Service to the Nation
Achievement and Community Benefit Report of

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1. SERVICE TO THE NATION, ACHIEVEMENT AND COMMUNITY BENEFIT REPORT (LAST 10 YEARS)

1.1. Ground Reality and Scope for Establishing a State of the Art Eye Care Centre in the North-East India

Northeast India is rich in culture and natural resources. But on the contrary, this region is an isolated and underdeveloped area of the country where development Index is low. Fund-utilization and project implementation rates are below average. The prevailing uncertainty, economic deprivation, fiscal deficit and neglected population are in-fact, a continuous reality.

Non-availability of the state-of-the-art professional and specialty eye-care services and under the influence of healthcare marketing from the mainland, patients chose to travel far distant places even for primary eye care, leave alone tertiary eye care, where migration was a compulsion. Scope of medical education was very limited, with nil facility for advanced training and research. At present, approximately 18.8% of all cataract population of the country resides in Assam.

This was our motivation to establish a centre of excellence of international standards indigenously. This background introduction is an attempt to explain our starting point and the hurdles we have been through.
1.2. Goal Set

Our goal was to establish a high quality comprehensive eye care institution which would be promotive, preventive, curative, rehabilitative, effective, cost efficient and delivered committed equitable eye care services to the people of this region. We decided to address the problems with prioritization and develop gradually to ascertain high quality comprehensive eye care which is equitable and sustainable [Figure - 1]. To materialize our aim, a trust was formed by the Sankaracharya of Kanchi, who is our mentor and patron. The trust was registered and named as Sri Kanchi Sankara Health & Education Foundation (SKSHEF).

1.3. Sri Sankaradeva Nethralaya Model: Tertiary to Primary Eye Care

Primary health care is the bedrock of our programme, but we realized that without the establishment of tertiary eye care, primary care, alone, will be a failure as there will be no referral point, so we developed our own model.
We started the tertiary eye care centre in a donated domestic house with a floor area of 8,000 sq. ft. with comprehensive eye care ensuring increased reach and accessibility. From the tertiary eye care, we graduated to secondary and primary eye care.

In the initial phase, the major challenges we faced were lack of specialized ophthalmologists, trained paramedical manpower, extremely poor supply chain, finance and resource constraints, uneven distribution of demand and complete lack of specialized infrastructure development facilities. At this juncture, Sankara Nethralaya, Chennai extended technical assistance and a helping hand.

It is worth mentioning that our Institute building was the first centrally air conditioned building in the north-eastern region.

How we addressed the issues: We researched upon and prepared a road map comprising of a strategic action plan, documentation and manual. These were developed on the basis of ground reality and practical experience. Even though it was a daunting task, we stuck to it and made it a reality.
1.6. Difficult transition from Initial situation

Transition from the use of Arruga’s Intracapsular forceps to modern Centurion vision system and beyond in Cataract surgery, KoH preparation to PCR technology, application of stem cell, adaption of Confocal Microscopy, Molecular Biology, proteomics and genomics in routine eye care were difficult tasks. But everything was developed in house with in-service short term skill development training, external collaboration and technology transfer without disrupting the output of the institution. It was possible only because of a strong Human Resource Development Programme.

Financial Sustainability: Financial sustainability was addressed by meeting all operational expenses from patient care, fees from educational programme and grant. Cross subsidization to provide free treatment to 50% patients. New projects and capital expenditure were from grants and liberal donations from philanthropists, income from optical, pharmacy and royalty.

1.7 Milestones
1.8 Chronology of Events

1.8.i. SSN Main

In 1994, Sri Kanchi Sankara Health and Educational Foundation (SKSHEF) established Sri Sankaradeva Nethralaya in Guwahati. The Institution functioned from a donated building of approx 8000 sq.ft. area, with all tertiary eye care facilities and trained human resources. Private donation and bank loans helped in meeting the financial need. In 1995, the institution was dedicated to the nation by the then Prime Minister of India, Late P.V. Narasimha Rao

Later, the President of India, Late K.R. Narayanan inaugurated Cornea Department and Department of Electro Physiology. In 1997, Structured Community Outreach programme was formally inaugurated by the then Governor of Assam, Late Loknath Mishra. And thus the inclusive free service to the rural population of Assam was integrated in the service of the Institution. Eye Bank was established in the year 1998.

As the services of the institution were appreciated the demand of the services went up, SKSHEF established a new institutional building in a plot of land allotted by Government of Assam at 96, Basistha Road. With the assistance from the Government of India, North East Council and other Private donations, the institution was setup and made operational from October 2001.

Precision, perfection and continuous quality improvement are an integral part of the system. Subsequently from tertiary eyecare institution, SSN has been further upgraded to a centre of excellence which was formally declared by the then Honourable Prime Minster of India Shri Manmohan Singh in 2004.

For the pediatric group of patients, an exclusive department of Pediatric eye care was setup with the help of ORBIS international, U.S. Pediatric eye care is a special area of Ophthalmic services. The then Honourable President of India, Late A.P.J Abdul Kalam visited the pediatric eye care facility as well as the institutions in 2006.
The various ophthalmic services that Sri Sankaradeva Nethralaya offers are:

- Comprehensive eye examination with state-of-the-art equipment and instruments.
- Special clinics for infective diseases of the Eye and Retina, Glaucoma, Uvea, Squint, Contact Lens, Ocular injury, Eye Tumors, custom-made Ocular Prosthesis, Neuro-Ophthalmology, Cornea, Vitero-Retinal Disorders and Dry Eye Clinic.
- Pediatric Out-Patient Department.
- Special Investigation viz. Ultrasonography (Diagonistic B-Scan and Optical Biometry), Auto Perimetry, Fluorescein Angiography and Documentation Photography, UBM, Specular Microscopy, HRT, OCT, Corneal Topography, Ret Cam II, CCT, Ocular, Pentacam Analysis and Wide Field Imaging etc.
- Ocular Pathology and Microbiology Laboratories.
- Vitreo-Retinal Microsurgery procedures viz. Pars Plana, Vitrectomy, Endolaser, Membrane Surgery, Retinotomy, Retinectomy and Pneumorenopexy, C3F8, SF6, LPFC and Silicon Oil injection, Scleral Buckling, etc.
- Laser treatment (Diode, Argon, Nd-Yag) for After-Cataract, Glaucoma, Diabetic Retinopathy and other medical and surgical Retinal problems including Retinal Detachment and Retinal Peripheral Degenerations.
- Cryosurgery for Retinal Diseases and Glaucoma Valve Surgery
- Microsurgery for Cataract with Monofocal / Mutifocal Intra Ocular Lens Implantation, Phakic ICL, Glaucoma, Squint, Adnexal and Oculoplastic problems, Malignant Intraocular and Anexal problems.
- ROP screening and treatment
- Photodynamic Therapy (PDT)
- Botox Clinic
- Lasik Laser Clinic
- Diabetic Retinopathy Clinic
- Eye Bank and Corneal Transplantation
- Amniotic Membrane Graft
- General Anesthesia with ICU services
- Community Outreach Services
- Telemedicine
- Executive Vision Screening Program
- Optical Dispensing Unit
- Utility Counter/ Pharmacy, etc
1.8.ii. Sri Sankaradeva Nethralaya Institute of Ophthalmology and Institute of Optometry and Paramedical Sciences (SSNIO)

