



Arpana's Service Activities

Haryana, Delhi, Himachal Pradesh

ANNUAL REPORT - 2012

MISSION: To ensure the overall wellbeing of the community by providing high quality medical, educational and livelihood services with emphasis on the underprivileged, through hospital, clinics and outreach programmes, with commitment, compassion and selflessness.



**Tuition Support for 952 students
Preschool care for 302 children
In slum resettlement colonies**



**580 self help groups facilitated by
Arpana, with 7,138 members**



**Workshop for Himachal farmers -
most earnings increased from
Rs.10,000 annually to Rs.1 lakh!**



**Cultural opportunities for children
from slum resettlement colonies**



**3,419 Operations to restore sight
performed at Arpana Hospital**



**Micro credit loans have enabled
2,006 entrepreneurs to start their
own businesses**



**Building their Futures:
189 young people given vocational
training in slum resettlement colonies**



**69,842 patients attended
Arpana Hospital, Madhuban, Karnal,
from over 500 villages & towns**



**5 free speciality clinics for the
underprivileged in Himachal &
Haryana**

Activities of Arpana Trust and Arpana Research & Charities Trust
Headquarters in Madhuban, Karnal, Haryana
Centres in Upper Bakrota, Dalhousie, & Gajnoi Village, Chamba District, Himachal Pradesh
Molar Bund Slum Resettlement Colonies, South Delhi
Vasant Vihar, New Delhi

(Approved under section 80G of the Income Tax Act, 1961, giving 50% tax relief to donors)



Arpana ~ A Commitment to Care

Param Pujya Ma - the Spirit of Arpana

*She embodied in Her life
perfect love, compassion, humility and
identification with all*

*In Her, seekers from all faiths
find strength and inspiration
in their quest for the Truth.*

The Arpana Family

Arpana consists of volunteers from diverse lands and backgrounds (including persons in the fields of medicine, finance, computer technology, education, engineering, law, etc.) who gathered around Param Pujya Ma to discover the joy and peace inherent in the practice of eternal values through a lifelong commitment of selfless service.

| GOVERNANCE | |
|-------------------------------------|----------------|
| Pujya Chhote Ma | Revered Patron |
| Rashmi Thakrar | Chief Patron |
| Board of Trustees / Governing Board | |
| Name | Designation |
| Mr. Harishwar Dayal | Chairperson |
| Ms. Anne Robinson | Secretary |
| Mr. Anuranjan Singh | Treasurer |
| Dr. Mrs. Ela Anand | Trustee |
| Mrs. Aruna Dayal | Trustee |
| Ms. Abha Bhandari | Trustee |
| Dr. Rahul Gupta | Trustee |
| Mr. Ravinder Dayal | Trustee |

Our Deepest Gratitude to all our supporters and friends who have helped sustain Arpana's programs for the underprivileged through the past 3.5 decades.

Our Current Supporters ...

Arpana Charitable Trust, UK
 Christoffel Blindenmission, GERMANY
 Essel Foundation, INDIA
 Guernsey Overseas Aid Commission, Channel Islands, UK
 India Development & Relief Fund, USA
 Dr. Davinder Kapur, Northern Ireland, UK
 Anil Lal, USA
 Pfizer INDIA
 Tom & Barbara Sargent, USA
 Tides Foundation, USA

Legal Details

Arpana Services are health and development programs for disadvantaged populations, carried out by Arpana Trust in slum resettlement colonies in Delhi and by Arpana Research & Charities Trust in rural areas of Haryana and Himachal Pradesh.

Arpana Trust is a Society registered on September 11, 1963, under the Societies Registration Act XXI of 1860

Arpana Research & Charities Trust is a Trust registered on January 22, 1980, under section 12A (a) of Income Tax Act, 1961

Arpana Trust and **Arpana Research & Charities Trust** are approved for tax exemption for donors u/s 80-G of the Income Tax Act, 1961

FCRA Registration: Arpana Trust (No.172310001);
 Arpana Research & Charities Trust (No.172310002)

Arpana Headquarters: Madhuban, Karnal 132 037 (Haryana)

email: at@arpana.org and arct@arpana.org

Websites: www.arpanaservices.org
www.arpana.org (Arpana's spiritual base)

Contact Persons: Mr. Harishwar Dayal 098962-00644
 Mrs. Aruna Dayal 098730-15108, 09896242779

Bankers: Bank of India, Karnal Branch, Karnal, Haryana, India

Auditors: S.C. Vasudeva & Co., New Delhi, India



Giving them an opportunity by leveling the playing field

Children from slum resettlement colonies are excelling in school due to tutoring classes by Arpana

Arpana's Programmes

Arpana has brought a wide variety of health and socio-economic services to an area of over 300,000 rural folk in Haryana and Himachal Pradesh and health and education services to approximately 50,000 urban poor in South Delhi.

