JALPAIGURI WELFARE ORGANIZATION

CLUB ROAD, JALPAIGURI – 735 101 (W.B)

Regd. No. S/44735 of 1983-84

Annual Report for the year 2007-08

"Hope springs eternal in humane hearts"- and this eternal hope coupled with the aspiration and youthful vigour of some stubbornly persistent individuals took a concrete shapes in to non-political, non religious voluntary organization, our beloved Jalpaiguri Welfare Organization, in the year 1982. The tiny sapling, over the years growing fast with the love, dedication and active co-operation of the volunteers as well as that of the society, is now big enough to offer its cool shade to thousands of our fellow men in dire need of physical, psychological and medical support. It has also been consistent in its aim of driving out injustice, corruption and superstition from the society. It has come a long way forward from the sporadic collection and distribution of medicines to needy patients to the setting up of some need based regular projects on no profit – no loss basis. Besides the regular projects members of the organization took active parts in some other programmes the whole years through the details of which will be discussed later on.

Today at this 26th Annual GENERAL MEETING of Jalpaiguri Welfare Organization from the desk of the secretary let me offer my warmest regard to you all present here to discuss the Annual Report of the organization for the year 2007-08. But before that at first we express our deepest sympathy and respect for those who died in accidents, natural calamities, communal riots and political violence in different parts of the country. We are also engriefed at the demise of the eminent persons in various spheres of life during the year. We pray that the souls of those persons may rest in peace.

Now, a brief look on our ongoing projects:-

HEALTH RELATED PROJECTS

(a) Charitable Dispensary:

Initially JALPAIGURI WELFARE ORGANIZATION started with this service housed in a little room at Keranipara, Jalpaiguri. Medicines collected by our volunteers from the local Doctors, Medical Representatives (Physician's Sample) were distributed to the needy patients for ensuring their proper treatment. This service of ours provides free treatment and medicines to the poor & needy patients. Presently, it is served in its own building at the ground floor of UTTARA CLUB, Keranipara, Jalpaiguri. This financial year we have been able to reach 500 needy patients. Besides, we are also extending the same service under the able supervision of an experienced doctor five days a week from our Club Road premises. Around 3,000 needy patients have been benefited this year. Medicines amounting Rs. 30,000/- was provided free of cost to the needy from these centres.

(b) Day Care Centre:

Since 1991 this centre has been working for the benefit of the senior citizens at DEBI CHOUDHURANI KALIBARI premises. The basic idea behind it was to provide health care facility at least once a week and entertainment to the older persons. At present this

centre is extending free treatment to the patients of all ages once a week. Doctor with active support of six dedicated volunteers is working efficiently from centre. This year an average of 15/20 patients received treatment and focused care from and at this centre. Besides with the active cooperation of all we have been able to start a "Free Coaching Centre for Girls" from the centre to meet the needs of the needy families residing in the area.

(c) Low Cost Pathological Laboratory:

Since its inception in 1990, the pathological laboratory has been providing all sorts of pathological tests at a low cost as well as at concessional rate to all the patients and at free of cost to all those who are not in a position to bear even the minimum cost offered. This year about 8,300 patients were served and a service of around Rs.25, 077 was extended at low cost and at free of cost to 523 needy patients who were otherwise unable to afford the tests done form the market at market rate. Except, Sundays, the unit extends its services to all those who needs it from 8 am to 6 pm round the week.

(d) Low Cost X-Ray Unit:

This unit was started in the years 1991. It provides X-Ray facility at a nominal charge of Rs. 50/- to all the patients. The unit also provides the facility at concessional rate and also at free of cost to the patients who cannot affords the nominal charge. This year the X-Ray unit served 7,200 patients. The unit has extended free service worth Rs. 18,420 to 558 needy patients whose market value is about Rs. 32,000.

(e) Low Cost Generic Drug Centre:

With an aim of creating awareness regarding Generic Drugs amongst the people this centre started functioning in the year 1992. Since its inception the centre is providing essential medicines at a low cost to all. 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 people during the night. This year about 1, 30,000 patients were benefited from this centre and medicines worth of Rs. 20,463 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 ensure transparency & accountability in the transaction the unit has already been computerized.

(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 examines and suggests 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 4,200 patients were benefited and spectacles worth of Rs. 16,000/- were provided free of cost whose market value is about R. 30,000/-. 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 also go for Eye Camps in the remote areas 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 computerized ECG machine along with the manual to serve more patients in a short time at affordable rate. We do 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 800 patients at concession rate and about 85 patients at free of cost whose market value was about Rs. 5,000/-

(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 at the time of medical camps, relief camps, rescuing of children from distress condition and other emergencies. Since 1989 the service is being extended to all those who calls for it round the clock. This year 171 patients were provided the service worth Rs. 28,500/- free of cost.

(i) Low Cost Oxygen Unit:

This 24 hour emergency unit provides Oxygen facility to all who need it. 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 others at higher rate. Like our other units we render free service in this unit too, to all the patients who are in need. This year around 22 patients were extended the service worth Rs. 3,700/- 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 mutual discussions. Services extended to the beneficiaries through this centre include (a) Mobility Training (b) Braille Education

(c) Special education (d) Self-Help (e) Physiotherapy (f) Audio- tactile method (g) Use of Hearing Aids (h) Speech Therapy (i) Group Hearing Therapy (j) Home Based Management

(b) Handicapped People Industrial Co-operative Society Ltd:

JALPAIGURI WELFARE ORGANIZATION formed this society in 1991 to meaningfully rehabilitate the adult differently abled persons by identifying their inner strength. 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 50. Our organization humbly accepts the support and cooperation extended by the WBSEDCL without which the dream of making them self – dependent could not have been possible. We anticipate their support and cooperation in future too for the best interest of the distressed. The members of the society are 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. The organization is working on improving the quality of service by meaning of modernization of the press to make it more profitable to reach out more number of differently abled persons.

