



# ARPANA SERVICES

IN HARYANA, HIMACHAL PRADESH & DELHI



## *Arpana's* MISSION

- » Implementing value-based programs to improve health & education
- » Enabling communities to secure their rights & livelihoods

*Training village women at National Dairy Research Institute to make enhanced milk products for women's cooperative*

### RECOGNIZED BY:

World Health Organisation

Government of India's National Commission for Women

Government of Haryana

The Himotkarsh National Integration Award

Royal College of Gynaecologists and Obstetricians, London

Haryana Institute of Fine Arts

HRH Prince Charles

Awarded from amongst 168 countries, the Sasakawa Health Prize for "Outstanding innovative rural health care"

Honoured Arpana as one of ten leading organizations in the Country for their work to Empower Women

Family Planning and Eye Program Awards over the years

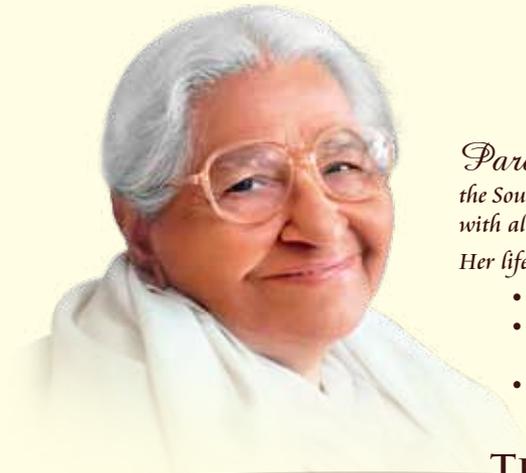
Awarded in both 2000 and 2001 for Health and Socioeconomic Programs in Himachal Pradesh

Conferred an Honorary Fellowship on Dr. Ela Anand, Arpana's Director Medical Services, for Arpana's Maternity and Child Health Care Programs

Conferred their highest award for Outstanding Achievements in Social Service

A personal visit to Arpana's Services

## ANNUAL REPORT 2011



# ARPANA

"A COMMITMENT TO CARE"

## *Param Pujya Ma*

*the Soul of Arpana, embodied in Her life perfect love, compassion, humility and loving identification with all. Seekers from all faiths found strength and inspiration in their quest for the Truth.*

*Her life and words demonstrate:*

- *All are one in essence.*
- *Self purification comes through selfless service and the unconditional practice of humane values*
- *All faiths lead to the Supreme Truth and propagate the Eternal Values, the foundation of human existence.*

## 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.

*"Here, we have no family planning – whoever comes is part of our Family!" - Param Pujya Ma*

## ARPANA'S VISION

A society enhanced with eternal values, motivating each one to assist those in need, resulting in:

- Caring communities in which all have the basic necessities for health, proper housing, water and sanitation, education, training, jobs
- Opportunities for all to develop their full potential, enabling them to emerge as aware, responsible and joyful citizens of the world

### GOVERNANCE

Revered Patron	Pujya Chote Ma
Board of Trustees / Governing Board	
<u>Name</u>	<u>On Board</u>
Mr. Harishwar Dayal	Chairperson
Mr Mark Henderson-Begg	Trustee/Secretary
Mr. Anuranjan Singh	Trustee/Treasurer
Dr. Mrs. Ela Anand	Trustee
Mrs. Aruna Dayal	Trustee
Ms. Abha Bhandari	Trustee
Dr. Rahul Gupta	Trustee
Ms. Anne Robinson	Trustee
Mr. Ravinder Dayal	Trustee

### FINANCES

#### Arpana Research & Charities Trust

<u>Cash Flow (March 31,2011)</u>	<u>In Lakhs of Rupees</u>
Total Operating Income	464
Total Operating Cash Used	594
Net Cash (Operating Activities)	-130
Total Investment Proceeds	-53
Purchase of Fixed Assets	-26
Net Cash Inflow (Investments)	-79
Cash Inflow (Grants/Donations)	178
Net Cash Inflow	-31

### LEGAL DETAILS

**Arpana Services** designates 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 in 1980 under section 12A(a) of the Income tax Act, 1961.

