes became wet. Krishna is not educated but her careful observation, inquiry and immense love for Laxmi ensured that she bring her child to treatment.



A Spectrum Of Holistic Eye Care Services

Cataract is the principal cause of blindness (66.2%), severe visual impairment (80.7%), and moderate visual impairment (70.2%), yet it is also an ailment surrounded by myths and taboos that prevents a person to access treatment timely. Access to information, limited scope to reach to quality eye care further deteriorates the situation where the sufferer often keeps themselves unavailable to timely interception due to ignorance and social prejudices.

A cataract is simply the clouding of the lens in the eye that affects our vision. To explain it better let's take egg white as an example which is clear and transparent but when heated turns white. The natural Lens of the eye is similar to this egg white which slowly starts clouding due to multiple factors few of which are age, trauma, drug abuse or congenital etc. This means Cataract can happen to anyone and at all ages. Symptoms may include blurry or double vision, faded colors, halos around light, trouble with bright lights, and trouble seeing at night.

The hospital conducted more than 15,646 cataract surgeries in the fiscal year 2019-2020 contributing towards the Vision 2020 goal of creating avoidable blindness free North Bengal India.

Ignorance Can Reach To Anyone

Prem Thapa ji is a well-known artist, a painter and a literature & music enthusiast of the Darjeeling hills who for his passion for art left his home town in Palpa, Nepal for Kolkata at a very young age to pursue a career of painting in India. Prem ji shares his story with great enthusiasm that coming from a humble family he did not even have the money to return back to his home town left alone to get educated in his passion, painting. Hence, he started learning painting from various famous street art performers and received chance to work for Missionaries Of Charity when he met Mother Teresa in person. He was about to quit when he was told by Mother Teresa that "No life is without struggle" which encouraged him to keep faith upon himself and continue.

With life dedicated to art, vision became his biggest asset. For the last 8 years slowly his eyesight deteriorated with constant blurring. And now things started to really become serious with his ability to distinguish colours reduced and vision becoming very limited. As someone with ancestral origin in Nepal for him receiving treatment in Nepal wasn't a distant affair, but since years many of his referred friends including his own sister a year ago suffered surgical error and had partially lost her vision. It is then that his neighbour an Army Subedar recommended him Siliguri Greater Lions Eye Hospital informing him that he would receive the best care and treatment than anywhere else. At the hospital our OPD and IPD Manager Subhasree explains Prem ji as doubtful of the surgery when he was first diagnosed with Cataract by Dr. Arup Kr. Das. Hearing a CMO assuring personally for his eye well being and being counselled in detail about his eye condition by the patient counsellor it became easier for Premji to take the decision to undergo Cataract phaco surgery. And it was a spectacle seeing his confidence and spirit when we interviewed him during his first follow-up at the hospital. Prem ji recovered with 6/6 distant vision without spectacle and was provided with near vision spectacle only.



Inferences 2019-20

15,646 Cataract surgeries conducted

69.66% Surgeries conducted free reaching to the unreached population of North Bengal

117 Children were diagnosed with congenital and developmental Cataract

81.40% Of the patients who received free treatment suffered Cataract silently without ever trying to access eye care

A Fully Fledged Retina Eye Care

Vitreo Retina is also known as the mirror of the eye, which is actually responsible for the creation of the image that is reflected on our brain. Retina hence, is considered one of the most crucial among other eye care specialties. Siliguri Greater Lions Eye Hospital was the first to launch fully fledged independent Vitreo Retina Department in North Bengal with dedicated health care staff working under the guidance of dedicated Vitreo Retina Specialist. It has been always a central policy of the institution to bring the best knowledge and talent pool of Ophthalmologist from across the country which brought in highly skilled Doctors from AIIMS, Guwahati, AMU, BHU and NIO, Pune.

Even if a patient is unaware of the kind of ailment he/ she is suffering with the hospital systems help aid the identification of ailment and bring the person into the umbrella of care without the necessity of reappointment or payments if internal referrals are suggested. As a result, easy and prompt referral to the Retina Department from General Ophthalmology, or to Cornea and Glaucoma Specialities becomes easy and fluid. The Retina Centre receives more than 6,000+ patients conducting more than 3000+ surgeries, Injections, Laser treatments annually at the hospital. The hospital over the time has also excelled in bringing awareness on undiscussed topics like Diabetic Retinopathy and it's effect on Retina if diabetes is neglected. The patients are individually followed up according to the history recorded in the software, hence providing expert & tailored care making timely and precision treatment possible. The department excels in dealing with Retina trauma care and is proficiently dealing with critical to critical cases every day.

Consciousness Above Faith

Living in Oodlabari Noor Bano Begum is only 28 and a mother of 3 children. Married at a very young age of 18 she was already engaged with life fully, taking care of her children, and in-laws. A dutiful mother who always ensured better care and upbringing to her children when sudden loss of vision turned her life upside down. With limited vision her pain became unbearable.

Unlike many families where often woman face seclusion and access to health care becomes an elusive affair; her in-laws encouraged her to quick access of treatment and without any delay, her brother-in-law brought her to the nearest primary eye care centre at Malbazar. At the centre, our Senior Optometrist Probir immediately referred her to the Retina Department of the hospital.

On her preliminary examination, Dr. Sandeep noticed that her Retina looked completely healthy but there was a certain lag in her ocular mobility which intrigued him that something is obstructing the image signals from the eyes to reach to the brain. Noor Bano was hardly able to perceive any light. To know the case with depth Dr Sandeep asked her to undergo CT – Scan and MRI immediately, and as doubted she was diagnosed with Retro Bulbar Optic Neuritis which is an inflammation affecting the optic nerve behind the eyeball without ophthalmoscopic manifestations in the fundus or Retina.

