



NAB India Centre for Blind Women & Disability
Studies

BEYOND SIGHT

A JOURNEY TOWARDS INCLUSION AND INDEPENDENCE

Annual Report 2025 – 2026

“Tamso Ma Jyotirgamaya” — Lead us from darkness to light

L-25, Hauz Khas Enclave, New Delhi–110016

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FOREWORD

A message from our leadership



Mrs. Pamela Bhandari

Trustee, Retired Chief Commissioner, Income Tax

In the year 2002 NAB India, Mumbai, the largest charitable society for the blind in India, assigned to Ms. Shalini Khanna the highly daunting task of imparting life skills and vocational skills to blind women. She was handed over the premises L-25 Hauz Khas Enclave, New Delhi for this project. There was no road map, no directions, no methodology, no precedents before Shalini to learn from or take guidance from. Formulating a centre especially for Blind women was a daunting task to contend with and in an unaware insensitive and apprehensive society towards Blind women. The Universe conspired to help her in her noble mission by bringing good Samaritans and generous donors, very dedicated and diligent staff in the coming years and learned, experienced and fully supportive Board Members. Now in the 25th year of its existence the Centre occupies a place of pride in the social sector. It is only one of its kind in the country. The women trained here have broken many a glass ceiling and proved their mettle in various fields. Hundreds of them are gainfully employed and leading productive, independent and fulfilling lives. They exude confidence, grit and a burning desire to conquer their handicap of visual disability and live and perform like sighted people. We are extremely grateful to our donors who reposed their faith in us and contributed liberally towards our various activities and programs.

Our donors are the backbone of our Centre. Without their help it would not exist. We have taken utmost care to ensure that their precious funds are put to optimal use for the benefit of the visually impaired. We hope we will continue to enjoy the confidence, support and beneficence of our esteemed donors. We also seek their help in providing or arranging placements for our skilled visually impaired women. We beseech them to open their hearts and the doors of their businesses/ offices / work stations to these women. We assure them that they will not disappoint them. Let these visually impaired women, who have forged through fire, not despair and get disheartened for lack of opportunity to utilise and demonstrate their skills. Our journey has been very strenuous but extremely gratifying. However, we have countless miles to go. Nevertheless, every step takes us a wee bit closer to our cherished but formidable goal of bringing every visually impaired woman in the mainstream and truly become an inclusive society.

FOREWORD



Mrs. Archana Capoor
Financial Advisor, Trustee

The journey of the NAB India Centre for Blind Women & Disability Studies in 2025–26 reflects our continued commitment to inclusion, skill development, and opportunity. Through our programmes, we have empowered visually impaired women with the skills and confidence needed to lead independent and dignified lives. This year, our key initiatives strengthened their reach and impact. Blind Bake Café expanded inclusive employment opportunities, Ujjwala Handicraft & Packaging supported market-ready training and livelihoods, and our Customer Care Executive & Basic Digital Literacy programme helped participants build essential workplace and digital skills. Discovering Hands continued to promote early breast cancer detection while creating dignified employment for visually impaired Medical Tactile Examiners, and Talking Hands Therapy Programme enabled trained therapists to pursue sustainable livelihoods. These achievements have been possible because of the support of our donors, partners, employers, staff, and well-wishers. Guided by the spirit of “Tamso Ma Jyotirgamaya,” we remain committed to building a more inclusive future where every visually impaired woman has the opportunity to learn, work, and thrive.



Dr. G.K. Rath
Chairman, Discovering Hands India/
Head, National Cancer Institute(India)

Breast cancer remains the most common malignancy affecting women, both in India and worldwide. Unlike certain other forms of cancer, it cannot always be prevented, making early detection essential for improving treatment outcomes and increasing the chances of recovery.

Through the Discovering Hands initiative, NAB India Centre continues to play a significant role in promoting breast health awareness and facilitating early detection, thereby contributing to better healthcare access and improved quality of life for countless women.

The scale of what we're working against

15 million

Blind and Visually Impaired Women in India

Source: nabcentreforwomen.org

Only 5%

of them are able to earn a living — facing societal bias that treats blind girls as burdens, not potential assets.

This is the gap NAB India Centre strives to close — one woman, one skill, one job at a time.

About Us

Established in 2002 in Delhi, NAB India Centre was started as a unit of the National Association for the Blind (NAB) India — the country's largest organisation for the visually impaired, present across 22 states.

We train, help employ and champion visually impaired women — turning skill into livelihood, and livelihood into independence.



23,100+

blind women & children empowered since 2002 — and the journey continues.

Our Mission

Empowering visually impaired women with skills for employment and independence — creating sustainable livelihoods and inclusive communities.

Our Vision

Enabling visually impaired women across the country to dream, achieve independence, and live with dignity through rehabilitation, education and guidance.

FINANCIAL YEAR 2025-26

The Year at a Glance

Four numbers that capture a year of study, determined progress.

80+

Trained In Delhi

58

Trained In Other Cities

30+

Trainees Placed

10+

Corporate Partners

CSR & collaboration

Cities Covered-6; Pune, Vishakhapatnam, Kolkata, Chennai, Bhubaneswar & Bengaluru

Programmes

Five programmes. One idea: skill and determination can do what sight cannot.

Blind Bake Café • Ujjwala Handicraft • Customer Care Executive •

Discovering Hands • Talking Hands

Hands that bake, craft, connect, detect and heal.



01 PROGRAMME

Blind Bake Café

Training enterprise

India's first café run by visually impaired chefs — growing stronger & popular every year.

From a single pilot in 2021 to six thriving locations — Blind Bake Café is now a model of inclusive employment, entrepreneurship expanding to three new TCS campuses this year alone.

3

New Cafés
Opened This Year

21

New Chefs Trained

950

Guests Served Daily



A year of milestones



SEP '25

4th café launched at TCS Thane — featured by PTI and The Hindu.



DEC '25

5th café opened at TCS Siruseri, Chennai — covered by TATA.com, Hindu Business Line, Deccan Chronicle.



MAR '26

6th café opens at TCS Pune — Blind Bake Café outlets now span Hauz Khas, Taj Palace, Taj Mahal Hotel (New Delhi), TCS Thane, TCS Siruseri, TCS Pune.



Blind Bake Café outlets span now cover

- Delhi: Hauz Khas, Taj Palace, Taj Mahal Hotel
- Thane
- Siruseri
- Pune.

Corporate Collaboration with TATA's

Funding supported by RHI & HNI's

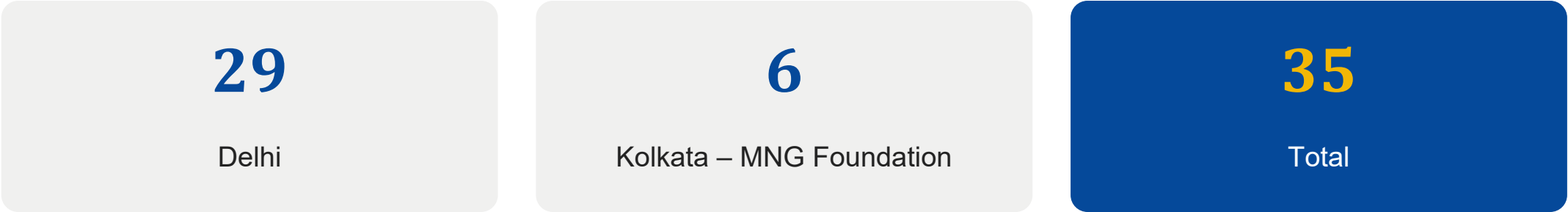
APR '25 — TCS Thane formally invited NAB India Centre to set up a Blind Bake Café operated by blind women and girls, marking the start of the partnership.

