ANNUAL REPORT

বার্ষিক প্রতিবেদন

For the year 2006 - 07

Jalpaiguri Welfare Organization

Regd. No. S/44735 of 1983-84

Club Road, Jalpaiguri

JALPAIGURI WELFARE ORGANIZATION is having its 25th Annual General meeting on this 16th day of March 2008. It has confidently crossed the 25 years of glory and has emerged as an icon of service to the people of Jalpaiguri. In the backdrop of the then socio-economic scenario of the country JALPAIGURI WELFARE ORGANIZATION stood for the section of the society who was denied the right of health & hygiene. Since then it has been striving to serve the humane feelings particularly the hap-less in the society. Through various trials & tribulations in the last 25 years of service in the field of health, education & disability including Social Justice & Empowerment it has emerged as a humane serving entity to the people of Jalpaiguri. It was possible because of the unstinted co-operation of like-minded people of Jalpaiguri in general and in particular the well-wisher and all the members in every tire of JALPAIGURI WELFARE ORGANIZATION.

I, on behalf of the organization, offer my regards to you all present here and submit the Annual Report along with the Balance Sheet as well as Audited Accounts of the organization for the financial year 2007-08 for the kind perusal and approval of the honorable members present here.

A detailed report of our ongoing projects follows:-

HEALTH RELATED PROJECTS

a) Charitable Dispensary:

Initially JALPAIGURI WELFARE ORGANIZATION started with this service housed in a little room at Keranipara. Medicines collected by our volunteers from the local Doctors, Medical Representative (Physician's Sample) were distributed to the needy patients for ensuring their proper treatment. This clinic provides free treatment and medicines to the poor patients. Presently it is served in its own building in the ground floor of UTTARA CLUB. This financial year we have been able to serve around 500 needy patients from this dispensary. Besides, we are also extending the service under supervision of an experienced doctor five a week from our Club Road premises. This year we have served around 3,500 needy patients as per their free of cost.

b) Day Care Centre:

Since 1991 this centre has been working for the benefit of the senior citizen at DEBI CHOUDHURANI KALIBARI. The basic concept was to provide health care facility for at least once a week and entertainment to the older persons. At present this centre is serving free treatment to the patients of all ages once a week. A doctor and six volunteers are working hard to run this centre. This year an average of 15/20 patients received treatment and focused care from and at this centre.

c) Low Cost Pathological Laboratory:

Since its inception in 1990 the pathological laboratory has been providing all sorts of all of pathological tests at a low cost as well as at concession rate to all the patients and also at free of cost to those who were unable to bear even the minimum cost. This year about 7,200 patients were served and a service of around Rs.25, 000 was extents at low cost and at free of cost to 673 needy patients who were otherwise unable to afford the tests done form the market at market rate. Except, Sundays, the unit extents its services to the public from 8 am to 6 pm round the week.

d) Low Cost X-Ray Unit:

This unit was started in the years 1991 with a 300 MA X-Ray machine. It provides X-Ray at Rs. 50/- to all the patients. The unit also provides the service at concession rate and if necessary at free of cost to the patients who cannot affords the nominal charge. This year the X-Ray unit served 6,486 patients. The unit has extended free service worth Rs. 17,000 to 555 needy patients whose market value is about Rs. 29,000.

e) Low Cost Generic Drug Centre:

With an aim of creating awareness about the Generic Drugs amongst the common people this entire started functioning in the year 1992. Since inception the centre is providing essential medicines at a

low cost to all the people and at the needy persons. This is the only center in Jalpaiguri town that provides 24 hours service to the patients. Despite security hazards organization is determined to run this project for the benefit of the common people during the night. This year about 1, 20,000 patients were benefited from this centre and medicines worth of Rs. 34,000 were distributed free of cost among the poor and needy patients. Besides, medicines colleted from the doctors and medical representative were also distributed time to time amongst the people in need. The unit also contributes the maximum to continue with the day – to – day activities of the organization. To bring about more transparency in the transaction in the unit we have already started with the computerization of the unit.