Through careful management of the condition and thorough treatment aided with support from her family who ensured regular follow-up and medication, she recovered with full vision. And we understood that human wellbeing is indeed in our hands and that is how God want us to take responsibility of our wellbeing.



Inferences 2019-20

6,417 Persons were screened and diagnosed with retina related ailments

374 Persons underwent retina surgeries

93 Walk-in to the Retina OPD everyday where speciality treatment is provided to all age groups and gender

2,741 Intra Vitreal Injections and Laser procedure conducted

The Window To Our Eyes

The cornea is the transparent front part of the eye that covers the iris, pupil, and anterior chamber. The cornea, with the anterior chamber and lens, refracts light, with the cornea accounting for approximately two-thirds of the eye's total optical power. Siliguri Greater Lions Eye Hospital is the first to pioneer bring a dedicated Cornea Speciality in the region headed by Dr. Rajive Kumar from AIIMS, Delhi. The Centre also has a dedicated Cornea Collection and Cornea Transplant wing.

The Fait Of Ignorance And The Struggle For Vision

We found 66 years old Gurucharan Kewat's struggle for vision worth sharing. Hailing from Katihar Kewat ji's livelihood depends on Bamboo harvest and later cutting them into different sizes for sale. Eight years ago during one such occasion, while cutting Bamboo a sharp wood resin suspended with force and impregnated his left eye. Least concerned, and uninformed he went on rubbing his eye from outside, without resorting to any medical aid. This resulted in the puncturing of his cornea and subsequent loss of his vision.



Now, alarmed and devastated by his eye condition, with a panicking wife nearby he rushed to all the major eye hospitals in the region including in

Nepal and other districts of Bihar where he was refused treatment calling the ailment untreatable. He explains all that is earned he was putting into travelling to find treatment for his eye. At Nepal after much adieu he underwent a Cornea reconstruction surgery and retained partial vision when again ignorance hit him hard. Again relaxed, blinded by faith and keeping safety aside during Kumbh Mela Gurucharan ji risked taking dips inside the Ganges with an already healing surgical wound and exposed it to further infection.

The resulting infection deteriorated and took away not only his vision but made any reconstruction surgery impossible. Being denied from Nepal, now Gurucharan ji was left without any hope when his Ophthalmologist at Katihar asked him to visit Siliguri Greater Lions Eye Hospital for a last opinion. Here, at the hospital, our Cornea Surgeon Dr Rajiv Kumar heard him very careful and after thorough diagnostic test assured him recovery of vision. And after proper discussion and consent Kewat ji, took a chance rather than abandoning hope. And Gurucharan ji went through advanced Cornea Transplant surgery.

With strict monitoring and care of the hospital today he is back to his life smiling with a 6/9 vision. In his own words he said "Humko Bahut Umang Hai, Hamari Roshni Chali Aayi Hai" I am excited with life, that my vision has returned. And we learned that often, it is not lack of resources or economic deprivation but ignorance that has cost people their health, life and importantly vision. But, above all despite of your own ignorance it is your own fight against it that leads you to knowledge, eye health.

Inferences 2019-20

4,898 Persons were screened through direct walk-in and internal referral diagnosed with Cornea related ailment

38 Cornea transplant surgeries were conducted

16 Pairs of Cornea Collected from individuals after consent from their family or individual pledge after demise

18 Corneal repair and other procedures conducted

Providing Complete Eye Care Solutions



The Hospital provides other multiple speciality eye care services and has expanded its horizon to comprehensive eye specialities including Pterygium, Chalazion, Trabeculectomy, DCT & DCR, Excision Biopsy, Ectropion/Entropion corrections, Corneal tear repair, Penetrating Keratoplasty, Ptosis, and many other standard eye care procedures to more advanced trauma treatment and rehabilitation. It is its comprehensive spectrums of eye care which has helped it earn trust and undergo empanelment with Seema Suraksha Bal, Airport Authority Of India, West Bengal Government, BSNL, Sikkim Government, including all major insurance and third party health insurance providers etc. Our liasoning and strong networking with the District health authorities also brings reliability among our stakeholders towards our services.

The Trap Of Inaccessibility The Domino Affect

“Empowerment comes when you have a voice of your own, better ownership and control over your own health, life and surrounding”

Rumpa Kundu shares her journey with us from having lost her vision and finding it back after more than 20 years, as she aspires today to take her child to the school for the first time after coming out of darkness. This 27 year old fell into a dry well at the age of 4 injuring the left side of her head which caused her vision to blur slowly into complete blindness. With her parents having very little resources the trap of inaccessibility of treatment led to many other challenges despite of all their efforts. As her left eye became more and more affected, vision of her right eye also started receiving the stress, when she was married at a very early age. With children, and household chores her struggle for vision became more and more secondary. But, while her children grew bigger and bigger her urge to see their growing up process again became stronger when her brother-in-law brought her to the hospital. Here at the hospital Dr. Quazi Naiyyer her Doctor sensitively heard her and conducted few crucial tests to examine the degree of damage to her eye. According to Dr. Naiyyer Rumpa was suffering a domino affect, because of unavailability of treatment her wound was cured but the cornea aperture of her eye closed, further causing mature cataract and more. Rumpa underwent both Cornea opening and Cataract surgery and exceptionally retained her vision back. The first thing she shared with us was that she wants to walk her daughter to the school herself now.



