

ARPANA

ANNUAL REPORT

ARPANA STRIVES TO IMPROVE HEALTH, PROVIDE EDUCATION AND ENABLE COMMUNITIES TO SECURE THEIR RIGHTS AND LIVELIHOODS



HEALTH CARE FOR ALL

Arpana Hospital, in Karnal, Haryana, draws patients from a population of over one million in 1000 villages and towns. We strive to treat each patient with kindness, respect and dignity.



EDUCATION FOR CHILDREN

Arpana's tuition support classes for underprivileged children enable them to compete with their peers. Many go on to university and good jobs.



EMPOWERING WOMEN

Self help groups, health information, micro-credit, their own small businesses, local governance involvement, a voice through their own Federations!



THE DIFFERENTLY ABLED

Differently abled persons are finding new confidence through savings, micro-credit, supporting their families, and having a voice through their Differently Abled Organisations.

2019

ARPANA SERVICES -SEEDS SOWN BY PARAM PUJYA MA



Arpana Trust, founded in 1962, aims to disseminate Param Pujya Ma's legacy, a spontaneous flow of knowledge which guides one to the truth that all are one, that each person's pain is one's own and that one's happiness lies in the happiness of all.

It imbues the Arpana family with the spirit of service to the underprivileged, the vulnerable and the disadvantaged, yielding a harvest of joy, peace and fulfilment.

Today, the journey of Arpana's members is grounded in Param Pujya Ma's spiritual legacy and finds expression in practical action, tied to the felt needs of beneficiaries who participate in the process and are thereby empowered to transform their lives.

Param Pujya Ma
Arpana's Founder & Inspiration

*"O Lord, You have said You abide in the hearts of all men and
You partake of every act of service offered to any of Your children.
Lord, grant that we may see Thee in all beings.
May we ever place before them our homage of devotional service."*

~ Param Pujya Ma

LETTER FROM THE EXECUTIVE DIRECTOR

Dear Friends,

We are delighted to share with you highlights of Arpana's service programs in the year April 2018 to March 2019. Arpana's services for the rural communities in villages of Haryana and Himachal have helped transform the lives of thousands of women and farmers. Over 13,000 women have worked hard to save their communities from social ills, seasonal diseases and promoting development through their participation in village governance. Also, Durga Vahini, a vibrant volunteer group of SHG leaders, has become a nodal point for counseling and resolving problems.

With constant motivation, 100% SHG members in Himachal now have toilets and 85% segregate their waste. 100% farmers report increased income due to better agricultural practices as well as enthusiastic collective marketing.

Accomplishments of Arpana Hospital included opening a separate cardiology department with a catheterization laboratory to soon follow, and setting up a CT Scan Centre. Government empanelments and fulfilling the demanding entry level requirements for the National Accreditation Board for Hospitals were big steps forward for the hospital.

Differently abled persons are finding new confidence through their savings, credit resource and their self help groups, which facilitate access to government entitlements and benefits for its members. Education and life skills were promoted for children with special needs both in schools and in institutes for their particular needs.

In Arpana's Education Centre in Molarbund and its Community Centre in Vasant Vihar in New Delhi, as well as in Arpana Social Workers Home, Karnal, tuition support classes are now providing an education to underprivileged children at par with their peers in private schools. All the students in class 12 passed their CBSE examinations successfully and most have secured admissions in Delhi University or vocational/ professional colleges.

Our hearts overflow with gratitude for your interest, support, guidance and encouragement.

Harishwar Dayal,
Executive Director

Mandatory Disclosure regarding Prevention of Sexual Harassment:

Arpana is committed to maintaining a positive atmosphere free from Harassment of any kind and is fully compliant with all requirements of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

During FY19, there have been no complaints raised under this Act.