f) Low Cost Spectacles Centre:

At Rs. 10/- and also at free of cost this centre provides facility of an experienced Optometrist of Hospital who voluntarily examine the eyes and give suggestion for spectacles to the patients. Since 1995 the unit has been providing spectacles at low cost or at free of cost to the ailing persons. This year about 5000 patients were benefited and spectacles worth of Rs. 15,000/- were provided free of cost whose market value is about R. 25,000/-. Earlier through the project, old spectacle frames donated by the kind hearted people of the district were distributed, after due repair, to the needy section of the society. Besides, the project has been successful to provide new spectacle frames to its beneficiaries at low cost. To reach out to the marginalized group of the people we have decided to organize Eye Examination Camp in the remote of the district.

g) Low Cost ECG unit:

This unit was started in 1994 to provide ECG at free of cost to the poor patients and at a low cost to the people who can bear it. There is a new computerized ECG machine along with the manual one to serve more patients in a short time. We do the computerized ECG at Rs. 60/- and the manual ECG at Rs. 30/- whose market value is Rs. 150/- and Rs. 100/- respectively. This year we extended our serve to about 900 patients at concession rate and about 78 patients at free of cost whose market value was about Rs. 6,000/-

h) Mobile Ambulatory Clinic:

At a concession rate and also at free of cost about 1000 patients were benefited by this service. In addition, service is also provided during natural calamities by arranging medical camps. JALPAIGURI WELFARE ORGANIZATION started this 24 hours ambulatory clinic in the year 1989 as a community based project. This year 250 patients were provided the service worth Rs. 24,000/- free of cost.

i) Oxygen Supply Service:

This 24 hour emergency center provides Oxygen facility. This year about 150 patients were benefited by this service. This project was started in 1992. Now, one can get a cylinder for 24 hours by only depositing Rs. 100/- that is provides by the other organization at high rate. Like our other projects we render free service in this project too, to the patients who are really needy. This year around 21 patients were extended the service worth Rs. 3,900/- fully free of cost.

DISABILITY RELATED PROJECTS

a) Centre for Special education for the Disabled Children:

Successful & meaningful rehabilitation of the differently abled children to the main-stream of the society through quality education and special care was the thought which inspired JALPAIGURI WELFARE ORGANIZATION to start the centre in 1987. Since its inception, the centre has been earning reputation to attract the students, the number of which is at present 183. Many bonafied students of this school have got enrolled in the normal school and have done well in the Secondary & the Higher Secondary Examination. In addition the students are also involved in the co-curricular activities like Art Competitions, Nature Study Camps, Sports, & other Cultural Programmes and have brought laurels to the centre. The centre is helping the guardians of the children to get the certificates and necessary aids and appliances from the government sector. This year the centre has

attracted the attention of the mass by participating in the different cultural programmes at Disabled Day Function, Book Fair etc. this senior students were given an Identity Card and were also provided special training for ensuring self-employment. JALPAIGURI WELFARE ORGANIZATION feels the need of special and focused efforts for the proper functioning and supervision of the school. For the purpose the organization constituted a Sub-Committee that has been vested with all the necessary decision –making powers through discussions. Services extended students through this centre include:

a) Mobility Training
b) Braille through Computer
c) Special education
d) Self-Help
e) Physiotherapy
f) Audio- tactile method
g) Use of Hearing Aids
h) Speech Therapy
i) Group Hearing Therapy.

b) Handicapped People Industrial Co-operative Society Ltd:

JALPAIGURI WELFARE ORGANIZATION formed this society in 1991 to rehabilitate adult disabled persons. The purpose of this Society was growing mutual understanding and co-operation among the members. Since then this society is engaged in distributing the electric bills among the consumers of WBSEDCL. Now the member strength of the society has increased to 45. They are also delivering their responsibility of the meter reading of the customers of WBSEDCL. JALPAIGURI WELFARE ORGANIZATION is committed to search for various other ways for making the members of the society more confident.