Educational Programmes in Slum Resettlement Colonies in New Delhi

When 3 housewives from elite families in Delhi started assisting slum children with their school work in 1992, they asked Param Pujya Ma what training they should obtain in order to do this work effectively. She said, "Treat each child as your own – that will tell you what to do."

Today, the Molar Bund Educational Programme provides a dynamic impetus towards nurturing the whole persona of the child from preschool to the 12th class.



Activities :

Tuition classes enabled 928 students to study and many to excel in school.

- 8% students scored marks between 80 to 100%.
- Of the students in classes 4-9, 52% achieved First Division.
- All students in classes 1-9 were promoted to the next class.

10th board examination: All 35 students in this class have successfully cleared this milestone. 94.28% obtained first division marks.

Central Board of Secondary Education: Arpana's tuition classes for the CBSE high school equivalency certification, assisted 184 older students to obtain this important qualification.

Classes 11 & 12: Tuition support classes were added for these classes, giving young people essential support for higher education.

Happiness & Life Skills Workshops for older students enabled them to better understand themselves and the world around them including the relationship of thoughts, emotions & actions, encouraging them to set goals for themselves and imbibing values.

Non-formal classes prepared 20 dropouts for re-admittance to school.

Computer education was held for 800 children in standards 2-12.

Advanced computer classes were provided for 50 students.

Pre-school classes and crèches helped nurture 282 young children in an atmosphere of loving care and were:

- provided daily nutritious mid-day meals
- introduced to playing with toys and games
- told poems and stories
- taught numbers, shapes and colours
- taught the names of vegetables and fruits.
- taught the Hindi and English alphabets

Vocational training: 189 students attended certification courses by Arpana :

| | |
|----------------------------------|-------------------------|
| Beauty Culture: | 21 young women trained |
| Nursery Teachers' Course: | 15 young women trained |
| Tailoring & Crafts: | 114 young women trained |
| Computer Applications: | 39 young people trained |

Last year 6 young graduates of the Beauty Culture and the Tailoring Courses found good jobs before the course was completed. Many of the rest of the students were earning up to Rs.8,000 per month from their own home businesses.



Celebrations at the school



Collective celebration of festivals of our rich cultural and multi-religious heritage foster the spirit of inter-community understanding, respect for the eternal values revered in all faiths, appreciation of the diversity in our country and patriotism for our nation.

- Arpana Day, Birth Anniversary of Arpana's Founder, Param Pujya Ma
- Eid
- Diwali
- Christmas
- New Year
- World Environment Day
- Independence Day
- Republic Day
- HIV/AIDS Day
- Lohri, Basant Panchami
- National Youth Day

Health Programmes

Arpana's health programmes include a 135 bed rural hospital, medical centres, educational support programmes and awareness creation. During the year, training was carried out for village health workers and health resource persons, as well as workshops for doctors, nurses and paramedics.

In addition, women from Arpana's self help group were trained and motivated to share all they had learnt with their neighbours and to ensure that pregnant women received regular checkups, supplements and immunisations and that children under 5 years also received timely immunisations and were promptly treated when ill.

Arpana Hospital



Arpana Hospital has 6 departments with excellent facilities and equipment. The Hospital served 69,842 patients last year from over 500 villages and towns.

The Eye Department examined 24,213 patients and performed 3,419 operations in its mission to eradicate preventable blindness. Other eye services included:

- corneal transplants
- phaco emulsification with foldable IOL
- fundus fluoresceina angiography
- green laser
- yag laser
- USG B-scan squint surgery retinopathy.

Other Departments included:

- Gynaecology & Obstetrics
- Paediatrics
- General Surgery

Smaller Units included:

- Physiotherapy
- Dentistry
- Ultrasonology
- Specialist Clinics

The General Medical Dept. examined 25,330 patients.