Inferences 2019-20

116 Persons underwent Orthoptics evaluation at the hospital

13,648 Persons were diagnosed with Refractive Error or underwent Refractive Correction

194 Persons availed Contact Lens from the hospital Contact Lens Clinic

44 Persons were diagnosed with squint

OUTREACH PROGRAMME



Directly Engaging With The End Stakeholders

Primary eye care centre also supports the hospital in reaching within the community through its stakeholders in the form of camps and other door to door sensitization measures. The hospital outreach programme is focused to intercept the needy from remote locations of the region where eye care is still inaccessible and bring them under the hospital umbrella of care. It also helps create awareness on hospital facilities, build synergy within the community to participate imbibing health seeking behavior towards eye care leading to increased foot fall at the hospital. The outreach programme today is a fully-fledged wing with 12 dedicated office staff and more than 200 informal and formal community change agents, influencers, institutions who help the organization in creating a safe eye care space bringing people under its umbrella.



Expanding Across North Bengal The National Truckers Programme

The hospital with support from Sightsavers India started National Truckers programme “Raahi”, initiative in Siliguri. The programme was started in partnership with Truck Owners Association across North Bengal on September 22nd, 2018 which in the Fiscal year of 2019 – 2020 expanded its reach to farther regions reaching to 1694 Truckers and their helpers taking livestock to the regions of Uttar Dinajpur, Jalpaiguri, Darjeeling, Alipurduar and Cooch Bihar. The programme provides truckers and their helpers with detailed eye screening, sensitize them towards eye care including provide them with free spectacles when diagnosed with refractive error.



Livelihood Development Empowering The Rural Youth Of North Bengal

The rural livelihood empowerment project is an elaborate programme where the hospital intercepts rural youth especially from areas where eye health instruments are absent and train these educated youth to become opticians with basic eye testing skills. After training these Opticians are provided with basic seed amount to open their own Optical shop at their home locations. Today, the hospital has more than 150 Rural Eye Health Workers, who work as ambassadors of the hospital intercepting a patient earliest possible. These eye health ambassadors not only run their own Optical Shop but also work as local mobilizers organizing camps to ensure regular check-up. The programme was previously supported by Essilor 2.5 NVG.



Inferences 2019-20

745 Eye screening camp conducted

1,480 Number of Rural Eye Health Heroes trained & placed back into the community

71,616 Persons intercepted through various networks and screened under the camps

3,857 Spectacles distributed to the needy and marginalized

OUR VISION CENTRE PROGRAMME



Aiding Local Health Governance With Primary Eye Care Centre Set-up

Greater Lions 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, 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 19 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 where the patient receives specialized eye care at subsidized rates. Today, the hospital has a robust Outreach team that creates linkages between the Vision Centres and the outreach programme which also independently help these centres to promote themselves. Today, each Vision Centre works under defined promotional guidelines of the hospital to promote the services and ensure direct engagement with our stakeholders through door-to-door visits, use of local mass media to effectively reach out to its beneficiary group.

► Vision Centre Inauguration at Bijanbari and Dhupguri



Wen Giving Foundation Australia has partnered with Mission For Vision, an India based international development organization to support SGLEH open 2 primary eye care Vision Center at Bijanbari, in Darjeeling and Dhupguri, in Jalpaiguri Districts of West Bengal. This is the first Primary eye care centre in both Bijanbari and Dhupguri which would be catering to the surrounding population of 1 lakh and ensure earlier interception, access to treatment to prevent avoidable blindness probability in the region. The Vision centers was formally inaugurated on July 14th, and 15th, 2019 by Sabitro Kundu, Head Programme Development, Mission For Vision in the presence of CEO, Siliguri Greater Lions Eye Hospital, Dr. Rajesh Saini. The launch programme

was honored with the presence of dignitaries from Government, and community both.

► Opening of the first energy self-sustainable Green Vision Centres in North Bengal



On April 1st, Bob Ranck, President and CEO at Orbis International launched the Green Vision Center initiative, at Siliguri Greater Lions Eye Hospital (SGLEH). Orbis, with support from Selco Foundation partnered with us to start the energy self sustainability initiative. The inauguration was attended by Dr. Rahul Ali, Country Director at Orbis, Lion P.C Maskara, Chairman at SGLEH, Lion G.S Hora, immediate past president at SGLEH, Lion P.K Shah, founding member and chief mentor and Dr. Rajesh Saini, CEO at SGLEH.

Under the innovative approach a vision center is transformed through a combination of using clean solar energy, energy efficient electrical fixtures and appliances, and a user-friendly software.

► Training Programme Of ORBIS ICOM Software for Vision Centres



On October 31st, 10 centres supported by ORBIS where modernized with ICOM Software. The Vision Centres can now work through this open platform continuously keeping the base centre in loop where the daily reports can be reviewed and patient consultation over the software empowers the Vision Technician/ Optometrist to receive more insights towards correct diagnosis, ensuring the patient timely referral and treatment. The objective of the programme was to train Vision Centre staff on the use of the software for clinical analysis, clinical findings and process documentation and reporting to the headquarters at the Base hospital.

► In The Part Of Duty - Ambika Sapkota



28 years old Ambika Sapkota, is the 2nd child of the 5 daughters of Ritu Lal Sapkota and Bishnu Maya Sapkota who lead a humble livelihood as farmers in the far flung eastern region of Sikkim at Singtham, Khamdung. She is the first one in her family to have received higher secondary education. Ambika completed her senior secondary education from Sonamati Memorial Government Senior Secondary, Khamdong in 2012.

With her elder sister, a Staff Registered Nurse working at Government facility her uncle suggested, she also opt for the public health sector noticing her interest in humanitarian services. Ambika first joined Siliguri Greater Lions Eye Hospital as a Vision Technician student in August of 2013, which for the next 1 year would empower her towards comprehensive vision screening, refraction, general eye disease diagnosis. The programme included further 1 year of internship and after 3 months of on job training at the hospital she was placed at the Greater Lions Vision Centre Islampur; a muslim majority suburban pocket of North Bengal far from the culture and lifestyle she was so much affiliated to earlier. Coming from a Nepali hill culture where gender differences or gender roles are not distinct it was very difficult initially for Ambika to adopt to her new lifestyle and everyday struggles. Language was another barrier that limited her communication, but she was determined to overcome these challenges and saw it as an opportunity to expand her capabilities.