FRUITS OF ARPANA'S SERVICES

HEALTH CARE - HARYANA & HIMACHAL PRADESH A RAY OF HOPE FOR THE UNDERPRIVILEGED

NO PATIENT IS TURNED AWAY DUE TO INABILITY TO PAY

92,110 Patients

3,095 Surgeries

9 FREE SPECIALITY CAMPS WITH 963 PATIENTS

87,805 Diagnostic Tests

784 Dialysis Procedures



SELF HELP GROUPS

Women Experience Self Confidence and Dignity
as they gain Freedom from Poverty

BENEFICIARIES - HARYANA, HIMACHAL & DELHI

167 Villages

977 Self Help Groups

13,041 Women Members

10,311 Cumulative Business Loans

CUMULATIVE SAVINGS OF SHGs - RS. 325,259,037

FARMERS GROUPS

Enabling Marginalized Farmers in Himachal to Increase Incomes

Incomes have increased tenfold in the past years, up to Rs.3 Lakhs, due to:

- Information from Agricultural Experts and Exposure Visits.
- Implementing New Methods for Agriculture & Dairy
- Collective Marketing through 2 Farmers Producers Organisations (FPOs)

BENEFICIARIES:

341 Men & Women Farmers

2 FPOs for Collective Marketing



DIFFERENTLY-ABLED PERSONS ORGANIZATIONS (DPOs)

Assisting Members with Mobility, Inclusion and Self Reliance

- DPOs obtained certifications for government benefits for members
- Arpana promoted education and life skills for children with special needs in organisations and in government schools.

NUMBER OF BENEFICIARIES:

1,085 Members

48 DPOs

₹ DPO Savings - Rs. 83,694,837

ARPANA'S EDUCATION CENTRES

A chance for fulfilling lives!

New Delhi - Molarbund & Vasant Vihar

Karnal - Social Worker's Home, Model Town

- First generation learners are attending universities.
- Girl students now outnumber boys.

NUMBER OF CHILDREN:

1,145 in Tuition Classes

344 in Balvatika (Preschool)

177 in Vocational Training



HEALTH CARE FOR ALL!

Rural folk have little or no access to affordable modern medical care. Health care facilities for remote villages are scarce and distant, the expenses of which can push a family below the poverty line by a single episode of illness.

In order that the poorest of the poor can receive affordable/free modern medical care, Arpana setup:

ARPANA HOSPITAL



Arpana Hospital was started in 1980 to serve the rural folk of Karnal district, Haryana who had virtually no access to Health Care.

The original 13 bed cottage healthcare facility has grown to a modern 100-bed Hospital with .

A MULTI-SPECIALITY HOSPITAL -

- General Medicine
- Cardiology
- Ophthalmology
- Obstetrics & Gynaecology
- Paediatrics
- Surgery
- Orthopaedics
- Dentistry
- Physiotherapy

The Hospital has **four operation theatres**, including one modular unit, as well as a recently renovated **12-bed Intensive Care Unit (ICU)** and upgraded **neonatal care unit**.

A **CT Scan Department** was inaugurated in September. This is essential for fulfilling Arpana's mission of bringing modern medical care to all patients, especially rural patients.

Dialysis Unit

Dr. Dinesh Dhanda, MBBS, MD, DM (Nephrology) from RAMA Superspecialty and Critical Care Hospital, is in charge of the Dialysis Department. The types of Dialysis available: Multiple Use, Single Use, Double Lumen Catheter Dialysis.



NO PATIENT IS TURNED AWAY DUE TO INABILITY TO PAY.



ACCOMPLISHMENTS IN THE PAST YEAR:

- Empaneled under **Ayushman Bharat Yojna**, the Government's National Health Protection Mission.
- A New **Cardiac Department** opened.
- Fulfilling stringent entry level requirements for the **National Accreditation Board for Hospitals (NABH)**.
- A new **CT Scan Centre** setup.
- Empanelment by the **Haryana Government** for employee check-ups.
- Application for empanelment for **ECHS (Ex-servicemen Contributory Health Scheme)**.
- A new **Cardiac Catheterization Laboratory** initialized.

OUTREACH CAMPS

- **Outreach Camps** were held in Samalkha and Panipat for Diabetic Retinopathy & Glaucoma
- **Camps about Neonatal Care & Hypothermia:** Arpana's doctors trained rural women, who then informed all 12,038 members of Arpana's 865 self-help groups in June meetings. In November, 8,369 participants learned about the danger of hypothermia to newborns in 98 villages.



ARPANA HEALTH & DIAGNOSTIC CENTRE, HIMACHAL PRADESH



This **Arpana Centre** was built in 2002 to serve the rural hill folk of **Chamba District, Himachal Pradesh**, where health care facilities for remote villages are scarce and distant.