JUL '25 — Strategic on-site meetings at TCS Pune and Chennai to finalise plans for launching new cafés by Feb 2026.

NOV '25 — TCS Thane released a short film highlighting VI chefs' skills and accessibility features (tactile flooring, Braille-enabled lifts), amplifying the inclusion message nationally.

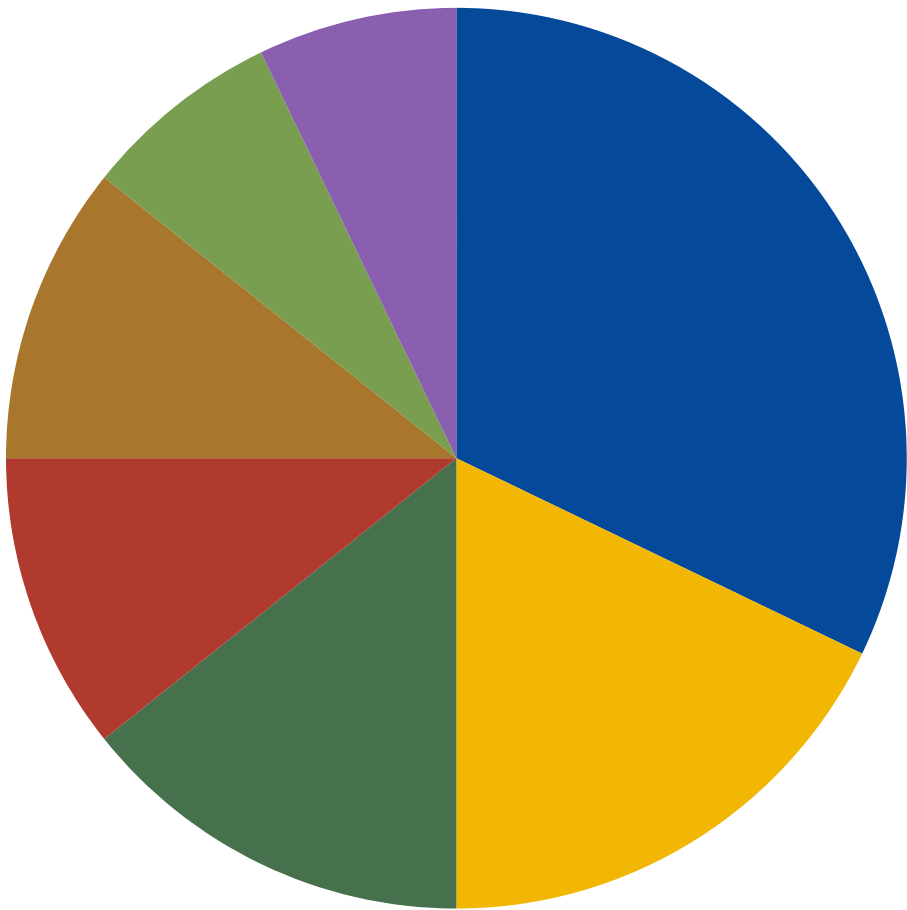
Trainees & placements

Trainees Enrolled



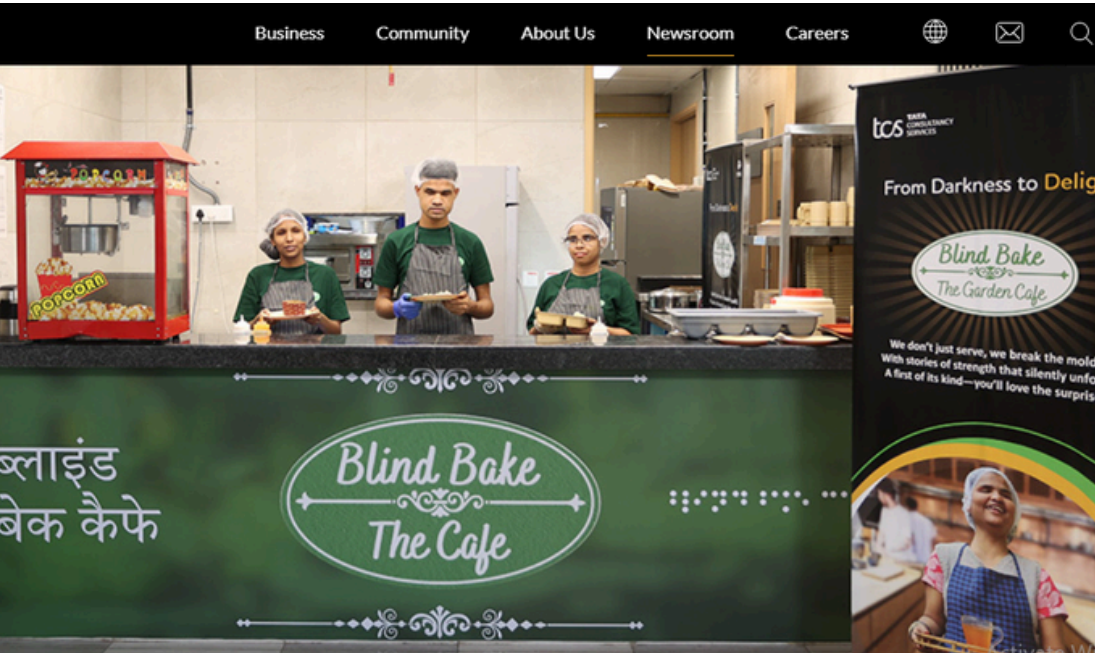
Placements by Location — 28 placed

- Chennai
- Pune
- Garden Café
- Thane
- Café Trainers
- Taj Palace
- Taj Mansingh



- Chennai: 9 (32%)
- Pune: 5 (18%)
- Garden Café: 4 (14%)
- Thane: 3 (11%)
- Café Programme Trainers: 3 (11%)
- Taj Palace: 2 (7%)
- Taj Mansingh: 2 (7%)

Total: 28 employed of 35 trained (80%)



Cafe Receipts

DAILY AVERAGE

950 orders / day

Across all Blind Bake Café outlets, including Hauz Khas Garden Café

DAILY REVENUE

₹61,200 / day

Combined across all Blind Bake Café locations

FY 2025–26 TOTAL (PROJECTED)