c) APARAJEO Printing Press:

We run a printing press in our Club Road premises for over a decade. Three differently abled persons are working in it and are earning their livelihood from this press. This is a glorious instance of rehabilitation of the differently abled persons.

d) D.L.R.O. Project:

In collaboration with the DPEP & SSM, Jalpaiguri, we started this venture in 2001 to facilitate the education of the differently abled children. Our aim is to get the non-school going children enrolled in the school. In addition, to build up an understanding among the students and to help the teachers of the school is also a part of our volunteers engaged with it. With this aim in view, this year JALPAIGURI WELFARE ORGANIZATION as DLRO has successfully fulfilled the following:

i) Making teachers of every primary school, some Madhyamik schools and S.S.K's aware of disability by visiting them and also to get a list of the dropout differently abled children. We have successfully reached out to more than 800 schools in the two blocks whose responsibility is vested on us.

ii) Helping the teachers to build up understanding and breaking the ice between the normal and differently abled students.

iii) Doing home visits and follow up visits to prepare a list of the non-school going and dropout disabled students. Our volunteers have reached about 850 households in this financial year.

iv) Doing parent counseling to make them aware about the necessity of enrolling differently abled children in the schools, about different problems of their children and bout the steps necessary for the holistic development. Our volunteers have reached about 850 households in this financial year.

v) We have successfully helped the parents get their out of school differently abled children enrolled in the schools. Around 1660 such children got admitted in the schools for their special care and focused education.

vi) Making the Gram Panchayat, Prodhan, Rural Officers and Non-Government Officials, Guardians and Educational Institution aware of the facilities and opportunities provided by the government through laws and circulars to the differently abled children.

vii) Helping the differently abled children to get their Certificates, Scholarships and other necessary aid.

viii) Advising differently abled student of different issues by making regular visits to the special school.

ix) Participating the different seminars/meetings organized and conducted by DPEP & SSM, Zilla Pratibandhi Punarbasan Kendra and other concerned departments for proper evaluation of the service.

x) Facilitating various programme implemented time to time by the government for the benefit of the differently abled children.

xi) Identified 1270 and 1245 differently abled children in Sadar Block and Maynaguri Block respectively and proved our capability and commitment to the cause of humanity.

SOCIAL JUSTICE RELATED PROJECT

a) CHILDLINE Service:

1098 a 24- hour free phone outreach service for children from 0 – 18 years. JALPAIGURI WELFARE ORGANIZATION is providing this service in collaboration with the Ministry of Women & Child Development, Govt. of India. Our target groups are:

- Street Children
- Child labour
- Abandoned children
- Child victims of HIV/AIDS
- Child addicts
- Lost child
- Runaway child
- Emotionally disturbed child
- Child affected by the Natural Disasters
- Child as Political Refugees
- Differently able child

This year we provided help to the following:

Service provided	No. of children served
Medical	121
Shelter	39
Restoration	53
Protection from abuse (sexual)	02
Sponsorship	600
Rescue from difficult circumstances	55
Information and Referral to Services	152
Education awareness	170
Counseling for rehabilitation	153
Emotional Support & Guidance	25

Apart from the above, we have also taken the following decisions to improve our services provided:-

- Assessment of the service and adoption of new policy by conducting Weekly and Monthly meetings.
- To make the allied systems aware of the service.

- To restore and give shelter to a child after detailed discussion among the term members/volunteers.
- Organized a one-day NICP Workshop for all the stakeholders in collaboration with the NISD, New Delhi & CHILDLINE India Foundation, Mumbai.
- Publicizing 1098 by distributing clothes having CHILDLINE logo to the children served, by distributing handbills, posters and other awareness materials during public meets and various other occasions.
- For the mass awareness about CHILDLINE we are regularly sending messages on child related issues and CHILDLINE through SMS to all the cell phone users in and outside the district.
- For the proper functioning of the service in the district we regularly attend the district level CHILDLINE Advisory Board (CAB) meetings and share the experiences and problems with the board members for their valuable advice and support.

