From the Secretary’s Desk

I am delighted to present the Annual Report for the year 2020-21. It brings me happiness while giving you a glance over the events from such a busy year for us as an organization in achieving our commitment of ‘Making People Self Reliant’.

It was huge in terms of partnerships extensions too by Citizens Foundation across the country, which includes signing of MoU (Memorandum of Understanding) with the National Health Mission, Jharkhand, for 11 Primary healthcare centres in Jharkhand; consorting with United Nations Global Compact Network India for Goalkeepers 2020, a brand new advocacy tool in form of a calendar dedicated to the sustainable development goals, and starting the operation of 50 bed MESO hospitals in Patna and Barachiru (OPD - Outpatient Department), in two extremely remote pockets of Sahebganj and West Singhbhum respectively. Citizens Foundation also took our Country’s pledge to minimize the usage of single-use plastic further by launching a campaign of ‘Plastic Free Future’ this year. These milestones have catapulted Citizens Foundation to the unique league of very few project implementation organizations having major presence across sectors including livelihood, natural resource management, health, advocacy & policy along with protection in Jharkhand, Bihar, Sikkim, Chattisgarh, Assam and Meghalaya. I would particularly like to share with you our success we achieved in the application of Natural Resource Management and livelihood activities in some of the remotest and left-wing extremist hit villages of Jharkhand. The impact of our activities has not only positively influenced the socio-economic condition of the households but also led to economic and social empowerment of women in these villages.

The Global COVID-19 Pandemic, that brought the entire Nation and many parts of the world to a shutdown. It started rising in January 2020 and brought us a new set of challenges and a need for a close knit & resilient society that can fight together as a family. This annual report compiles some of our contributing efforts during the nationwide lockdown imposed in India since the third week of March 2020. I am very much thankful to our COVID-19 frontier workers for our safety. Citizens Foundation and its family of over 450+ team members have shown great resilience in fighting through the tough times with not only great enthusiasm, courage and strength but safety too, that is not only admirable but also commendable that how they have adapted to new practices and safety measures as work gradually resumed.

We are thankful to all the Donors who held our hands through this tough time of pandemic, it would not be possible without your support.

Ganesh Reddy
Secretary cum CEO
**VISION**

Every Inhabitant is self-reliant and prosperous through optimum utilization of available resources.

**MISSION**

To make a difference by developing strategies which are practical, acceptable and sustainable.
As a signatory of the 17 Sustainable Development Goals set by the United Nations to attain the dream of a completely sustainable society by 2030, Citizens Foundation is committed to ensuring the introduction and implementation of sustainable approach to everyday problems and their solutions. Our current projects, and ongoing areas of work, focus on the 17 SDGs, which are:
LEGAL STATUS

NGO: Registration No 00285/267/01-02 dated 20th February 2002, Registered under the Societies Registration Act. 1860

ISO 9001:2015 Certification Certification No. IAS/QMS/C1787

12 A Registration No. AAATC5200EE20214, Registered under 12 A of Income Tax Act

TAN Tax Deduction A/c No.-RCHC00676E dated 24th February 2007

ESIC Code No. 60001548910001019

NGO Darpan Unique Id JH/2009/000156

FCRA Registration No. 337800156 (social) in 2006, Registered under FCR Act, 1976

PAN AAATC5200E

80 G Registration No. AAATC5200EF20214, Registered under 80 G of Income Tax Act

PF No JHRAN0031465000

GSTIN 20AAATC5200E1ZR

CSR Form 1 Registration No. CSR00000589

UDYAM Registration No. UDYAM-JH-20-0014907

GOVERNING BODY

Renu Bhagwati President

Ganesh Reddy Secretary

C Jayshree Treasurer

Rajendra Kumar Vice President

DL Mishra Joint Secretary

Vijay Kumar Member

Ujjwal Kumar Member
HEALTH

1. NO POVERTY
2. ZERO HUNGER
3. GOOD HEALTH AND WELL-BEING
4. EDUCATION
5. GENDER EQUALITY
As Citizens Foundation, our journey towards the SDGs encompasses a long path and strong track record of catering healthcare services to even the vulnerable parts of states like Bihar, Jharkhand, Assam and Meghalaya. From the general hospitals to the travelling medical vans (through MMUs and MHCs), to dedicated healthcare of malnourished children and even conducting mega health camps, Citizens Foundation is working on more than 40 healthcare projects taking healthcare to everyone single person and to specially those who need it the most. With over 20 years of experience in rural healthcare, Citizens Foundation strives to use its expertise to support programs that contribute to the overall wellbeing of people.

Mobile Medical Unit

**Partners: Department of Health & Family Welfare, Government of Jharkhand**

- For the past 10 years, Citizens Foundation has been providing access to quality healthcare to under-resourced communities in isolated rural areas through our Mobile Medical Units (MMUs). Being present in 12 districts of rural Jharkhand and acting as the sole care provider for many vulnerable communities in those areas, our MMUs seek to improve the overall public health through innovative service delivery methods.

- **Promotional** :- To raise awareness and carry best hygienic practices in the health sector that encourage community participation.

- **Preventative** :- “Prevention is better than cure.” So we try to diagnose the community’s health status often so that we can prevent a disease from occurring and becoming fatal.

- **Curative** :- Providing first aid, completely treating minor ailments and early detection of communicable diseases for its fast recovery.

- **Family Planning** :- To educate and support parents in planning and executing the number of children and time span between childbirths for the good health of mother and baby.

- **Reproductive and Child Health** :- Healthy mothers build healthy families. So we focus on making people realise about reproductive, physiological and mental health.