346,750 orders

Blind Bake Café Training Supporters FY 25 - 26



**GLOBAL
BUSINESS
TRAVEL**



• **A P T I V** •



02 PROGRAMME

Ujjwala Packaging & Handicraft Programme

Packaging

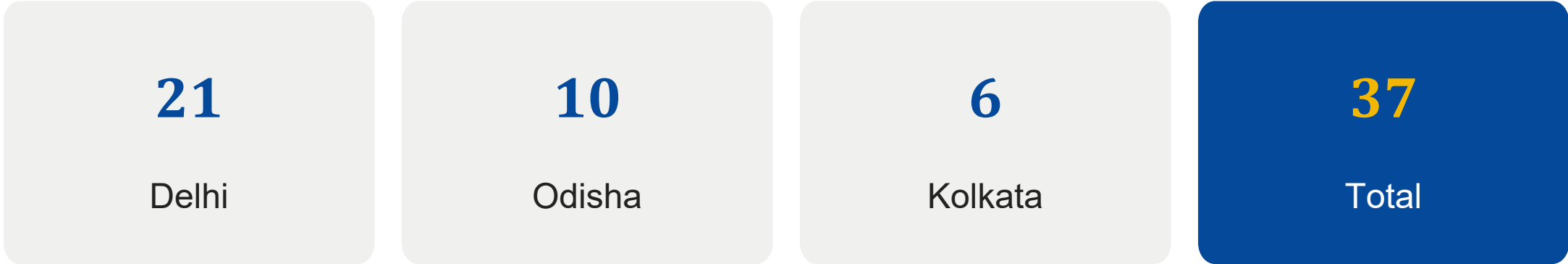
Practical training meets employment readiness as visually impaired trainees learn essential packaging skills that prepare them for professional opportunities. Every task helps build confidence, accuracy, and independence in the workplace.

Training Portfolio

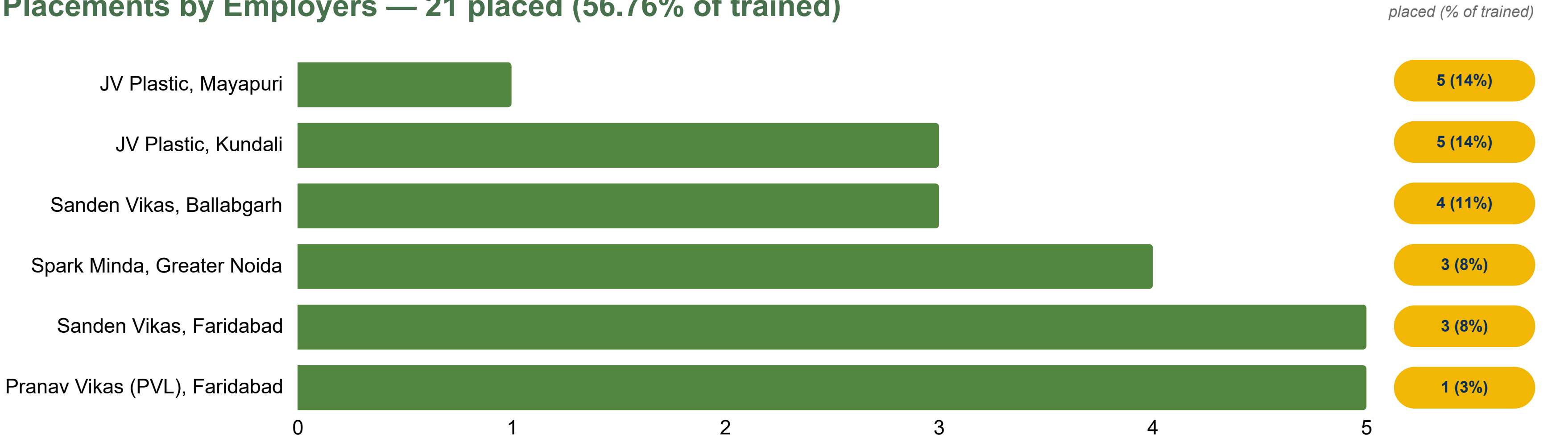
Garment tagging, clothing packaging, carton packing, labeling, sorting, folding, sealing, and product packaging activities that strengthen practical skills and attention to detail.



Trainees & placements



Placements by Employers — 21 placed (56.76% of trained)



Handicraft

Traditional artistry meets modern employment needs. Visually impaired women hand-craft eco-friendly pieces that compete — and win — in today's marketplace.

Product Portfolio

Diyas, serving trays, rakhis, earrings, gift boxes, cowbells and votives — every piece reflects skill and creativity.



Annual Festival - Ujjwala

Ujjwala, our flagship annual festival, is a celebration of achievement, inclusion, and community that honours the journey of visually impaired graduates. The event brings together graduates, families, supporters, and partner organisations for an inspiring programme of cultural performances, alumni success stories, and the recognition of outstanding achievers. Beyond celebrating accomplishments, Ujjwala provides a platform for graduates to inspire current trainees, strengthen community connections, and reinforce the values of empowerment, resilience, and equal opportunity that define NAB India Centre for Blind Women & Disability Studies.



Corporate Engagements & Exhibitions

Exhibitions carried around Delhi & NCR for handicraft

TCS Noida

Sterlite Power, Gurgaon

National Australia Bank, Gurgaon

IERO Victory Valley

American Express, Gurgaon (Jul)

IMI Jagriti Winter Carnival

American Express, Gurgaon (Oct)