Problems included:

- snake bites
- burn injuries
- cardiology
- bronchitis
- malaria
- infectious diseases

Intensive Care Unit: 802 patients were treated, a 13% increase from the previous year. Despite being a rural hospital, the Unit is well equipped with:

- ventilators
- piped oxygen
- suction machines
- infusion pumps
- blood gas analyzer
- multipara monitors
- a computerized nursing station

Emergency Care Workshops: A week of classes, organized by Dr. Davinder Kapur of Northern Ireland, imparted world class emergency care procedures to:

- doctors
- paramedics
- village health workers
- nurses
- police
- NHAI personnel

Arpana Medical & Diagnostic Centre, Bakrota, Himachal Pradesh

Last year, 5,225 patients attended Arpana Medical Centre in Himachal Pradesh. 5,630 diagnostic tests were performed including laboratory, X-ray and USG tests.

Community Health

Health Information: Women continued to actively disseminate health information for expectant mothers and children and promote good sanitation practices in their communities.

A campaign on prevention and management of seasonal diseases was organized which involved 519 SHGs and the participation of 11,600 villagers from 100 villages. Arpana workers provided monthly health information to over 500 self help groups. Plays, practical demonstrations and flash cards were used to share information.

In Himachal Pradesh, Arpana workers visited the targeted 148 villages disseminating health principles and supporting development programs, including holding 510 women's SHG meetings and 191 farmers meetings.

Farmers' incomes rose from an average of about Rs.10,000 five years ago to about Rs.100,000 currently.

Village sanitation programmes in Himachal Pradesh: over 500 women of self help groups actively participated to protect the environment and ensure personal hygiene.



Schoolchildren: 1,129 school children from 33 schools participated in Arpana's school health programme in Himachal Pradesh as well as in the sanitation/ cleanliness programmes in their villages conducted by their mothers who are members of Arpana's self-help groups.

Training: 15 Training sessions were held for women leaders on mental health, SHG training, social indicators, local governance, group norms, cervical and breast cancer, ambulance and immunization. In summer, 4 extra days each month were used for community based training to educate women on water born diseases, i.e. malaria, dengue, etc.

Speciality Camps

Free speciality camps were organised at Arpana Hospital as well as at Arpana's Medical Centre in Upper Bakrota, Himachal Pradesh especially to benefit of poor patients:

1. **Endoscopy:** Dr. Rahul Gupta, Gastroenterologist and Trustee from New Delhi, saw 126 patients and performed:
 - 92 endoscopies
 - 11 colonoscopies
2. **Cardiology:** Dr. Ajay Karol, (DMR, MD), New Delhi Consultant:
 - conducted a camp for heart diseases
 - performed 35 echo-cardiographies.
3. **General Medicine:** Dr. RI Singh, MD, Arpana Hospital, treated 123 patients.
4. **Cervical, Breast Cancer & Colposcopy Camps:**
 - 255 patients were examined.
 - 71 Pap smears were done
 - 37 diagnostic tests
 - 22 FNAC and mammographies.
 - 5 patients had operations.
 - 13 patients had colposcopies



Outreach Camps

Eye Camps: 24 free camps were held and 4,162 patients treated.

Diabetes Camps: 4 village camps were held where 576 villagers were screened for diabetes. 196 (34%) villagers were diagnosed with high levels of sugar, blood pressure and/ or vision related problems. They were counseled and referred to Arpana Hospital.

Fever Camps: When women from Arpana's self help groups reported a high number of people in their villages afflicted with high fever, resulting in at least two deaths, Arpana held medical camps in 6 particularly stricken villages. 788 patients were examined.

Fever Camp Follow up Visits were made until the prevalence of those with fever subsided.



Yogesh

One year old Yogesh was very weak as he had been suffering from fever, vomiting, diarrhea and dry cough for a month. His mother and father, a rickshaw puller, were extremely distressed at his condition, but had little money for his treatment. The local village 'healer' failed to help. They even admitted him into a private hospital, using all their meager funds, but Yogesh continued to weaken at an alarming rate.

Then they heard about Arpana Hospital free and committed medical services for the underprivileged. They swiftly brought him to be examined. He was diagnosed with tuberculosis and was immediately put on medication. Within a few days, the child became active and was discharged. His medication for TB will continue for several months on an outpatient basis. Due to the poor economic condition of his family, treatment and medicines were provided free.

