



ANNUAL REPORT

2020-21



**SILIGURI GREATER
LIONS EYE HOSPITAL
& EYE CARE SYSTEMS**

Restoring The Beauty Of Sight Since 1981



Unit 1, Unit 2, Unit 3 & Unit 4 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.
- Unit 3 – Cataract surgery & eye care hospital with 15 bed and 1 operation theater.
- Unit 4 – Cataract surgery & eye care hospital with 20 bed and 1 operation theater.

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

- 32 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 districts of Darjeeling, Jalpaiguri, Uttar Dinajpur, Cooch Behar.



The beginning of the new fiscal is always a difficult stepping-stones, but this year has been one of the most challenging to the hospital. The sudden upsurge of COVID-19 Pandemic was a perfect mirror reflecting our preparedness that caught all of us blindfolded reminding us how miniscule our ego is in hands of nature. Remaining undeterred, we stood up to provide our Unit 2 hospital premises run as a government COVID isolation centre. We felt in us together an inherent urge to stood up to the growing crisis. It was a time to cope up not only at the personal level but, also clinically making the hospital systems safe, and at the same time continue services undeterred ensuring we reach to our patients where they are. The hospital staff continued to provide 24X7 emergency eye care services and free online consultation Tele-consultation. I believe we received the right acknowledgement of our work with the honour of becoming the first NABH Accredited eye hospital in region recently. From including precautionary measures to create a COVID SAFE patient space keeping patient safety paramount taking the message of personal hygiene and safety to the masses, we have kept our responsibility towards our people utmost.

Witnessing the increasing migrant crisis and food scarcity amid daily wager communities the parent Club with the hospital systems also took the initiative of distributing 12780 Bags of Dry Ration and 11782 Hygiene Kits liasoning with local Government functionaries, Local Clubs, Panchayats supported by our members, individual donors and volunteers within the first 6 months of COVID upsurge.

Once we learned to cope up and work with the present COVID situation we doubled up our effort to match with our long left commitment to take quality holistic eye care services to everyone in the southernmost part of North Bengal with the opening of Dr. P. R Ray Memorial Lions Eye Hospital. And, the same happened with our proud partners who had to put hold onto their programmes due to COVID; Sightsavers India in partnership with us started the Alipurduar District High Impact programme. Under the programme the hospital will further open 4 primary eye care centres in Alipurduar. The key objective of the programme is to reduce the avoidable blindness backlog in the District through deep grassroot reach and creating accessible eye care spaces taking the needy nearer to quality eye care.

“Chokher Allo” was another programme launched by the Government of West Bengal of which we were honoured to be the principle partner to launch in North Bengal with support from Sightsavers. The hospital conducted 413 outreach camps ensuring eye screening of 60,000+ persons during a period of 2 months. We also became the first hospital in North Bengal to have been recognized for providing vaccination at our Unit 2 Siliguri Greater Lions Shri Vidya Sagar Oswal Eye Hospital. We also achieved a milestone of 50 Cornea Transplant surgeries during these difficult times.

Words fell short to express our efforts during this last one year. Hence, we would be covering this year's Annual Report from the lens of COVID and our emergency response in combatting it. Like, every season changes and a new season has to come my tenure as a Chairman has also come to an end. It was challenging but above all it gave me an opportunity to closely nurture and strengthen this organization again. And now, I pass this baton of responsibility in hands of my friend and colleague Lion P. K Shah. As a founding member and a person with great insight, we are sure the hospital systems will climb more ladders of success under his able leadership.

I am sure this Annual Report will be an exciting read for you!



Lion Prakash Ch. Maskara
Chairman, SGLEH



EXPANSION OF EYE CARE SERVICES

Understanding the growing need of quality eye care services in north Bengal, and in order to meet the rising demand for quality eye care services the board in early 2015 decided to expand its plethora of services to expand its reach to far corners of North Bengal. Under the next 5 years plan the board planned to extend its quality services and brand value in all direction from far Eastern region of Cooch Behar to Southern peripheries of North Bengal at Kaliyaganj.

With 2 tertiary eye care centres already in place the hospital opened its Cataract Surgery and Specialty referral centre in Kaliyaganj on December 27th , 2020 almost 3 years after the opening of the Unit II Siliguri Greater Lions Shri Vidya Sagar Oswal Eye Hospital at Kartoa, Siliguri. With the principle or base hospital located in Siliguri and Unit 2 hospitals in Kartoa; the hospital ensured its far South in Kaliyaganj; the hospital is now in the process of opening its 4th Unit at Coochbehar, B. D Jain Lions Eye Hospital soon in the first half of the next fiscal year.

These 4 Units will adopt and cater towards a network of 30 Primary eye care centres in separate clusters to focus on vision centre groups for community based outreach and door-to-door awareness generation exercises. These, clusters will be slowly empowered to work as leaders in providing essential human resource and clinical support to carry out intensive awareness generation activities.

The Vision Centres would hence help the hospital create a more localized presence and ensure its reach to every household providing a more accessible, safe and immediate quality eye care solution locally. With this the cycle of care completes taking the hospital to now be established as an eye care system rather than a unilateral body hospital.

This initiative and exercise in creating Greater Lions as an umbrella to provide a plethora of eye care services not only limited to Siliguri but, every corner of the region also brought together local Lions Clubs who shared their premises for the opening of Vision Centres.

The newly established/ relaunched Dr. P.R Ray Lions Eye Hospital is a modern example of united achievement when people share common goal and ideology with Lions Club Of Cooch Behar sharing its premises while Lions Club Of Siliguri Greater sharing its expertise and bringing in both the institutions under a parent body of Siliguri Greater Lions Eye Hospital. The upcoming launch of B. D Jain Lions Eye Hospital at Cooch Behar would again set a new example with Lions Club Of Cooch Behar Seva extending its support to help build this network of hospitals ensuring quality eye care to all in the region.

This would further help the institution to influence populations outside the region in Assam, Bihar and Sikkim including the countries of Nepal, Bhutan and Bangladesh giving a joint opportunity to develop the hospital systems as a recognizable and respectable institution for quality eye care and at the same time burdens us with the responsibility as a trusted institution to upgrade ourselves with highest degree if quality treatment and diagnostic equipments. The hospital renders sub-specialty services in Vitreo - Retina, Low Vision, Child Eye Care, Squint, Glaucoma, Contact Lenses and Cornea. As the biggest eye hospital systems it has a well-equipped pathology laboratory, optical and pharmacy shop with highly trained work force who handle their duty diligently.