Being a Health & educational foundation, the Institution started the post graduate programme under diplomat of National Board of Examination, Ministry of Health, Government of India in the year 1999 and fellowship programme in Ophthalmology subjects which were subsequently affiliated to the Srimanta Sankardeva University of Health Sciences (2012). Training programme for the State and Central Government and private Ophthalmologists under National Programme for Control of Blindness and various other ophthalmic programmes were also begun since 2003. The institution of Optometry under affiliation of Srimanta Sankardeva University of Health Sciences commenced on 2014, which SSN was conducting earlier under the Indira Gandhi National Open University (IGNOU).

To conduct the educational activities the foundation established the Institute of Ophthalmology in 2012. Now there are five lecture halls and two auditoriums in the Institute. The first Wet lab for hands on training for the Ophthalmologists was established in 2000 with the state of art video recording and supervision facilities. Now the Institution proposes to setup a virtual reality laboratory for training of the Post Graduate students and practicing eye Doctors. There are a host of ongoing research projects under department of Biotechnology, ICMR and other agencies. The Consultants of the Institution regularly publish Research and Innovative scientific articles in the peer reviewed medical journals and also participates in national and international conventions; presenting papers, conducts workshops and deliver faculty lectures. Biochemistry, microbiology, pathology and molecular biology laboratories are also constantly engaged in patient care and research activities. The institution is also certified by the DSIR and ISO.

1.8.iii. Sri Sankaradeva Nethralaya Institute of Community Ophthalmology (SSNICO)

To cater the community and their eye care need, the Institute of Community Ophthalmology was established in 2014 in a newly constructed building at 243, Basistha Road, a campus 900 meter away from the SSN Main. Earlier the community activities were managed from the SSN Main. Under this institution 142 villages and several vision centres have been adopted for rendering service to patients free of cost. Subsequently, similar other projects were established in Tezpur and Bijoy nagar. Institute of Community Ophthalmology (ICO) has a structured outreach and reach-in programme. Under this programme comprehensive screening is done at the door step in the far flung and inaccessible areas of the North East India.
Patients requiring surgery are transported to the SSN Main hospital and after the surgery and cure the patients are dropped back at their respective villages. The entire activity & services comprise advocacy, screening, two way transportation, surgery, food and lodging. The total cost is borne by the Institution for the patients Below Poverty Line (BPL). The Institution also has a programme for distribution of free spectacles to patients suffering from Refractive Error. ICO regularly conducts public awareness, preventive programmes so that the community can maintain a positive eye health. Similarly, the special programmes on pediatric eye care like school screening, training for the multipurpose paramedical workers, optometry students of other institutions, school teachers, Assam Sarba Siksha employees are regularly conducted. Under this programme we serve 50% of our patients free of cost and take part in IEC and preventive eye care activities. Special Screening of School Children is also in place.

1.9. Quality Control, Administration Officials

Adherence to strict Quality Control and improvement is the only aspect which distinguishes one Institution from another. For ensuring the professional service delivery, Sri Sankaradeva Nethralaya has clinical Sub-Specialties services.

To help the Clinical Services there are various Support Services like:-

(i) Microbiology
(ii) Clinical Biochemistry
(iii) Pathology
(iv) Molecular Biology
(v) Housekeeping and Dietary Service
(vi) Optical & Medicine
(vii) Equipment Maintenance & Biomedical Engineering
(viii) Medical Records Department
(ix) Medical Store
(x) Library and Digital Library
(xi) Academic Block and lecture hall with allied services
(xii) Wet lab
(xiii) Medical Audit
(xiv) Crèche
1.10. Management

i) Structured Management Control System.

ii) Hospital Administration
    • General
    • Financial
    • Human Resource
    • Information Technology and System Department.


iv) Marketing Department
    • Service delivery care to those who need it by increasing Availability, Accessibility, Accommodation, Affordability and Acceptability (Access Care).

1.11. Different Committees of the Institution to ensure highest moral, ethical and legal standard of service

i) Academic & Research Committee.

ii) Ethics Committee

iii) Quality Control and improvement Committee.

iv) Biomedical Waste Management Committee

v) Disaster Management Committee

vi) Paramedical Council

vii) Internal Advisory Committee

viii) Coordination Committee etc.

1.12. Affiliation for Education and Research:

Sri Sankaradeva Nethralaya is affiliated to-

(i) NBE, Government of India

(ii) Srimanta Shankardev University of Health and Sciences, Government of Assam

(iii) DSIR, Government of India

(iv) DBT, Government of India

(v) ICMR, Government of India

(vi) NPCB, Government of India

(vii) Different Universities
1.13. NGO Collaboration

For effective and comprehensive service, Sri Sankaradeva Nethralaya has collaborated with Ram Krishna Mission, Bharat Sewa Ashram, Brahma Kumari, Sankar Sangha, Krishna Guru Sewa Ashram, Light for the World, Mission for Vision, Help me see, HelpAge India, ORBIS India, Operation Eyesight Universal (OEU), Wonder Works, Bosco Reachout, Lions Club, Oxyzen, Oil India Ltd. and several other local organizations like Varat Bikash Parishad, Eka Abong Koekjan, Milijuli NGO, Jyoti NGO, Crysem NGO, Card NGO, STeP NGO, Seven Look, etc.

1.14. Hospital Performance Report (Number of Patients during the year 2007-16)

![Out Patient Attendance](image)

1.15. Eye Bank and Cornea Collection and Transplantation (During the year 2007-16)

![Corneal Collection & Transplantation](image)
1.16. Surgical Performance (During the year 2007-16)

[Figure: Surgical Performance]

1.17. Present Status

Sri Sankaradeva Nethralaya functions as a Centre of Excellence in the field of-

i) State of the Art Eye Care (All Specialties and Community service)

ii) Training Eye Care Professionals.

iii) Training for Paramedical programmes (Government and Non Government Programme).

iv) Medical and Paramedical Education

v) Research for Evidence support, guidance, shared learning, demonstration of valued result and governance as Centre of Excellence.

