



# *Arpana's Service Activities*

## *Haryana, Delhi, Himachal Pradesh*

**ANNUAL REPORT – 2013**

**MISSION:** Community wellbeing through high quality medical, educational and livelihood services, with emphasis on the underprivileged; through empowering beneficiaries with participatory development programs and building skills capacities; with commitment, compassion and selflessness.



**Preschool care for 508 children and Tuition Support for 930 students in slum resettlement colonies**



**Women's self help groups get roads and bridges made in Himachal Pradesh**



**Building their Futures: 155 young people given vocational training**



**Cultural opportunities include dance, drama and music for children from slum resettlement colonies**

**76,247 patients attended Arpana Hospital last year**



**3,385 operations to restore sight at Arpana Hospital**



**2,096 men and women have started their own businesses with micro credit loans**



**Keeping their own accounts in 682 self help group with 9,771 members**



**SHG women organized Health Fairs to spread basic health principles through plays, songs, games, stalls**



**5,361 patients seen in free or subsidized speciality clinics in Himachal & Haryana**

**Activities of Arpana Trust and Arpana Research & Charities Trust**

**Headquarters in Madhuban, Karnal, Haryana**

**Himachal Pradesh Centres in Upper Bakrota (Dalhousie), & Gajnoi Village in Chamba District**

**New Delhi Centres in Molar Bund Slum Resettlement Colonies & in Vasant Vihar**

**(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.*

Param Pujya Ma propagated the essential Unity of all beings, irrespective of caste, creed or religion. In her extremely potent elucidation of the Srimad Bhagavad Gita, she clarifies that a harmonious blend of knowledge, love and selfless deeds transmutes our egoistic tendencies into humane qualities, bringing happiness and fulfillment in our lives. This results in an attitude of loving identification with all and is inherent in Arpana's service projects designed to alleviate the suffering of the deprived and disadvantaged in society. Arpana's programmes today touch the lives of more than 300,000 rural people in Haryana and Himachal and over 30,000 urban poor in Delhi.

All Arpana's volunteers endeavour to offer acts of humble service to humanity with a special focus on the communities around us. The genesis has been a simple need expressed by the underprivileged, and the response has grown into the present independent programmes in education, health, women's empowerment and livelihood generation.

Arpana's health services, comprising a 135 bedded hospital at Madhuban and other centres of medicare, started with a simple dispensary where disciples of Ma provided free services to the ill. Similarly, the educational programmes at Molar Bund were the initiative of three housewives inspired by Param Pujya Ma to practice spirituality by serving the poor and needy. Correspondingly, Arpana's women's empowerment programmes were a direct response to the urgent need of the rural woman for economic sustenance and practical knowledge to better the lives of her family members.

### *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.

#### ***From the desk of the Executive Director...***

*Dear Friends,*

*Param Pujya Ma tells us that Spirituality begins when we identify with the other – who is the Lord's child, and whom it is our privilege to assist! Through our service activities, we endeavour to imbibe humane qualities into our own lives, while being of service to those less privileged.*

*We are deeply grateful to all our Partners whose vision and support make this process of empowerment a vibrant reality at the grass roots. A process of empowerment that has transformed lives, built assets and invested information and skills at the very base of the development pyramid, strengthening the roots of our rural communities, for their future development, well being, and prosperity.*

*To all of you, we extend our warmest gratitude and look forward to working with you in the future.*

*With warmest regards,*

Harishwar Dayal  
Executive Director



# Health for All

**Arpana Hospital** was set up in 1980 to enable the rural poor to have access to affordable high quality modern medical treatment, with dignity and respect. Today, it is a 135 bedded facility that has been fulfilling its mission for 33 years – with a policy of never turning away patients due to lack of finances.

Arpana Hospital has highly qualified doctors, excellent equipment and 7 departments – General Medicine, Ophthalmology, Gynaecology & Obstetrics, Surgery, Paediatrics and Community Medicine.