Arpana also alleviated the suffering of thousands of poor patients, from all parts of Chamba District suffering from chronic diseases over the last decades, through health services provided from its Medical Centre in Dalhousie.

Arpana provides free daily outpatient clinics from March to December. 6,131 laboratory tests were done and 3,220 hill folk were treated in the year.

SPECIALITY CAMPS – A LIFELINE FOR HILL FOLK

9 free Speciality Camps were held at the Health Centre, in which specialist doctors from Delhi, Haryana, Pathankot and Chamba examined and treated the hill folk, who would otherwise not be able to access this health care. Patients came from remote Salooni, Tissa, Churah and Banni (Jammu).

THE FREE SPECIALIST CAMPS WERE:

- Orthopaedics
- Gynaecology
- Skin Speciality
- Orthodontics
- ENT Camp
- Endoscopy
- Gynaecology
- Orthopaedics
- Ophthalmology

7 Free Gynaecology Operations were performed.



• Emergency Care Workshops

Workshops held by Mr. Frank Armstrong and paramedic colleagues from Northern Ireland at Arpana Hospital and at Arpana's Center in Gajnoi.

• School Health Education

Classes are held monthly in 22 local government schools where 562 children learn about personal hygiene, sanitation and waterborne diseases. They also join in village sanitation drives.



THE ARPANA HEALTH CARE NUMBERS

▶ **92,110** PATIENTS

▶ **87,805** DIAGNOSTIC TESTS

▶ **970** PATIENTS IN ICU

▶ **3,095** SURGERIES

▶ **3,196** ULTRASOUNDS

▶ **784** DIALYSIS PROCEDURES

9 FREE SPECIALITY CAMPS TREATED 963 PATIENTS

TREATED LIKE A FAMILY MEMBER!



56-year-old Laddo Devi lives with her husband and eight children in a small mudbrick house in village Uncha Samana. Her husband is a laborer with only meagre earnings.

Laddo Devi was suffering from cough, vomiting and diarrhea on reaching Arpana Hospital. The doctor immediately admitted her into the ICU, her tests were done and her treatment started on an emergency basis for COPD (chest infection with respiratory failure and in shock with hypoglycemia). She was restless and drowsy and had to be put on ventilator support with additional treatments. Gradually she recovered.

Her elder son said, "The doctor and staff were very caring and kind – they served our mother like a family member!"

EDUCATION

THE DOOR TO A LIFE OF DIGNITY AND RESPECT

Children of families struggling to survive urban poverty, face a bleak future. Parents are mostly illiterate and cannot guide their children who often drop out after 5th standard. Girls are expected to look after their younger siblings and not attend school themselves.

TAKING ACTION IN RESPONSE



- **Tuition Support Classes** provided to first time learners, nurturing their potential, channeling their energies towards academic achievements and cultural activities like dance, music and theatre.
- **Counsel, care and personal attention** provided to children struggling with lessons as well as with the challenges of living in volatile and crowded slum resettlement colonies.
- **Scholarships** are given to encourage parents to send their children to school and to motivate students to value the tuition as a means to fulfil their dreams.
- **A safe environment** with caring volunteers and staff fostering humane values, tolerance, gender parity and a respect for diversity.
- **Developing their full potential** and enabling them to compete with peers from well-known schools.
- **Scholarships for Higher Education:** Arpana gives 50-100% scholarships for higher education.
- **Arpana Balvatika** cares for pre-school children whose mothers must work. Here mothers see their children growing and learning beautifully.

ADDITIONAL INPUTS PROVIDED TO STUDENTS:



- **A Counsellor** visits the Arpana Centre twice a week for individual counselling with students.
- **Awareness camps for Measles/Rubella vaccine** by doctor from MCD Hospital. 251 parents attended.
- **A Life Skills Impact Assessment** by Modicare Foundation. Their training had helped all students in communication, a better self image and gender sensitization – boys are now helping with housework!
- **A Pedagogy expert** was appointed to conduct trainings for teachers and volunteers.
- **A Counsellor/Psychotherapist** addressed the fears of class 12 students, motivated them and counselled them about career options and scholarship programs.
- **Exposure Trips** to Nehru Memorial, World Book Fair, Nat'l Science Center, Planetarium, Rail Museum, Zoo.
- **Workshop on Comprehensive Sexual Education** was conducted by the Family Planning Association of India.
- **Certificates on Self Defense** were given to girls from class 7 whom Delhi Police had trained in self defense.