As a Centre of Excellence, Sri Sankaradeva Nethralaya has a structure where service delivery, research and education and community service all are performed at a world standard level, in terms of achieving measurable good health outcome, scientific production in terms of service, training and technology. The hospital has a team of dedicated human resource that promotes collaboration and uses best practice around a specific focused area to deliver the best possible services to the citizens.

The present status of the foundation comprises patient health care, training internal & external candidates, intra & extra mural research, Clinical and non clinical support services, including biomedical engineering, general maintenance and public relation. Emphasis is given on service delivery, medical education, research, training manual preparation, motivation and health policy formulation. After more than two decades of its service to the nation, the Nethralaya would like to solemnly pledge to continue its humble contribution towards world class eye care, equity of service, community service, development of human resource, Ophthalmic and medical research and to provide comprehensive eye care with compassion to all.
2. COMMUNITY SERVICE AND SOCIAL BENEFIT REPORT OF SRI SANKARADEVA NETHRALAYA

2.1. Introduction

Matrix of the community in the Northeast India is unique, full of diversity in culture, belief & social system and unique geographical isolation, poor connectivity, scanty eye care service and uneven distribution together is a harsh reality. It is a vibrant area of the country enriched with culture and natural resources and potentially prosperous for development of human resources.

Sri Sankaradeva Nethralaya Institute of Community Ophthalmology (SSNICO) is unique and serves the community adopting a different approach. The ‘structured community service’ was inaugurated by the then Honourable Governor of Assam Late Loknath Mishra in 1996.

The mission of Sri Sankaradeva Nethralaya Institute of Community Ophthalmology (SSNICO) Community Service System is to strengthen the eye health and well being of entire Northeastern region of the country with high quality, compassionate care free of cost to all the underprivileged patients in need. Various community based services and programmes are in place to achieve our mission and improve eye
health of the community. As a non-profit organization, our trust seriously takes its responsibility to invest resources as well as energy into understanding and meeting eye care needs of all and ensure that everyone gets equitable eye care they need, regardless of their financial status.

Our community team comprises of passionate and dedicated eye care professionals, physicians, anesthesiologists, along with many partners throughout the Northeastern region who jointly contribute significantly to eye care and the well being of our community.

**DURING THE LAST 10 YEARS THE TRUST WAS ABLE TO PROVIDE FREE SERVICES WORTH RS. 26,39,77,360/- TOWARDS COMMUNITY CARE. MORE THAN 1752800 HOURS OF TOTAL EMPLOYEES’ VOLUNTARY TIME WAS DEDICATED FOR SERVICE TO THE COMMUNITY.**

**WE COULD ESTABLISH A RESEARCH & DEVELOPMENT UNIT WITH THE EXPENSE OF RS. 6,58,05,000/-**

**SSN AWARDED SCHOLARSHIP OF RS. 2,05,30,702/- TO THE POST GRADUATE STUDENTS AND AN EXPENDITURE OF RS. 2,00,00,000/- WAS INCURRED FOR THE TRAINING OF THE POST GRADUATE STUDENTS.**

**AN EXPENSE OF RS.65,69,65,438/- WAS INCURRED FOR HUMAN RESOURCE DEVELOPMENT, TRAINING AND CONFERENCES.**

**ALL THIS IS ONLY A PART OF OUR COMMUNITY SERVICE AND COMMUNITY BENEFIT STORY.**

Sankara Nethralaya has been instrumental in improving the eye health and lives of the people of the Northeastern Region. It is a testimony to the commitment of the trust and leadership of our medical staff, board of trustees, employees and community partners, where dedicated and selfless services made a difference to many lives and made our community a better place so far as eye care and wellbeing, as per physical and financial levels are concerned.

Community belief, culture, poverty, poor connectivity and lack of proper information are often barriers to service in the diverse northeastern community. SSNICO reaches out to those groups through local community organizations, Government, religious organizations and other grassroot-level organizations who are working to help the underprivileged population in the slums, cities and towns, villages and people residing in geographically isolated areas with literally no communication or access to eye care. We lay special emphasis on helping and empowering them with knowledge so that they can prevent avoidable eye disease and maintain healthier lives.

An Entire System Working Together, the entities of Sri Kanchi Sankara Health and Educational Foundation comprises - Sri Sankaradeva Nethralaya Main Hospital, Institute of Ophthalmology (SSNIO), Institute of Community Ophthalmology (SSNICO). All these institutes are working together towards our mission and vision.
2.2. Service Delivery models of Sri Sankaradeva Nethralaya – (Understanding Community Needs, Delivering Our Commitments’ Benefit Promise)

2.2.i. Community Needs Assessment

SSNICO conducts community needs assessment on a regular basis in collaboration with NGOs, community groups and grassroots level workers. This activity is done to determine short and long term priority eye care needs. To understand community needs, given our committed responsibility to the society, we developed different free programmes for the economically underprivileged section of the society in need of treatment.

2.2.ii. Free Service Facility at Sri Sankaradeva Nethralaya Main

Patients below the poverty line can report to the reception for free treatment and surgery of the eye ailment. During reporting, patients are required to comply with certain procedures like submission of Identity Proof and Income Proof. Patients are registered and systematically examined and necessary treatment including surgery are provided free of cost.

2.2.iii. Reach to Unreach programme

This programme consists of comprehensive as well as opportunistic screening in different rural and remote villages. The patients requiring surgery are transported to SSN’s main hospital for surgery and on successful performance of surgery, patients are dropped back to their doorsteps. Two-way transportation, accommodation, food & medicine during pre- and post-operative period, and surgery are provided totally free of cost to the poor and underprivileged patients.

2.2.iv. Hospital Based Community Eye Health Programme (HBCEHP)

The Hospital Based Community Eye Health Programme is a collaborative community eye health programme between Sri Sankaradeva Nethralaya and Operation Eyesight Universal where Operation Eyesight Universal is a technical adviser (collaborator), financed by SSN. This programme is directly executed and implemented by our Institution at Dimoria Development Block of Kamrup Metropolitan district of Assam from January 2014. Mission and Vision is to eliminate avoidable blindness in the service area of the hospital by 2018. ASHA, social workers, NGOs, local clubs and the community as a whole are included in the project. Total number of villages in the service area of the project is 142.