<table>
<thead>
<tr>
<th>District</th>
<th>Population (Old)</th>
<th>Population (New)</th>
<th>Average O&amp;M Cost</th>
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</thead>
<tbody>
<tr>
<td>JAMTARA OLD</td>
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<td>2602</td>
<td>157967</td>
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<tr>
<td>JAMTARA NEW</td>
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<td>3409</td>
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<tr>
<td>PALAMU</td>
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Annual Report 2020-21
Community Health Centre


Citizens Foundation operates and manages 2 Community Health Centres (CHCs) in Ichamati, located in the Shella Bholaganj Block of the East Khasi Hills District and Nongkhlaw CHC in the Mairang Block of West Khasi Hill District. Both centers have 30 beds each and provide comprehensive services to approximately 12,000 beneficiaries each by being in operation 24 hours a day, 7 days a week, 365 days of a year. This partnership between the NRHM, Government of Meghalaya and Citizens Foundation began in 2008. Over the past 13 years, the beneficiary attendance under our management has steadily increased every year.

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Location: District and Block</th>
<th>No. of Patients OPD</th>
<th>No. of Patients IPD</th>
<th>No. of X-ray</th>
<th>No. of Lab Test</th>
<th>No. of Institutional Deliveries</th>
<th>No. of Surgery</th>
<th>No. of Population Covered</th>
<th>No. of COVID-19 Vaccination</th>
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<tr>
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<td>Shella Bholaganj, East Khasi Hills</td>
<td>17455</td>
<td>505</td>
<td>6240</td>
<td>322</td>
<td>16 Female sterilization mini lap</td>
<td>10932</td>
<td>263</td>
<td>5210</td>
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<tr>
<td>NONGKHLAW</td>
<td>West Khasi Hills and Mairang Block</td>
<td>9227</td>
<td>329</td>
<td>3344</td>
<td>136</td>
<td>nil</td>
<td>12987</td>
<td>319</td>
<td>4027</td>
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</tbody>
</table>

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Kalyan Hospital

Partners: Tribal Welfare Commissioner (TWC), Department of Welfare, Jharkhand

Citizens Foundation in association with the TWC took the responsibility of performance, maintenance & management of the two tribal welfare MESO Hospitals in Sahibganj and Chaibasa districts of Jharkhand. Our organisation provides medical and clinical services to the remotest tribal pockets of Jharkhand with the help of these two facilities. While the Sahibganj unit has been functioning as a full-fledged Kalyan hospital since December 2018, the Chaibasa Kalyan Hospital runs as an OPD for six days a week.

Mobile Health Clinic

Partner: National Thermal Power Corporation (NTPC)

National Thermal Power Corporation (NTPC) along with Citizens Foundation started a Mobile Health Clinic in November 2016 to reach the people of Tandwa Block in Chatra and provide them with genuine healthcare facilities. It started for the relief of those under-resourced people of Tandwa, who earlier had little or no access to primary healthcare near them. It focuses on minor ailments, immunizations, antenatal care and postnatal care among other essential things. These interventions usually target vulnerable communities, providing them access to preventative care, curative care, reproductive and family planning services along with proven nutrition interventions to win against the widespread malnutrition.
ESL Vedanta along with Citizens foundation started PROJECT AAROGYA in August 2020 An Integrated Health Programme for Improving Access to Quality Health Care Facilities in the catchment areas of Chas and Chandankiyari blocks through establishment of sub-health center and to Empower the health facilities for screening of the diseases among community and resolving health issues through introduction of Medical Mobile Units for effectiveness of Health Care Services. Sensitizing the community on common preventable health problems and improve the capabilities at all levels of the society to asses and analyze problems and to design appropriate action through genuine community involvement is the main aim of the project.
LIVELIHOOD AND NATURAL RESOURCE MANAGEMENT
Primarily focusing on improving the living standards and strengthening hopes of the marginalized populations by eliminating every kind of poverty, Citizens Foundation is constantly working towards the enhancement in livelihood options of several communities of Jharkhand, with respect to the five among other targets of the Sustainable Development Goals (SDGs). The target Goals are No Poverty, Zero Hunger, Gender Equality, Reducing Inequality and Life Below Water.

**HRDP Assam**

**Goal of the Project:**

This project aim was to accelerate socio-economic growth of at least 1100 marginalized families, enhance community action for initiating sustainable development process, and thereby create peaceful, prosperous and egalitarian society in 10 villages under Kamrup (Rural) district of Assam within one year. The project was proposed to be implemented in 10 villages under Hajo and Rangia development Block of Kamrup (Rural) district. These fall under two different panchayats of the same district. All these villages were chosen considering their population, location, connectivity and socio-economic status. These villages are scattered in different directions of the district, representing vulnerable areas in different parts of the district. The common characteristics of the villages are that all are located adjacent to wet-land regions and are flood prone areas.

**HDFC PARIVARTAN :- HRDP ASSAM & SOULS HRDP SIKKIM**

The HDFC Bank partnered with team Citizens Foundation in the month of April 2019 with the objective of holistic development of ten villages in Assam.
**Hatchery unit**

**Village- Dihina**

**Gram Panchayat- 100 no. Swahid Satyanath**

**Post Office- Dihina**

**Block- Hajo**

**Implemented by- Citizens Foundation**

**Supported by- HDFC Bank’s Parivartan**

**Group Name- Matshya Deepjyoti Minpalan Samiti**

**Number of Members- 11 nos**

Hatchery unit: Hatchery unit is a fish breeding system in which they can breed any variety of adult fishes artificially. In Hajo block there are so many fish farmers who have their own ponds where they rear fish for business purpose and self consumption. The demand for fingerlings and spawns are always high in particular season. The high price and non accessibility of fingerling and spawn is a major problem for the farmers in the season. Citizens foundation with the fund support of HDFC Bank’s Parivartan came to the field to set up a hatchery unit for the ease and convenience of those fish farmers so that they can easily collect fingerlings and spawns in affordable price as well as through this unit Citizens Foundation aims to create some rural employment in the project villages.

A group of 11 youth members from Dihina came with an application by knowing about the unit from our cluster committee members. After the field verification and so many interview sessions finally we have decided to construct the unit with the mutual agreement with the group.