**Arpana Headquarters:** Madhuban, Karnal 132037-01, Haryana, India

Telephone: +91-184-2390905, 2380801 email: arct@arpana.org website: www.arpana.org

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

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

ANNUAL  
REPORT  
2011

*"Seek your happiness in the happiness of all.  
Let the joy of living fill your heart to overflowing."*

*- Param Pujya Ma*

# ARPANA MEDICAL SERVICES

Arpana Medical Services brings hope for thousands of disadvantaged families in Arpana's target areas who cannot afford modern medical care. Patients are treated with dignity, while being given exceptional treatment in excellent facilities by compassionate, qualified and trained staff.

Services at the 135 bedded Arpana Hospital in Haryana, and Medical Centres in Himachal Pradesh and Delhi, include specialty clinics, camps, mobile clinics and outreach activities. Arpana reaches out to a target area of over 700 villages and towns in Haryana and Himachal Pradesh, and a population of 50,000 in slum resettlement colonies in Delhi.



ARPANA HOSPITAL had 67,303 patients in its 5 Departments of General Medicine, Ophthalmology, Gynaecology & Obstetrics, Paediatrics and General Surgery. It also has a well-equipped intensive care unit; three operation theatres with laparoscopic equipment and C-Arm for orthopaedic surgery; separate operation theatre for eye surgeries with operating microscopes and Phaco machine; diagnostic facilities with laboratory, a Colour Doppler, a Holter Monitor & Treadmill.

**RECENT ADDITION –LIFE SUPPORT AMBULANCE:** Arpana Hospital has started an ambulance service with three ambulances including a critical care ambulance, with ventilator, infusion pump, defibrillator and cardiac monitor – an ICU on wheels.



## CASUALTY & ICU

Arpana's Intensive Care Unit brings excellent, affordable health care to patients who require special care. Equipment in the ICU includes multipara monitors, ventilators and piped oxygen and suction. Due to increasing numbers of patients, the ICU was recently expanded from 4 to 6 beds.



*ICU patients increased by 11% last year*



**SUNNY, 7 years,** son of a daily labourer, developed an intense fever, cough, breathing problems, pains and backaches. His parents took him to a "witch doctor", but the treatment did not help. Upon arrival at Arpana Hospital, he was diagnosed with asthmatic pneumonia and was immediately put on the ventilator in the ICU. It was the dedicated care of the doctors and nurses, and equipment donated to the Hospital by magnanimous donors, that enabled Sunny to recover after 17 days.

**MEDICAL CENTRE, MOLAR BUND, NEW DELHI**  
26,240 patients attended the health clinics at Arpana Medical Centre, Molar Bund. Outreach clinics for mother child health care were held for a population of 50,000.

Volunteer Doctors held specialty clinics which include:

1. Paediatrics
2. Gynaecology
3. Ophthalmology (with All India Institute of Medical Sciences)
4. Tuberculosis (with Cheshire Homes')
5. Polio (with St. Stephen's Hospital)

## CAMPS AT ARPANA HOSPITAL

1. Cervical & Breast Cancer Screening Camp
2. Colposcopy Camp
3. Surgical Camp Sponsored by Rotary Clubs
4. Dr. J.K. Mehta Memorial Surgical Camp

**MEDICAL AND DIAGNOSTIC CENTRE, UPPER BAKROTA, HIMACHAL PRADESH**  
6,214 patients from 250 villages attended daily clinics. Visiting doctors held the following free specialty camps:

1. Gastro Intestinal Check-Up/ Endoscopy
2. Medical
3. Cardiology
4. Bronchoscopy
5. Gynaecology/ Colposcopy

**GAJNOI CENTRE, HIMACHAL PRADESH**  
1,569 patients were provided medical treatment during the year. It is also the base for Arpana's training and development programs.

## MAIN ACHIEVEMENTS

Patient Attendance	110,435	Diagnostic Tests	73,214
Operations Performed	3,801	Specialty Clinics Attendance	1,188
Immunisations Given	73,567	Outreach Clinics Attendance	8,612

ANNUAL  
REPORT  
2011

# GRASSROOTS EMPOWERMENT

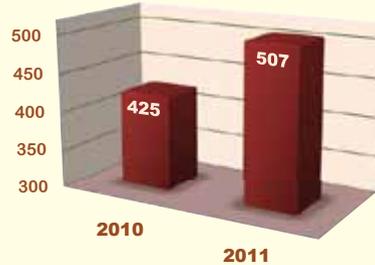
Arpana has been working for the disadvantaged in rural Haryana and Himachal Pradesh, as well as those living in urban poverty in Delhi, through programs for providing health care, creating awareness, providing education, enhancing livelihoods and women's empowerment.