The Paediatric department not only provides a child with a safe play space helping them ease, adapt to the environment hence leading increased acceptance rate of the treatment provided. Today, the expertise gained over the time has enabled the hospital to run the only School based comprehensive eye screening programme in the region “Drishti Sehi Duniya” with principle focus to inculcate health seeking behavior in children from an early age while encouraging in them participatory behavior towards each other in accessing timely treatment.

Though with the COVID restriction ensuring safety to the children was of highest importance, but all outdoor and school based activities were suspended.

Hence, the vision centre based community outreach exercises were fastened. Including to that under the Sightsaver’s Vidya Jyoti Eye Health programme addresses/ location of children where shared by the school through which children were intercepted and underwent comprehensive screening within the safe/ quarantine space of their home after maintaining strict precautionary measures. Through these multiple child centric activities the hospital systems reached to more than 72, 152 children in the year 2020 -21, outside of hospital premises providing comprehensive screening to 36,374 children and provided them with necessary spectacle or assisted referral at the hospital.



3,656 Children screened (including patient walking and outpatient at vision centres)

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

Inferences 2020-21

56% Among the children with refractive error were found to be myopic

44% Children were found suffering with astigmatism

Ensuring Continued Services During The COVID Lockdown

Jayprakash ji is a “Bhajan Gayak” from Durgapur 500 kms from Siliguri who earn his living singing psalms, hymns in auspicious celebrations and occasions with his Mandali. And it was only after 15 years of marriage when Jayaprakash and Sonam his wife finally were blessed with a child. But, soon they realized their bundle of joy “Devbrata” was not responding to visual stimulus properly. Devbrata was suffering from congenital Cataract a rare condition whose incidences vary from 1.2-6 cases per 10,000 births. Jayaprakash who himself has squint utterly, troubled didn’t let the country-wide lockdown hold him and the father & mother took emergency permissions to reach to every hospital at all corners to have received only delay and denial when they were suggested to visit Siliguri Greater Lions Eye Hospital.



When Jayaprakash visited the hospital his hopeful callings didn’t go unanswered and emergency Cataract surgery was conducted taking all COVID Safety precautions. Devbrata recovered light sensitivity and started responding to visual stimulus immediately after the surgery. Seeing their child now discovering his parent’s face for the first time caressing their faces, relating their voice with their face made Jayaprakash and Sonam’s eyes wet and his grandfather cry. Treatment cannot be delayed despite what may life throws at you, and it is only your conscious decisions supported by an equally supportive family that makes appropriate and timely treatment accessible. And we encourage you for the same.

India has been very successful in increasing its cataract surgical rate (the number of operations per million people, per year), from just over 700 in 1981, to 6,000 in 2012. This is much closer to the estimated cataract surgical rate of 8,000–8,700 needed to eliminate blindness due to cataract in India. But though the overall efficiency in disseminating Cataract surgery services has reached to the masses there remains a dearth need of quality eye care systems within the government that may empower them to deliver the required quality with the public sector.

In order to mobilize people to come for surgery in large numbers, however, demand for cataract surgery must be created in the community and equally the number of service providers has to be increased that may play a pivotal role not only in building capacity in delivering quality eye care but also cater towards meeting the government goal in reducing the avoidable blindness ratio in the region. To meet the same the hospital has not only come up as the biggest and most trusted eye hospital in the region but also have created safe spaces towards system strengthening of government capacity in the region. The hospital has hence made essential liaisons, with the Department of Health and Family Affairs, NPCB&VI of the State further taking its mission to each District and Block of the region.

To create a conducive environment in making quality eye care accessible, the hospital work towards -

1. Multi Dimensional Awareness Generation including exercises that empowers a beneficiary to know their condition that they have is cataract, that surgery gives good results, and where to go for surgery leading them towards informed decision making.
2. Creating Access through services available within reach, family members must be willing to support or allow the person to undergo cataract surgery, and any other barriers to attending for surgery must be successfully addressed (e.g. for people with disabilities or women).
3. Keeping quality eye care and Cataract surgery affordable, including any associated cost (e.g. for transport).

The hospital conducted more than 6,000 cataract surgeries in the fiscal year 2019-2020 contributing towards the Vision 2020 goal of creating avoidable blindness free North Eastern India.

Inferences 2020-21

6,404 Cataract surgeries conducted

67.65% Surgeries conducted free reaching to the unreached population of North Bengal

62 Children were diagnosed with congenital and developmental Cataract

79.5% Of the patients who received free treatment suffered Cataract silently without ever trying to access eye care

Ignorance Can Reach To Anyone

Emon Sarkar 42, is the first child of Monita Sarkar and Srijit Sarkar. Her birth brought fulfillment to the life of Monita and Srijit but, the happiness soon weathered when Emon caught severe brain infection during her early childhood causing her cerebral palsy and brought in her a condition close to “Autism”. She slowly grew hypersensitive to hearing making her just unable to hear loud sound. She would be persistent to what she says and often keep on repeating. But, during all this discourse she also became incapable to taking care of herself, take bath or have food. She could only drink Tea properly using a large Cup, but recently she wasn't able to locate her cup or often fell unable to recognize water on the floor.



With doubts Monita discussed Emon's condition with her husband Srijit and after much consultation Emon was brought to the hospital. At the hospital seeing her special condition she was referred to Dr. Arup Kumar Das, Chief Medical Officer at the hospital. And as they met a connection was immediately established. Emon was diagnosed with cataract in both eyes. Though uneasy in the beginning with thorough counselling by the Doctor, finally Emon consented to undergo surgery under anaesthesia. She was calm both while entering the Operation Theater and while coming out of the surgery room and recovered with 6/9 vision. Today, Emon and Dr. Arup Ku. Das are good friends. Emon can walk freely and drink from her own cup without assistance. And importantly, with regained vision she now tries to take bath on her own. We wish her a more empowered life ahead.



A FULLY FLEDGED RETINA EYE CARE

It is estimated that the population of blinds in India to rise to 15 million by next year. Among them Retinal diseases are the leading cause of preventable blindness. Lack of awareness about symptoms, ignorance and not seeking timely diagnosis and treatment, has led to a significant rise in patients suffering from vision loss.