**Before intervention:**

Despite abundant aquatic resources there is a shortage in fish supply in Kamrup (R) district. The quality fingerling isn’t available during the season and many farmers rush here and there for quality fingerling. Sometimes the farmers have to spend double amount of the actual cost to get quality fingerlings within the HRDP Intervention area.

**Outcome & Impact**

Through the Hatchery Unit the group Matshya Dipjyoti Minpalan Samiti is earning a decent profit by selling spawn and fingerling in nearby villages in a marginal price. Now the farmers are collecting quality spawn and fingerling in a price that is relatively low than the market. The fish farmers are benefited directly as the cost is reduced to half, and they are able to procure spawns and fingerlings at an affordable cost which was set as the key goal of the project. Therefore it can be be said that this unit is a successful component implemented by Citizens Foundation as this unit is creating rural employments directly and indirectly.

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**SOULS HRDP SIKKIM**

The project aims to accelerate socio economic growth of at least 1100 marginalized families, enhance community action for initiating sustainable development process, and thereby create peaceful, prosperous and egalitarian society in 10 villages under East Sikkim district of Sikkim within one year as Entry Point Activity (EPA). Followed by this, Sustainable Opportunities for Uplifting Livelihood in Sikkim (SOULS) programme will be implemented by Citizens Foundation. SOULS is focusing on improving the livelihood status of rural poor families by reducing their vulnerability and increasing the food security through judicious utilization of natural resources (land, water and forest) and other livelihood assets and by promoting sustainable agricultural practices. The proposed project will focus on sustainability of the local institutions developed and withdrawal processes therein. Transfer of responsibilities to community-based organizations would be instrumental in carrying forward the sustainable development models implemented over the last 5 years.

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**Lighting up lives in Sikkim with Sun after sunset**

Team Citizens Foundation Sikkim is stepping forward with an overwhelming response from the community right from the beginning of its
interventions under HDFC Parivartan. As a part of Entry Point Activity (EPA), Citizens Foundation has installed 150 solar streetlights at different public places of Amba and Thekabong Parakha GPUs of East Sikkim. Based on the special request and demand from the community, 10 streetlights have been installed at Bandey Pokhrel Viewpoint of Takshang village which is an emerging rural tourism place with magnificent natural beauty. These streetlights spread over different sides of the viewpoint have immensely benefitted the local community as well as tourists by means of illuminating the entire area during evening.

Mr. Binod Bhattarai, Viewpoint Committee Member and Assistant Professor, Dept. of Sociology, Sikkim University conveyed his gratitude to Citizens Foundation as well as HDFC Parivartan in favour of all the people of that area. He says, “The people of Takshang as well as of entire area are extremely grateful to Citizens Foundation and HDFC Parivartan for installing solar streetlights in an around our area. The villagers as well as tourists have been immensely benefitted from these streetlights. I wish Citizens Foundation as well as HDFC parivertan to do such noble works in the days to come.”

Mr. Milan Rai, SCS, Sub-Divisional Magistrate (SDM) of Pakyong, says, “I am impressed by the commendable effort shown by the SOULS project team, Citizens Foundation. The team has installed 150 solar streetlights in different public places of 10 project villages which has benefitted the rural community to a great extent. I wish the team all the best.”

A letter of appreciation has also been issued by Shri Tenzing Denzongpa, Additional District Collector (Dev) Pakyong lauding the unique effort in which he wrote, “The installation of solar street lights in Bandey Pokhrel viewpoint at Takshang village of Amba GPU is praiseworthy. I wish Citizens Foundation best wishes for the future endeavors. We will work in tandem.”

**Natural Resource Management**

Under this intervention Citizens Foundation is Developing strategies to incorporate technologies for management & conservation of the natural resources towards a sustainably developed ecosystem. Through various programs under NABARD, JTELP, IWMP etc we are primarily focusing on watershed management, water conservation infrastructure, integrated soil-water-nutrient management, climate justice agriculture, and waste management.

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**NABARD : RIDF**

In joint association with National Bank for Agriculture and Rural Development (NABARD) under the NABARD-RIDF (Rural Infrastructure Development Fund) programme, Citizens Foundation has taken up the project of watershed management in ten villages of Gumla and Raidih blocks of Gumla district. Building rapport and generating consciousness among community members is the first stage for building self-assurance for making decisions and implementation of activities.

Under this programme we are facilitating the increasing agricultural production and productivity, capacity building, rural livelihoods, etc. We have devised various programmes to address farm sector issues such as participatory watershed development, technology transfer, capacity building for adoption of technology, farmers’ club programme etc.

We are perhaps one of the institution in the Jharkhand state to have established and continued the tradition of building subject specific developmental aspirations. We are associated to the Farm Sector Promotion Fund (FSPF) which facilitates transfer of technologies to boost agri-
production, while the Watershed Development Fund (WDF) supports flagship activities under Natural Resource Management (NRM) with an emphasis on sustainable livelhoods.

The broad head contains Capacity Building, Entry point activity (EPA), Natural Resource Management, Livelihood Promotion, Productivity Enhancement and Micro Enterprises, Monitoring and Evaluation, Convergence with other departments, Exit Protocol, etc. The activities like agriculture and horticulture under this project focuses on organic farming and establishing livelihood development of agriculture especially with cultivation of vegetables, oil seed, pulses, floriculture, kitchen garden, System of Rice Intensification (SRI) method of paddy cultivation, organic, etc. The Horticulture Programme, Crop Demonstration Programme and Capacity Building have been premeditated for various Community Based Organisations (CBOs) like Self Help Group (SHG) and Watershed Committee. The NABARD plays a role in rural development, especially for the interventions on financial inclusion, empowering rural women, natural resource management, rural infrastructure and institutional support. The elementary objective of this training programme is Project Orientation as well as Skill Development.