**Telemedicine:** Dr. Steve Coates, Specialist in the UK, initiated our telemedicine facility by sending EEG (electroencephalogram) reports.

An **ambulance** was donated by the State Bank of India, along with a temporary pacemaker for transporting patients to a tertiary care hospital for heart surgery.

*Arpana Hospital had 76,247 patients during the year*



## Saving Anuj



Anuj is two years old, the son of a landless labourer. For 3 or 4 days the child had fever, and became extremely weak, but was untreated as his parents had no resources for medical care. When a neighbour told them about Arpana Hospital, his father brought him to be examined. He was found to have an infection which, along with anaemia, diarrhoea and vomiting, had dangerously dehydrated him.

He was immediately admitted into the ICU and treatment was started with intravenous fluids and antibiotics. Soon Anuj's condition started improving and he was able to be discharged six days later.

His parents, who had lost all hope, were delighted and expressed their heartfelt gratitude to Arpana and the medical staff for saving the life of their son.

## Eye Department

Arpana's Eye Department performs surgeries for cataracts, corneal transplants, vitreo-retinal, external ocular surface reconstruction, squint and retina. Its first macular hole surgery was performed in January 2013, thanks to the donation of a Vitrectomy machine donated through Arpana Charitable Trust UK.

24 eye screening camps were held at two nodal centres for 4,446 rural patients.



## Workshops

**Emergency Care Workshop:** Dr. Davinder Kapur motivated a team of experienced and highly trained paramedics from Northern Ireland to hold an annual week long workshop at Arpana Hospital for medical personnel in Arpana, Haryana Armed Police and the National Highway Authority, bringing world class emergency care service to the area.

**Neo Natal Care Workshop** was conducted by Dr. Sanjeev Bali from the USA and Dr. John McCabe of Northern Ireland. They gave practical training demonstrations on neonatal and paediatric resuscitation to Arpana's doctors and nurses at the Hospital as well as to Arpana's village health and development workers.

**A Patient Safety Workshop**, prepared by Dr. Akhil Sangal, CEO, ICHA, for the WHO staff, to create awareness of patient safety, which is compromised in every health facility, was conducted for 65 Arpana doctors and staff at Arpana Hospital.

**A Gynaecology and Surgical Camp** was held at Arpana Hospital in which 10 patients required immediate operations.

## Bakrota Medical Centre



Arpana's Medical Centre in Bakrota, Chamba District, Himachal Pradesh, caters to over 200 mountain villages with a daily Outpatients Clinic and basic laboratory tests.

Medical speciality camps held at the Medical Centre for patients who are unable to visit high end and distant specialists, include:

1. Heart Checkup Camps by Dr. R.I. Singh
2. Three day Medical Camp benefitting 144 patients.
3. Endoscopy Camp on May 19-21, where Dr. Rahul Gupta performed 129 Endoscopies and 8 Colonoscopies.
4. Gynaecology Camp held by Dr. Leena Gupta, with 25 patients.

## Sustainable Village Health Care

**Arpana's rural team** informed and mobilized women's self help groups, in special monthly meetings, for good health, mother child care and utilization of whatever good medical care may be available, i.e. government hospitals and health programs.

**Women in self help groups** ensure that pregnant women in their neighbourhoods get medical checkups, immunisations and supplements as well as seeing that they have hospital deliveries. They also see that all children receive their immunisations.

**Arpana's School Health Program in Himachal Pradesh:** Arpana workers held health classes each month for 682 schoolchildren, in 33 schools. Over 600 of these children participated in monthly sanitation drives by 510 SHG women.

# Rural Development in Haryana & Himachal Pradesh

## Empowering Women through Knowledge, Economic Security, Self Esteem

**Self Help Groups:** Promoting development and strengthening community health has changed from service delivery to enabling and empowering the community through women's self help groups (SHGs) that build their own savings and credit resources, create their own opportunities and perform and disseminate good health practices.