SUPPORTIVE INPUTS



- **Parent Teachers meetings** were held to help parents assist their children to focus on their studies.
- **Summer Camp Activities** included arts and crafts, fireless cooking, yoga, books, story-telling, theatre sessions, life skills sessions, movies and indoor games.
- **2 Week-long Teachers Workshops** were conducted on learning disability, English, evaluation and Math.
- **Remedial English classes** for students weak in English, from standards 1-9.
- **Theatre Workshop** resulted in students presenting two plays. Students' self esteem soared!
- **Cultural Events** celebrated during the year included Republic day, Holi, Janmashtami, Independence Day, Diwali, and Christmas.
- **Arpana students** won 18 awards at an **International Mental Health Day** function conducted by **Richmond Fellowship Society at Lady Irwin College**.
- **Dr. Raghunandan Gaiind, Neurologist Consultant, Guy's Hospital, London**, delighted to see the educational programs for underprivileged children, encouraged and advised them individually.

RESULTS

- **All Class 12 students** passed their Central Board of Secondary Education (CBSE) exams!
- **Tuition Support Classes** attended by 1,070 students
- **Preschool classes** for 344 students
- **Girl students** now outnumber boys.
- **Higher Education:**
Today, most of Arpana's students are enrolling in Delhi University and other higher education institutions after class 12. Others have taken management courses and found good jobs and many are attending Open University while taking jobs to support their families.
- **Vocational Training classes** given to 2,255 young people from 2007-2019



ARPANA SUPPORTS THESE CHILDREN AT IT'S EDUCATION CENTRES AT

 Gautampuri in Molarbund, New Delhi

 Rejoice in Vasant Vihar, New Delhi

EMPOWERMENT AND LIVELIHOODS

ARPANA SUPPORTS UNDERPRIVILEGED WOMEN, FARMERS & THE DIFFERENTLY ABLED IN HARYANA AND HIMACHAL PRADESH.

Many rural women in Haryana, ground down by poverty, watch their children go hungry, unable to keep up in school, become ill due to insanitary conditions – as well as being controlled by patriarchal norms.

In many remote villages, rural folk hope for a better life but adverse factors too often lead to poverty, a lack of health care and being excluded from the life of the state and the nation.

The differently abled are often a source of shame to their families, a burden to bear and a drain on scarce resources.

WOMEN SELF HELP GROUPS TAKE RESPONSIBILITIES



WOMEN'S SELF-HELP GROUPS (SGHS)

were started 20 years ago. Today, thousands of SHG women in 167 villages in Haryana and Himachal Pradesh are pulling themselves out of dire poverty, through savings, trainings, micro-credit loans for small businesses and with the support of their group members.

MEMBERS OF DIFFERENTLY ABLED PERSONS ORGANIZATIONS (DPOs)

have literally broken their shackles and emerged from the dark.

MEDICAL CERTIFICATIONS

obtained for DPO members for **Government benefits**

DIFFERENTLY ABLED CHILDREN

enabled to attend government schools and special needs organisations.



TWO FARMERS PRODUCERS ORGANISATIONS (FPOs)

were formed. Information on improved farming methods, irrigation projects, exposure visits, new seeds and collective marketing increased their income tenfold and more!