Through facilitation of self help groups (SHGs), Arpana has successfully imparted to these women a commitment to act for the well being of their families and communities through microcredit, entrepreneurship, community health and local governance initiatives.

## HARYANA VILLAGES



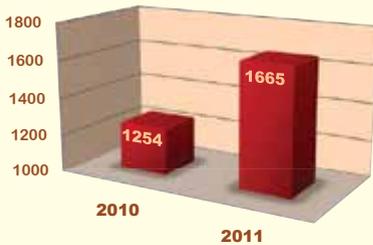
## SELF HELP GROUPS



## SHG MEMBERS



## ENTREPRENEURS



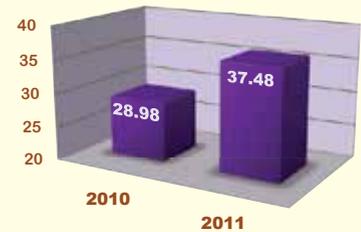
## EMPOWERMENT RESULTS

IN HARYANA, HIMACHAL & DELHI

### INCREASES FROM 2010 TO 2011:

- Haryana Villages : 65 to 100
- Self help groups : 425 to 507
- SHG Members : 5287 to 6446
- Entrepreneurs : 1,254 to 1,665
- SHG savings : ₹ 29 to ₹ 37.48 (in millions)

## SHG MEMBERS' SAVINGS (in Millions of Rupees)



## CHALLENGES IN NEW VILLAGES IN HARYANA

Women in 35 newly adopted villages in Haryana had recently been subjected to fraudulent schemes and were highly suspicious of efforts by Arpana workers to persuade them to form self help groups.

Workers faced this daunting challenge with reason, patience and exposure visits to Arpana SHGs in Madanpur and Taprana Villages.

These seasoned SHG members were eager to share their experiences of development and financial security with the newcomers who, reassured, now wanted these results for themselves.

110 self help groups in this area were eventually formed and began to flourish. Another 32 new women's groups were formed in the older 65 villages in Haryana, requested by women who saw the success of local SHGs.

## SHGs FOSTER PARTICIPATORY DEVELOPMENT IN:

1. Their local village council meetings which had roads approved; school rooms repaired; community halls built
2. Local schools and preschool centres
3. Conducting monthly sanitation drives in their villages
4. Ensuring antenatal care and full immunization of children





## TRAINING WOMEN AT THE VILLAGE LEVEL

Arpana's medical professionals and outside professional organisations were used to train staff and women leaders in:

1. Strengthening SHGs
2. Combatting social evils (female foeticide, dowry, etc.)
3. Imparting health information
4. Local governance & availing of government programs

**H** EALTH RESOURCE PERSONS trained in remote areas in antenatal care, midwifery, family planning, nutrition, immunization, sanitation, seasonal diseases, HIV/AIDS

## FEDERATIONS OF WOMEN'S SELF HELP GROUPS

There are two Federations of 246 women's self help groups. These provide a legal umbrella to its member groups, promote savings and provide larger credit access. The Executive Leaders, elected by the SHGs, are given training in leadership qualities and skills by Arpana. They plan activities for the upcoming 6 months and are also a forum for problem solving.

## NURTURING THE SPIRIT OF SELF EMPLOYMENT & MICRO ENTERPRISE

The number of entrepreneurs has increased by 411 this year to 1,665 women and farmers. The livelihood options include small shops, flour mills, buffaloes for the sale of milk, vehicles as taxis, tractors to rent out, and leasing up to 5-7 acres of land for cultivation.

## DAIRY MILK COOPERATIVE

This year saw the launch of the first milk cooperative of women from Arpana facilitated SHGs, supported by Arpana and the National Dairy Research Institute (NDRI), Karnal. The women have participated in intensive training and exposure and dialogue with NDRI to strengthen their business and marketing skills.

**SHEELA**, a member of an SHG in Datarpur Village and a former agricultural labourer, took a loan of Rs. 75,000 to help her family buy a tractor. They are earning a good profit by renting the tractor to small farmers. They also use it for their own land which Sheela has taken on lease, employing 5 laborers.



## FARMERS' GROUPS IN HIMACHAL

Farmers, who previously engaged in single crop subsistence farming and lived in poverty, today earn incomes 10 times over. They have built proper homes and many have recently acquired a level of comfort and security they had never envisioned.