Aims and Objectives:

(i) To improve eye health seeking behavior of the population,
(ii) To reduce backlog of blindness / visual impairment,
(iii) Strengthen and integrate primary eye care services into existing primary health care services,
(iv) To establish a referral system leading to sustained accessibility to eye care services.
**Benefits of the programme:**

(i) It is hospital based and managed by hospital  
(ii) Rooted in and owned by the community  
(iii) Strong vertical linkage to primary and secondary eye care services  
(iv) Measurable intervention  
(v) Long lasting results  
(vi) Fuller utilization of hospital’s capacity, and  
(vii) Elimination of avoidable blindness

**Project area:**

The project started with recruitment of project coordination and community health workers and training of the health workers in a systematic manner. A Vision Centre was established in a well communicated area in this cluster of villages and survey area mapping was done. Total population covered is 139680, no. of villages is 142, total households visited is 29840, total no. Gaon Panchayats is 12. The area of coverage is divided into seven clusters namely

Door-to-door survey conducted (February–July 2014): (Phase – I)

PHC Coverage Report

Number of children aged 3 to 5 years in the project area of 3 to 5 years of age is 11320, Immunization coverage-9922(88%), Number of children upto 5 years of age enrolled in ICDS Centre is 8929, children getting supplementary food in ICDS Centre is 7380 (83%), number of pregnant women is 851, Not getting ANC services-75 (9%), Newborn infants-490, Not getting PNC service-71 (14%)
Vision Centre at Sonapur – (Phase – II)

The Vision Centre is a primary care centre in the project area, where patients are screened and referred to the base hospital for Cataract and other surgeries. The community health workers (CHW) have been further empowered by a ‘Structured Curriculum’ where teaching sessions were conducted for the CHWs by Ophthalmologists, ICDS/CDPO, ASHA, Gynecologist/ANM, General Physician and Local NGO personnel.

Project output till the report is prepared

Patients screened in camps : 8643
Comprehensive Screening Session :113
Patients screened : 8000
Cataract patients identified : 2685
Total Cataract Surgeries done : 2323
No. of participants in Health Education Session : 22835
Spectacles dispensed : Free – 2361, Subsidized – 2189
No. of participants in Eye Health education sessions : 3177

IEC and Public Awareness Programmes of the Sonapur HBCEHP project

Dhupguri - Health Education Programme on Scientific Hand Washing
Programme on Vitamin A deficiency ICDH Centre – Banpurg Nartap
Selected patients are transported from village to SSNICO and are operated at SSN Main

<table>
<thead>
<tr>
<th>Transportation of patients from Project area to SSN</th>
<th>Physical Checkup</th>
<th>Laboratory investigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biometry Test</td>
<td>Slit Lamp Examination</td>
<td>Stay at ICO</td>
</tr>
<tr>
<td>Dressing at ICO After Surgery</td>
<td>Post-operative Consultation</td>
<td></td>
</tr>
<tr>
<td>Post operative Counseling</td>
<td>Dropping the patient back to doorstep (From SSNICO)</td>
<td></td>
</tr>
</tbody>
</table>

Post-surgical follow-up and operating procedures are done as per standard protocol during 1st post-op. day, and at one-week and one-month intervals following the surgery.
2.3. Impact Assessment of Hospital-Based Community Eye Health Programme (HBCEHP), Sonapur

A total number of 2323 patients were cured from Cataract Blindness and all of them rejoined their original jobs. Moreover, many women joined the self help group as well, thus improving their quality of life, as they regained dignity allowing them to socialize freely.

Declaration ceremony of avoidable blindness free village

[Upper Tepesia, One of the blindness free Karbi Tribal villages]

Mrs. Kunti Konwar, Topatali Village, Sonapur, started working in charkha after cure from blindness

Mr. Banuram Deka, Topatali Village, Sonapur, is preparing a bamboo product for sale in the market

2.4. Quality of Life Improvement: Sample Document

2.4.i. From Blindness to self-employment / re-employment

Story of Mr. Uken Rahang: Male, 60 years, of village Diksak, Police Station Khetri, Kamrup Metro, Assam. Uken was blinded due to total Cataract and was unable of moving independently. He lives with his sister on a hillside and used to be an excellent artisan, making his livelihood making and selling different bamboo and cane; until Cataracts blinded him. Blindness cost him his business and he was forced into a life of misery. It is then that our community workers identified him during door to door survey and
screening. With some counseling, he agreed for surgery. He was escorted to the SSN Main Hospital in Guwahati, where his cataracts were surgically removed, thus, allowing him to regain his vision completely. A month following the surgery, he went back to his business and his economic status improved. The surgery came a blessing for him when he needed it the most, though he wasn’t in a position to afford it.

2.4.ii. Story of Dignity and Independence

Story of Mr. Paresh Das: Male, 70 years from Malibagan, Sonapur, Kamrup Metro, Assam.

He was blinded due to mature Cataract in both the eyes. Cataract worsened his economic condition as he was a fisherman, and gradually lost hope to have a better life due to lack of sufficient money for surgery. His family’s economic conditions did not allow his surgery either, thus making him feel neglected.

SSN health workers detected him during a visit to his house and brought him to SSN-Main for surgery. After the successful surgery and IOL implantation, he regained his vision and went back to his profession with dignity.

2.5. Vision Centre Base Community
(Project started from Agust’2016)

In the Bijojnagar area of Kamrup Rural district of Assam, a vision centre based community programme has been undertaken in two clusters covering 12 revenue villages, 10536 households and total population of 52713. The concept of the project is to promote community eye health care as an integral part of secondary level services with proper integration of primary eye care to primary health care to develop effective linkage with other sectors of development for the elimination of avoidable blindness among the vulnerable population. Under this project, (till the report was prepared), 10875 persons in 3428 households were covered by door to door survey, screening and secondary validation.
563 bilateral, 112 unilateral cataract cases were detected. Out of which, in 675 patients, cataract is in advance stage (Total cataract), 85 patients are bilaterally blind (Visual acuity <6/60 in better eye) and 258 patients are visually impaired. During the screening, 1603 cases were found to be refractive errors and 229 with other eye disease also being detected. Among 1049 patients, various treatments were offered. 66 free spectacles and 290 spectacles at subsidized rates were distributed too. 95 cataract surgeries were performed out of which 55 cases were done free of charge (which includes two way transportation, food, lodging and surgeries) and 40 cases at subsidized rates.