Some of the most prevalent retinal diseases are Age-Related Macular Degeneration (AMD) and Diabetic Retinopathy. With the rise in the ageing population in India, it is expected that by year 2030, there will be 1.54 million AMD patients and 5.1 million Diabetic Macular Edema(DME) patients in the country. Symptoms of retinal diseases like AMD are often misunderstood as signs of ageing and therefore ignored. Compromised vision can push AMD patients into a cycle of events that impact their overall quality of life. They may accidentally fall, unable to perform their routine activities without assistance from caregivers and as a result could suffer from depression.”

While eye diseases like cataract and glaucoma are commonly known, awareness about diseases related to the retina (back of the eye) is very low.

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. The hospital conduct massive scale awareness generation activities including celebration of World Diabetes Day when it held a Walk-a-thon and cycle rally. In the present fiscal year due to the ongoing COVID situation the hospital took the Campaign on the Online platform reaching to more than 84,000 persons in a duration of just 1 week.

Despite the massive Retina Centre receives more than 4,000+ patients annually and more than 400 retina surgeries and 650 laser treatments are conducted 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.

Inferences 2020-21

4,552 Persons were screened and diagnosed with retina related ailments

348 Person underwent of retina surgeries

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

1,018 Intra Vitreal Injections and Laser procedure conducted

Consciousness Above Faith

Shiksha Ratna and Rashtrapati Puraskar holder honorable Shri Prahlad Biswas is also one of the founding members of Lion's Club of Naxalbari. He is loved by many not only as a human being but as a remarkable Teacher who has contributed to bring a turning point in many lives. A person who took teaching as a profession because he couldn't receive timely education due to dearth necessity and lack of resources for which he had to take up job early and shift from multiple jobs to complete his education Shri Prahlad recently retired from Government Budhkaran Junior Basic School, Naxalbari.

It is great for us as a hospital thriving for excellence in eye care to receive an acknowledgment from a person who has been decorated at countless platforms nationally and internationally when he compared the hospital no less than the most renowned eye care super specialties of the country. He said,"I have visited all the best eye care institutions for my Retina treatment. But, the infrastructure, diagnosis, and treatment are at par with any institution in the country that I have received here at Siliguri Greater Lions Eye Hospital. Indeed it is the most trusted and biggest eye hospital in North Bengal and Sikkim"

He was operated for Macular Hole by Dr. Krishna Kanto Roy, our Retina surgeon and an alumni of Sankara Nethralaya, Chennai and recovered his vision remarkably. In his own words "Why go Nepal or anywhere else when we can receive world-class quality in care within North Bengal. I hope, this facility and its mission surely reaches to all in the region"





CORNEA SPECIALITY

The Window To Our Eyes

The cornea is your eye's clear, protective outer layer. Along with the sclera (the white layer of your eye), it serves as a barrier against dirt, germs, and other things that can cause damage. It also plays a key role in vision. As light enters your eye, it gets refracted, or bent, by the cornea's curved edge. This helps determine how well your eye can focus on objects close-up and far away.

If your cornea is damaged by disease, infection, or an injury, the resulting scars can affect your vision. They might block or distort light as it enters your eye. The refractive error correction Laser surgery procedure that reshapes your cornea.

Power Of Hope

On February 16th, marked an important day in the history of the hospital when the hospital completed 50th Cornea Transplant surgeries in a span of 1 year despite the long & difficult COVID period when Cornea collection and transplant both became scarce year long. Despite, of the difficulty in Cornea collection due to increased regulations to conduct cornea collection on a dead body, maintaining all precautions, and essential operating procedures the hospital continued to provide both Cornea collection and Cornea Transplant services during the COVID period.

Siliguri Greater Lions Eye Hospital is the only hospital with both Cornea collection and Transplant unit in North Bengal spearheaded by Cornea Specialist & Surgeon Dr. Rajive Kumar along with a dedicated and highly skilled Cornea team. The celebration was joined by the entire team of Cornea department.



The Fait Of Ignorance And The Struggle For Vison



Kamala Mandal 62, is one such beneficiary who came to the hospital with her husband from Dhugguri, a small township 80 km away from Siliguri when she was intercepted through Greater Lions Vision Centre, Mayanaguri. A mother of 4 daughters and 2 sons who are all grownups Kamala's only support today is her husband Buddheshwar Mandal. At 69 Buddheshwar couldn't wait to bring her to the hospital and took charge of his wife's wellbeing discussing her entire case with the Doctor. At the hospital seeing her Referral card the patient care executive directly referred her to our Cornea Specialist Dr Rajiv Kumar from AIIMS, Delhi with Advanced Cornea Specialization.

While providing details of her ailment Buddheshwar informed Dr Rajiv that they opted to undergo Cataract surgery in Nepal where due to surgical error Kamala's cornea was injured badly and she lost her vision. Kamala was only able to perceive light. Despite going to the hospital in Nepal continuously, they were left untreated without any responsibility taken; while, other places also raised their hands informing it is beyond treatable in the region.

At the hospital after a thorough check-up, Dr Rajiv Kumar assured Kamala that her vision can be revived. After explaining the procedure of surgery and taking consent for Cornea transplant from both Kamala and Buddheshwar, Kamala went through Cornea Transplant surgery. While, interviewing them after 11 days of surgery during their follow up visit Buddheshwar said that it is only due to God's grace that Kamala found an institution as Greater Lions and prayed for the person's soul whose eyes were gifted to her wife. With careful considerations, conscious initiatives can be taken to empower and adopt a person in need within the society, by society. Kamala today has a vision of 6/12 which is only improving day by day.

Inferences 2020-21

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

37 Cornea Collected from individuals after consent from their family or individual pledge after demise

106 Cornea transplant surgeries where conducted

2958 Corneal repair and other procedures conducted

On the basis of the available data provided through National Control Of Blindness India, estimate suggests that there are approximately 12 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 exists major challenges in detecting and treating those with the disease.

According to the Glaucoma Surgeon at the hospital Dr. Susmita Paul, "Glaucoma is the second most prevalent reason for avoidable blindness in India after Cataract. The problem for which it still affects such a huge population is lack of awareness to avail early treatment and inability to notice early symptoms of loss of peripheral vision affected due to Glaucoma, resulting in Glaucoma progression reaching a stage where it compromises one's vision permanently. The problem is that the deterioration of vision due to Glaucoma is irreversible and can be only managed. Hence, we encourage our patients for twice yearly comprehensive screening of vision."

Power Of Hope

"Ankan is the first child of Reshmi and Prashanjeet Sutradhar. For them, the emotions of being a parent is newly found and Prashanjeet says they are overwhelmed with the emotional tide that has brought more contentedness to their lives.