All 682 self help groups (SHGs) facilitated by Arpana in its 230 target villages in Haryana, Himachal Pradesh and Delhi, worked on improving levels of independent functioning.

**Training SHG Women:** Village based training is challenging and to watch the actualization of lessons learned by the women is a matter of admiration. Training was held for prevention and management of seasonal diseases, to enable SHG women to maintain records and accounts, for disability issues, and for improving local governance.

**SHG Campaign Against Waterborne Diseases:** Women from 519 SHGs in 93 villages held 290 'Swachh Angans,' i.e. teaching hygienic practices in kitchens and courtyards. Training was given on water borne diseases such as diarrhea, typhoid and jaundice. Making oral rehydration solutions was demonstrated. Discussions were held on the importance of toilets. 11,600 villagers attended. In Himachal over 85% of women members have toilets.



*SHG members learn to fill financial registers*

**Group Accounts:** Two literate members of each group participated and achieved a fair degree of clarity. Reinforcing the learning is ongoing.

**Panchayati Raj (Local Governance):** Training and micro planning for SHG women to attend village governance meetings.

**Festivals and Infotainment:** Celebrating the bonds sisterhood – of caring, sharing, and reaching out – to make the world better in small ways. The songs and prayers of 1200 women came together in the ambience of the Arpana temple!

**Women shared stories** of how they had helped pregnant women and saved the lives of mothers and infants and how some had helped, with support and resources, to arrange marriages of girls from destitute families.

**Two Federations of SHGs:** The two Federations have 487 groups with 6,331 members. In the Annual Meetings of each Federation, guests were amazed by the achievements of the women.

The Arpana team and women leaders presented a play based on the success of collective action to reduce sales of illicit liquor in Taprana Village. 22 SHG's worked together for 3 years to reduce and ban illicit liquor in the village and have achieved 70% success!

**A New Federation:** The women of Taprana started their own federation, Nirmal Dhara Mahila Dugad Samiti.



*An inspiring song on the goal of the Federation*

### Bimla's Compassionate Persistence



Bimla, a member of Sakshi Self Help Group, heard the cries of Monica, young and pregnant for the first time, who was in labour. She was in agony and terrified, but her mother-in-law refused to send her to the hospital. It was only when Bimla threatened to file a police case if Monica was harmed that Ajay arranged transport, for the government hospital in the small town of Gharaunda.

The doctor on duty refused to admit Monica, who was still bleeding heavily, as a patient. Bimla pleaded with the doctor who finally agreed. Very soon, Monica gave birth to a baby girl. Both mother and infant are well now because of Bimla's loving, determined resolve to help.

The additional reward was that the mother-in-law had seen the light. She ensured that her second daughter-in-law, who was also pregnant full term, was admitted to a hospital for her delivery.

Sharing this experience, Bimla said, "I was able to reach out and help because that is what we have promised to do in our group. We also get the training so we feel confident when we talk to doctors, officials or difficult family members".





**Farmers Clubs:** There are 25 farmers clubs in Himachal Pradesh, with 189 members. 24 of these clubs became registered, thus becoming eligible under NABARD, to receive revolving funds of Rs.10,000 each. 20 farmers from Jatkari area visited the Saru Agricultural University for 3 days and were amazed at seeing the new farming methods, which they then started implementing.

**Creating Livelihood Options:** Many members of SHGs and Farmers Clubs took micro credit loans this past year to start their own small businesses. There are now 2,006 entrepreneurs who have enhanced their livelihood options through these loans.

#### Training for Income Generation

**Tailoring:** 60 women learned tailoring in a 6 month course taught in three village centres.

**Pickles and Papad:** 20 women gained skills for making these popular foods in two week long workshops.

**Knitting woollen socks:** 20 women learned skills required for the Lahul and Spiti patterns in a 12 day workshop.



*Workshop for making pickles and papad*



*Awards at NDRI for high quality products*

#### Health Fairs

Health Fairs were arranged and conducted by SHGs with the Arpana team in 5 distant villages. Basic health principles were explained and reinforced through plays, songs, quizzes, stalls and games.