2.6. Tezpur Family Eye Clinic

The project started during the year 2011. It is also a community based comprehensive clinic having infrastructure for comprehensive eye examination, treatment and conducting screening camps in rural areas as well as in the Tea gardens. Till today 49 screening camps were organized particularly in the Tea garden areas and 2746 number of patients were transported to SSN Main, Guwahati for free surgeries and other treatments.

2.7. SSN – Assam Sarba Siksha Abhijan, Government of Assam Project on Pediatric Blindness

Under this collaborative project, SSN is conducting free Cataract Surgery and intraocular lens implantation to the children in the 29 districts of Assam. The District Programme Manager of ASA, Government of Assam with local ophthalmologists conducts the screening and selected cases are referred to SSN, Guwahati. Under this project, regularly, the pediatric cataract surgeries and follow-ups are done.

2.8. SSN-NPCB, Government of India Collaboration

Along with State and District Blindness Society, SSN is extending community service in Assam and other North-eastern States through this programme.

Cataract, Vitreo-Retina, Cornea and other services are provided. Any complication of surgical case for treatment and management of surgical problem, the district authorities refer such cases to SSN.

SSN is rendering service to the community as a training centre for ophthalmologists from all over India. NPCB, Government of India send the candidates for training and skill development at SSN after a standard selection process, for variable period of time. So far, SSN has trained (long-term and short-term) 96 NPCB
candidates and they are now working in different parts of India efficiently. The State Programme Officers of different States are satisfied with the community activity of SSN. Their feedback along with the comments of some other community NGO collaborators is enclosed in the Annexure – 1.

2.8.i. Nagaland Screening Activity and Surgery in all District of Nagaland, Tripura and Others

This was a special activity by SSN, in which, surgeons from Sri Sankradeva Nethralaya performed surgeries and trained ophthalmic surgeons of Nagaland to achieve their target on surgical performance of the state.

2.8.ii. Blind School Survey

The Institute of Community Ophthalmology, SSN has conducted surveys, rehabilitation and curative surgeries in all the blind schools in the North-Eastern states. The reports have also been published in numerous leading journals.
2.9 Eye Screening of School Students by Sri Sankaradeva Nethralaya

Sri Sankaradeva Nethralaya, as part of its ‘Community Service Program’, undertakes eye screening of school students at their respective schools. A medical team comprising of an ophthalmologist, optometrists and vision technicians with the basic medical instruments for refraction, visits Government schools located in and around Guwahati city in the Kamrup district of Assam as per schedule made out after approval by the school authorities for conducting eye screening of school students, particularly at primary and secondary levels. Students detected with subnormal vision are referred to its SSN Main hospital for treatment, glass prescription and further management. The statistics of ‘School Screening’ program undertaken and executed by the Nethralaya in the district of Kamrup, Assam during the past two years (2015 & 2016) are given below.

No. of Eye Screening Camps - 60
No. of Schools covered - 60
No. of School children screened - 8388
No. of School Children with ‘Amblyopia’ - 469
No. of School Children from these Camps treated at SSN – 223

2.10 Diabetic Retinopathy (DR) Screening programme

‘Diabetes Mellitus’ is a major cause of ‘avoidable blindness’ in both the developing and developed countries. Patients with diabetes are 25 times more likely to become blind than non-diabetic. Good glycemic control arrests the development and generation of ‘Diabetic Retinopathy’ and prevents vision loss.

Under this project, SSN conducts Diabetic Retinopathy screening not only in Assam but in Meghalaya and Tripura also. In 2016, Screening camps were conducted at Shillong, Tura and Jowai of Meghalaya State and at Dharmanagar of Tripura State free of cost.
2.11. SSN-ORBIS Project on childhood blindness

SSN-ORBIS project was executed with an aim to develop infrastructure and human resources in the hospital as well as in the field and extension and promotion of pediatric eye care services in the North East. Under this project, the pediatric eye care service was modernized with human resource training, upgrading and addition of latest instruments and equipment. This is the only tertiary pediatric eye care unit in the Northeast region of the country equipped with Ocular Cancer Therapy for the children, ROP management and all types of pediatric eye care management. Different welfare activities were also undertaken at community level.

Achievement of the project –

Training of Doctors in Pediatric Eye Care – 3 (in U.K. & USA)
Training of Eye Care Paramedical Staff – 51
Hospital based programme – 3
Continued Medical Education Programme – 16
Training of General Doctors and Pediatricians – 594
Teachers’ and Community Workers’ Training – 1760
Child Screening – 178620
Children treated – 20432
Surgeries performed (including Laser) – 2213
Mothers’ and guardians’ training – 13938 (mothers / guardians)
Blind Schools Surveyed – 12

SSN-ORBIS Initiative

It may be mentioned that the project has also carried out the first blind school survey in the North East India in collaboration with the National Programme for Control of Blindness, Project Dristi, Association for Blind, Reliance India. Under the survey, 12 Blind Schools of North East were covered and a total of 379 children were screened. This helped establish a database of blind children of this region.

Moreover, public awareness programmes and seminars have been organized under the aegis of SSN-ORBIS project. SSN has been organizing painting and poster competitions and free eye check-ups for children on occasions like Children’s Day, World Sight Day etc.
For these project activities, SSN had received support from the ORBIS, country office. Locally, the project team has been collaborating with both Government agencies and community service organizations like Composite Regional Centre, Department of Health and Family Welfare, Government of Assam, District Blindness Control Society, Block Development Officers, Office of the Sub-Divisional Commissioners, Social Welfare Department, Government of Assam, Asom Sarva Siksha Abhijan, ASHA, Bharat Vikas Parishad, Pratyush, Pragati, Srimanta Sankardeva Kalakshetra, Don Bosco Guwahati, STEPS, Lions Club and Rotary International.

The press and electronic media houses have been supportive to increase the level of awareness amongst the people regarding childhood blindness. The Times of India, The Telegraph, Delhi Doordarshan Kendra, NDTV in the national level and NETV, Prag Channel, The Assam Tribune, The Sentinel etc. in the regional level are actively involved in the process of spreading awareness on childhood blindness.

The successful completion of the SSN-ORBIS project brought about a new beginning for pediatric eye care in North East India communities.