And her determination paid off when gradually she gained acceptance from the society. Her cultural upbringing to not differentiate among people and inert sensitivity towards her patient's ailment brought in them not only respect, but also resulted in her social inclusion into a community where women are often neglected. She explains that today when she comes to open the Vision Centre at the morning, she finds people waiting for her arrival. With the community recognizing her efforts she also today experiences an inert sense of responsibility towards them.

Since, she took to the Centre at Islampur on March 2015, the centre saw an increase of patient footfall by 6 times. With her help, the hospital has reached far-flung remote areas of Islampur and its adjacent areas through eye screening camps sensitizing masses. Through her efforts today 23 villages have been declared Avoidable Blindness Free in Raiganj Block.

“Her conscience and psychological straightness makes her extremely proud about her basic upbringing for which she credits that same environment to have empowered her to understand with clarity human emotions and relations without taking the same as a burden. She gives credit to the hills instilling in her the values for equal participation, intersectional dialogue and gender just behavior from all her peers.

Today, she is often honoured as “Doctor Madam” in the Islampur community despite being not a Doctor for her empathy and strength in supporting her patients.

Ambika Quotes “The community where at first I felt afraid, is now the safest place where I can be and I would do everything to improve their livelihood empowering them through better vision.”

Declaration of Blindness Free Villages

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.. On September 21st, 10 more villages were declared Avoidable blindness free villages at Mirik in Darjeeling district. The Occasion was graced by Aly Bandali, CEO & President OEU who came all the way from Canada, Vice President Kashinath, and Anup Zimba, Country Manager-India along with Chief Executive officer of the hospital Dr. Rajesh Saini with other members from the hospital. The hospital declared 7 more villages Avoidable blindness free at Mirik in Darjeeling district, making it total 153 Avoidable Blindness Free Villages in North Bengal.



REACHING TO OUR CHILDREN



Creating Ownership Towards One's Eye Health In Children

▶ Launch Of School Eye Health Initiative - Drishti Sehi Duniya



On August 27th, with support from Lions KidSight the hospital started its first of its kind autonomous comprehensive eye screening programme for school going children the "School Eye Health Initiative" or SEHI with the principle vision of "DRISHTI SEHI DUNIYA" bringing in cognizance among children and their guardians of the importance of eye health and necessary hygiene required to ensure a clear vision.

The objective of the programme is to inculcate health seeking behavior in children especially eye care and promote in them participation in accessing health care, includes thorough sensitization and certification at individual level. The school also receives Accreditation Certificate acknowledging for their contribution to ensure better eye care towards students, and

sensitization of teachers which prepare children to take onus for better eye care of themselves at their class mates. The high end programme till the end of March has already screened more than 10600+ school student across Siliguri including Don Bosco, GD Goenka, Delhi Public School and other notable schools.

▶ Vidya Jyoti School Eye Health Programme



Vidya Jyoti is a programme 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 50,000+ 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 towards students, children who look upon them as guardians. 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

5,000+ spectacles directly reaching to the students even on the second year of its dissemination. The programme includes mutple activities including Wall Painting, Student Interactions encouraging debate and discussion to help them participate in self empowerment and sharing of knowledge. It also encourages intersectional dialogue including parents and other peers to share the knowledge and ensure prompt interception of someone in need of treatment.

▶ Vidya Jyoti Teacher Training Programme



Vidya Jyoti is a proud programme of the Hospital, which it runs with Sightsavers India as the implementing partner in Jalpaiguri district of West Bengal. With support from the state government health functionaries the hospital reaches to every government school in the District to provide comprehensive screening and spectacles to the children. The teachers training programme is an important component of the project where we conduct sensitization workshop with school teachers every quarter after completion of screening in a school cluster. On April 25th, we organized at our hospital a full day teacher training workshop where 25 teachers visited to learn how to identify early signs of vision loss in children, including difficult to diagnose ailments like Amblyopia.

Activities & Achievements At A Glances

▶ Opening Of Greater Lions Vision Centre at B.D Jain Lions Eye Hospital, Cooch Behar



The Vision Centre was opened with support from Lions Club of Cooch Behar and at the premise of the B.D Jain Lions Eye Hospital in Cooch Behar. This is the first Primary eye care centre in Cooch Behar which would now cater to the surrounding populations in an area of 50km providing quality affordable treatment to all in the region. The hospital project was made possible because of the visionary leader, Chartered member PDG Lion S.C Jain of Cooch Behar. The Centre was formally inaugurated on March 4th, 2020 by the auspicious hands of the Chief Guest Deputy Inspector General of BSF, Cooch Behar Viresh K Singh.

▶ Diabetes Affects Every Family Said the participant of the Diabetes Month Rally



On November 17th, more than 80 Cyclists and 400+ flag bearers walked together to show their commitment against Diabetes which became a spectacle for the passerby. The Cyclothon rally was flagged off by Inspector General(IG) of Seema Suraksha Bal(SSB) Shri S.S Bandhopadhyya from Bagha Jatin Park while the Walkathon was flagged off by Medical Commandant V. Raja of BSF from Panitanki More with Siliguri Greater Lions Eye Hospital Chairman Lion P.C. Maskara, Lions Club of Siliguri Greater President Lion Bharat Changia, Secretary Lion Ashish Paul along with Past District Governor District 322F Lion Shraavan Kumar in presence of eminent members from the SSB, BSF and Lions Club of Siliguri Greater.