**Anmol Mahila Dugad Samiti:** Anmol Maila Dugad Samiti, a women's collective formed in 2011, is running well. Group members earned Rs.6,000 monthly, working only 4 hours a day.

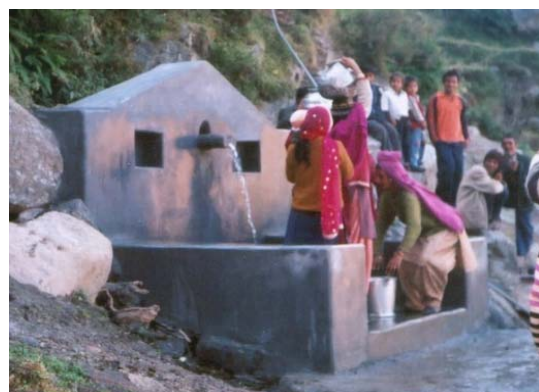
**Shagun Bakers:** Women from village Darad, interested in starting a bakery, are forming a group. In addition, training by the National Dairy Research Institute (NDRI), Karnal, to make bakery products is being carried out.

### Jatkari Area in Chamba District, Himachal Pradesh

Extremely isolated, the 20 villages of Jatkar Panchayat have been marginalized and unable to access the benefits of government schemes, benefits and services. Economically deprived and afflicted by ignorance, farmers' agricultural practices were primitive, and lack of credit and irrigation further blocked their progress.

#### Collective Action

- Seven women's self help groups were formed.** Women learned the advantages of savings and building a credit rating for family needs and livelihood options.
- Five farmers clubs were formed.** For the first time, they have received inputs on the advantages of collective action.
- Drinking Water** emerged as a priority felt need of the community. Their participation in planning, providing voluntary labour and cartage has created a sense of ownership amongst the village folk.
- Electricity supply:** Another felt need was for regular electricity supply. For the first time, they submitted a collective petition, requesting the Electricity Department to repair their transformer. The result was the installation of a new transformer.
- Planting Trees:** SHGs were enthused when the Arpana team cited cases of SHGs in neighboring villages initiating plantation of trees in Panchayat (village council) lands. 40 representatives went to the DEO so that common land could be used for plantation of fruits and fodder trees. 10,000 trees were planted.



**Learning to Avail of Government Compensation:** Scores of families in Himachal Pradesh suffered damage to their homes, terraced fields and school buildings due to heavy snowfalls and rainstorms. Group members, through their local councils, petitioned for compensation and repair under the MNREGA scheme, which paid them daily wages to repair 7 school buildings with collapsed roofs and crumbling boundary walls, and build 22 homes for poor families.

# Towards Developing Children's Full Potential

## Ground Realities

Illiterate families, struggling to survive, know that their children face a bleak future. Even when admitted to school, crowded classrooms, teacher absenteeism and lack of personal attention result in children unable to keep up with lessons. Slum children often drop out after 4<sup>th</sup> or 5<sup>th</sup> standard.

In order to give disadvantaged children of slum resettlement colonies in Molar Bund, New Delhi, a chance for a better life, Arpana provides educational support, preschool day care facilities, vocational training, happiness workshops, career counselling and cultural opportunities.

**Tuition Support** was given daily to about 1000 students in classes 1-12.

**Outstanding Academic Performances:** It is inspiring to see previous "failures" achieve excellent marks.

**Class 12th Board Examination:** 50% students had First Division marks. One girl obtained 95% in Political Science and another had 76.4% marks with 80% in English.

**10th Board Examination:** 88% obtained marks in First Division. Two girls scored a CGPA perfect 10.

**Graduation Ceremony of our first 12th Class:** A gala graduation ceremony was arranged for our first batch of 12th grade students, all 35 of whom were given school completion certificates.