Since the inception of the service in the district our volunteers are working day and night for the cause of the children with the noble aim of making Jalpaiguri a child – friendly place to live in. this year we have successfully children to their families who belonged to Assam, Bihar, Sikkim and Orrisa apart from West Bengal. We have served around 1500 needy children of all ages this financial year.

b) Coffin Service:

"One could pay their tributes to their departed beloved ones" was the idea behind this very service. This year we stood by around 40-50 families during their hard times.

c) Book Bank & Study Centre:

The centre was started with the noble aim of enabling the needy students of the society to continue their studies. Earlier the organization served the students in need as per its own capability by providing them the textbooks free of cost. But after the inauguration of the centre we served more number of students. Subhrojit Sanyal Memorial Trust helped us to start the **Subhrojit Sanyal Book Bank and Study Centre**. We have been able to reach out nearly 250 needy students this year by providing them the textbooks free of cost. Besides we have also been able to collect helping books written by various authors, encyclopedia, dictionary etc. we have a beautiful collection of books, audio CDs and cassettes for helping the students to learn Spoken English easily. As per need students could came to our study centre and even get the books copied from the Xerox centre. We are planning to develop the centre to meet the surging needs of the students.

d) Free Coaching Centre:

This financial year the organization successfully started its Free Coaching Centre at its Club Road Premises for bringing the education to the access of the downtrodden section of the society. The idea was to curb the increasing dropout rates of the students from the regular school in difficult circumstances. Besides the conventional education, moral education is also provided to the children coming to the centre through various group games etc. Volunteers are delivering their services twice a week and are happy to do so. The centre is benefiting students of Class I to Class VIII.

OTHER ACTIVITIES

1) In keeping with our solemn pledge to stand by differently abled population, this year to the "World Disabled Day" was observed by the Organization on the 3rd December with full dignity. This year a record number of people walked on the streets for the challenged population. Besides placing a charter of demands that included the proper implementation of the PWD Act 1995 etc. to the district authorities the day included various cultural programmes, competitions and exhibition of handicrafts that were greatly successful with the enthusiastic participation of our brothers and sisters who came cutting all the barriers of caste, race and section. Marathon for the cause of disability by the differently abled children was one of our attractions this year which made the society feel for them and share their concerns. It was organized in association with the District School Sports Association.

2) As per the acts for the differently abled persons, disability certificates will be issued to the eligible persons from every Block Health Centre in every district. But out of the 13 blocks and 3 Sub – Divisions of Jalpaiguri district the facility is available with only 2 Sub – Divisions. People coming from far away places are suffering from various problems. JALPAIGURI WELFARE ORGANIZATION stood by those and had frequent discussions with the Health Department but still a lot has to be done. JALPAIGURI WELFARE ORGANIZATION will continue with its zeal to work for the cause.

3) The Guardian's Forum has helped us to get two school vans for helping the needy students coming from far away places to attend the school. Efforts are on to increase this number.

4) We have constructed a shaded place for the guardians & all the visitors of our school to sit in the school premises it. We also have a beautiful garden that adds to the beauty of the school premises.

5) JALPAIGURI WELFARE ORGANIZATION like every year organized workshops to make people are about the PWD Act and other disability related laws and facilities related to the people. We organized awareness and sensitization camps throughout the district covering all the stakeholders.

6) Crimes against the differently abled girls are increasing day by day. Our team of skilled experts is working round the clock to help and support such girls to help them to overcome such disgruntled circumstances. They also give their expert opinion as and when needed for providing them justice in the court of law and mankind.