Tata Power Event

GAIL India

Music Education Mela '26

Amity University

Samman Diwas, Salwan School

Ujjwala Packaging & Handicraft Training Supporters FY 25 - 26



• **A P T I V** •



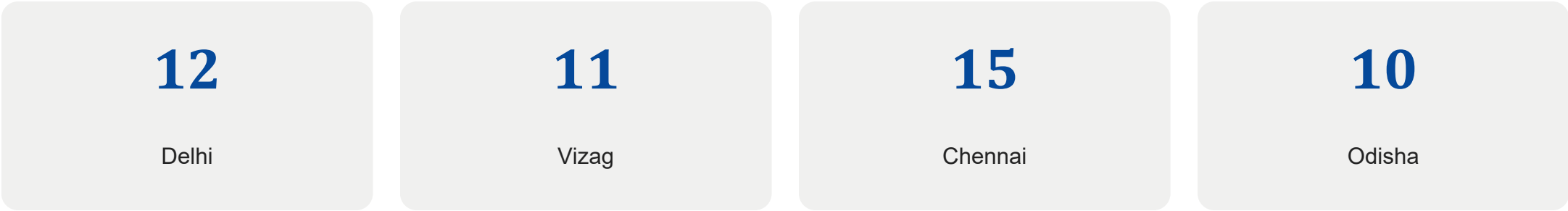
03

PROGRAMME

Customer Care Executive & Basic Digital Literacy

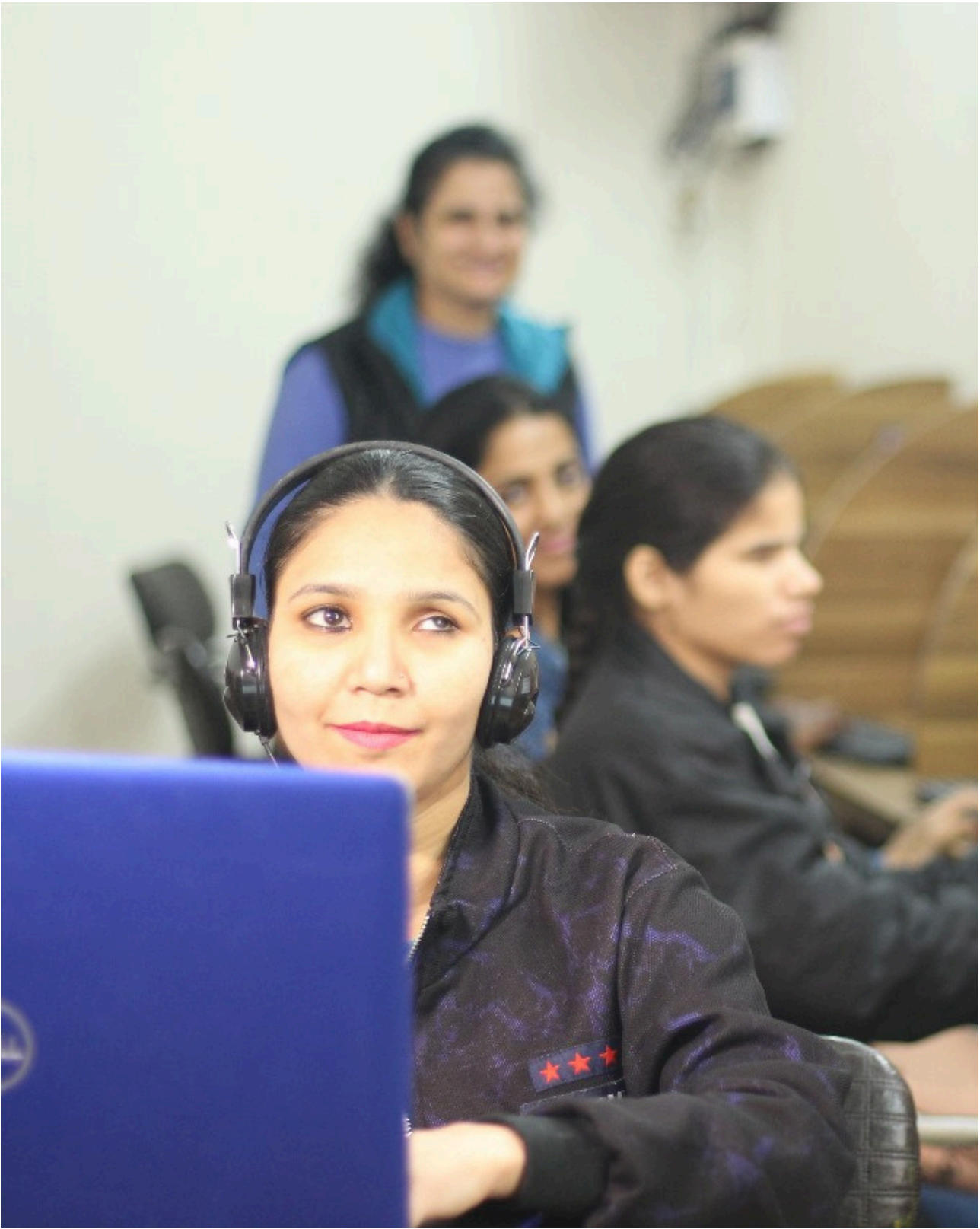
Our Customer Care Executive programme transforms visually impaired women into confident, proficient digital professionals.

Trainees Enrolled — 48 total



Comprehensive Curriculum

MS Word, MS Excel, internet use, keyboard orientation and reception handling — built for real workplace readiness.



Training & provision of assistive devices



Trainer Diksha and trainee Harman Kaur shared their experiences with the gift of Smart Glasses at an Inner Wheel event, a warm and meaningful interaction.

E-Drishti Health ATM

Launched in Aug '25 with Inner Wheel District 301 — a self-service health kiosk operated by Blind women. Accessible healthcare made into a livelihood creation for the Blind women.



Customer Care Executive Training & Basic Digital Literacy Programme Supporters FY 25 - 26



GLOBAL
BUSINESS
TRAVEL

04 PROGRAMME; A GLOBAL PLENARY MODULE

Discovering Hands

Visually impaired women as Medical Tactile Examiners — detecting what eyes cannot.

Visually impaired women trained as Medical Tactile Examiners for breast cancer screening — a globally pioneering model pairing dignified employment with life-saving healthcare.

Hospitals Discovered; Vivekanand Arogya Kendra, Polyclinic, Civil Hospital & Medanta Hospital.



DISCOVERING HANDS

DH Camps Across India

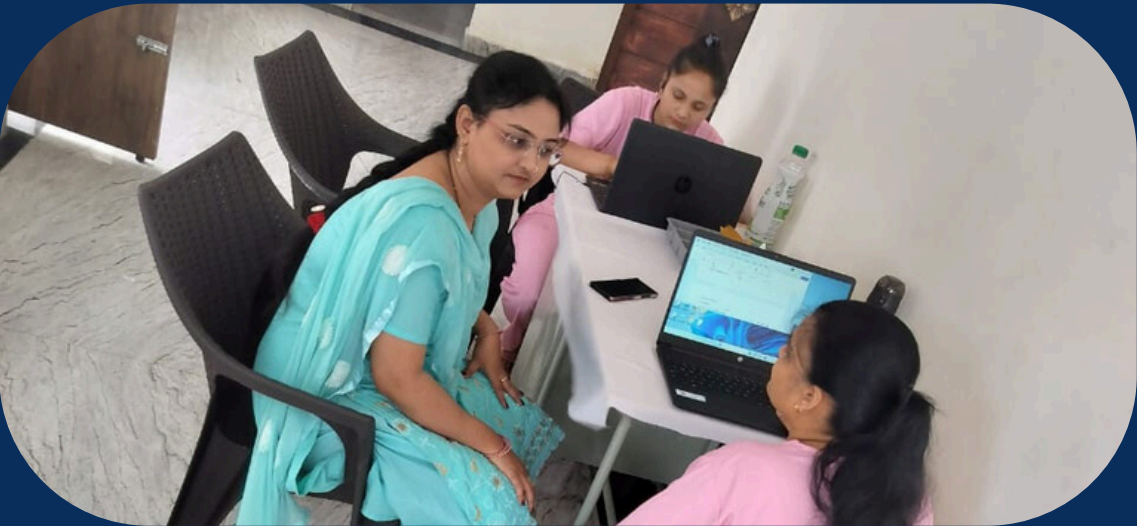
MAY
'25

Four-day breast cancer screening camp at National Australia Bank, Gurgaon (12–16 May); NAB Australia team visited and interacted with MTEs.



JUN
'25

Discovering Hands camps in Hyderabad, with Shaheen Women's Resource & Welfare Association — 750 women screened.