## Effective Teaching Methods

**Speaking English:** Ms. Shari Daniels utilized new techniques which enabled many children to speak English correctly and confidently.

**Science Projects** with eager junior classes in which they made telephones with paper cups and strings, hand held windmills, etc.

**Remedial Teaching by Senior Students** who were trained to tutor and who worked daily with a few children in Maths and Hindi. By helping them academically they also developed responsibility themselves.

**Voluntary Support** by Mrs. Sood, teaching social science to older students.

*Trained senior students tutor youngsters in mathematics and Hindi.*

## Effective Supporting Activities

**Training Teachers:** an intensive month long training program by Shari Daniels identified areas of learning difficulties and created methodologies to enhance learning.

**A Refresher Course for Pre-school Teachers** by Mrs. Meena Sharma for all teachers at Arpana's Preschool Day Care Centre to improve the quality of education.

**Parent Teachers Meeting :** Parent Teacher Meetings were organized twice a year, with 96% parent attendance, to synergize the efforts of teachers and parents towards holistic development.

**Understanding Child Psychology:** Psychologist Sudhanshu Mishra educated Arpana's teachers in identifying children's problems for appropriate interventions.

**Workshop on Happiness Project** is interactive, enabling young people to understand themselves and how their emotions and personality traits impact on their self esteem, social interactions and happiness.

**Life Skill Training by NGO Prerana:** a series of workshops for teachers about conducting life skills sessions with students through life skills classes, volunteers' value addition, building of teachers' capacities and involving parents.

**Session on Autism** by Ms. Mridula so all teachers understand the issue and are able to identify this disability.

**AWIC Reading Competition:** The Association of Writers and Illustrators for Children awarded prizes to special readers and presented books to all participants to encourage reading.

**Bal Bhawan & Doll Museum Visits:** Nursery Teachers Trainees learned how to make beautiful teaching materials from discarded materials as well as learning about attire, ornaments and foods of people from all over the world.

**Visit to Nehru Planetarium:** 19 students from class 5 enjoyed a mind blowing visit to Nehru Planetarium.

**A Carnival for Junior Students** was created by students from Holton Arms School, USA. Games and prizes were enjoyed by all the students during this highly enjoyable event.

## Dance and Music

Mrs. Sushma Seth, Honorary Cultural Director of Arpana, conducted regular workshops with students to enhance and nurture their musical, dance and dramatic abilities.

**Mrs. Sushma Seth received the Sangeet Natak Academy's Lifetime Achievement Award, presented by the Governor of West Bengal, and the Kalpana Chawla Excellence Award.**

**Piano Lessons** were taught to eager children by Ms. Portia Davidson, a college student from USA, on her synthesizer.







## Arpana's Day Care Centre

In Arpana's preschool center (Bal Vatika), infants enjoy learning, amidst the ambience of caring and compassion. The children were exposed to different types of birds, animals, names of the different fruit and colours, parts of the body to increase their awareness of environment and self.

To enhance their linguistic abilities, the tiny tots of the Junior Balwadi were taught poems in Hindi and English.

Nutritious meals were given daily to the Bal Vatika kids.

**Community crèches**, set up by young women trained by Arpana, are also taking care of infants and toddlers during the day when mothers have to go to their jobs.

## SPECIAL OCCASIONS

**The Library at Arpana's Centre** at Molar Bund, built in memory of the late Mrs. Usha Seth, and expanded and renovated by the BN Bhandari Public Charitable Trust, was inaugurated by Ms. Abha Bhandari.

**Police Week held at Arpana:** Additional SHO Police visited to spread awareness of proactive police actions to safeguard women. Defense techniques for girls were demonstrated.

### Tasher Desh

To mark the birth centenary year of Gurudev Rabindranath Tagore 'Tasher Desh' was staged at Mata Ka Mandir, directed by Mrs. Sushma Seth. It was produced again in November at the National School of Drama

A crew from Synergy Production visited Arpana Trust. They recorded a few clips from 'Tasher Desh' for their television studio.