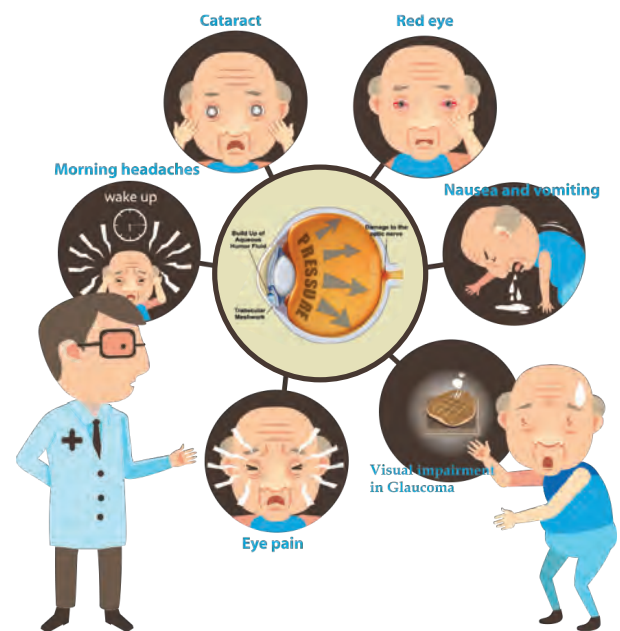
But, shortlived as they say was the happiness, when they started to observe in their child difficulty looking at any bright object also commonly called "Photophobia". While, Prashanjeet thought it would pass as Ankan would grow in age but, with a heart of a mother Reshmi recognized her child wanting to stay at dark always and having constant watering of both eyes. Realizing a unfound ailment and asymmetry of the eye she discussed the same with her husband Prasanjeet and both without any delay reached out to all nearest eye care centres in Madarihat. The

struggle to ensure Ankan early treatment took them to nearest Public Health Centre and resort to Homeopathy to avail of an assuring medical aid. Realizing growing discomfort in the child, now exceeded to continuous crying

Coming from a humble family taking Ankan to any eye super specialty in Chennai or Hyderabad was difficult, when Greater Lions Vision Centre Community Health Worker team conducted a screening programme in their community when her neighbour suggested them to screen Ankan. On screening Ankan he was referred to the nearest Greater Lions Vision Centre in Nagrakata before exploring other options during this difficult COVID pandemic. On visiting Greater Lions Vision Centre at our Optometrist at the Centre carefully examined and Ankan was immediately referred to the super specialty at Siliguri.

At the hospital our Glaucoma Specialist Dr. Susmita Paul took Ankan into immediate cognizance, and after thorough check-up Ankan was diagnosed with Buphthalmos or enlargement of the eye ball caused due to congenital Glaucoma an ailment which is caused by increasing fluid built up in the eye from birth which now had developed to cause Ankan immense photosensitivity, continuous and excruciating pain and fear of losing vision.

After thorough ocular evaluation Ankan underwent Trabeculotomy / Trabeculectomy Glaucoma surgery of the right eye after just 9 months of birth. Today, he is leading a normal life with completely healthy eyes gasping life with his bright beautiful vision. On asking Prasanjeet if it was a difficult period for them, he said, "offcourse, it was an alarming situation and it is difficult to watch your child in pain, but it is good that he received his treatment early and will not remember any of it while growing up. If he is well, then nothing else really matters."






AN IMMEDIATE EMERGENCY RESPONSE

As an early measure, the hospital internally issued awareness creation protocol including display Information Standee educating every patient on Corona Virus Symptoms and essential precautions needed early February long before coronavirus stepped into North Bengal. The hospital also started mass awareness campaigns from targeted digital campaigns to distributing information leaflets as an early preventive measure including promoting patients to avoid routine check-up and entry of patients only on the basis of emergency. To make this process easier and informed to our patients, the hospital conducted a region wide social media campaign, and direct distribution of information leaflet on COVID 19 Pandemic to all its stakeholders.

Early Precautionary Measures At The Hospital Pre COVID 19 Lockdown

To stay abreast of the government measures to check the spread of the infection, as a responsible eye care provider the hospital immediately included its health care and housekeeping staff in the precautionary processes implemented. All the staff were inducted into the preventive measures and a strict cleanliness protocol was installed across at all clinical and non-clinical processes of the organization at OPD and IPD areas. All the Clinical staff including Doctors strictly followed WHO, IAPB and Ministry of Health guidelines wearing Personal Protection Equipments along with Gloves and Masks while any kind of engagement with the patients. Patient were encouraged to stay home and visit the hospital with prior appointment with masks on. All emergency patient eye care services were kept alive providing detailed treatment to every patient visiting the hospital.

At the same time to aid government efforts in combating the first wave of the Corona outbreak the hospital board provided the Unit 2 Siliguri Greater Lions Shri Vidya Sagar Oswal Eye Hospital, as an Isolation Centre and Safe home to the people suffering with COVID. The hospital also flagged notifications through multiple platforms for the safety of services being provided under the umbrella at all its network primary and secondary service stations.



"As a leading Lions Club Institution and super speciality ophthalmic care provider working closely with the government to meet its blindness control goals in North Bengal, we acknowledge the growing demand for support to strengthen the Government preparedness against the ensuing COVID 19 pandemic.

We at Lions Club Of Siliguri Greater extend our Unit 2, Siliguri Greater Lions Shri VidyaSagar Oswal Eye Hospital as an isolation center support to the Government of West Bengal for use."