SEP
'25

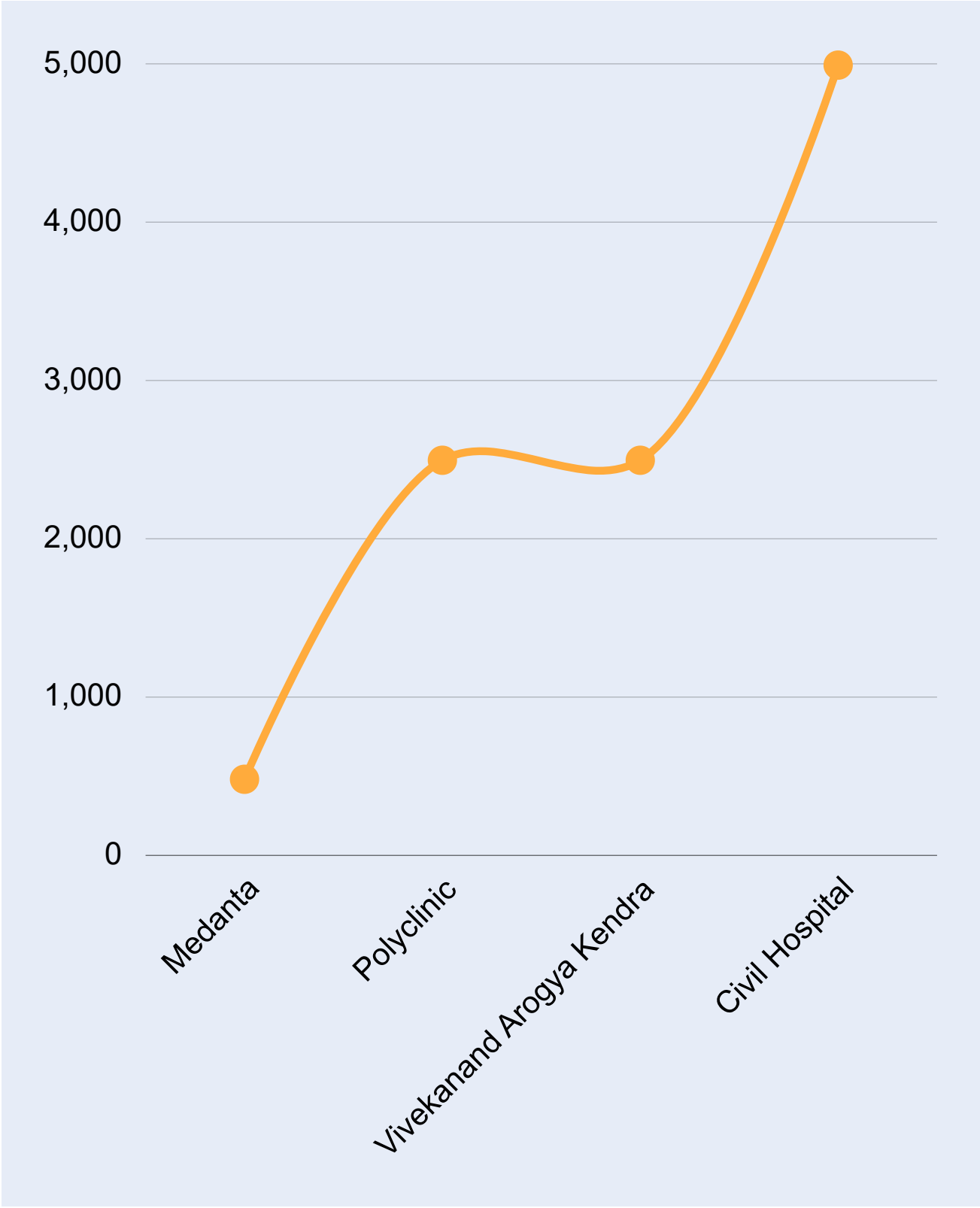
Three trainees from Odisha began internship in Medical Tactile Examination at Medanta — The Medicity Hospital, Gurugram.



MAR
'26

DH team demonstrated touch-based breast cancer detection at American Express & National Australia Bank stalls — 'Skill meets science!'

Screening at scale



Discovering Hands Supporters FY 25 - 26



05 PROGRAMME

Talking Hands Therapy Programme

Professionally trained therapists with visual impairments deliver therapeutic massage — healing hands, building livelihoods.

6

Therapists

87

Clients

139

Sessions



Talking Hands Supporters FY 25 - 26



Revenue & resource highlights, FY 2025–26

Blind Bake Café Revenue

₹61,200 / day

Combined across all Blind Bake Café locations — 950 orders/day outlets average

Corporate & Institutional Support

10+

corporate and institutional partners contributing CSR, stalls, and café collaborations in 2025–26

Scope of this page

- Captures programme-level revenue and resource indicators available this year
- Grants, donations, and total operating expenses were not in the source report
- Recommended: a full income & expenditure statement, alongside the audited financials, from next edition

Growth With Dignity

Other Programs Benifitting Visually Impaired

Trainee milestones • Health & wellness • Volunteers



1

TRAINEES ON STAGE

Exposure Trips, Performances by the Trainees

Jul '25 — Mrs. Garima led a Therapeutic Sound Healing session for mental wellness.

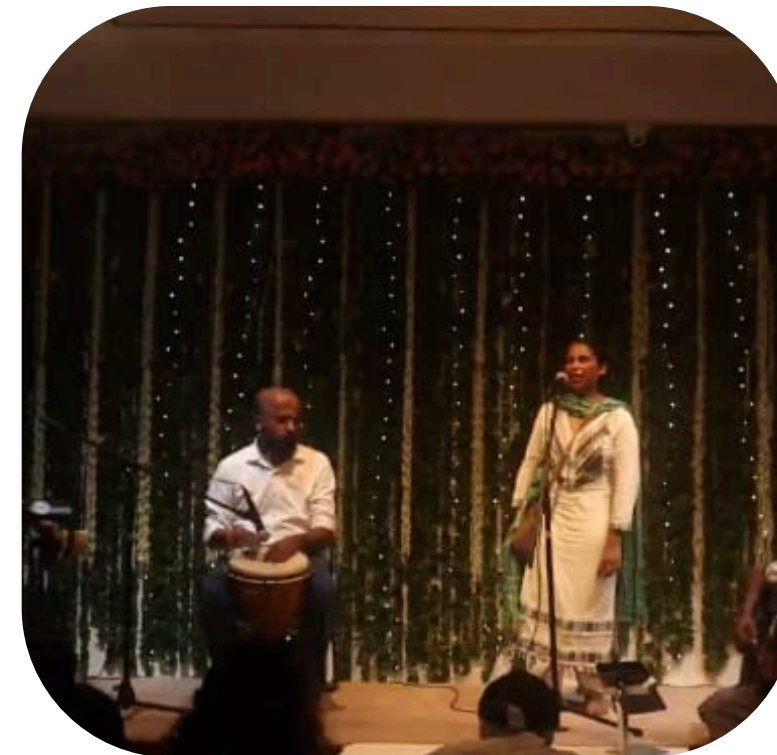
Jul '25 — Trainee Shruti performed Punjabi folk music with Manzil Mystics Foundation.

Dec '25 — Ms. Pinki Kumari's soulful performance at 'Susanskar 2025', Kriyanjali Trust.

Jan '26 — Trainees ran the ONE RACE Half Marathon with 'Be My Eyes' and EY buddies.

Mar '26 — Trainees explored Satish Gujral's tactile artworks at SG100, NGMA.

Mar '26 — Theatre performance at Purple Fest Delhi 2026, Rashtrapati Bhavan.



2

HEALTH & WELLNESS CAMPS

Dental Check-up

Apr '25

Dr. Birendra Ahlawat, M.D.S. — trainee and staff check-ups.



Dental Health Camp

Jun '25

Dental Aesthetics — oral check-ups and hygiene awareness sessions.