ARPANA SUPPORTS 100 VILLAGES IN HARYANA 67 VILLAGES IN HIMACHAL PRADESH

TRAINING & CAPACITY BUILDING



- **Refresher Trainings** for Arpana's outreach team and SHG leaders for waterborne diseases, disability laws, gram panchayat development program, aam sabha, immunization, domestic violence, neonatal care, mobile app and emergency care workshop.
- **Agenda & Other Self Help Group Trainings** are given by trained SHG volunteers, i.e. record keeping, community health, sanitation and village governance – with matching plans for community action.
- **Neonatal Care Training** given by Arpana Hospital's doctor was spread by Peer Educators to 7,837 women.
- **Accounts Training** was given to SHG volunteers to address weaknesses in the SHG accounts.
- **Workshop on Domestic Violence** conducted by Mr. Kamaldeep Dayal, Advocate, Supreme Court, Delhi, for over 60 women from the Social Justice Committees.
- **Exposure Visits by 120 SHG Livelihood Committee Members** to Agriculture & Veterinary Extension Offices, yielded a wealth of practical information on income generation activities.
- **Viklangjan Vikas Sahyogi**: Ms Vandana Bedi conducted training on the new categories included in the Disability Law as well as training volunteer assistants for the development of the disabled person.
- **14 Training Camps for Himachal Farmers and Women SHGs** were held, comprised of Financial Literacy for SHG members (Bhim App training), Dai training and 2 farmer's trainings organized by NABARD.
- **A 3-day Agricultural training session** in Lucknow for farmer CEOs of Arpana's Farmers Producers Organizations was organized by **NABARD**.

IMPACT STUDY HIMACHAL PRADESH

Senior Development Consultant, Mr. Khilesh Chaturvedi, and his team of senior professionals, interviewed stakeholders in October-November 2018.

▶ **84%** WOMEN HAD NO SAVINGS BEFORE ARPANA STARTED SHGs

▶ **80.8%** WOMEN HAVE TAKEN LOANS

▶ **91%** WOMEN CREDIT ARPANA FOR THEIR HABIT OF SAVINGS

▶ **60%** HAVE TAKEN LOANS FOR ANIMAL HUSBANDRY, AGRICULTURAL, SHOPS OR SMALL BUSINESSES

▶ **98%** INCOME GENERATING ACTIVITIES STILL CONTINUE

▶ **89%** WOMEN REPORTED AN INCREASE IN FAMILY INCOME ON ACCOUNT OF IGA, SOME AS HIGH AS RS. 1 TO 2 LAKH PER ANNUM

ABSOLUTELY NO WOMEN REPORTED AN UNPAID/BAD LOAN

GROWING PARTICIPATION OF WOMEN IN COMMUNITY WELLBEING



- **Gram Sabhas**: After prioritizing their needs, up to 60% SHG women presented petitions in the Gram Sabhas.
- **Committees for Civil Amenities, Livelihood and Social Justice** in Panchayats were composed of SHG women.
- **Campaigns against Waterborne Diseases** were held by SHG women to prevent Malaria, Dengue, Chikungunya.
- **Development Festivals** for awareness on livelihood opportunities and ways of dealing with domestic violence.
- **Durga Vahini**: This vibrant group of volunteer women took initiatives for village wellbeing – sanitation drives, illegal alcohol, drugs, domestic violence, etc.

OTHER AREAS OF DEVELOPMENT



- **E-Shakti Project:** NABARD has given a project grant under E-Shakti to Arpana's Vikas Federation to update the financial data of 780 SHGs in its target area each month. This is being done by 26 SHG leaders trained for the purpose, using mobiles purchased for this activity under E-shakti. The project was effectively implemented with Arpana's support.
- **New Villages Adopted for Model Program** - Promoting Participation in Village Governance: Arpana has worked intensively, using diverse strategies to bridge the gap between SHG women and Panchayats in 4 new villages.
- **SHG Federations Take Responsibilities:** The Vikas and Unnati Federations, composed of 865 women's SHGs, are taking over Arpana's support activities such as training, exposure visits, strengthening groups, planning village events, scrutinizing loan applications, monitoring E-shakti projects, etc.
- **The Outreach Audit Team** checked the accounts of 824 SHGs monthly. Two workshops were organized via Skype with Ms. Premlata, a well reputed CA in USA, to upgrade their skills.

ENVIRONMENT & SANITATION



- **Environment:** Since their inception, self help groups have had check dams built through the gram sabhas and had 326,800 trees planted on panchayat lands through the Forestry Department. In 2018, 20,000 trees were planted.
- **Waste Segregation:** 85% of Himachal SHG women now segregate their waste. Green waste is deposited along with manure and recyclable waste is sold to waste vendors every 3 months.
- **Toilets for 100% Himachal SHG members:** These are now fully utilized after 3 years of constant motivation and mobilization.