There are 19 farmers groups with 254 members. There are 11 farmers earning above Rs.100,000 per year, 27 farmers earning from Rs.60,000-100,000, and 96 farmers earning between Rs.30,000-60,000. New members are also increasing their earnings. Many farmers also engage in supplementary income generating activities such as renting out farming machines, running small shops, etc.



## EXPOSURE VISITS BUILD FARMERS' CAPACITIES

- Agriculture Officials held a workshop for 102 farmers
- 21 farmers were taken to the Farmers' Fair at Hamirpur.
- 22 farmers visited the Farmers' Outreach Program in Saru.
- 21 farmers visited Palampur Agricultural University.

Information was imparted about specific methods of growing vegetables, certified grass, poly houses, vermicomposting, growing off-season vegetables and about cold storage, floriculture and animal husbandry.



## PRODUCTIVE ASSOCIATION WITH NABARD IN HIMACHAL PRADESH

The National Bank for Agriculture and Rural Development (NABARD) and Arpana have become partners in a special endeavor to enable 3 remotely situated villages to evolve into 'Model Villages'. NABARD will support activities and projects, including providing rotating funds for local self help groups.

EARNINGS OF THE LEAD FARMER,  
NIDHIA RAM, CROSSED RS. 200,000 LAST YEAR.

HE WAS GIVEN AN AWARD FROM THE AGRICULTURE EXTENSION DEPARTMENT.

ANNUAL  
REPORT  
2011

# SUPPORTING EDUCATION IN SLUM RESETTLEMENT COLONIES

Arpana promotes education through tuition support, pre-school day care classes and providing vocational and employability skills for the youth of resettlement colonies.



## TUITION SUPPORT CLASSES

Arpana teachers provided tuition in mathematics, science, social studies, science, Hindi and English to nearly 1,000 children who are either attending school, or had dropped out.

Personal hygiene, cooperation and good manners are taught. Values are inculcated and the children are encouraged by inspiring stories and group discussions.



## THE 'CHILDREN'S GARDEN' OF CARING & LEARNING

302 children were enrolled in Arpana's pre-school classes, where they were cared for in a loving atmosphere. They were given a daily midday meal as well as introduced to playing with toys, games, skits, poems and stories. 46 other small children were cared for in community crèches by women trained by Arpana.



# VOCATIONAL TRAINING

**COMPUTER TRAINING:** All children in Arpana's classes, from standards 2-10, are provided computer classes. 136 students were given computer training in Himachal Pradesh also.

**NIIT COMPUTER COURSE:** Two batches of students passed the basic NIIT certificate course last year.

**TAILORING CLASSES:** 30 young women completed a stitching and tailoring certificate course, taught by a professional instructor, and most are earning a good income from their tailoring in jobs or through self-employment. 150 girls in Himachal Pradesh were also taught tailoring.

**MIDWIFERY:** 48 women in remote villages of Himachal Pradesh were given monthly training in midwifery.



## WORKSHOPS FOR STUDENTS

1. **WORKSHOP ON LIFE SKILLS:** NIIT 6 day workshop
2. **'LIVING EMOTIONS':** by Arpana's Family Resource Centre
3. **EMOTIONS WORKSHOP:** A follow up session
4. **ENGLISH & CRAFTS SKILLS:** A 4 day workshop
5. **NATIONAL BAL BHAWAN:** Music, dance, etc.

## TEACHERS' SEMINARS/ WORKSHOPS

1. **INDIAN VIS-À-VIS WESTERN EDUCATION:** by Amity Institute
2. **VALUE EDUCATION WORKSHOP AT SRI AUROBINDO ASHRAM**
3. **TEACHERS' TRAINING:** organized by The Hindustan Times

ANNUAL  
REPORT  
2011

## CHILDREN BENEFICIARIES

Children in Preschool classes	348	Students in Tuition Classes 1-9	952
Vocational Training Participants	518	Students in Himachal School Health Program	1,188

# CULTURAL & EXTRA-CURRICULAR ACTIVITIES



## 'KRISHNA SUDAMA'

Mrs. Sushma Seth, film actress, Arpana's Delhi Cultural Director, had the children prepare one of Arpana's dance dramas, 'Krishna Sudama' to be performed at:

- The Delhi State Council of Women at the Sri Ram Centre, where they received a standing ovation.
- At the Book Launch of 'Stage Play' (Mrs. Seth's autobiography) with an appreciative audience of eminent film personalities.