Chairman
Siliguri Greater Lions Eye Hospitals

Siliguri Greater Lions Eye Hospital

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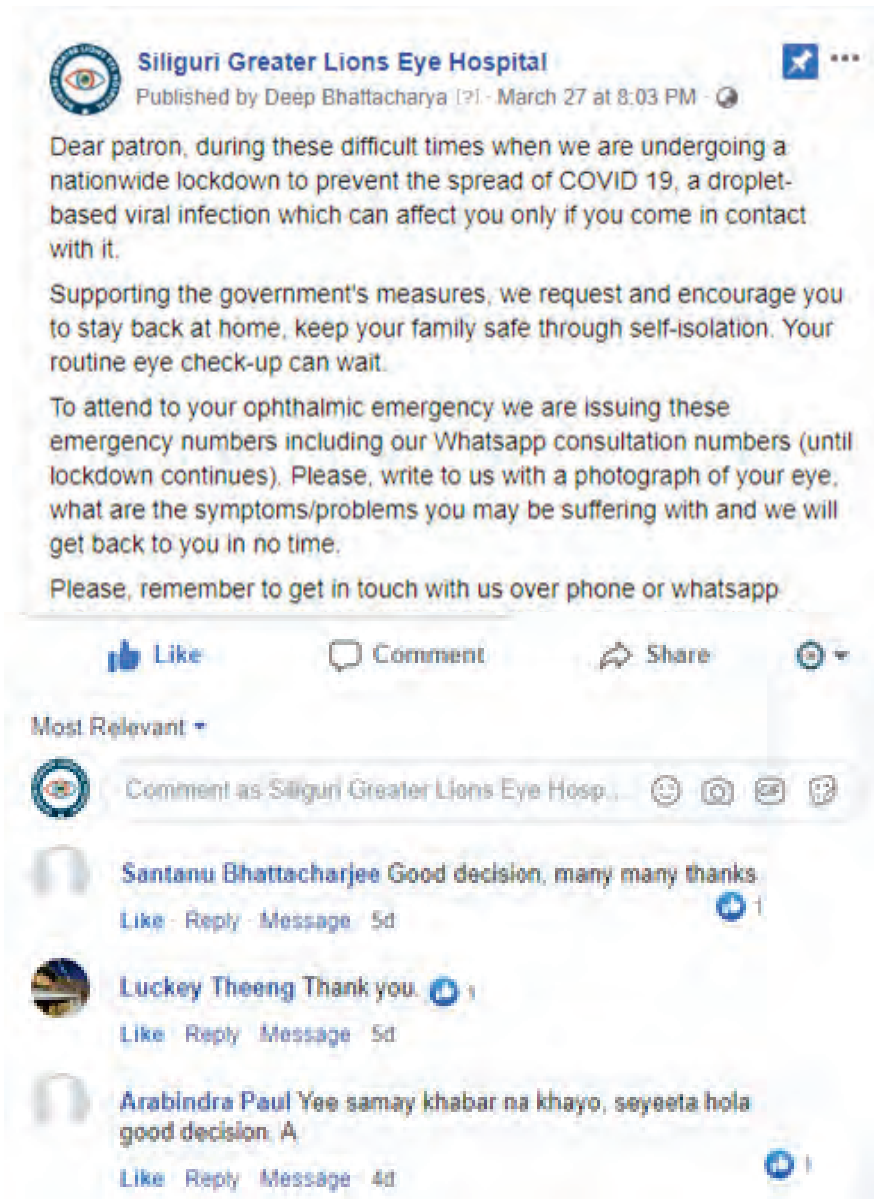
Early Precautionary Measures At The Hospital Pre COVID 19 Lockdown

Ophthalmology is a branch of medicine where it is virtually impossible to examine and treat without going close to the patient, which may have health implications for the treating ophthalmologist, clinical staff and the patients. At the same time as a health care service provider a medical platform is in obligation to subside any such barriers which may bring in doubts to get closer to its end stakeholder and ensure our preparedness to open our hospitals facility and provide our patients necessary eye care services in a safe space where probability to contract infection is negligible.

To create a COVID Safe eye care space abiding to the clinical norms by WHO and Ministry of Health & family welfare the hospital placed system checks at every level of OPD and IPD. At the same time the patient area was divided into pre and post interval period with also change in clinical staff between the intervals. This helped the staff having minimum exposure to high risk/ patient interaction area and at the same time gave the opportunity to the housekeeping team to clean the entire working premises with more precision in an interval of every hours

Making Eye Care Spaces COVID Safe

1. All patient vehicles are being restricted entry into the hospital premises.
2. Only ONE attendant for ONE patient is allowed in with the exception of very old patients, wheel chair bound patients and infants.
3. Staff & guard at main gate is wearing gloves, mask, cap and face shield.
4. Hand sanitizer containing 70 % alcohol is provided to every patient & visitor at entrance gate by the guard.
5. Pre-entry screening based on history and symptoms regarding COVID 19 is recorded and signed by every patient.
6. Thermal screening at entrance for everyone (including patient, attendant, doctors, staff, visitors), done by a guard at the entrance. Those who fail the Thermal scanner test are referred to the designated hospital for COVID-19 testing and treatment.
7. Every patient is provided primary information including strict social distancing of 1 meter is maintained in the seating arrangement at the OPD.
8. Provision for Telephonic / WhatsApp consultations for patients who are unable to visit.
9. OPD floor and walls is mopped at 2 hourly internals daily with 1 % Hypochlorite solution.
12. Biomedical waste collection followed routine segregation in appropriate Color coded bins each of which has diluted bleach in it so that waste is soaked in hypochlorite to avoid any contamination.



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SILIGURI GREATER LIONS EYE HOSPITAL



OUR VISION CENTRE PREPAREDNESS

Starting Of Peripheral Primary Eye Care Services

Being the most trusted and the only super specialty eye care hospital with a regional reach more than 50% of the hospital stakeholders visit the hospital from the peripheries of North Bengal and Sikkim, of which 20% are referred through the Vision Centres. With the increasing infection rate and resulting panic among the general populace reluctant to travel long distance for eye care, the importance to provide quality primary eye care and immediate diagnosis of an ailment locally have become more necessary than ever before.

Witnessing the increasing demand for local quality eye care solution the hospital mobilized its vision centre based community health workers to visit door-to-door and create awareness informing the general populace on the availability of primary eye care services at the centre, the precautionary measures the hospital is ensuring at the centres and the necessity to avail quality eye care in time. Ensuring the same the hospital started all its Vision Centre on May 14th strictly abiding to WHO & All India Ophthalmic Society protocols. The centres maintain strict cleanliness standards, PPE equipment, allowing maximum 3 patients at a time into the premise. The Centres have seen a surge(increase) in the patient foot fall due to limited movement outside of the locality.



Primary Eye Care Vision Centre Opening At Cooch Behar



Fullerton India has partnered with Mission For Vision, to support Siliguri Greater Lions Eye Hospital towards the launch of primary eye care Vision Center at, Cooch Behar Sadar Subdivision of Coochbehar District of West Bengal. The centre is funded by FICCL Fullerton and would be catering to the surrounding population of 80,000+ which includes 119 villages of 13 Gram Panchayat ensuring them earlier access to quality treatment. The Center will especially be of great significance during these COVID times to provide quality affordable eye care solution locally without having them to travel long distance to high-risk quarantine zones becoming more prone to the infection.