(d) District Level Resource Organization (DLRO) 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 about the steps necessary for the holistic development. Our volunteers have reached about 1100 parents in this financial year.

v) We have successfully helped the parents get their out of school differently abled children enrolled in the schools. Around 2018 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 1320 and 1305 differently abled children in Sadar Block and Maynaguri Block respectively and proved our capability and commitment to the cause of humanity.

xii) To spread the message of social justice & empowernment we with the support of the SSM have been able to sensitize and aware the ICDS workers and helpers regarding the problems of the differently abled children. Besides the service also organized and took part in various awareness camps with CBOs, NGOs and all possible allied systems to make them feel about the socially disadvantaged & neglected section.

SOCIAL JUSTICE RELATED PROJECT

(a) CHILDLINE Service:

1098 a 24 – hour free phone emergency outreach service for children from 0 – 18 years. JALPAIGURI WELFARE ORGANIZATION is providing this service with the support of Ministry of Women & Child Development, Govt. of India. Our target group is children in need of care & protection. We especially work round the clock for the section of children who are the soft targets of ill – treatment and negligence such as:

- 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

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.
- CHILDLINE brought smile on the faces of the inmates of two shelter homes (one for boys and other for girls) by bringing them together on the holy occasion of Bhaiya Duj. The children enjoyed the days with a movie show, combined lunch and cultural programme performed by the children themselves. These programs are not only the way to make the children happy but are also a strong way to establish the child rights in the society.
- CHILDLINE actively participated in organizing Annual Sports in many schools by extending the FIRST AID service during the events.
- Rakshabandhan, Bhaiya Dooj, Republic Day, Independence Day, Children's Day, Saraswati Puja and several other occasions have been celebrated by the CHILDLINE with the child that gives everyone an opportunity to be together with the children in their own way.
- CHILDLINE organized Winter Sports in Korok (Observation & Juvenile) Home for Neglected Boys for the inmates. Long Jump, High Jump, race, fancy dress competition and many other interesting events were there for every group of children that made the entire day special for them.
- Organized one-day NICP Workshop for all the stakeholders in collaboration with the NIPCCD, New Delhi.
- 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.
- CHILDLINE Jalpaiguri through the untiring efforts of all its volunteers has come onto the national scenario for its quality service and knowledge in the field of child protection. Jalpaiguri has been acclaimed for its way of intervention in a case.

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 4302 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 45-50 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 with the **Subhrojit Sanyal Book Bank and Study Centre**. We have been able to reach out nearly 354 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:

There are many school students who are not in a position to access Private Tuitions owing to the poor financial condition of their family. To reach out all these students the organization has successfully started two Free Coaching Centre at its Club Road & at Debi Chowdhurani Kalibari premises to bring education to their easy access. The centre is benefiting students of Class I to Class VIII. The students are served twice a week from these centres from 3 pm – 5:30 pm. 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 voluntarily and are happy to do so. Helping books, pencil, pen & tiffin is also provided to the students to keep them habituated to the centre to avail the service. The organization also celebrates Bhai Fota, Children's Day and other national & religious occasions with the children to make them aware about the cultural and religious heritage of the same. They enjoy the day by participating in various activities organized for them and thus it helps them to strengthen their inner qualities and abilities.

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 meaningful implementation of the PWD Act 1995, National Trust Act, 1999 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. Quiz for the differently abled children was enjoyed by all the children on the day.

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. To strengthen the care of differently abled students of the Special School, the organization took initiative in forming a Guardian's Forum to ensure the sharing and participation of the parents of the children in every decision and policy making activity for the best interest of the students. The organization has always encouraged the forum to come up with their suggestions for the cause of the children. The Guardian Forum has been supported with three school vans for helping the needy students coming from far away places to attend the school. Efforts are on to increase this number at the organizational level.

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 & National Trust Act, 1999 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 Zilla Pratibandhi Punarbasan Kendra, 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 various issues related to the children. 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 World Wide, 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 hearted well – wishers of the organization. Through these about 700 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. Owing to the poverty a mother lost her only child of 10 due to the non – availability of the ARV at the hospital. Jalpaiguri Welfare Organization raised this and other related issues with the authorities of the Health Department and to some extent has succeeded in getting the service easy accessible to all the needy families.

17. For the financial rehabilitation of the differently abled section of the society this year we went for a new initiative. Our differently abled brothers and sister distributed the Property Tax Notice Bill of the Jalpaiguri Municipality to all the consumers successfully. We on behalf on the organization extend our humble thanks to Jalpaiguri Municipality for their generous effort for the cause of disability.

18. 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 400 needy patients were assisted in getting blood during their hard times.

19. 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.

20. 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.

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

22. 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.

23. Distribution of Harmonium, Wheel Chair, sewing machine, tri – cycle and other appliances amongst the differently abled persons were also made to strengthening the options of earning livelihood and to ensure their living with dignity & honour.

OUR PROTEST, OBJECTIVE AND SUCCESS

Our protest against the injustice to mankind has never been influenced by any political factors. This has earned great belief and respect for us. 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

To conclude let me first extend my heartiest gratitude to all those persons and organizations that rendered their support and assistance to make our endeavour successfully. Our organization is also grateful to the donors who co-operate in various ways and encouraged us to plunge into the service of the destitutes. But in this regards I would like to mention that all the members as well as the well wishers of the organization should be more active and take part in all the programmes taken up by the organization. I am thankful to all the persons with whose help and assistance we were able to run all our project and programmes smoothly. I am also hopeful that the active involvement of you all we be able to render our helping hand to more and more people in future.

With good wished & warmest regards

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

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