IWMP- PMKSY (Pradhan Mantri Krishi Sinchayee Yojna)

Integrated Watershed Management Programme (IWMP) by the Ministry of Rural Development, is another move to combat the problems of water scarcity for farmers. Our watershed management programme motive is to become a sustainable means of support for agriculture in the arid areas of Jharkhand. The main objectives of the IWMP are to preserve and conserve the ecology, restore and develop degraded natural resources by arresting soil loss, improving soil health, soil-moisture regime augmentation, promote water harvesting, recharging ground water, enhance crop production and promote livelihood and gainful employment opportunities. This programme aims to create surplus water storage capacities and motivate farmers to undertake unique water conservation techniques such as stormwater harvesting, to tackle the poor water holding capacity in the areas. The programme has influenced farmers to shift from the soil destroying mono-crop techniques to multi-crop farming techniques, enabling them to have sufficient food grains in times of need. Poverty alleviation and hunger elimination are the objectives this programme seeks to achieve, and it has gained success in increasing crop diversity and irrigation volumes. Currently, the programme has been initiated in 25 villages across 3 districts namely Gumla, Latehar and Sahebganj.

Vision Statement

Project has been formulated with specific vision within the stipulated time frame of 5 years. Soil erosion will be checked from current rate of 13.5 tonnes/ha./yr. through Soil Conservation measures. Through implementation of Water Harvesting Structures (Ponds) the irrigated area will lead towards increase in crop productivity. The rainfed agriculture project area comes under kharif paddy stabilization through proper management of water and SRI techniques, where crop productivity will increase 2 times the present productivity (Paddy).

- Increase in irrigation command area will increase the 2 cropping areas through proper management of water resources.
- Increase in income level of landless farmers from base income through various alternative livelihood activities in project.
- Maximum percentage of population will attain food security after implementation of the project.
- Most of households of the project area will have access to safe and hygienic drinking water.
- The capacity building program will enhance enough awareness, to take decisions for development of villages after 4 years.
- The overall vision of the project is to uplift of socio economic condition of the community through interventions of IWMP project.
IWMP GUMLA

The Micro Watershed lies in the block of Bharno in Gumla, Jharkhand. The Watershed cluster consists of 6 micro watershed covering an area 5863.35 ha of 25 villages. The present DPR is all of 6 micro watershed coding consisting of 25 villages namely Amdari, Amliya Kalyanpur, Asro, Bantoli, Bharno, Burhipat, Cheto, Danrkesa, Dumardon, Ghaghra, Jamgain, Jatargari, Jhiko, Kairo, Kharka, Khukhra, Konkre, Malgo, Parsa, Rayker, Samsera, Singarsarai, Sukurhutu, Tilsiri, Turimba of Bharno block of Gumla district, with total treated area of 4956.83 ha.

The micro watershed covering 1383 H.H having the total population 7024 represents ST-74%, SC-3%, OBC-15%, GEN-4%, MIN-4%, literacy rate of 62% and 860 BPL families. The land holding comprises of 32.25% marginal farmers, 43.38% small farmers, 9.40% medium farmers 5.78% big farmers and 9.18% of landless farmers with an average of 0.21 hectare of land. The land use pattern of micro watershed is, forest cover land 752.96 ha, rain fed agriculture land 8211.92 ha, irrigated land 401.55 ha, permanent pasture 51.59 ha, cultivable and non cultivable waste land 247.08 ha and 504.96 ha respectively. In Project villages more than 66% of the arable land is rain fed. The rain fed condition, absence of irrigation facilities, absence of dry land farming & vulnerable farming system is causing food insecurity among marginal farmers (32.25%) and small farmers (48.38%).

IWMP LATEHAR

The villages under watershed in Latehar district covering parts of Chandwa, Balumath and Latehar blocks located in interior areas of low agricultural productivity and high occurrence of scarcity. Small landholdings and low productivity of land is inadequate to sustain the villagers in their own place. Left dependent on rain-fed seasonal farming, majority of land remain uncultivated in rest of the year. Majority of farmers have no longer employment on land for more than half of the year which is forcing tribal families on the verge of poverty, compelling them to ‘migrate’ in search of employment. Under this situation, there is an imperative need to establish a system, ensuring rain water harvesting, conservation and recharge to surface and sub-surface reservoir and optimal development of ground water, facilitating the villagers to come out of such prolonged sufferings. It is for these reasons that implementation of a micro watershed project to ensure both surface and ground water potential and optimum utilization thereof and also accomplishment of various development activities based on the potentiality of the natural resources within the vicinity of village itself for overall welfare of the people, have been felt.

The micro watershed is located in the Chandwa, Latehar and Balumath Block of Latehar District in Jharkhand. The total Geographical Area of the watershed is 6315.13 Ha. Out of total area 5822.04 Ha is proposed to be treated under this micro-watershed.

The watershed cluster consists of 8 micro watersheds. It covers 28 villages. Distance of this watershed from the block headquarters is 15 kms and 25 kms from district headquarters at Latehar. It can be approached by all-weather roads. Watershed is approachable throughout the year.
JTELP (Jharkhand Tribal Empowerment & Livelihood Project)

In order to serve tribal population a little better and improve their living standards, Citizens Foundation is carrying out ‘Jharkhand Tribal Empowerment and Livelihood Project’ (JTELP) as FNGO in Borio block of Sahibganj district and Bhandra block of Lohardaga district of Jharkhand where more than 50% of rural population residing is tribal. This project is under International Fund for Agricultural Development supported by JTDS (Jharkhand tribal development society). The overall project goal is to improve the living conditions of tribal communities, especially primitive tribal groups (PTGs), across Jharkhand. Specifically, the project aims to empower and enable 142,000 tribal households, including 12,100 PTG households, to take up livelihood options based on sustainable and equitable use of natural resources. To that end, project activities involve community empowerment, integrated natural resource management and livelihoods support. The project also focuses upon community participation, awareness and mobilization to conserve and manage natural resources within the boundaries of Borio and Bhandra blocks of the state. Citizens Foundation operates this project through formation of self-help groups, concentrating more on women participation and generating additional sources of income through activities like poultry, dairy and handicrafts.