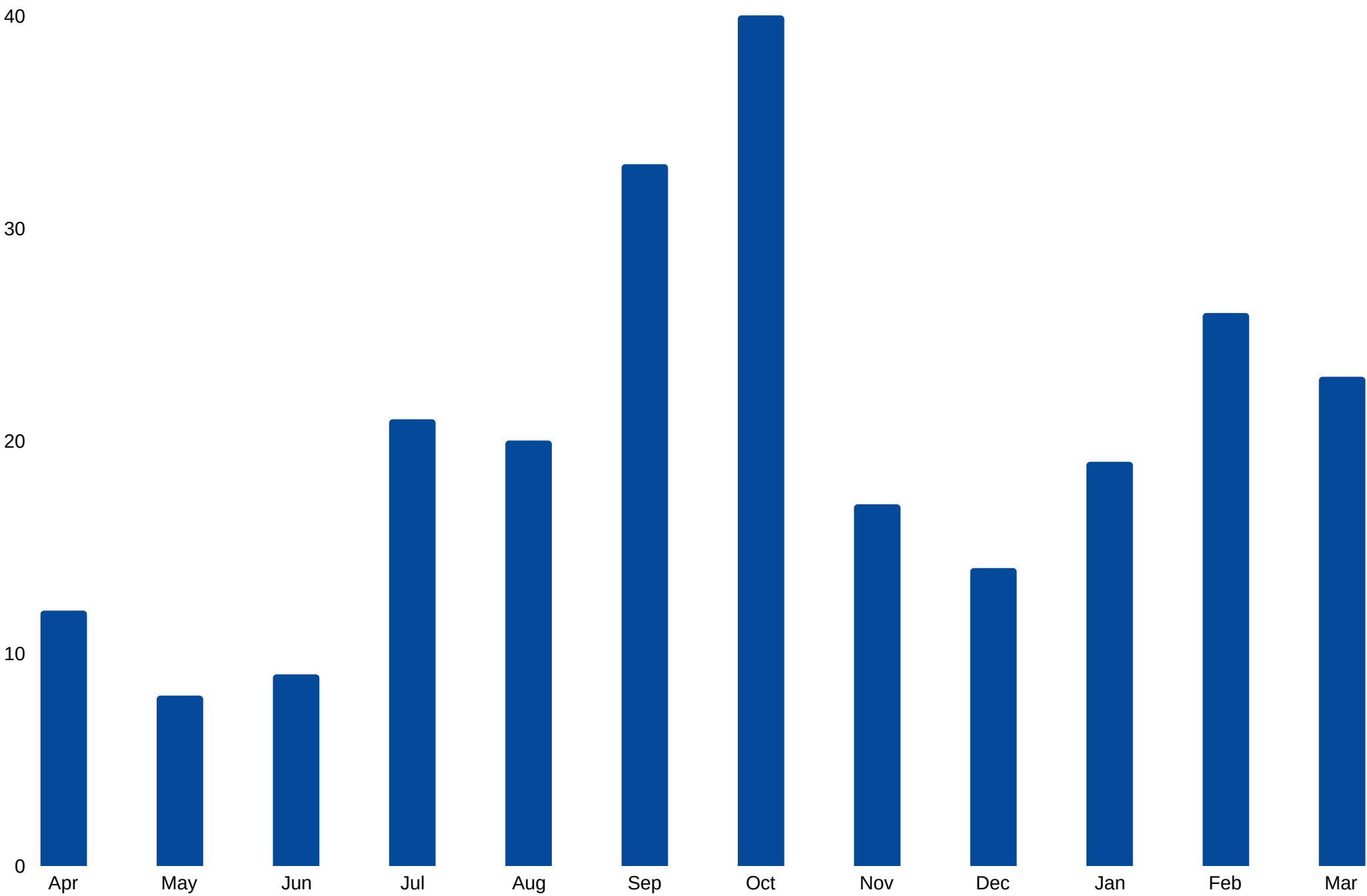
Health Camp at Army Unit

Jan '26

Preventive healthcare check-up camp for VI trainees at an Army Unit.



Monthly volunteer engagement



All sources, ranked

Lady Shri Ram College	18%
Individual Volunteers	18%
Jamia Millia Islamia	15%
IIT Delhi	12%
IGNOU	10%
Gargi College	8%
Others	8%
SPS	6%
Corporate Volunteers	5%

Recognition & Media

National media coverage across 2025–26



Voices amplifying inclusion

Sep '25

Coverage of 4th Blind Bake Café inauguration at TCS Thane By PTI & The Hindu.



Oct '25

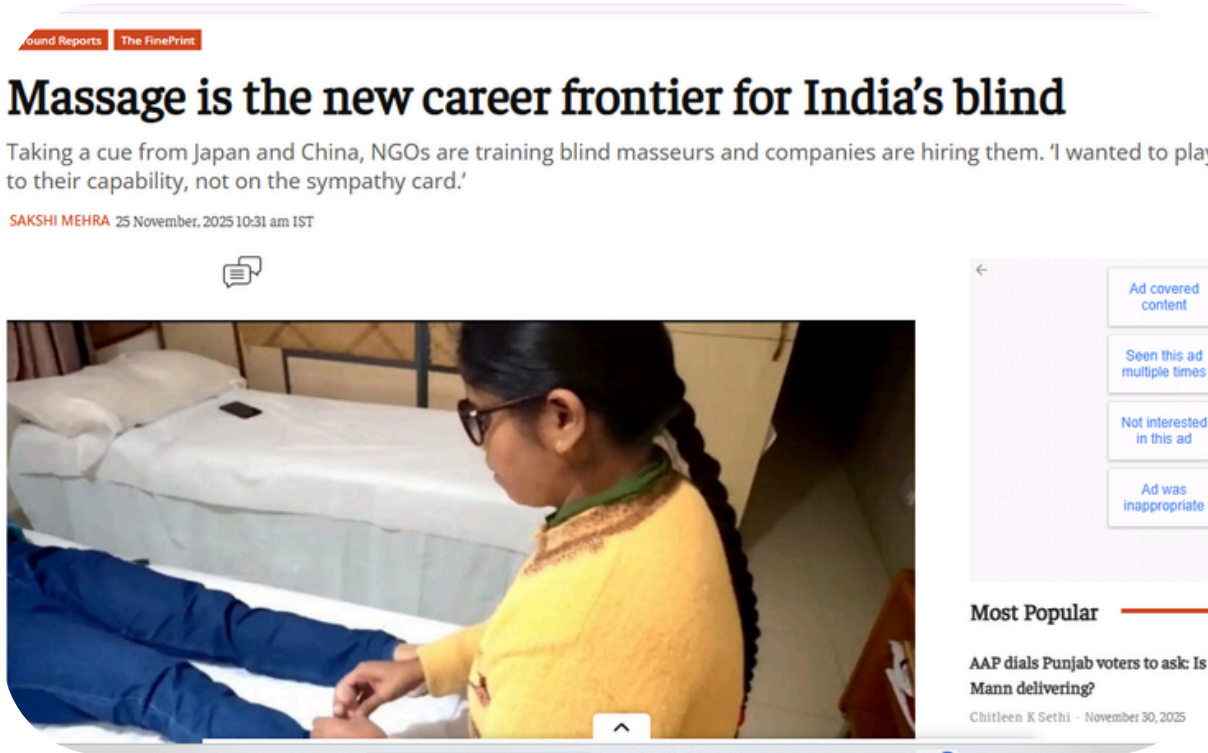
Featured as part of Hyundai's Samarth Diwali initiative 'the light of inclusion' On TIMES NOW.