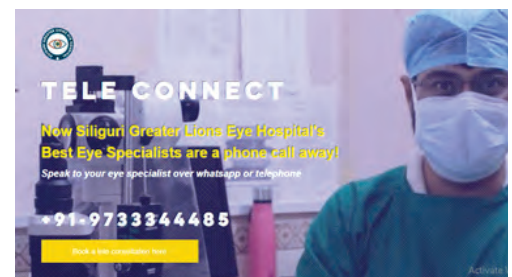
Vision Centre Opening At Takdah

Wen Giving Foundation Australia has partnered with Mission For Vision, to support the hospital towards the launch of primary eye care Vision Center at Takdah, in Darjeeling District of West Bengal. This is the first Primary eye care centre in Rangli Rangliot Block which would be catering to the surrounding population of 74,000+ which includes villages from 11 Gram Panchayat and 107 Gram Sansads ensuring them earlier access to quality treatment through early interception and diagnosis to prevent avoidable blindness probability in the region.



Launching Of Vision Centre Based Teleconsultation

To avoid patient travel long distance becoming vulnerable to infection, or exposed to coming in contact with a COVID infected person, travelling in crowd or travelling to high infection zones further making them prone to catch infection the hospital started its Doctor On Call Teleconsultation services from July this year. Through the facility, a person can receive direct consultation from the safety of their home or from the Vision Centre. Vision Centres would be playing crucial role in providing necessary primary eye screening and with the preliminary report will connect the patient with the Ophthalmologist as the hospital for detailed Tele-consultation and Medical prescription.





OUTREACH SERVICES

Ensuring Door-To-Door Eye Screening

Hospital Trained Community Health Volunteers Programme

Door-To-Door Survey To Intercept Early Eye Ailment And Providing Safe Referral At The Hospital

The hospital runs regular community sensitization programmes where it identifies rural youth who can take ownership over their community and train them with basic eye testing skills, community hygiene, basic health care and work as primary agent to generate awareness, provide consultation and facilitate early treatment. Empowering these rural youth as agents of change the hospital has mobilized them as primary health workers reaching to every house-hold in these small rural pockets intercepting patients and ensuring the treatment is not delayed.

As the movement of patients have decreased considerable to outside of their localities, the hospital mobilized more than 20 opticians to take the responsibility of their surrounding in their own hands reaching to each house-hold, creating necessary awareness maintaining strict precautionary measures. These volunteers are sharing information on safety against COVID 19 and at the same time conduct basic vision screening ensuring early diagnosis and referral to the base hospital. Through this initiative and with active involvement of these community volunteers and trained Opticians from among the community the reach of the campaign has been a 100% success reaching to more than 1826 households till now.



School Eye Health - Vidya Jyoti Programme

Beginning Of Door-To-Door Children Eye Screening & Survey To Intercept Early Ailment

School Eye Health Programme is a holistic child centric programme under which hospital implemented Vidya Jyoti project in partnership with Sightsavers India. With the schools closed due to the COVID Pandemic, a school-based programme which earlier intended to intercept children in clusters to conduct mass preliminary eye screening including help induct in them health-seeking behaviour was hence translated to bridge the need through a more localized screening process where these children of age 5 - 17 are intercepted singularly at their very door-step.

Implemented since the first week of July the project was conducted at 5 blocks of the Jalpaiguri District at Rajganj, Mal Bazar, Nagrakata, Banarhat, Dhupguri and Mayanaguri with support from 17 Community Health Workers who risk their lives daily taking full precautions in reaching to these children individually, conducting vision screening. Under the programme till now more than 14045 children have been screened.



“Chokher Aalo”

A Universal Eye Health Programme By The Government Of West Bengal

Sightsavers in association with the Government of West Bengal launched Universal Eye Health- Chokher Aalo on January 4th, 2021. The inauguration of the programme was done by West Bengal's Honourable Chief Minister, Ms Mamta Banerjee at Nabanna. While, the programme would be implemented across the State with support from various government health systems, a major support for providing infrastructural support & technical capacity for the realization of the 5 years programme to ensure extended and grassroot reach will be made by non-government eye health providers. As the biggest eye care provider in North Bengal and Sikkim the hospital was the primary choice of the Chokher Aalo programme in the Districts of Jalpaiguri, Coochbehar, Alipurduar. Through the programme the hospital conducted 413 outreach camps ensuring a reach of 60,000+ persons who receive eye screening during a period of 2 months. Through these direct interventions the hospital diagnosed cataract in 4282 persons mostly above the age of 45 of which 1177 persons received free cataract surgery at the hospital. The 5 years programme is expected to reach to every house-hold and will improve government uptake capacity of eye patient including reducing avoidable blindness ration in the state.





HOSPITAL TIME LINE

Activities & Achievements At A Glances

Launch Of Dr. P. R. Ray Memorial Eye Hospital

Now A Unit Of Siliguri Greater Lions Eye Hospital

On December 27th, 2020 Siliguri Greater Lions Eye Hospital opened its Unit III, Dr. P. R Ray Memorial Lions Eye hospital at Kaliyaganj, 200 km south of Siliguri. The hospital has been opened as a joint initiative between Lions Club Of Siliguri Greater and Lions Club Of Kaliyaganj. The launch programme was inaugurated from the auspicious hands of Chief Guest honourable Lion Abhijeet Sen, Dist. Governor, Lions District 322F along with Guest Of Honour Honorable Lion Tapan Deb Singha, Member of Legislative Assembly(Kaliyaganj) in presence of other visiting dignitaries.



The visiting dignitaries were welcomed by president of Lions Club Of Siliguri Greater Lion Yogendra Goel and Lions Club Of Kaliyaganj Lion Debabrata Kar in presence of Hospital Chairman from both the Clubs Lion Bharat Changia and Lion Sudip Bhattacharyya along with other dignitaries from both the clubs.

The hospital with recent upgradation brings to the people of the region best diagnostic and surgical equipment handled by an efficient, highly skilled health care staff. With this collaboration it is now a fully functional unit with both Diagnostic and Surgical facility open Monday to Saturday. The hospital will also commence large scale free eye screening camps in the region.