Case study

Paddy Chronicles: Boosting Agriculture in Borio, Jharkhand

Badataufir village in Borio block of Sahibganj district is affected by agriculture apathy, as most of the villagers are dependent on agriculture which leads to low income. Citizens Foundation tried to bring changes in their lives. Tupli Mosmat a tribal widow farmer from Badataufir village in Borio block of Sahibganj district said “Most of the farmers in our village were very happy to see the growth and long size of panicles of paddy. This year everyone in the village witnessed good growth in paddy. I thank God for timely rains and Citizens Foundation intervention under JTDS for helping me and other farmers in our village for adopting new technique of growing paddy”. She along with her son participated in village level training where they got to know about the technique of line sowing, way of fertilizer application, weeding and other support available from JTDS. They decided to adopt line sowing in 2 Bigha (66 Dismil) out of total 5 bigha of their paddy cultivation. AKM, Citizens Foundation, Agriculture Expert and TSA frequently visited and supported starting from field preparation till harvesting. Except paddy seed all other support was available from JTDS like timely availability of fertilizers, weeding machines and knowledge support that helped Tupli Mosmat and other villagers achieve unprecedented production and productivity of paddy this year. Her two bigha land yielded 19 Quintal paddy. She says in excitement “iss bar dhan ka upaj dedhiya badha hai jo aaj tak kabhi nahi hua” (paddy yield has roughly increased 1.5 times). Even productivity yield data taken on her field are similar. It was around 7.2 ton per hectare. This will help her to sell surplus paddy after ensuring food security for 7 members in her family.
Techno Managerial Support

Citizens Foundation aims to contribute in the overall development of quality of living and strengthening of the system through technical support in all stages of growth, adaptation, sharing, and also supports training activities and solving problems. We provide consultancy on technical, social and CSR projects across various thematic areas.

Citizens Foundation transfers skills and knowledge to people with user-friendly solutions.

There are several conflicts associated with acquisition of land and subsequent resettlement & rehabilitation of project. Affected communities are significant congestion for infrastructure development. These obstructions not only delay the implementation of proposed investments but are also likely to propel a vicious cycle of low investment and low growth in the economy.

In Bihar with the Support of Water Resource Department, Citizens Foundation has been providing Techno Managerial Support in preparing land acquisition and resettlement & rehabilitation plans. Under the organisation has been working in several projects such as:

1. Bihar State Road Development Corporation (BSRDCL) LA and R&R Project
2. Flood Control Division, Katihar, LA and R&R Project
3. Flood Control Division, Bhagalpur, LA and R&R Project
4. Flood Control Division, Bounsi (Banka), LA and R&R Project
5. Flood Control and Drainage Division, Purnea, LA and R&R Project
6. Flood Control and Drainage Division, Kishanganj, LA and R&R Project
7. Drainage Division, Sitamarhi

“Cleanliness is next to Godliness.” It is our moral duty to keep our environment, our society, our homes and ourselves clean and hygienic. Sustainable Development Goal 6 (SDG 6 or Global Goal 6) is about “clean water and sanitation for all”. The official wording is: “Ensure availability and sustainable management of water and sanitation for all.” The COVID-19 pandemic has made this goal increasingly important. SDG 6 is closely linked with other Sustainable Development Goals (SDGs). For example, progress in SDG 6 will improve health (SDG 3) and improve school attendance, both of which contribute to alleviating poverty. Hence, Citizens Foundation is trying its best to educate people about drinking safe water, proper waste management ways as well as personal hygiene and sanitation methods.
PROTECTION, ADVOCACY AND POLICY
Railway Children

Railway Children India, a renowned non-profit organization working for children living on the streets, providing protection & opportunities for children with nowhere else to go. To scale and sustain the impact of the work and respond to the issues, Citizens Foundation has collaborated with Railway Children India and started family strengthening program, where Children have been supported with ration kits and other support. The program aims to facilitate children with social protection schemes.

Jharkhand State Bal Bhawan

Jharkhand State Bal Bhavan (JSBB) is affiliated to National Bal Bhavan (NBB) (an autonomous institution set up under the Ministry of Human Resource Development (HRD), by Government of India). It was initiated in Jharkhand in the year 2009 to protect and foster the innate potential of children in the areas of creative performance, creative writing, creative scientific innovation and creative arts. Citizens Foundation was authorized to function as the State Nodal Agency for National Bal Bhavan to operate the JSBB to nurture and train children between 10 to 16 years of age. Jharkhand State Bal Bhavan provides a common platform and guidance from renowned artists and performers to young children and showcases their skills among its member children through seminars, workshops, exhibitions, art camps and competitions organized by JSBB at various levels (district & state levels).

FIGHTING COVID: Lessons from the pandemic

The year 2019-20 was full of challenges and losses, with loss in lives and economy, due to COVID-19 pandemic which was unprecedented globally. However, it taught and set a reminder about the value of local resources, tight knit society and freedom. Be it the art of optimal utilisation of resources or the strength of united approach to a solution or in saving and recycling and helping others, a lot of lessons were relearned and perservance and endurance were the key to sail through the tough times.
This year served the best example of selflessness illustrated Frontline Workers who worked against all odds in the pandemic. This year is gone but its memories are still fresh in our heart and mind and as a token of respect to our corona warriors who stood steadfast in the year of challenges, we have included a few measures from the pandemic taken by Citizens Foundation in the annual report of 2019-20:

The Line of Life: Fighting COVID-19 with awareness

Envisioning the challenges that will be posed after the end of the nationwide lockdown, Team Citizens Foundation started the ‘Line of Life’ campaign across all the states we operate i.e. Jharkhand, Bihar, Assam, Sikkim and Meghalaya and demarcated public spaces with social distancing circles over a period of several months. We either used reusable tires to temporarily demarcate testing camp set ups or repainted demarcations in busy spaces every fortnight. This campaign took ahead the need of being aware and socially distancing ourselves whenever out in public.