This year the Cycle rally was joined by IG SSB himself riding with school students, professional cyclists, women of Lions Club of Siliguri Greater and Femina. The 3.5 kilometer rally ended at the base hospital. 7 camps were also organized across the regions screening for Diabetic retinopathy and Diabetes screening of more than 250+ persons.

▶ CME On Diabetic Eye Diswases & Newer Advances In Ophthalmology



Supported by Novartis the Hospital organized Continuing Medical Education (CME) on Diabetic Eye Diseases and Newer Advances in Ophthalmology at Hotel Lemon Tree on November 17th.

Hosted by the Department of Retina under Dr. Sandeep Anjankar it was Chaired by renowned Internationally acclaimed Retina surgeon Dr. Prashant Bawankule who spoke in great detail on the current evidences in the management of DME and 3D Digitally assisted Cataract and Retina surgery. The knowledge sharing sessions where applauded by all the visiting renowned Ophthalmologist in North Bengal who represented there institutions at the programme.

▶ Launch Of SGLEH Own Eye Ware Brand “Lions Eye”



The hospital launched its own personalized eye care brand to reach to a larger audience with the trust it carries among its stakeholders. The first Lions Eye Spectacle was launched on November. With 2 years full replacement Warranty under the price of only Rs. 399/- the spectacle caught everyone's eye at once. The hospital during the year also launched many full frame spectacles under the brand to cater to everyone according to their budget and design need. The Optical shop at the hospital has a range of spectacle frames starting at a nominal amount of only 80/- providing quality and affordability to the range of patients that visits the hospital from far flung areas and difficult circumstances.

HOSPITAL TIME LINE



Activities & Achievements At A Glances

▶ Launch Of Netra Jyoti Programme



On August 7th, hon'ble Chief Minister Shri Prem Singh Tamang visited the hospital. He was accompanied by Economic and Financial Advisor, Govt. Of Sikkim Shri C.L. Denzongpa. He was welcomed at the hospital by Chairmen Lion P.C Maskara, Past International Director LCIF Lion G.S Hora along with other visiting Lions fraternity. Speaking in the programme hospital CEO, Dr. Rajesh Saini informed on hospital infrastructure and the spectrum of services the system offers to make affordable eye care accessible to all in the region of North Bengal and Sikkim. The honourable minister of state welcomed the initiative to extend hospital primary eye care centre reach at Jorethang and Mangan in Sikkim making eye care accessible to all in the himalayan region. The HCM appreciated Lion's Club Of Siliguri Greater, for their excellent service towards the people of Sikkim in the health sector. The votes of thanks was given by Club President Lion Bharat Changia.

▶ Opening Of The First Cataract Phaco Surgery Training Centre In North Bengal



The hospital opened the first Cataract Phaco Surgery Training Centre in North Bengal with support from Zeiss India; the leading international organization and technology enterprise that offers solutions for medicine, eyeglass lenses, eye care diagnostics. The Training Centre was inaugurated from the auspicious hands of International Speaker Bramha Kumari honourable Sister Shivani in presence of Past International Director LCIF Aruna Abhey Oswal. The occasion was attended by Mr. Amit Chakraborty Manager, Regional Sales Manager from Zeiss along with PID Lion G. S Hora, founding chairman PDG Lion P.K Shah along with entire Lions Club Of Siliguri Greater family.

▶ Launch Of Netra Jyoti Programme



The NetraJyoti programme was launched on July 1st at the hospital under One District One Project initiative of District 322 F at the hospital by Lion Suresh Sinhal in presence of District Governor Sanjay Agarwal, with PID Lion G.S Hora and present Chairman of the Hospital Lion P.C. Maskara. Under the programme the Hospital with other Lions Club Institutions under District 322F organized comprehensive eye check-up camps across the region, at schools, clubs, remote hamlets and tea gardens intercepted and brought more than 2500 patients suffering with Cataract who were provided free Cataract surgery. Through the programme over 4000+ surgeries were conducted.

▶ NABH Visit And Surveillance Audit



It was last year when looking up for clinical excellence we applied for NABH Accreditation of which we received notification for their surveillance visit on November 10th a month before. Though most of the processes, clinical operations, signages, patient communication has been of utmost medical standards, we yet decided to undergo thorough clinical review and training of the staff to instill the spirit of Lionism in everyone of them. Through a committed staff the NABH visit was a success where our house keeping staff received multiple accolades for keep the hospital clean and hygienic which is the first jewel for any quality parameter in care.

▶ **Visit Of PIP & LCIF Chairman Lion Gudrun B. Yngvadottir**



On September 2nd, Immediate Past International President and LCIF Chairman Lion Gudrun Bjort Yngvadottir & PID Dr Jon Bjarni Thorsteinsson visited our Unit 2 Siliguri Greater Lions Sri VidyaSagar Oswal Eye Hospital. Along with her to grace the occasion were also present PID Lion A.P Singh, Lion Sangeeta

Jatia and Lion G.S Hora with the founding members of the hospital Lion P.K Shah, Lion P.C Maskara. The Immediate PIP was welcomed with traditional Khada and Bouquet by Club President Lion Bharat Changia and Unit 1 Chairman Lion Binay Mundra along with past Hospital Chairman Lion Suresh Sinhal.

▶ **Vice President Lion Douglas Alexander From Brooklyn**



On February 22nd, the first International Vice President Lion Douglas Alexander from Brooklyn, visited our Unit 2 Siliguri Greater Lions Sri VidyaSagar Oswal Eye Hospital. Dr Rajesh Saini Chief Executive Officer walked him through the hospital explaining the model under which the hospital works.