RESULTS



3 FEDERATIONS OF SHGs



964 SHGs WITH 13,123 MEMBERS

- 5,237 trainings with 92,717 participants
- 60% SHG women petitioned to Panchayats for their needs
- 1,023 SHG women in Civil Amenities, Livelihood and Social Justice Shadow Committees
- Differently abled children admitted into schools and institutions
- Loans for income generation activities – 10,311
- Toilets have been acquired & being used by 100% SHG members.
- SHG women planted 20,000 trees in 2018 and 326,800 over the years.



2 FARMERS PRODUCERS ORGANIZATIONS



23 FARMERS SELF HELP GROUPS
341 MEN & WOMEN FARMERS

INCOMES INCREASED
OVER 10 TIMES FOR
FARMERS AND 2-6 TIMES
FOR WOMEN

DURGA VAHINI, A VOLUNTEER SHG WOMEN'S GROUP,
AROSE TO COURAGEOUSLY TAKE ON INITIATIVES FOR COMMUNITY WELLBEING, SUCH
AS SANITATION DRIVES, ILLEGAL ALCOHOL AND DRUGS, DOMESTIC VIOLENCE, ETC.

NATIONAL & INTERNATIONAL RECOGNITIONS



World Health Organization awarded its prestigious **Sasakawa Health Prize** to Arpana for **innovative rural health services**



Bhagwan Mahaveer Foundation presented the **20th Mahaveer Award** for '**Excellence in Human Endeavour**'



India's National Commission on Women honored Arpana for "**empowerment of women, gender equity and justice**"

The Government of India has recognized



Arpana as a "**scientific organization for research in the social sciences.**"



The Himotkarsh National Integration Award for Arpana's programs in Himachal Pradesh for 2 consecutive years



The Haryana Institute of Fine Arts presented its premier award for social service to Arpana



The State of Haryana has given many awards for **Arpana's Family Planning activities** and **intensive Eye Programs**

OUR VERY SPECIAL THANKS

With Gratitude to all our Friends and Donors for their compassion in reaching out, to touch with hope, those who suffered silently, in the shadows of poverty, ignorance and social stigma.



And thanks to You, for taking out time to show interest in Arpana's Endeavours!
You are cordially invited to visit our programs in Haryana, Himachal Pradesh and New Delhi

SANT SAKHUBAI – THE TRANSFORMING POWER OF DEVOTION

Sakhubai, a simple Maharashtrian housewife, is a marvelous example of how even the toughest familial circumstances become miraculously rewarding when one's heart is replete with pure devotion for the Lord.

This captivating story, illumined by Param Pujya Ma, was presented by Arpana in Karnal on 26th & 27th August, 2018.

The Lord helps Sakhubai to face challenging circumstances with joyful acceptance



Arpana's "Stitches of Love" Arpana Handicrafts has transformed the lives of over 2500 village women, enabling them to support their families, and lead lives of self respect and dignity.



Arpana trains them to create exquisite hand embroidered items such as nightgowns, baby dresses, bedcovers, sheets, table cloths, towels, table mats. These are marketed in Arpana's shops, exhibitions and in homes of friends to provide income to the village women.

OUTLETS

Devotion

E-22 Defence Colony, New Delhi

☎ 011 24331136, 9871284847 | ✉ arpanadevotion@gmail.com

Arpana Shop

Arpana, Madhuban, Karnal, Haryana

☎ 9896303566 | ✉ publications@arpana.org

Arpana Social Workers Home

7 Model Town, Karnal, Haryana

☎ 0184 2265412, 9812239005 | ✉ gayatrisachdeva@gmail.com

All Proceeds to Charities

ARPARNA'S PROGRAMS ARE CARRIED OUT BY YOUR SUPPORT

Donations to Arpana are Tax Exempt as follows:

India Donors

50% Tax Relief - Section 80G, Income Tax Act 1961

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Arpana Canada

100% Tax Relief under T3010, Income Tax Act

Mrs. Sue Bhanot, 7 Scarlett Dr, Brampton, Ontario L6Y 3S9

✉ suebhanot@rogers.com

USA

IRS 501 (c) not-for-profit agency, giving 100% tax relief for donations from the USA.

1. Aid for Indian Development

Mr Jagjit Singh, President

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✉ jagsingh@comcast.net

2. India Development & Relief Fund (IDRF)

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