RECOGNITION & MEDIA

Nov '25

‘Massage is the new career frontier for India's blind’ massage therapy training spotlight featured on ThePrint



Nov '25

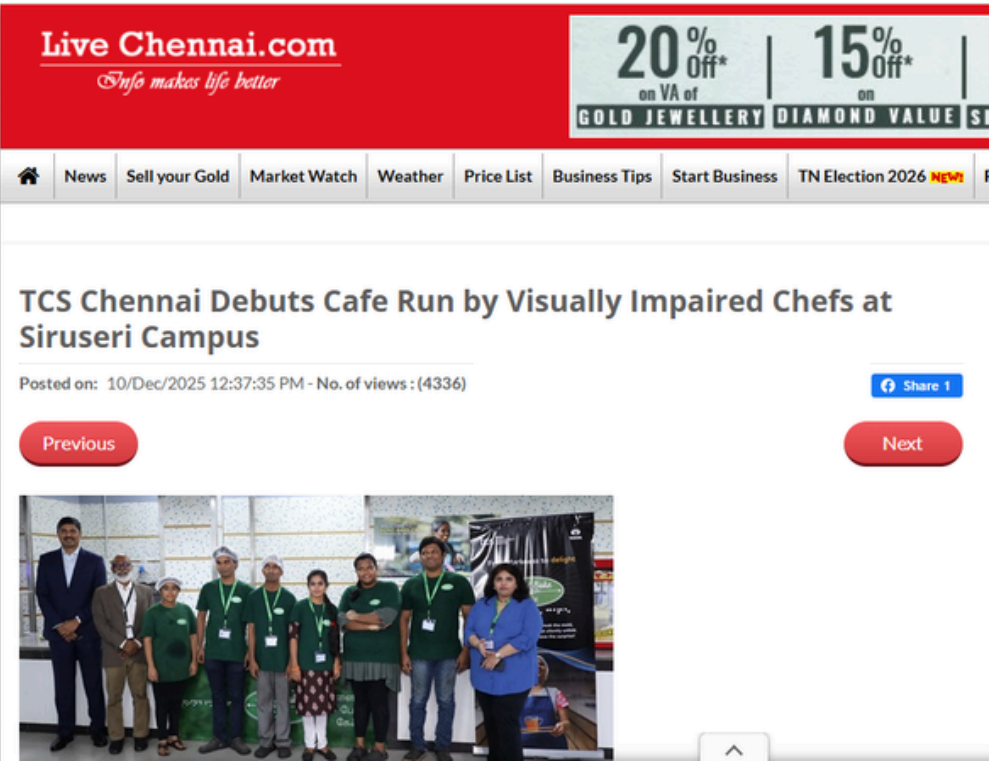
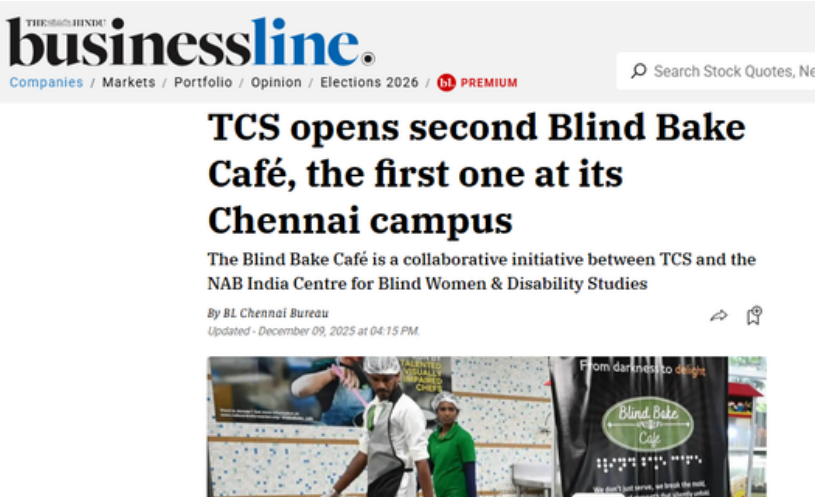
TCS Short Film: TCS Thane released a film showcasing VI chefs' professionalism and accessibility features.

RECOGNITION & MEDIA

Dec '25

TCS Siruseri Blind Bake Café launch wide media amplification.

TATA.com / Deccan Chronicle / Hindu Business Line



Celebrating those who lead



Aparajita Awards

Sep '25 · Inner Wheel District 301, PHD Chamber, New Delhi

Trainers Neha Suri and Ajanta Pokhrel, with alumna Reena Bhatia, honoured. Trainees walked the ramp with confidence.



Purple Fest Goa

Oct '25 · CII National Committee on Accessibility & Universal Design

Founder Director Ms. Shalini Khanna invited as panelist, alongside Chairperson Ms. Sminu Jindal.



Outstation Projects

Expanding Impact Beyond Delhi.

Odisha • Vishakhapatnam • Pune • Bhubaneshwar • Chennai • Bengaluru • Kolkata



1

COMPREHENSIVE TRAINING & PLACEMENT SUMMARY

Program Category	Beneficiaries	Reported Enrolled
Bakery & Cafe	Kolkata	5
Customer Care Executive (CCE)	Odisha & Vizag	30
Craft & Packaging	Odisha & Kolkata	17
Total		52

Placement Summary : -

- Total Placements to Date: 21 trainees
- Bakery & Café: 13 placements (Blind Bake Cafés in Pune, Chennai, Delhi)
- Customer Care Executive: 13 placements (Vindhya e-Infomedia and Karna Vidya Foundation)
- Craft & Packaging: 9 placements (JV Plastics, Sanden Vikas, Pranav Vikas Limited, Vikas Group)
- Trainees Currently in Training: 17

2 SPECIAL PROJECT ODISHA (ITI)

EXECUTIVE SUMMARY

This report highlights the successful mainstreaming of persons with visual impairment at the Special ITI for Disabled, Jatni, promoting social inclusion and economic independence in Odisha. Aligned with the Skill Council for Persons with Disability (SCPwD) standards, the project has introduced livelihood-focused training that has strengthened employability and demonstrated the capabilities of persons with visual impairment, particularly women. It has also built confidence among training institutions, families, employers, and the wider community, setting a benchmark for disability-inclusive skill development.



90

Trainees Trained



30

Successfully placed, including one who has started his own enterprise and employed another blind trainee

13

Placed and left work or did not join (including a blind trainee girl who was selected for a job but not allowed to go out for work by the family)

17

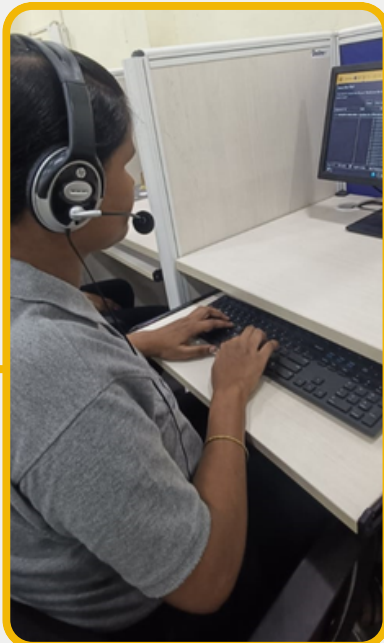
07 Awaiting a job, 07 only interested to work in Odisha, 1 only wants to work from home!