Mesmerized with scale of service dissemination and patients who were receiving treatment he wrote "I am so impressed with the work that is being done to help those in need of care. Its when I see service of this level, it makes me proud to be a Lion, "WE SERVE". He was accompanied with PID Lion Sangita Jatia and PID Lion A. P Singh.

▶ **Visit Of MP Lok Sabha Of Darjeeling Shri Raju Bist**



On February 24th, Member Of Parliament Lok Sabha from Darjeeling Shri Raju Bista visited the Unit 1 Siliguri Greater Lions Eye Hospital. He was received by PID Lion G. S Singh Hora, PDG Lion P. K Shah, present Chairman Lion P. C Maskara, Club President Lion Bharat Changia with other visiting guests. He

stressed on including preventing eye care into the outreach model and congratulated the efforts of the hospital ensuring his continued support to the hospital.

▶ **Visit Of MP Lok Sabha Of Jalpaiguri Dr Jayanta K Roy**



On February 24th, Member of parliament Lok Sabha Dr. Jayanta Kumar Roy visited our Unit 2 eye hospital. He was received by Chairman Lion P. C Maskara, Vice Chairman Lion Rajesh Agarwal, Club President Lion Bharat Changia along with Past International Director Lion G. S Hora and other Lion dignitaries.

Dr. Rajesh Saini CEO of the hospital took the Honourable M.P. on a hospital tour explaining to him the services and facilities that the hospital offers to its patients taking eye care across North Bengal, Bihar, Bordering blocks of Bangladesh and Nepal.



Visit Of Lions Club International Director Dr. Nawal J Malu



Visit Of Mrs Mai Wen of Wen Giving Foundation With Mission For Vision CEO Elizabeth Kurian



Visit Of Aarambh Representative From Bhopal



40 Years Celebration Of Lions Club Of Siliguri Greater



Visit At 47th ISAAME Forum In Chennai



"Drishti Sehi Duniya" School Eye Health Programme



Outpatient - Hospital

Paying OPD	42,873
General OPD	31,636
Vitreo Retina OPD	6,417
Pediatric OPD	7,938
Glaucoma OPD	616

Surgeries

Pay	5,276
Free	12,114
● Cataract	15,646
● Vitreo Retina	374
● Others	1,370

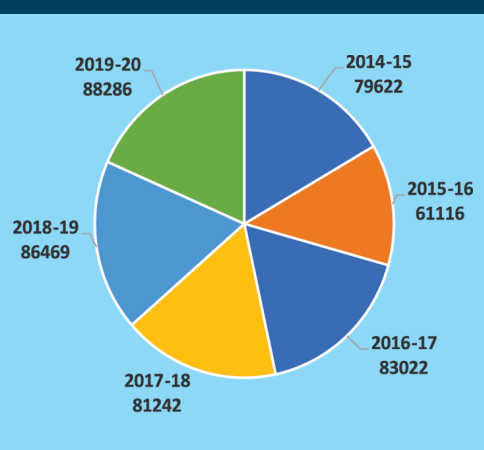
Comprehensive Eye Camps

Total Camps	745
Patients examined	71,616
Surgery advised	15,514
Glasses advised	10,916
Glasses ordered	3,857

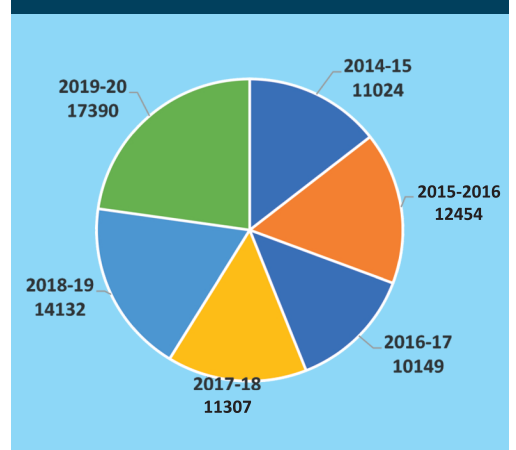
Vision Centres (OPD)

Bagdogra	3,523
Banarhat	3,841
Rajganj	1,268
Malbazar	5,344
Islampur	7,567
Dhupguri	2,424
Kanki	732
Nagrakata	1,918
Bijanbari	771
Uttar Latabari	4,082
Ghoom	883
Mirik	1,589
Raiganj	2,511
Cooch Behar	46
Maynaguri	2,300
Mathabhanga	2,513
Dalkhola	1,054
Shibmandir	499
Samuktala	2,558

O.P.D. PERFORMANCE



I.P.D. PERFORMANCE



HIGHLIGHTS OF THE YEAR

- The Institutional network provided aid to 2,05,325 patients across its primary, secondary and tertiary facilities.
- 17,390 eye surgeries performed.
- 12,114 (69.66%) 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.

DONORS & PARTNERS



Our Stakeholders Who Share With Us Common Values

Donation Received From Members

Lion Dilip Kumar Agarwal	Lion Sharad Agarwal	Lion Shrawan Choudhary
Lion Pravesh Goyal	Lion Ashok Garg	Lion Narendra Agarwal
Lion Jitendra Agarwal	Lion Srabon Chowdhury	Lion Bishnu Kedia
Lion Gopal Gupta	Lion Narayan Prasad Agarwal	
Lions Clubs International	Lion Prem Agarwal	

Netra Bandhu

P C Maskara & Co.	Smt. Manju Devi Goyal	Sri Kamal Kumar Agarwal
Green Hill Industries (P) Ltd.	Sri Sanjay Jalan (Celebration)	Sri Sanjiv Agarwal
Lion Naresh Agarwal	Sri Kamal Kumar Agarwal	
Lion Pawan Agarwal	Sri Purshottam Das Agarwal	