2.12. Education and Research for a healthy future community and service to community through sponsorship

Community Service through research, training and IEC activity is an integral part of the SSNIO. SSN offers Stipend to all Postgraduate Students, Fellows and offers merit scholarship to optometry students. SSN also provides grant and sponsorship for development of paramedical support staff needed for the institution

1. No. of Publications - 80
2. No. of Post Graduate students admitted – 63
3. No. of B.Sc. Students admitted – 52
4. Training of Government Doctors under NPCB, GoI programme – 95
5. Training of Post Graduate fellows – 96
6. Intra Mural research – 63
7. Extra Mural research – 16
8. Optometry intern students from Government and other institution – 163
9. Workshop – 78
10. CME - 16

11. Major national and international conference arranged – 4

(Some of the education and research activities during last 10 years)

Under the community service programme, through training of post graduate students, SSN offers fellowship to the eligible eye doctors who have obtained postgraduate degrees from different Universities. The fellowship programme is structured and specialty oriented. During last 10 years, an expenditure of RS.2,00,00,000/- was incurred under this head of our social and nation building activity. The Institution provides hostel facilities to its fellows and residents.

2.13. Training of Community Health Workers

Training of Community Health Workers can bring a change in eye care scenario of the community, improve the health care seeking behavior and eliminate false beliefs and unscientific health practices. Many dedicated personnel have thus been appointed to ensure regular training programmes.

1. Community health worker training during last 3 years – 38 session and 48 candidates
2. Eye banking awareness workshop – 230
3. Glaucoma awareness session – 6 session, 36 health worker and several other local NGO’s
4. Children programme on eye health awareness and art competition – 3

All programmes are continued on regular basis.

2.14. SSN Kamrup Amblyopia Project

Under this project, 39651 of school children were specially screened for amblyopia. SSN extended the facility free of cost to the school children and conducted awareness programmes for the parents, school children, students and the community. Amblyopia is a serious eye problem but with proper treatment, blindness can be prevented. Children below 5 years of age under 21 police stations of Kamrup (Metro) have been screened. All school-going and non school-going children in the project area were covered.

(The summary of our findings and community benefits of the project are as enclosed.)
Police Stations covered – 21
Child 6 month to 16 years – 39651
Visual activity < 6/9 – 8388
Amblyopia – 692
Prevalence of Amblyopia – 1.75%

**Eye bank**

**2.15. Collaboration to develop Eye Care Infrastructure by other voluntary organizations**

Sri Sankaradeva Nethralaya has collaborated and extended voluntary counseling and service to develop other community hospitals like Baba Behari Nethralaya – Haryana, Bawri Nethralaya – Shillong, P.C. Chatterjee Memorial Eye Hospital – Dharmanagar, Ramkrishna Mission Hospital – Dehradun, Niramal Ashram Eye Hospital – Rishikesh, etc.

**2.16. Free Community Service Statistics**

**2.16.i Temporary Facility Screening Programme at the community**

![Bar chart showing the number of camps from 2007 to 2016](chart.png)

- **2007**: 41
- **2008**: 46
- **2009**: 41
- **2010**: 46
- **2011**: 36
- **2012**: 35
- **2013**: 140
- **2014**: 85
- **2015**: 128
- **2016**: 124

*No. of Camps*
2.16.ii. Free Patients

![Graph showing the number of free patients from 2007 to 2016]

2.16.iii. Free Surgeries

![Graph showing the number of cataract and other surgeries from 2007 to 2016]

3. Image of SSN in the society

Honourable President of India Late K. R. Narayanan, Honourable President of India Late A.P.J. Kalam, Honourable Prime Minister of India Late P. V. Narasimha Rao, Honourable Prime Minister of India Dr. Manmohan Singh, Honourable Governors of Assam and different North-Eastern states, The Honourable Chief Ministers of Assam and other North-Eastern states, British Counselor General, eminent doctors of the country and abroad, important Government dignitaries and renowned social personalities visited our institution while they were in their offices, expressed their satisfaction and praised our performance and our mission for continuous development. The service of our institution was dedicated to the nation by the then Honourable Prime Minister of India Late P. V. Narasimha Rao and been declared as a Centre of Excellence by the PMO. The Government of India, North-Eastern Council, Planning Commission, 12th Finance Commission, Government of Assam, general population and different corporate houses have extended their moral and economic support towards our mission.
Some Eminent Personalities of India at SSN

Late Shri P.V Naramsimha Rao, the then Honourable Prime Minister of India Dedication of service of SSN to the nation Ceremony

Late Shri. K. R. Narayanan, the then Honourable President of India and Late Shri S. K. Sinha, the then Honourable Governor of Assam Inauguration of Electro Diagnostic and Corneal Unit of SSN

Dr. Manmohan Singh, the then Honourable Prime Minister of India Declaration ceremony of Centre of Excellence

Late Dr. A. P.J. Abdul Kalam, then Honourable President of India and Sri Tarun Gogoi, the then Honourable Chief Minister of Assam Inauguration of Pediatric service ceremony

4. Economic and social Impact of our foundation

SSN has elevated overall eye care delivery in the North-East through its various activities. All types of eye treatment including corneal transplantation, pediatric ocular cancer therapies etc. are offered by SSN. The services are affordable and cost effective to the general public and free for the economically under privileged. As a result, migration of the patients with eye problem to other parts of the country have come down drastically. The economic burden of the patients reduced substantially. The SSN generated direct and indirect employment opportunities to technical and non-technical section of the society. SSN has employed doctors and many paramedical and support staff and also created business opportunities for supply of hospital consumables and for establishing supply chain. Large number of outstation patients visit SSN, thereby creating an opportunity in the transport and hospitality sector also. The society at large is empowered with the knowledge of eye health education and prevention of eye disease and cure for all avoidable blindness.
5. Feedback from SPO of different states and NGO partners [Annexure – 1]

GOVT. OF ASSAM
OFFICE OF THE DIRECTORATE OF HEALTH SERVICES::ASSAM,
HENGARBARI :: GUWAHATI-36.

No. HS/OMisc/12/07/2016-17. 8488  Dated Guwahati the 31st March/2017

From:  The Jt. Director of Health Services(O)     Mobile No. +919435592694
Cum State Programme Officer , NPCB, Assam
Hengrabari, Guwahati – 36

To:    The Medical Director
Sri Sankardeva Nethralaya, Guwahati
Beltola, Guwahati - 29

Sub:  Feedback report of National Programme for Control of Blindness(NPCB), Assam with Sri Sankardeva Nethralaya, Guwahati.
Ref: Email dated 29th March/2017.

Sir,

With reference to the subject cited above, National Programme for Control of Blindness(NPCB, Assam is working in the field of community ophthalmology with Sri Sankardeva Nethralaya, (SSN)Guwahati long time since 1998, as per official record. They are catering more than 10,000 nos. of free cataract surgery every year. They have been already granted a blanket permission to conduct eye screening camp etc. in any part of districts of Assam allowing to perform cataract surgery from those places in the base hospital through their community outreach programme.