World Diabetes Day & World Sight Day Online Campaign

#SFWDD #SFWSD #HopeInSight # 2020

Sight First World Sight Day is an initiative for all the Lions Eye Hospitals under Multiple District 322. This year, the 'Call to Action' for Sight First World Sight Day was "Hope In Sight". SF WSD is co-ordinated by MD322 and we participated to take this message to all our stakeholders with special focus on India and Diabetic Retinopathy. Towards, the programme the hospital carried out massive awareness drive online using all its social media platforms including Whatsapp, Facebook and Twitter. The programme continued with Free Diabetic Retinopathy screening on October 8th, 2021 when more than 63 patients were screened on a single day. Hospital Marketing & Communication Manager Deep Bhattacharya won the 2nd prize in the MD 322 SightFirst World Sight Day Open Photo Contest.



Distribution Of Hygiene Kit

During the distribution of the Food Ration supported by Mission For Vision, the hospital experienced that there is an ardent need of basic hygiene awareness among the local population living in rural and sub-urban regions. With houses built in extreme close quarters, poor provisions of sanitation, which further deteriorated their living conditions the hospital, decided to provide these communities not only with necessary sensitization but also with required hygiene kit, which included basic sanitization requirements. The hospital with support from our partner Operation Eye Sight Universal ran a 2-month campaign starting from April ensuring equipping its stakeholders providing them with hygiene kit comprising of Hand Sanitizer, 2-Pairs of Gloves, Bleaching Power, 4-Face Masks, 2 soaps.



The hospital took these Hygiene kits to more than 11782 families providing them necessary training before handing them over with the hygiene kits. The training included creating small clusters of people from within the community and providing them with training taking them around their surroundings teaching them effective sanitation protocol including personal hygiene.



HOSPITAL TIME LINE

Activities & Achievements At A Glances

Becoming The Leading Private Hospital In North Bengal To Administer COVID Vaccine

Noticing the relentless services of the hospital during the COVID early upsurge creating mass awareness, and providing more than 12, 823 persons and families with daily rations for three months and life saving 2 months Hygiene Kit the Government of India and Ayush Mantralay honoured the hospital to become the one of the private hospital in North Bengal to avail Vaccination facility from its Unit 2 Siliguri Greater Lions Shri Vidya Sagar Oswal Eye Hospitalb on February 28th,.

The hospital during the early COVID upsurge was among the few hospitals who continued offering treatment despite complete lockdown, without denying treatment to any patient. Continuing the same spirit the Lion Leaders and their family members where the first to volunteer and receive Vaccination earliest at the hospital. The hospital also ensured that all the staff who are its frontline workers are the first to receive vaccination.



RAHI Truckers Camp

The hospital with support from Sightsavers organize eye screening camps at major transport and transit stations liasoning with the local transport offices, truckers unions to ensure that this most neglected group who are responsible for transportation of all our livelihood logistics may have a healthy vision to navigate their way safely. Under the programme the hospital conducted 4 camps between January to April reaching to and screening 248 truckers and their helpers.



Standing With The Government At The Time Of Need

Extending Support To The National Crisis, To The State Government

As this national emergency ensued, the hospital was the first non-government institution to offer immediate support to the State Government helping the government coping up with the infrastructural need to provide necessary isolation/ quarantine support which was immediately accepted. The Government of West Bengal took over the Unit II, Siliguri Greater Lions Sri VidyaSagar Oswal Eye hospital on April 1st, 2020 to establish one of the first regional Isolation Centres catering to the increasing migrant population and other patients who were suspected to have contracted coronavirus providing them an isolation of 14 Days. These patient where mostly migrant returning persons, who were quarantined before sending back to their homes. At the same time locals and patients with mild symptoms where provided with separate isolation space keeping all quarantine processes in check. At present the hospital has been appointed with Government staff including Resident Doctor, General Nurse, and other housekeeping and security staff.

The centre was later upgraded to COVID Safe home and provided aid to more than 470+ patients in a span of 9 months. The hospital was under government use as a COVID centre for a period of 9 months.



Passing the Chairmanship from a leader to another leader



Hospital Representation At Lions District 322F Conference



Dr. Rajesh Saini, CEO, SGLIH contributed towards the COVID 19 Ophthalmology Guidelines by ORBIS



Visit Of Dr. Asim Shil



Outpatient - Hospital

Paying OPD	37,542
General OPD	6,584
Vitreo Retina OPD	4,553
Pediatric OPD	2,743
Glaucoma OPD	598

Surgeries

Pay	5,371
Free	2,158
• Cataract	6,404
• Vitreo Retina	309
• Others	816

Comprehensive Eye Camps

Total Camps	85
Patients examined	9,732
Surgery advised	3,127
Glasses advised	976
Glasses ordered	476

Vision Centres (OPD)

Bagdogra	2,280	Nagrakata	908	Maynaguri	2,224
Banarhat	2,461	Bijanbari	678	Mathabhanga	1,024
Rajganj	1,371	Uttar Latabari	2,378	Dalkhola	877
Malbazar	5,126	Ghoom	762	Shibmandir	1,332
Islampur	5,243	Mirik	1,535	Samuktala	1,283
Dhupguri	2,716	Raiganj	1,428	Takdah	905
Kanki	757	Cooch Behar	1,178		

HIGHLIGHTS OF THE YEAR

- The Institutional network provided aid to 98,218 patients across its primary, secondary and tertiary facilities.
- 7,529 eye surgeries performed.
- 2,158 (28.60%) 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.

OUR INDIVIDUAL DONORS

Lion Dilip Kumar Agarwal
Lion Pravesh Goyal
Lion Jitendra Agarwal
Lion Gopal Gupta
Lions Clubs International
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Lion Ashok Garg
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Sanjay Jalan (Celebration)
Kamal Kumar Agarwal
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Lion Narayan Prasad Agarwal
Lalit Mittal & Family
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Lion Srabon Choudhary
Lion Prakash Chandra Maskara
Rakesh Bansal
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Lion Dr. T. M. Tiwari
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Lion Pramode Garg
Rajesh Bindal
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Anup Agarwal
Sahjit Agarwal
Gita Devi & Mahabir Prasad
Agarwal
Mangalam Kallani
Lion Gouri Prasad Toshniwal
Neha Kallani
Ashok Garg (Baporja)



OUR ORGANIZATIONAL DONORS

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Rotary Club of Siliguri Uttarayon
Amit Agarwala Foundation
Maa Bhawani Manju Shakti
Baid Distributors (P) Ltd.
Dr. Ritesh Rathi Memorial Charitable
Trust

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 Sompo • Vidal Health • Vipul MediCorp • W. B. H. S. 2008 • L & T General Insurance



AUDITOR'S REPORT 2020 - 21

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 **31/03/2021** and the income and expenditure 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 **31/03/2021** and
- (ii) in the case of the income and expenditure account, of the surplus of its accounting year ending on **31/03/2021**.