While a part of our team worked on the ground, our health teams in the Mobile Medical Units (MMUs), hospitals and other projects in the states of Bihar, Meghalaya and Jharkhand, fought COVID-19 in the frontline. In the tribal district of Sahibganj in Jharkhand, a 50 bedded hospital operated by Team Citizens Foundation was converted into a dedicated COVID-19 facility by the district administration while the teams of MMUs operated by Citizens Foundation, on behalf of the state government, were roped in for testing people across Jharkhand. In Meghalaya too, our team in hospitals operated by Citizens Foundation not only worked on testing and awareness creation, but also reached out to the community and the nearby Border Security Force units with sanitization kits in the peak of the pandemic.

Hello Doctor: Medical Advice on Phone

Due to the nationwide lockdown for fighting against the spread of COVID-19, Team Citizens Foundation saw a rise in demands for at-home and doorstep services from the very initial days and with respect to the same demand we roped in it a team of doctors from Jharkhand and Meghalaya for a unique initiative. This initiative is a helpline named ‘Hello Doctor’ started by Citizens Foundation on April 7, World Health Day, which has a team of six MBBS, one BHMS and Ayurveda doctor for solving health problems of patients out there over phone calls. From symptoms of seasonal sickness to serious medical issues, the patients can ring the doctors between 10 am to 12 pm and from 3 pm to 6 pm for medical advice and consultation. The doctors, all of them a part of Team Citizens Foundation, volunteered to help people solve their queries on the shared helpline numbers so that people don’t have to step out of their homes for general medical advice.

“We mostly have queries from people worried about COVID-19 symptoms. They are provided with proper guidance as to the correct practice by us. Many have been calling for medical advice on seasonal illnesses, aches, pains and skin problems,” said Dr M Prasad, one of the doctors volunteering for the helpline.

The helpline has so far received around 450 calls from different parts of Jharkhand, Assam and Meghalaya. “From cases of minor heartburn to headaches and indigestion, all resulting from
a stagnant lifestyle during the lockdown. I have come across cases that could be solved easily with regular exercise and a healthy diet. So apart from medical advice, I also encourage the callers with such symptoms to inculcate good and healthy habits in their daily routine, making it a wholesome experience”, said Dr Amar Jyoti Bihari.

**Fighting COVID 19 in Health Facilities: Team CF efforts**

**KALYAN HOSPITAL PATHNA**

The second wave of the pandemic had an eye opening affect when the need of oxygen with health care facilities started crumbing under the weight of sudden increased in demand, while the common people ran door to door trying to arrange oxygen for their loved ones. This Experience has demonstrated the need of updated healthcare facilities to Stand Strong. Hence Citizens Foundation installed oxygen with support of Government of Jharkhand at Kalyan Hospital, Pathna block, Sahibganj district, Jharkhand. At present the hospital is equipped with 50 oxygen beds, 47 pipe lines connected in the wards, 2 pipelines in Isolation Ward and 1 in Operation Theatre. 24 D-type oxygen cylinders were also made available by Mr. Ramnivas, D.C Sahibganj so that people from that locality were ensured oxygen in emergencies.

**CHC NONGKHLAW & ICHAMATI**

To fight the ongoing battle against COVID-19 which is rapidly spreading its roots across the country with a death toll in Thousands, plenty of innovative preparations were done by the team of Citizens Foundation. This non-profit organization runs two 50 bedded community health centres in the state of Meghalaya :- one in Nongkhlaw and the other in Ichamati, in association with the state government and it is not just the health facilities that have been amped up but also a variety of community outreach programmes that ensure that the people out there are well informed about the threat posed by COVID-19 and make sure that better practices are done when it comes to fighting with the pandemic.

**For You**

“For YOU” - a humanitarian and social movement under the tutelage of Citizens Foundation which was set in motion in the year 2015, based on the spirit of “REDUCE, REUSE, RECYCLE & REALIZE.” It’s more of a united movement of responsibility and realization towards the under-privileged neighbourhoods. We promote donations of a variety of things among fellow citizens and encourage people to do so by making them realise their responsibility and the heartfelt joy of giving and at the same time contributing towards the balancing act to our environment and people’s smiles as well. Under ‘FOR YOU’ we facilitate the collection of used/new reusable things like clothes, books, medicines and toys from other organizations, groups, institutions and individuals which are then distributed among the poor and needy people who are deprived of such basic needs and amenities and are residing in hard to reach areas and urban slums. These little things mean a lot to the poor and disadvantaged people. To get something to cover their bodies, to cure some of their common health issues, to help children learn and play is sometimes enough to bring a smile to the faces of young children and their parents. These little things which become useless for someone can be the reason for the happiness of others. So think once about the smile you can bring on their faces before throwing things you consider as useless and realise the importance of the 4 R’s, Reduce, Reuse, Recycle and Recover.
Tie Ups and Empanelment

- Member of United Nations Global Compact Network India (UN Agency)
- Empanelled by Ministry of Drinking Water and Sanitation, GOI
- Empanelled by Ministry of Urban Development (NULM), GOJ
- Affiliated to National Bal Bhawan, an autonomous body of MHRD, GOI
- Empanelled by NAEB, Ministry of Environment, Forests and Climate Change, GOI
- Empanelled by IICA, Ministry of Corporate Affairs, GOI
- Empanelled by Water Resources Department, Government of Bihar for Land Acquisition and Resettlement Plan (LA & R n R).
- Empanelled by the Department of Revenue, Registration and Land Reforms for conducting Social Impact Assessment (SIA).
- Corporate member of ASSOCHAM

Awards and Recognition

01

02
‘Best Social Entrepreneur Award’ to Mr. Ganesh Reddy, Secretary cum CEO by Christ University.