In addition to that, the SSN, Guwahati is also participating in corneal transplant surgery in a good numbers every year, in addition to taking medical and surgical treatment of post operative complications in cataract surgery as and when arises in different districts under NPCB programme.

SSN, Guwahati is also participating in the Human Resource Development and empowerment of health care professionals and para-medical supporting staffs.

National Programme for Control of Blindness, Assam is eager to continue to share its NPCB activities with SSN, Guwahati for years to come.

Thanking you.

Yours faithfully,

Jt. Director of Health Services (O) /
State Programme Officer ,NPCB, Assam
Hengrabari, Guwahati – 36

31/3/17
GOVERNMENT OF ARUNACHAL PRADESH  
DIRECTORATE OF HEALTH SERVICES  
ARUNACHAL PRADESH::NAHARLAGUN  

NO. MNCB-85/1 PT-III  
Dated Nlg the 27/03/2017  

TO WHOM IT MAY CONCERN  

The National Programme for Control of Blindness - Arunachal had an opportunity to work with Sri Sankaradeva Nethralaya Guwahati (Assam) on many occasions, conducting general Eye Screening and specialty camp in Arunachal. The centre is well-equipped with infra-structure and human resources to work even in the interior part of the state.

Given the opportunity, the NPCB-Arunachal would like to work closely with the centre for the greater benefit of the people of the state in future.

(Dr. Taba Khanna)  
State Programme Officer (NPCB)  
Naharlagun, Arunachal Pradesh.
GOVERNMENT OF TRIPURA
OFFICE OF THE STATE PROGRAMME OFFICER, NPCB
1ST FLOOR OF EYE O.P.D I.G.M HOSPITAL COMPLEX
AGARTALA, WEST TRIPURA

No. F.4(5)-NPCB/PR/2012/ Dated Agartala, The 28th March 2017

To
Dr. Harsha Bhattacharjee
Medical Director & Trustee
Sri Sankaradeva Nethralaya

Subject: - Community Ophthalmology.

Sir,

The National Programme for Control of Blindness, Tripura worked with Sri Sankaradeva Nethralaya, Guwahati, Assam on several occasions in the field of Community service as well as academics. The Sri Sankaradeva Nethralaya Community Ophthalmology Department has also conducted Diabetic screening programmes in Tripura. We would like to continue the work with the Community Ophthalmology Department of Sri Sankaradeva Nethralaya for greater benefit of the people of Tripura.

Thanking you, Sir
Yours faithfully

(Dr. Pranabendu Barman)
State Programme Officer, NPCB
Agartala, West Tripura
OFFICE OF THE PROGRAMME OFFICER
DISTRICT BLINDNESS CONTROL PROGRAMME
2nd FLOOR of G+2, OFFICE OF THE MEDICAL SUPERINTENDENT
IM. HOSPITAL, AGARTALA, WEST TRIPURA

No. F.1(4)DBCP/W/2015/

To
Dr. Harsha Bhattacharjee
Medical Director & Trustee
Sri Sankaradeva Nethralaya

Dated Agartala, The 28th March 2017

Subject: - Community Ophthalmology.

Sir,

The National Programme for Control of Blindness, Tripura worked with Sri Sankaradeva Nethralaya, Guwahati, Assam on several occasions in the field of Community service as well as academics. The Sri Sankaradeva Nethralaya Community Ophthalmology Department has also conducted Diabetic screening programmes in Tripura. We would like to continue the work with the Community Ophthalmology Department of Sri Sankaradeva Nethralaya for greater benefit of the people of Tripura.

Thanking you, Sir
Yours faithfully

(Dr. Sukumar Deb)
Programme Officer
District Blindness Control Programme
West Tripura
Nodal Officer
Tripura Vision Centre Project
(Tele-Ophthalmology)
IGM Hospital, Tripura
No.D-2583/17/PCCMEH.

Date-01/04/2017.

To,
The Medical Director,
Sri Sankaradeva Nethralaya,
Guwahati, Assam.

Sub:- Prayer for Assistance to P.C. Chatterjee Memorial Eye Hospital, Dharmanagar, Tripura (N), (a unit of “Biswar Chatterjee Trust”, 17, R.N. Mukherjee Road, Kolkata-700001), bearing Hospital Regn.No23/14 dated 02/06/2000 (Under section -5 of the Tripura Clinical Establishment Act -1976) For necessary Up-gradation.

Sir,

With due respect I do hereby draw your kind attention that P.C. Chatterjee Memorial Eye Hospital has been running at D.N.V Road, Dharmanagar, North Tripura since 2000 under B.C. Trust, Kolkata, I have the pleasure to inform you that, our hospital, a hi-tech hospital with all sophisticated and upgraded instruments. We are serving vast areas of Tripura especially North, Unakoti, Dhalai District of the state, adjacent zone of Mizoram state and upto Karimganj District of Assam, where most of the residents tribal and non-tribal belongs to the poorer classes of the society. Patients from Kanchanpur, Dasda, Panisagar, Kailasahar, Pecharthal etc belt of Tripura, Mizoram and Lowairepa, Bazaricharra belt of Assam, where majority of population from tribal community are attending regularly at our hospital. We are also providing free services to the B.P.L. peoples. We are performing various types of eye surgeries at a low cost. We are also arranging free cataract detection and surgery camp in R.D. Blocks under N.P.C.B. We have introduced BPL facilities in the hospital’s registration and cataract operation. More over defense personals from C.R.P.F, B.S.F, G.R.E.F and Assam Rifles camps of the description zone come at this hospital regularly for treatment being recommended from their respective Quarters and camps. All sorts of complicated surgeries are regularly performed in this hospital with advanced care and sophisticated equipments.

Now we intent to upgrade our hospital further, considering the constant demand from the patients from all sphere to the society.

Under the above described circumstances I pray to your good self to provide us support and suggestion, so that we can provide better and most up-graded service to the patients of this remote zone of India.

Thanking you

Yours faithfully

(Dr. H.N. Goswami)

P.C. Chatterjee Memorial Eye Hospital,
To
The Director,
Sri Sankaradeva Netralaya,
Guwahati.

Date- 29/03/2017

Dear Sir,

Appraisal Report on the Eye Screening Camps conducted by Eka Ebong Koekjan.