His mother said, "My son is alive today because of Arpana Hospital where the poor are able to get quality medical care and loving services."

Community Development

Women's Self Help Groups: Arpana has facilitated 105 self help groups last year to make a total of 519 women's self-help groups. 887 new members were added for a total of 6,541 women members who can avail of micro-credit loans for businesses, agriculture and personal needs.



Arpana also motivated the groups to take up responsibility for the health care of pregnant women, infants and small children in their communities.

These women can now realize their dreams and actualize them in the form of greater security, enhanced livelihoods, growing self esteem, dignity and a marked change in visibility and recognition for their contributions in both private and public domains.

Empowerment programmes for women have been extended into 100 villages, up from 65 villages a year and a half ago.

Programmes for women included facilitating micro credit groups, gender sensitization, leadership training and participatory community development.

They engaged with their Panchayats for effective governance and worked to sensitize their peers and communities on female foeticide, anti dowry practices and gender parity.

Savings of SHGs increased by Rs.17 million. Through self help groups, increasing numbers of poor women continue to be enabled and empowered, presently giving a voice to over 7,000.

Disabled Persons: Arpana has begun an initiative to empower the vulnerable and virtually invisible group – the differently abled. 18 disabled persons' organizations were formed for community based rehabilitation in 35 villages.



Vibrant Growth...

| | <u>2011</u> | <u>2012</u> | <u>% Increase</u> |
|---|-------------|-------------|-------------------|
| Self Help Groups | 414 | 519 | 25% |
| Members of Self Help Groups | 5,454 | 6,541 | 20% |
| Numbers of Entrepreneurs | 1,500 | 1,800 | 20% |
| Savings of SHG members (in thousands of Rupees) | 35,000 | 52,000 | 49% |
| Savings of Federations (in thousands of Rupees) | 3,800 | 4,900 | 29% |
| Number of Groups in Federations | 248 | 354 | 43% |

Women's Empowerment Day: The Vikas Federation of 196 women's self help groups organized a function for Women's Empowerment Day. 700 women pledged to always protect the rights of women.

Village Health Festivals: 3 villages hosted health fairs attended by 1,310 women. Activities included songs giving health care messages, a play on maternal nutrition, demonstrations of easy home made recipes for weaning foods and a quiz on mother and child nutrition.

Solidarity Day: On 23rd August, 800 women representatives came together to reaffirm their sisterhood, pledging to work collectively, committed to the development of their villages.



Development of Entrepreneurial Potential: Nearly 600 women and small farmers took micro-credit loans last year for entrepreneurial activities, which have also brought them a new dignity, confidence and status in domestic and community life.

Meena of Sirsee Village

Meena of the Ekta self help group, facilitated by Arpana, in Sirsee Village, has started a small shop which she has built and stocked through loans from her group. She had earlier trained as a beautician and has a small beauty parlour along with her shop. Her business is growing and she now earns over Rs.5,000 per month.

Capacity Building: 674 women from 343 self help groups were trained in accounts and record keeping to make them independent of Arpana in keeping their own records for savings, loans and business activities. Highly prized calculators were issued to all groups.

Federations of Women’s Self-Help Groups: 106 new self help groups joined the two women’s federations, committed to economic emancipation and social justice. There are 320 SHGs in the federations.

Training at the grassroots level: 1,049 women from self help groups and staff members were trained in local governance, mental health disabilities, emergency medical care, disability issues, auditing and master sheet. 90 SHG women made exposure visits to Block Development Offices in Indri, Karnal and Gharaunda.

‘Three Model Villages Project’

Arpana, in partnership with the National Bank for Agricultural & Rural Development (NABARD), worked to develop the isolated remote villages of Kolka, Bhalka and Priungal in Himachal Pradesh.



Training inputs about the disabled have a great impact on village development workers as they seek to change the rural mindset and integrate the disabled into community life.



This joint venture, ‘Three Model Village Project,’ was inaugurated by the Deputy Commissioner, Chamba, in September 2011. This is leading several government agencies to involve themselves in getting these remote villages into the mainstream of development.

3 tailoring centres were started in Kalka, Bhalka and Priungal villages. Arpana provided 9 sewing machines and 60 young women were trained in the 6 month training sessions.