7) Differently abled persons are provided various types of facilities at concession rate during traveling especially by train. The requisite forms were supposed to be supplied by the concerned department but the facility is not available anywhere in Jalpaiguri. Keeping this in mind, to help out the needy passengers JALPAIGURI WELFARE ORGANIZATION is providing the requisite forms free of cost to all those who need it and also help them by providing them necessary information.

8) We are the active part of the various committees formed in the district for the welfare of the differently abled population to facilitate the working of District Disability Rehabilitation Centre, National Trust and Health Department etc.

9) JALPAIGURI WELFARE ORGANIZATION organized a three day workshop for the guardians / parents of the Hearing Impaired children of our school to sensitize them and orient them on the issue. The workshop helped them to understand the problems faced by their children in day-to-day life and the way to help them out facilitating the process of rehabilitation. The workshop was co-organized by International Deaf Children Society a Kolkata based organization working for the cause of Deaf children.

10) JALPAIGURI WELFARE ORGANIZATION is working hard to facilities the smooth functioning of the two SHGs which started last year. Both of them are growing satisfactorily.

11) This year we also organized a Saree distribution on the occasion of Durga Puja Festival with the generous support of kind heated volunteers like Sri Rajesh Sharma, Smt. Anjali Roy and others. Through these about 250 poor and differently able women were supported. In addition, poor and needy men, women and children were also distributed clothing as per our capability throughout the year.

12) Our organization has always stood by the deprived women of the society who gets no protection on support form the society and the family itself. In some cases arranging mutual discussions etc. this year we successfully brought a number of ill-fated women to the mainstream of the life solved the problems. In this context I would like to inform you all this year with the support of the district administration we rescued a number of girls and women forced to work as prostitutes and helped them to lead a normal life. It could be mentioned here that the victims of trafficking who were rescued by the organization earlier this year were successfully restored back to their family and are leading normal family life.

13) The enthusiastic volunteers of our organization extended their services voluntarily for the Pulse Polio Immunization Programme, T.B. Awareness Programme, Leprosy Elimination Programme etc. and several other government and non-government programmes organized to create awareness and sensitization amongst the people.

14) Our organization is always conscious about the decision taken in the interest of the mass in the field of health & hygiene. We have always protested the decisions against the mass interest of the people whenever and wherever were necessary. Besides, we came forward with a lot many suggestions to the health department for the improvement of health services in the district throughout the year.

15) As usual the organization stood up for extending necessary medical help and advice including distribution of free medicines as well as clinical help in such areas where Malaria, Diarrhea etc. affected a number of people.

16) Motivation camps for Blood Donation were organized during this period at a number of places. Motivation camps like **Know your Blood Group** for identifying blood groups of individuals were also organized during this period at a number of places and more than 40 needy patients were assisted in getting blood during their hard times.

17) In our premises at Club Road, Jalpaiguri, we have started a Charitable Dispensary. At this centre of ours we are providing free medical treatment to the poor patients thrice a week and are also providing medicines free of cost. Last years we served around 58 patients but this year we stood by 60 patients. Besides our volunteers have been volunteering their services to the needy patients by the escorting them to different places like Delhi, Vellore, Kolkata, Chennai for their better and proper treatment.

18) We are happy that we have a developed a lot our way of working and the quality of service delivery at our CHILDLINE 1098 project. Today we are not an unknown figure throughout the country. All the CHILDLINE partners take our method of working as an example of good practices across the country. Our volunteers of CHILDLINE have brought to our organization by attending the meetings, workshops etc. organized time to time by the partner organization.

19) An active member of ours, trained on the issue of Disaster Management, is working as a Resource Person on many forums.

20) We successfully organized a four day workshop for the workers and helpers of the ICDS for the Sadar & Maynaguri Block of our district on the issue of disability & child right including CHILDLINE Service. Besides, similar programme were also organized for the student of P.D. Women's College, Jalpaiguri.