## CULTURAL ACTIVITIES

Independence Day

Tasher Desh Play

Teacher's Day

Christmas Day

Republic Day

Children's Day

Diwali Mela

Eid



## VOCATIONAL TRAINING CLASSES

Vocational training is given to young people through certificate courses in computers, tailoring and crafts, beauty culture and nursery teachers training, after which most find jobs or set up their own home businesses.

**Tailoring & Crafts:** Over 40 trainees learned tailoring and crafts skills enabling them to create clothing of a good standard as well as a range of decorative items. They displayed their work at the Bal Sahyog Mela and at the Diwali Mela earning appreciable amounts in sales. Some have export jobs while others earn at homes from outside orders.



### Arti

*Life has been a terrible struggle for Arti, her mother and brother due to an alcoholic father. Arti joined Arpana's Tailoring class and now has her own tailoring centre at home with a good income which helps her mother and brother a lot.*

*Her face is scarred from an early accident and she would like to save money and have plastic surgery done, so that she feels normal and not disfigured.*

**Nursery Teachers Training:** 13 students took the one year course for Nursery Teachers Training. They learned about factors which facilitate or hinder the learning process, inculcating good habits in children, etc.

**Beauty Culture Course:** 36 students completed their course, learning skills such as threading, hair styles, sari draping and mehendi designs. Girls are already earning by working out of their homes.



**Computer Training:** Computer classes were given through the well respected NIIT Career Development Centre. They also provided continued education courses, career counseling.

### New World of Computer Education – the Future is Here

*Sandeep's job involved collecting documents from clients door to door. He was unable to move forward in his career until he took Arpana's computer course certified by NIIT.*

*With his newly acquired skill, good performance and BIT – NIIT certificate, he impressed his boss and was promoted with a monthly salary of Rs.19,000. Now he does online ticketing, submits online passport and VISA forms and communicates with clients, corporates and officials by email.*



# Building Disabled Persons Organisations from Grassroots Beginnings

There are 498 persons with disabilities (PWDs) who have been organised into 26 displaced persons organisations (DPOs) in 35 villages. DPOs serve as platforms for development, empowerment, economic security and rightful access to entitlements. A three pronged process for a strong foundation was implemented to empower PWDs.



1. Monthly home visits to PWDs have resulted in greater understanding of their difficulties and building bonds of trust and confidence with the family.
2. Mobilizing PWDs and their families have resulted in forming 26 village based disabled persons organisations (DPOs), with 26 accounts opened in nearby banks. Seed money for common expenses has been deposited in each DPO account. All DPOs now have their respective presidents and secretaries, many of whom are giving active support to Arpana workers.
3. Motivating disabled women to become active members of Arpana's existing self help groups has been successful for 78 women who are thus building up savings and having access to credit for livelihoods.

**Disability Certificates** were obtained for all disabled SHG members. Two were referred to Rohtak Post Graduate Institute for special treatment.

**Capacity Building of DPO Leaders:** Trainings were given on Federation, Goals and Objectives, Record Keeping, Micro planning, Leadership, Group Strengthening, and Entitlements & Fundamental Rights of PWDs.

**Exposure Visits** by 26 DPO Leaders were paid to District Offices of Education, Employment & Social Welfare.

**Registration** of Arpana Research & Charities Trust as an agency working for the disabled has been completed.

## ***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. This remains an important activity for many families in 11 villages and these independent women can pay for household necessities, school fees, daughters' weddings, etc.

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 who are 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..

### **Arpana Shops - All Proceeds to Charities**

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



## ***National & International Recognitions***

- 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.
- HRH Prince Charles made a personal visit to Arpana.
- 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 Himotkarsh National Integration Award for Arpana's programs 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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**To enable Arpana's programs to continue, please send your contributions to**

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**Facebook:** Arpana Trust

**Facebook:** Arpana Services