Training & Sensitization Meeting: 173 villagers attended 4 training programmes and 200 attended a village Sensitization and Information Meeting with Government officials and agencies.

Two exposure visits for men and women farmers were organised: : visited the Palampur Agriculture University and 49 visited Sahoo. With improved farming methods and marketing techniques, many farmers increased their earnings from Rs.10,000 annually to over Rs.1 lakh!

Friends in Need

Karnelo and her family woke up, coughing as flames devoured their home in Taprana Village. Their neighbors rushed to help put out the fire, but it was too late. All their clothes, stocks and belongings were ash.

Karnelo is a member of one of Arpana’s self help groups. Her group helped the family rebuild their dwelling. The cost of rebuilding exhausted all their savings and, although she and her husband are resourceful and hardworking, they felt destitute.

Arpana gave clothes, bedding and kitchen stocks, turning their despair into gratitude and renewed energy.



Cultural Inputs – Lalit Kala Urvashi Academy



The ‘Urvashi Lalit Kala Academy’ completed its 9th year, having trained approximately 9,000 students. The arts of instrumental music, singing and dance have been under the tutelage of renowned teachers, with a beautiful fusion between the Indian classical kathak dance and the western contemporary dance form. In addition, there are classes in theatre, calligraphy and arts and crafts.

Prof. Krishan Arora, Director of the academy, a renowned musical artist, trained the children in Indian classical vocal music and in several instruments.

The academy is affiliated to the Prayag Sangeet Samiti, Allahabad

The academy resounds with singing and dancing to bhajans of ‘Urvashi’, the divine spontaneous flow from Param Pujya Ma

Assisting the Marginalized and Underserved to Realize their Full Potential

Marginalized Women ...

Through Self Help Groups

- Experiencing the solidarity of community groups in times of need
- Savouring the security of savings and micro credit loans for businesses

Through Grassroots Training

- In accounting and business skills
- In local governance
- In health practices and emergency skills

Through Federations of Self Help Groups

- a platform for their voices to be heard
- a resource for greater credit



Smiles light up their lives as new possibilities dawn!



Underprivileged Children ...

Through Education

- Tutoring for classes 1 to 12
- Vocational training
- Computer skills and In-house library

Through Cultural Exploration & Expression

- Rabindranath Tagore's play, 'Tasher Desh,' directed by Mrs. Sushma Seth, was presented to sophisticated audiences in Delhi 3 times
- Music and Dance classes

Through Workshops for Adolescents

- Life Skills
- Happiness Project

Becoming Independent & Self Sufficient... Arpana's Handicraft Activities

Training in hand embroidery for women from disadvantaged areas was started to enable them to feed and clothe their families. Today, this remains an important activity for many families in 11 villages. Now these women are independent and can pay for household necessities, school fees, nutrition, repair of their houses, and for the weddings of their daughters.

Beneficiaries of Arpana's handicraft activities include women who are not allowed to work outside their homes, girls who cannot pursue further studies and women daily labourers.

They craft exquisitely embroidered baby dresses, nightgowns, bedcovers, bed sheets, table cloths, towels, etc. Their produce is marketed in Arpana's shops & exhibitions. All Proceeds to Charities.

Arpana Shops

1. Devotion, E-22 Defence Col, N. Delhi, Tel:011 24331136, 09871284847, email: arpanadevotion@gmail.com
2. Arpana Shop, Arpana Trust, Madhuban, Karnal, Haryana, Tel:09896303566, email: publications@arpana.org
3. Arpana Social Workers Home, 7 Model Town, Karnal, Haryana, Tel:0184-2265412



National & International Recognitions

- HRH Prince Charles made a personal visit to Arpana.
- The World Health Organisation awarded Arpana its prestigious Sasakawa Health Prize for innovative rural health services. This prize is open to all 168 nations of the UN.
- The Government of India's National Commission on Women honoured Arpana as one of ten organisations in India recognised for "empowerment of women, gender equity and justice".
- The prestigious Himotkarsh National Integration Award for Arpana's programmes in Himachal in two consecutive years.
- The Government of India has recognised Arpana as a "scientific organisation for research in the social sciences."
- The State of Haryana has given many awards for Arpana's Family Planning activities and intensive Eye Programme.
- The Haryana Institute of Fine Arts presented its premier award for social service to Arpana.

We extend a warm invitation for you to visit us

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