03
Institute of Management ‘Best Ideas for Impactful ICT at work’ at a contest conducted by NASSCOM Foundation’s Connect IT workshop for NGOs on Advanced MS office skills and online tools Participation certificate in Creating green citizens to Link with the MoEF GoI GEF.

04
DHS East Khasi Hills provided Certificate of Appreciation to Community Health Center, Ichamati.

05
Received award from United Nations Global Compact Network India (UNGCNI) for best practices in the field of Natural Resource Management

06
UNDP Projects in ‘Low Carbon Campaign for the Commonwealth games 2010, New Delhi, India

07
First prize for better implementation of watershed activities in whole Jharkhand state (IWMP)
Celebrations and Events at CF

Celebration of International Women’s Day at CF Head Office

Inauguration of PHC kodia in Jharkhand

Country Director Mr. Matthew Joseph, American India foundation visited Head office

Launch of Goalkeepers calendar with Governor Droupadi Murmu

World Water Day
Media

SIKKIM REPORTER

Amga residents made aware about HIV/AIDS

SOMER RAI

November 18: Citizens Foundation, in collaboration with National Rural Health Mission (NRHM) organized an AIDS awareness camp at Amga Grain in support of the Ministry of Health’s 27th Annual Report 2020-21

ENGLISH

The event was aimed at spreading awareness among rural people and the villagers. The event included awareness programs organized by doctors from the nearest health centers along with the support of the village Panchayat. The camp provided a significant platform to the villagers of Amga to get themselves tested for HIV/AIDS.

CIRCLE OF REASON

The Citizens Foundation believes in providing safety to women in all circumstances.

GITA MUKHOPADHYAY

Recent data from the National Family Health Survey (NFHS) 5 shows that 27.4% of women in India are married before the age of 18, and 50.2% of women are married before the age of 20. This highlights the need for empowering women and promoting their rights to make informed decisions about their health and wellbeing.

Citizens Foundation assists women farmers in poultry farming

SE HETIYEU

GANCHE: Citizens Foundation has been providing support to women farmers to help them start poultry farming. The initiative aims to empower women by providing them with tools and knowledge to start their own businesses. The foundation has also provided loans to women farmers to help them purchase equipment and feed for their poultry farms.

Citizens Foundation conducts health camp at Parakha

SUMMIT REPORT

GANCHE: Citizens Foundation has been organizing health camps in remote areas to provide healthcare services to those who do not have access to medical facilities. The foundation has been collaborating with local organizations and governments to provide free medical check-ups and consultations to villagers. The next health camp is scheduled to be held in Parakha, which will provide medical check-ups for 30 patients.
# Income and Expenditure Statement

1-Apr-2020 to 31-Mar-2021

## Financials

CITIZENS FOUNDATION
7 BETAR KENDRA, NIWANPUR, RANCHI - 834002, JHARKHAND

---

### Income

<table>
<thead>
<tr>
<th>Activity</th>
<th>Amount (Rs)</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Expenditure

<table>
<thead>
<tr>
<th>Activity</th>
<th>Amount (Rs)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**By: Direct Income**

- Project's Bill/Invoice (As per Schedule - B)
  - 120,640,334.72
- Volunteer Contributions, Donations, and Gifts
  - 2,761,449.99
- NGO's Management Cost for Action Projects
  - 1,774,699.94
- NGO's Management Cost for Skill Development Projects
  - 8,203,903.07
- NGO's Management Cost from Special Assistance Programme
  - 793,900.00

Total: 144,904,135.77

**By: Indirect Income**

- Bank Interest Income
  - 8,635,385.85
- Discount Received
  - 285,757.00
- Interest Received on B&I & GO
  - 412,625.00
- Interest Received on TDS
  - 57,117.00
- Interest on RR
  - 44.00

Total: 1,465,435.08

---

**Total Income:** 144,904,135.77

**Total Expenditure:** 140,746,637.14

**Surplus:** 4,157,498.63

---

Date: 06/11/2022

Place: Ranchi

UDIN: ZD422944AAAAAAA1815

---

For Mohindra & Associates
Chartered Accountants

(CA Pratap Mohindra) F. No. 402954
Firm: 501-055N

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Secretary

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Annual Report 2020-21
## Income and Expenditure Statement

1-Apr-2020 to 31-Mar-2021

<table>
<thead>
<tr>
<th>Liabilities</th>
<th>Amount (Rs.)</th>
<th>Assets</th>
<th>Amount (Rs.)</th>
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</thead>
<tbody>
<tr>
<td>Capital Account</td>
<td></td>
<td>Fixed Assets</td>
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<tr>
<td>General Fund</td>
<td>14,372,227.02</td>
<td>(As per Schedule A)</td>
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<tr>
<td>Add: Excess of income over expenditure</td>
<td>3,875,010.19</td>
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<td></td>
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<tr>
<td>Loans (Liability)</td>
<td></td>
<td>Deposits (Asset) (As per Schedule C)</td>
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<tr>
<td>Bank OD A/c</td>
<td>8,881,158.72</td>
<td>Loans &amp; Advances (Asset) (As per Schedule D)</td>
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<tr>
<td>Secured Loans</td>
<td>1,183,972.41</td>
<td>Sundry Debtors (As per Schedule H)</td>
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</tr>
<tr>
<td>Current Liabilities</td>
<td></td>
<td>Cash-in-hand</td>
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<tr>
<td>sundry creditors (As per Schedule E)</td>
<td>14,937,418.12</td>
<td>Bank Accounts (As per Schedule F)</td>
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<tr>
<td>Outstanding liabilities (As per Schedule G)</td>
<td>48,076,854.64</td>
<td>TDS Recoverable</td>
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</tr>
<tr>
<td>Branch / Division</td>
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<td>GST &amp; Taxes</td>
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</tr>
<tr>
<td>HDFC Bank Ltd. (HRDP - 1st Year)</td>
<td>4,299.00</td>
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<td></td>
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<tr>
<td>Total</td>
<td>87,736,080.12</td>
<td>Total</td>
<td>87,736,080.12</td>
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</table>