**CHILDREN'S LITERACY FAIR:** Organized by Dev Samaj Modern School, 37 Arpana students participated.

**FILM SHOWS BY WWF:** about environmental protection and natural beauty.

## CELEBRATIONS

- Teachers' Day
- Eid
- Christmas
- Holi
- Diwali
- Hanukkah
- Republic Day



## VALUE EDUCATION CAMP IN NAINITAL

9 girls studying with Arpana in Molar Bund went to Aurobindo Ashram in Nainital for 10 days, joining 50 other students. They entered a new world which they had only seen in movies or on TV.

They were taught meditation, rock climbing, trekking and value education. Special training was given in self observation, personal growth and time management. Every student had a feeling of self accomplishment, greater discipline and a multitude of new skills.

## SCHOOL HEALTH TRAINING CLASSES IN HIMACHAL PRADESH

Arpana health workers held health classes for 1,129 children from classes 4-10 at 33 schools in 25 villages of Chamba District. Topics included environmental awareness, diarrhoea, personal hygiene and sanitation and awareness about toilet usage.

These children also participated in the sanitation drives initiated by their mothers and other women from Arpana's self help groups in their villages.

## ALL YOU NEED IS LOVE

A collection of poems, stories and experiences of Arpana's children has been selected, edited and beautifully designed by volunteer Vaasvi Goyal, a 12th class student of Vasant Valley School.

'All You Need Is Love,' was released on Oct.22, at the India Habitat Centre with the chief guest, Shri Arvinder Singh Lovely, Delhi Education Minister.



*"Emotional dependency can never give you unconditional joy  
- it is the giver who finds happiness."*

*- Param Pujya Ma*

ANNUAL  
REPORT  
2011

# ARPANA - DIGNITY, WELLBEING & INDEPENDENCE

## INTERNATIONAL WOMEN'S 'EMPOWERMENT DAY'

Arpana organized a 'Women Empowerment Day' program on 6th March 2011, in Kutail Village, attended by over 2,200 women from the self help groups. The chief guest was Mrs. Sumita Singh, Member of Legislative Assembly from Karnal District.

The team of Arpana workers and women leaders presented 2 plays highlighting the evil of female foeticide and the burden of gender bias borne by women. Stalls were arranged for sales, food and games.

*Reaffirming their collective commitment to fight the terrible crime of female foeticide*



## ARPANA HANDICRAFTS - EXQUISITE EMBROIDERED LINEN



The art of fine embroidery, imparted to 2,500 marginalised women, has provided much needed help as well as improving the quality of life in hundreds of impoverished rural families. Village women craft exquisitely embroidered baby dresses, nightgowns, bedcovers, bed sheets, table cloths, towels, etc. Arpana's marketing and exhibitions increase incomes of disadvantaged families through the sales of these handicrafts.

*Every rupee you spend provides not only an exquisite gift for friends and loved ones, but brings hope and succour to a needy woman.*

ALL PROCEEDS TO CHARITIES

Now available at the following outlets :

### *Arpana Shop*

Madhuban, Karnal 132037  
Haryana  
Tel. : 09896303566  
Email : publications@arpana.org  
CLOSED WEDNESDAYS

### *Arpana Social Workers Home*

7 Model Town, Karnal 132001  
Haryana  
Tel. : +91-184-2265412  
CLOSED SUNDAYS

### *Devotion*

E-22, Defence Colony,  
New Delhi -110024  
Tel. : 011 24331136, 09871284847  
Email : arpanadevotion@gmail.com  
CLOSED SUNDAYS

## *With Deep Gratitude to...*

*... all our magnanimous friends who support Arpana's programs, enabling Arpana to bring important health and development activities to disadvantaged, marginalized and vulnerable populations in rural Haryana and Himachal Pradesh as well as in urban slum resettlement colonies.*

## *We Request Your ...*

*... Contribution of funds and resources to enable the continuation of Arpana's crucial health and development programs that are improving the quality of life for the disadvantaged.*

*You are Cordially Invited to Visit us*

**Contact Persons:** Lt. Col. Manpreet Singh, Public Relations +91-9729430311  
Mrs. Aruna Dayal, Director Development +91-9873015108, +91-9896242779

ANNUAL  
REPORT  
2011

Arpana, Madhuban, Karnal 132037-01  
Haryana, India  
Telephone: +91-184-2390905, 2380801  
Email: arct@arpana.org  
Website: www.arpana.org