21) We are a part of the Combined Forum formed by the different NGO's of North Bengal. We are committed to work for the cause of the region. We are actively participating in the programmes organized by the forum on the issue of starting of Circuit Bench at Jalpaiguri, East-West Corridor issue, Jalpaiguri Tea Auction Centre etc.

22) Through CHILDLINE we organized the festival of brothers & sisters the **Bhai-Dooj** at our Club Road premises. The inmates from **Anubhab** (Short Stay Home for Juvenile Girls), Jalpaiguri put the holy sandal TIKA on the foreheads of the inmates of the **Sri Guru Child Welfare Home** (Boys) and celebrated the occasion with full honor and dignity.

23) Our CHILDLINE volunteers successful organized a day long Winter Sports at **Korok** (Observation & Juvenile) Home, for the neglected boys during the year successfully.

24) You are all aware that a number of tea gardens of our district have been declared locked out. The one flourishing tea industry of Doors is gradually becoming sick. The workers of the closed tea gardens are passing their days amidst terrible hardships and misery. Lot many people died in lack of food and treatment. In this grim situation we cannot remain mute spectators. So we organized medical camps at Raipur Tea Garden, Jalpaiguri. Besides, we also distributed packets of milk to the needy families for the proper nourishment of their children. The camp benefited around 559 children.

25) Those children who were not having the access of the education due to their financial crunches were provided monetary support enabling them to avail the expenses of the education. We also provided them books as per their need to help them have a smooth education.

OUR PROTEST, OBJECTIVE AND SUCCESS

To protest the injustice is our motto. We agree to the fact that the way we succeeded in our constructive work we didn't do much to sharpen our revolutionary image. To find out the probable reasons we sat many times this year. In the meeting discussions were made on the increasing materialistic culture in the society. In the past few years we saw that many voluntary organizations are exploiting the innocent people in name of the so-called Non-Government Organizations. We have seen that these so called NGO's mis-utilize the public money for their own benefit and profit and have got diverted from the noble path of social service. We admit that these types of intentions are emerging in our organization too. But we are committed to de-root this by promoting the process open discussions and self-analysis.

The capability of availing proper treatment for better health & hygiene is getting out of the common man. The way the cost of life saving drugs is increasing has made it impossible for the common man to get access of it. Business in the name of providing health facility is increasing day by day in form of Nursing Homes. Due to the marketization of the health facilities the common man is suffering a lot. The available government infrastructure is not enough to meet up the needs of the needy patients. We admit that our fight for the cause has somehow got a set back in the recent times but we are committed to work for the noble cause of welfare of the society.

We have been striving for the hapless of the society. We will continue our zeal for the noble cause and will never divert from the noble path of social service. In days to come we will successfully and firmly maintain our character of a voluntary organization and we appeal all the members to work for the same.

THE FUTURE PLANS

a) To start a Health Worker Training Programme.

b) To improve the existing projects to increase the quality of service.

c) To create awareness about the blood donation, domestic violence, health & hygiene and disability among the common mass.

d) To aware and mobilize the people against the degrading health infrastructure and other issues of public interest.

e) To start a Mortuary Van to help the needy citizens.

CONCLUSION

In fine, I take pleasure to say that our services under reference in all projects have been able to improve their performance during this financial year. It is needless to say that it has been possible for all the volunteers, activists, well-wishers and donors' dedication and tireless efforts without whose co-operation it could not have achieved the dimension it now boosts of. I am confidant we will able to fight against the so-called NGO culture and will not get distorted from our zeal of voluntarism. I appeal you all to take a vow that we are satiated but must not be satisfied till we achieve our goal. With this hope and appeal and once again congratulating you all I am submitting the Annual Report.

With good wishes & warmest regards.

Date: 16th March 2008

Place: Jalpaiguri.

(Sanjoy Chakraborty)
Secretary
Jalpaiguri Welfare Organization
Club Road, Jalpaiguri