Netra Rakshak

P C Maskara & Co.	Sri Arun Agarwal	Sri Rajesh Agarwal
D P Agarwala & Sons (HUF)	Sri Gopal Kumar Gupta	Sri Bimal Dalmia
Sri Vivek Jhawar	Sri Ayush Keshav Singhal	Sri Murlidhar Agarwal
Sri Alok Kumar Jhawar	Sri Apu Das (United Decorators)	

Donation Received For New Hospital

Mannapuram Foundation	Lion Dr. T M Tiwari	Smt. Meera Devi Agarwal
Mahindra Tubes (P) Ltd.	Lion Narayan Prasad Agarwal	Sri Jugal Kishore Agarwal
East Indian Produce Ltd.	Lion Vinod Goyal	Sri Binod Kumar Gupta (Hotel Safron Crest)
New Darjeeling Union Tea Co. Ltd.	Sri Kamal Mittal (HUF)	Sri Chandra Prakash Singhal
Lion Prakash Chandra Maskara	Smt. Shalini Maskara	Sri Vinod Goyal
Lion Pankaj Kumar Maskara	Smt. Parmeshwari Maskara	Sri Lalit Mittal & Family

Donation Received For Eye Hospital (Operations)

Lion Srabon Choudhary	Lion Prem Agarwal	Sri Rajesh Bindal
Rotary Club of Siliguri Uttarayon	Lion Pramode Garg	Sri Ramesh Kumar Agarwal
Amit Agarwala Foundation	Sri Rakesh Bansal	Sri Shyam Maiya
Maa Bhawani Manju Shakti	Smt. Sushma Agarwal	Sri Anup Agarwal
Baid Distributors (P) Ltd.	Sri Dinesh Kumar Sharma	Sri Sahjit Agarwal
Lion Prakash Chandra Maskara	Sri Anand Munna	Smt. Gita Devi
Lion Dr. T. M. Tiwari	Sri Gyaniram Goyal	Sri Mahabir Prasad Agarwal
Lion Narayan Prasad Agarwal	Sri Anand Mundra	

Donation Received For Hospital Renovation

Dr. Ritesh Rathi Memorial Charitable Trust	Sri Mangalam Kallani	Sri Ashok Garg (Baporia)
Lion Gouri Prasad Toshniwal	Smt. Neha Kallani	

Corporate Associates

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

AUDITOR'S REPORT

2019-20



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

We have examined the balance sheet of **GREATER LIONS SEVA NIDHI (PAN: AAATG2117J), 2ND MILE SEVOKE ROAD, SILIGURI-734005** (name of the trust or institution) as at **31/03/2020** 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.

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

Nil

In our opinion and to the best of our information given to us, 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/institutions as at **31/03/2020** and
- (ii) in the case of the profit and loss account, of the profit of its accounting year ending on **31/03/2020**.

The prescribed particulars are annexed here :

Place **SILIGURI-734005**

Date **16TH OCTOBER, 2020**

For, Lav & Co,
Chartered Accountants,



Lav
(Lav Agarwal)
Partner

Firm's Regd. No. 327621E

Membership No. 302387

PAN: AAGFL4698B

Udin: 20302387 AAAA 467897

Nature & Status Of The Organisation

- Siliguri Greater Lions Eye Hospital is a permanent project of Greater Lions Seva Nidhi Trust, registered in the office of the Sub-Registrar at Siliguri on 4th June, 1980.
- Greater Lions Seva Nidhi is registered under section 6(1)(a) of the Foreign Contribution Regulation Act, 2010, Section 11 (1) No. 146980041, dated 15.06.2011
- All contributions to Greater Lions Seva Nidhi are exempt under Section 80G of the Income Tax Act, 1961 No. 80G/CIT/SLG/Tech /313/ 07-08/3125-27 dated 30.11.2007, valid from 01/04/2007 onward till it is rescinded.
- Income Tax Permanent Account No. AAATG2117J
- Tax Deduction Account No. CALGO3003A
- Greater Lions Seva Nidhi is registered with Income Tax Department under Section 12A No. 7591/8E/92-80-81/CT; dated 03.03.1981