The prescribed particulars are annexed here to.

Place **SILIGURI-734005**

Date **18TH SEPTEMBER, 2021**

For, Lav & Co,
Chartered Accountants,


(Lav Agarwal)

Partner

Firm's Regd. No. 327621E

Membership No. 302387

PAN: AAGFL4698B

UDIN NO. : 21302387AAAACB8084



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

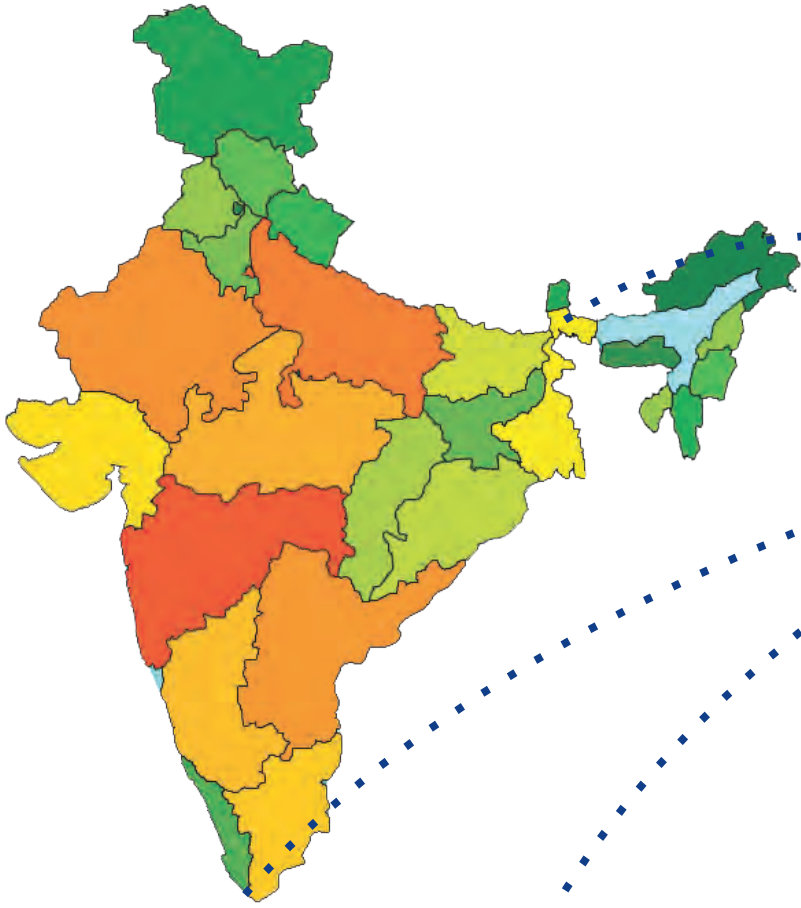
BALANCE SHEET AS ON 31ST MARCH 2021

Particulars	AS AT 31.03.2021	AS AT 31.03.2020
I SOURCES OF FUNDS		
1. Corpus Fund	21,63,93,836.78	17,33,97,740.60
2. Secured Loans	50,01,653.27	1,17,60,393.67
3. Unsecured Loans	-	-
4. Project Account	74,16,171.53	7,87,639.45
5. Current Liabilities & Provisions	87,81,056.65	2,12,42,092.38
	23,75,92,718.23	20,71,87,866.10
II APPLICATION OF FUNDS		
1. Fixed Assets :		
(a) Gross Block	19,48,98,010.97	27,92,00,739.29
(b) Less : Depreciation	1,46,47,283.00	9,52,94,029.81
(c) Net Block	18,02,50,727.97	18,39,06,709.48
(d) Capital work-in-progress	1,34,37,448.49	-
2. Long Term Deposits	81,54,077.00	10,84,742.00
3. Current Assets, Loans & Advances	-	-
(a) Inventories	85,73,445.00	61,92,611.00
(b) Cash & Bank balance	1,77,63,569.77	65,84,713.62
(c) Sundry Debtors	53,00,904.00	50,66,025.00
(d) Advances & Deposits	41,12,546.00	43,53,065.00
	23,75,92,718.23	20,71,87,866.10

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

Particulars	AS AT 31.03.2021	AS AT 31.03.2020
I INCOME		
Operating Income	10,91,75,313.45	13,07,33,733.58
Donations & Grants Received	4,03,34,347.96	4,53,46,215.80
Interest & Other Income	22,71,263.99	29,69,091.10
Decrease in Closing Stock	23,80,834.00	18,05,633.27
Total	15,41,61,759.40	18,08,54,673.75
II EXPENDITURE		
Operating Expenditure	5,27,01,993.43	8,42,38,853.94
Interest to Bank	-	-
Employee benefits expenses	5,05,40,546.00	7,70,58,019.00
Project Expenses	57,79,373.00	8,73,044.00
Administrative and other costs	28,71,787.79	80,73,573.73
Depreciation	1,46,47,283.00	2,21,82,047.00
	12,65,40,983.22	19,24,25,537.67
Net Surplus for the year	2,76,20,776.18	(1,15,70,863.92)
(Transferred to Balance Sheet)		

INDIA



WEST BENGAL



Siliguri Greater Lions Eye Hospital

2nd Mile, Behind Vishal Cinema
Sevoke Road, Siliguri - 734 002
West Bengal, India
Helpline: 97333 00090

Siliguri Greater Lions Shri VidyaSagar Oswal Eye Hospital

Kartua, Mohanvita, N. H. 31D
Opp. Dabur Factory, Jalpaiguri - 735 135
West Bengal, India
Helpline: 97350 44000

Dr. P. R. Ray Memorial Lions Eye Hospital

N. S. Road, Kaliyaganj,
Uttar Dinajpur
West Bengal - 733129
Helpline: 97333 55579

B. D. Jain Lions Eye Hospital

Balapara, East Khagrabari, Coochbehar
Near B. D. Jain Modern English School
West Bengal - 736179
Helpline: 97333 48880

call us on (0353) 2543457 / 2543301
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 sgleh@greaterlions.org

 www.greaterlions.org

 Helpline 97333 00090

OUR SATELLITE CENTERS (VISION CENTRES)

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