We would like to place on record our gratitude and appreciation for your help and Co-operation in conducting Eye Screening Camps (Cataract Detection), for the down trodden people of the society, by our NGO “EKA EBONG KOEKJAN” since last four years. It may be mentioned here that till date 149 persons were successfully operated at your hospital at free of cost, detected in the five different camps organized by our organization. Beside this, 15 no of patients were also operated at your hospital under scheme category (low price scheme) referred by us from time to time.

We once again thank you for your support and co-operation, also hope that our tie in this field will become stronger in the coming years.

With warmest regards,

Yours sincerely

(Sacchidanada Choudhury)
Secretary

Communication: Partha Ghosh, Green Park Colony, Maligaon, Guwahati-781011
Call: 94357-31735 / 94357-08327 / 98643-17071 / 94350-71978 / 94353-71699 / 95085-93008
E-mail: ekaebongkoekjan@yahoo.com / dpsimha2005@gmail.com
Date: 3rd April 2017

TO WHOM IT MAY CONCERN

Mission for Vision is a NGO that works in 14 states of India with 23 reputed charitable hospitals towards the eradication of avoidable blindness.

Mission for Vision has been working with Sri Sankaradeva Nethralaya, Guwahati for community eye health since 2013 - 2014, primarily in the districts of Nalbari and Kamrup.

Since the commencement of the partnership, Mission or Vision has supported community eye health in these districts and enabled over 10,000 cataract surgeries.

Mission for Vision is pleased with the partnership with Sri Sankaradeva Nethralaya towards our mutual goals of eradicating avoidable blindness. Mission for Vision also wishes Sri Sankaradeva Nethralaya the very best in all its endeavours.

Best regards,

Sabitra Kundu
Head – Programme Development
To
The Director,
Sri Sankaradev Netralaya,
Guwahati

Dear Sir,

Date: 01/04/2017

Appraisal Report on the Eye Screening Camps Conducted by MiliJuli NGO.

We would like to place on record our gratitude and appreciation for your help and co-operation in conducting Eye Screening Camps (Cataract Detection), for the down trodden people of the society, by our NGO “MILIJULI NGO” since last four years. It may be mentioned here that till date 1800 person were successfully operated at your hospital at free of cost, patients were also operated at your hospital under scheme category (Low Price Scheme) referred by us from time to time.

We once again thank you for your support and co-operation, also hope that our tie in this field will become stronger in the coming year.

With warmest regards,

Yours sincerely

Sri Golapi Kumar

(Miss Jaymati Deka)

Secretary
MiliJuli NGO Khoirabari
TO WHOM IT MAY CONCERN

This is to certify that National Programme for Control of Blindness, Nagaland had the opportunity to work with Sri Sankaradeva Nethralaya, Guwahati under ‘Special Drive for Cataract and other Comprehensive Eye Care Activities in North east states’ of the Govt. of India under NPCB during the year 2007-08 and 2008-09, during that period the Comprehensive Eye care and surgical camps were conducted in all the districts of Nagaland. Prior to that, SSN has also conducted eye disease survey in Zunheboto. The NPCB, Nagaland has also tie up with the Eye bank at SSN Guwahati for any Eye collected/donated from the State. Given the opportunity NPCB, Nagaland will be happy to work with SSN, Guwahati in future as well.

Dr. W. Punsoki
State Programme Officer (NPCB)
Dte. of Health & Family Welfare
Nagaland, Kohima
To whomsoever it may concern

We have partnered and collaborated with Sri Sankaradeva Nethralaya since 2013. In this period of over 4 years, we have jointly launched two Vision Center Based Community Eye Health Projects in Sonapur and Bijoynagar Taluka’s of Assam. Our projects have resulted in over 15 villages becoming avoidable blindness free in a short period.

Sri Sankaradeva Nethralaya is a valued partner of Operation Eyesight Universal and our work together has contributed immensely to bringing eye care to the needy in Assam, a state with the highest prevalence of blindness. The relationship thus far has been based on mutual trust, transparency and a mission to benefit the neediest in the state.

We strongly recommend Sri Sankaradeva Nethralaya to any agency looking to collaborate with them in Assam and we look forward to working with them through several more partnership projects in the coming years.

Dr. Santosh Moses
Regional Manager – South Asia
To

Respected Sir,

Firstly, I am very much thankful to the Sri Sankaradeva Nethralaya (SSN) to select our organization (Seven Look) for this Noble Mission (Amblyopia Project).

With this opportunity of SSN, we are able to touch all the police station of the Kamrup (M), alongwith the number of student.

Without your support we are not able to achieve our noble mission, with your great initiative local public, teacher and students of the various corner of the Kamrup (M), are highly satisfied and expect towards the same every year.

Lastly, once again we are heartedly thankful to the SSN, for your divine opportunity and also to expect that in the upcoming year we are once again able to entangled with your great leadership and capable to serve our society with all effort. With this HOPE………..

Yours Faithfully,

Palash Ranjan Goswami
Secretary General, Seven Look
Guwahati-781029, Assam
April 4, 2017

To Whom It May Concern,

WonderWork is a New York based, international charity. Our mission is motivated by the overwhelming need to deliver surgery to underserved patients around the globe. WonderWork has three focus areas: surgical treatment for cataract blindness, clubfoot treatment and burn reconstruction. Treatment of cataract blindness is of paramount importance to our mission. I wish to confirm and acknowledge our cataract surgical partnership with Sri Sankaradeva Nethralaya of India.

As part of our mission to support the treatment of cataract blindness, Sri Sankaradeva is an effective surgical provider in our partner network. Dr. Harsha Bhattacharjee and his team are leaders in treating thousands of poor patients from India’s Northeast region. WonderWork is most pleased to continue to support the surgical work of Sri Sankaradeva.

Sincerely,

[Signature]

DeLois Greenwood
Chief Program Officer

411 Fifth Avenue, Suite 702, New York, NY 10016  T. 212.729.1855  WonderWork.org
Feedback Letter

Swami Vikramananda <svikramananda@gmail.com>  
To: ssnghy1@gmail.com  

Date: 21/06/2017  
To  
The Director,  
Sri Sankaradeva Nethralaya  
Beltola, Guwahati  

Sub: Feedback Letter  

Respected Sir,

With due respect I would like to inform you that the service provided by your hospital is very satisfactory. Poor patients come to our Dispensary. They are unable to pay fees to private doctors. Your service is in true sense is serving God in the form of poor. We are always greatful to you for your kind service. We expect the continuation of the service.

Thanking you with Namaskar.  
Yours in the service of Lord  
Swami Atmasuddhannanda  
Secretary  
R K Mission, Guwahati