GREATER LIONS SEVA NIDHI

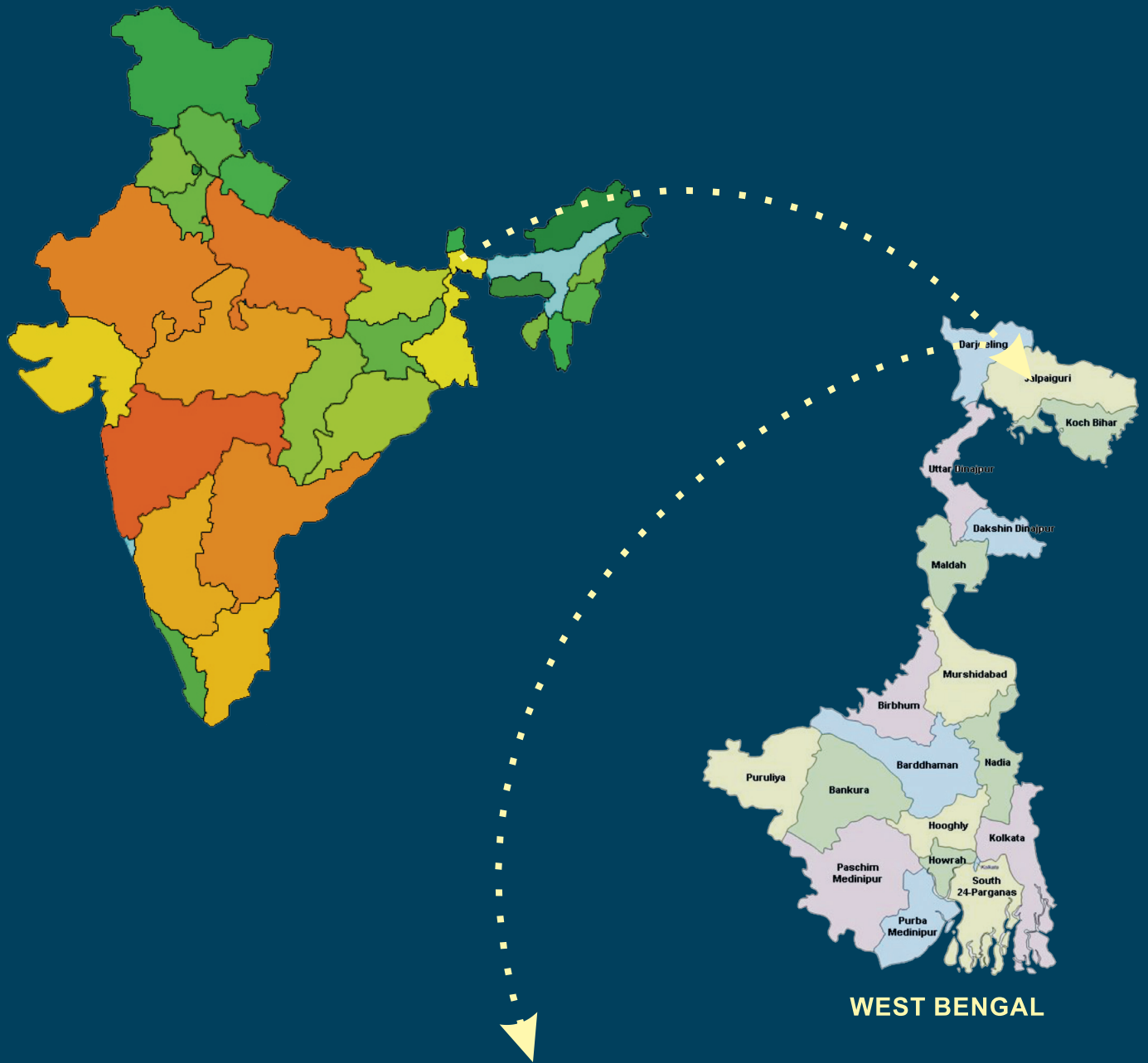
BALANCE SHEET AS ON 31ST MARCH 2020

Particulars	AS AT 31.03.2020	AS AT 31.03.2019
I SOURCES OF FUNDS		
1. Corpus Fund	17,33,97,740.60	18,38,60,094.52
2. Secured Loans	1,17,60,393.67	2,19,12,429.37
3. Unsecured Loans	-	-
4. Project Account	7,87,639.45	44,49,434.25
5. Current Liabilities & Provisions	2,12,42,092.38	1,86,39,616.77
	20,71,87,866.10	22,88,61,574.91
II APPLICATION OF FUNDS		
1. Fixed Assets :		
(a) Gross Block	27,92,00,739.29	27,63,19,435.29
(b) Less : Depreciation	9,52,94,029.81	7,31,11,982.81
(c) Net Block	18,39,06,709.48	20,32,07,452.48
(d) Capital work-in-progress	-	-
2. Long Term Deposits	10,84,742.00	55,79,150.00
3. Current Assets, Loans & Advances	-	-
(a) Inventories	61,92,611.00	43,86,977.73
(b) Cash & Bank balance	65,84,713.62	26,02,016.40
(c) Sundry Debtors	50,66,025.00	58,41,988.00
(d) Advances & Deposits	43,53,065.00	72,43,990.30
	20,71,87,866.10	22,88,61,574.91

INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31ST MARCH 2020

Particulars	AS AT 31.03.2020	AS AT 31.03.2019
I INCOME		
Operating Income	13,07,33,733.58	10,25,81,986.77
Donations & Grants Received	4,53,46,215.80	3,68,17,852.89
Interest & Other Income	29,69,091.10	19,19,406.00
Decrease in Closing Stock	18,05,633.27	15,31,156.55
Total	18,08,54,673.75	14,28,50,402.21
II EXPENDITURE		
Operating Expenditure	8,42,38,853.94	7,41,26,514.38
Interest to Bank	-	-
Employee benefits expenses	7,70,58,019.00	6,17,19,747.00
Project Expenses	8,73,044.00	29,020.00
Administrative and other costs	80,73,573.73	83,38,573.34
Depreciation	2,21,82,047.00	1,49,09,773.00
	19,24,25,537.67	15,91,23,627.72
Net Surplus for the year (Transferred to Balance Sheet)	(1,15,70,863.92)	(1,62,73,225.51)

INDIA



WEST BENGAL



SILIGURI GREATER LIONS EYE HOSPITAL

Restoring The Beauty Of Sight Since 1981

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Siliguri Greater Lions Eye Hospital

2nd Mile, Behind Vishal Cinema
Sevoke Road, Siliguri - 734 002
West Bengal, India



sgleh@greaterlions.org



www.greaterlions.org



Helpline 97333 0090

Siliguri Greater Lions Shri VidyaSagar Oswal Eye Hospital

Kartua, Mohanvita, N. H. 31D
Opp. Dabur Factory, Jalpaiguri - 735 135
West Bengal, India

OUR SATELLITE CENTERS (VISION CENTRES)

BAGDOGRA | ISLAMPUR | BIRPARA | BANARHAT | RAJGANJ | MALBAZAR | KANKI | UTTAR LATABARI | MIRIK | GHOOM |
NAGRAKATA | SAMUKTALA | RAIGANJ | MAYNAGURI | MATHABHANGA | SHIBMANDIR | BIJANBARI | DHUPGURI