Date: 08/01/2022
Place: Ranchi
UDIN: 22402994AAAAAA1915

For Mohindra & Associates
Chartered Accountants

[Signature]

For CITIZENS FOUNDATION

[Signature]

Secretary
# Income and Expenditure Statement

**CITIZENS FOUNDATION**  
7 BETAR KENDRA, NIWARANPUR, RANCHI - 834002, JHARKHAND  

**INCOME AND EXPENDITURE STATEMENT**  
1-Apr-2020 to 31-Mar-2021

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<thead>
<tr>
<th>Receipts</th>
<th>Amount (Rs.)</th>
<th>Payments</th>
<th>Amount (Rs.)</th>
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<tr>
<td><strong>Opening Balance</strong></td>
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<td><strong>Opening Balance</strong></td>
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<tr>
<td>Bank Accounts</td>
<td>17,002,686.57</td>
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<td>Bank Accounts</td>
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<td>Cash-in-hand</td>
<td>6,124.00</td>
<td>By</td>
<td>Secured Loans</td>
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<tr>
<td></td>
<td></td>
<td>By</td>
<td>Loans (Liability)</td>
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<td></td>
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<td>By</td>
<td>Current Liabilities</td>
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<td></td>
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<td>By</td>
<td>Outstanding Liabilities</td>
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<td>By</td>
<td>Current Assets</td>
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<td></td>
<td></td>
<td>By</td>
<td>Deposits (Asset)</td>
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<tr>
<td></td>
<td></td>
<td>By</td>
<td>Loans &amp; Advances (Asset)</td>
</tr>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td><strong>Direct Expenses</strong></td>
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</tr>
<tr>
<td>Received</td>
<td>177,189,426.72</td>
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<td>Under Secretary (Account/ W.P.D. Bihar Pratib)</td>
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<tr>
<td></td>
<td></td>
<td>By</td>
<td>Agricultural Technology Management Agency (ATMA)</td>
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<td>By</td>
<td>Breed Improvement Project Jharkhand</td>
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<tr>
<td></td>
<td></td>
<td>By</td>
<td>BS/GC- LCP Programme Expenses (Bihar)</td>
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<tr>
<td></td>
<td></td>
<td>By</td>
<td>Community Health Centre-Programme Expenses (Meghalaya)</td>
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<tr>
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<td></td>
<td>By</td>
<td>School Refurbishment Programme (HOPE) (Bihar) Ltd</td>
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<td>By</td>
<td>Jharkhand Rural Development Programme Expenses (JRP)</td>
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<td></td>
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<td>By</td>
<td>Integrated Tribal Development Agency Expenses</td>
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<td></td>
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<td>By</td>
<td>Integrated Watershed Mgt. Proj. Expenses (MP)</td>
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<td>By</td>
<td>Jharkhand Tribal Development Society Exp. (Jharkhand)</td>
</tr>
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<td>By</td>
<td>Jharkhand Tribal Development Society Exp (Shibpur)</td>
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<td>By</td>
<td>Medical and Health Programme Expenses (Madhu)</td>
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<td></td>
<td></td>
<td>By</td>
<td>Mobile Medical and Programme Expenses (Patna)</td>
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<td>By</td>
<td>Shahar Pratibandh, Jharkhand</td>
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<td></td>
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<td>Direct Cost (UC) - SCDUS</td>
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<td></td>
<td></td>
<td>By</td>
<td>Indirect Cost (UC) - SCDUS</td>
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<td>By</td>
<td>Direct Cost (UC) - IRDP</td>
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<td>By</td>
<td>Indirect Cost (UC) - IRDP</td>
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<td><strong>Indirect Incomes</strong></td>
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<td><strong>Indirect Expenses</strong></td>
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<td>Indirect Expenses</td>
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<td>By</td>
<td>Advertisement Development Charges</td>
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<td>Bank &amp; Commissioner Charges</td>
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<td>By</td>
<td>Bank Interest on CC</td>
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<td>By</td>
<td>Legal Fees/Expenses</td>
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<td></td>
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<td>By</td>
<td>Office Expenses (HO)</td>
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<tr>
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<td>By</td>
<td>Postage, Telegraph &amp; Courier Exp</td>
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<tr>
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<td></td>
<td>By</td>
<td>Printing &amp; Stationary Exp. (HO)</td>
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<td>By</td>
<td>Subforms, Graphs (Law &amp; Legal)</td>
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<td>By</td>
<td>Traveling &amp; Conveyance Exp</td>
</tr>
<tr>
<td></td>
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<td>By</td>
<td>Office Maintenance</td>
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<td>By</td>
<td>Office Rent (HO)</td>
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<td>By</td>
<td>Projects/Proposal &amp; Testing Expenses</td>
</tr>
<tr>
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<td>By</td>
<td>TENDER SUBMISSION</td>
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<td>By</td>
<td>Traveling Allowance</td>
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<td>Vehicle &amp; General Fuel Expenses</td>
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<tr>
<td><strong>Closing Balance</strong></td>
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<tr>
<td>Bank Accounts</td>
<td>5,851,158.72</td>
<td>By</td>
<td>Cash-in-hand</td>
</tr>
</tbody>
</table>

**Date:** 06/01/2022  
**Place:** Ranchi  
**UDIN:** 22402994AI1AA1915
OUR PARTNERS

Government

UNION GOVERNMENT

STATE GOVERNMENT

UN & International

Corporate

PSUs

Network & Associates

Educational Institutes

Media
REACH US AT

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E-mail: mail@citizensfoundation.org
Web : www.citizensfoundation.org

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Guwahati-781022

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Citizens Foundation
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Pakyong, East Sikkim
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