32

Completed training and left for pursuing higher education/ joining another training/preparing for competitive exams/not interested to work/married

Market and Life Skill Learning

Market
aligned skill
trainings



CUSTOMER CARE EXECUTIVE
Digital literacy & CRM



WAREHOUSE PACKER
Packing & preparing goods
for storage and delivery



MEDICAL TACTILE EXAMINER
Manual breast cancer
screening



ASSISTANT SPA THERAPIST
Dry & oil massages/ foot
reflexology

Life Skills
Trainings



ORIENTATION & MOBILITY
Travelling independently
using white cane



USAGE OF SMARTPHONE
Ease of daily living through
the telephony & internet



GROOMING & PERSONALITY DEVELOPMENT
Facing the world with
confidence



READING & WRITING BRAILLE
Learning to express
oneself at work

Training Programs

CCE (Customer Care Executive – Odisha)

- Introduced a livelihood-focused Customer Care Executive training programme for persons with visual impairment in Odisha, aligned with SCPwD standards.
- Within 18 months, 25 visually impaired candidates secured livelihood opportunities across various sectors and states.
- 23 candidates obtained salaried jobs, while 1 became a freelancer and created employment for another trainee, reflecting increased confidence and workforce participation.

SEVA (Nayagarh, Odisha)

- Implemented a Craft & Packaging Training Programme for 10 visually impaired rural youth in Nayagarh.
- Training included craft & packaging, daily living skills, orientation & mobility, music, and phenyl making to support employment and self-employment.
- All 10 trainees successfully completed the programme and received certificates, with noticeable improvements in confidence, independence, and livelihood readiness

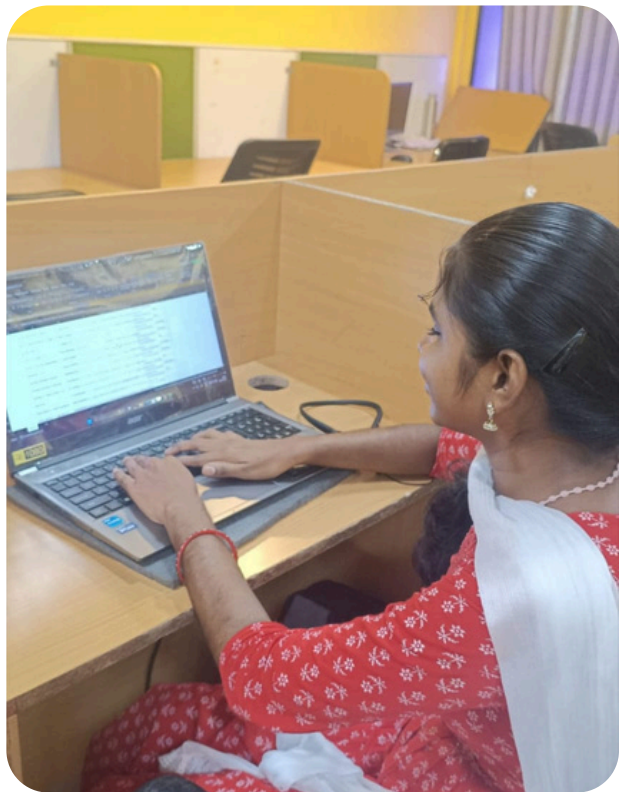
VISION ASSESSMENT INITIATIVE

Vision-Aid India conducted a comprehensive Vision Assessment for all trainees on 3rd, 4th, and 5th December 2025 – a proactive initiative to evaluate each trainee's actual vision status in clinical detail. This was particularly significant because many of the trainees had never had access to a formal ophthalmic assessment due to financial constraints, meaning that they and their families often had only a vague understanding of their specific conditions. The assessment provided multiple layers of benefit to each trainee: it helped identify exact vision conditions and their causes, providing clarity that many had never previously had; it provided official medical documentation that is increasingly required by private-sector employers as part of their disability verification processes; it enabled parents to understand for the first time the precise nature and cause of their child's vision loss, which in many cases had a significant emotional and relational impact; and it improved trainee confidence and emotional well-being by removing uncertainty and replacing it with factual understanding. Trainees and parents expressed high satisfaction with this initiative, stating that the official assessment documentation would play a crucial role in their future employment applications and careers.



CCE (Customer Care Executive – Visakhapatnam)

- Conducted comprehensive vision assessments for trainees, providing medical documentation to support employment and disability verification.
- Organised an industry exposure visit to Concentrix Visakhapatnam, giving trainees first-hand experience of a corporate BPO environment.
- Partnered with Vindhya E Infotech for employer engagement, interviews, and placement support through mock interviews and specialised training.
- Achieved early placement of a trainee as a Digital Literacy Trainer, with continued relocation and post-placement support to ensure successful employment.



11 visually impaired women enrolled in a residential CCE training programme.

1 trainee secured early employment

8 were shortlisted for corporate interviews

3 month residential CCE training programme for 10 visually impaired trainees (8 women, 2 men).

95% attendance with industry exposure, employer engagement, and placement support to prepare trainees for corporate careers.



Success Stories

The Trailblazers among us



SUCCESS STORY

RAHUL SHAH

Rahul Shah belongs to Khoribari, Siliguri, West Bengal, and is 100% visually impaired. Determined to become independent, he moved to Delhi despite facing challenges in education and employment. At NAB India Centre, he joined the Blind Bake Café training programme and learned food preparation and café operations. Today, he works as a chef at Blind Bake Café, TCS Pune.



TEJA

Born blind and raised in a farming family, Teja struggled to find employment despite completing her graduation in Arts. She joined the Customer Care Executive (CCE) programme, implemented by VisionAid India in partnership with NAB India Centre, where she developed digital, communication, and workplace skills. Today, she works as a Customer Care Executive at Vindhya E-Infomedia Pvt. Ltd. and contributes to her family's income.

CHUMKI MUNDA

Chumki Munda belongs to Keonjhar district, Odisha, and was born with albinism, which caused severe visual impairment. Coming from a financially struggling family, she joined the Packaging training programme at NAB India Centre and received vocational and mobility training. Today, she works at Sanden Vikas Pvt. Ltd. and is building an independent life.



VEERAMANI

Veeramani belongs to Ariyalur, Tamil Nadu, and has been blind since birth. Language barriers and limited employment opportunities made his journey challenging, but his passion for cooking encouraged him to move forward. After completing the Blind Bake Café training programme at NAB India Centre, he secured employment as a chef at Blind Bake Café, TCS Pune.

PARTNERSHIPS & CORPORATE ENGAGEMENT

Building bridges

Corporate, institutional, and international — 10+ partners across volunteer, CSR, stall, and café activities in 2025–26.

Tata Consultancy Services (TCS)

Taj Mahal Hotel, New Delhi

National Australia Bank

American Express

GAIL India

Sterlite Power

Rotary International

Inner Wheel District 301

EY (Ernst & Young)



Thank you

for walking this journey with us.

“Tamso Ma Jyotirgamaya”

Lead us from darkness to light

“A bend in the road is not the end of the road — unless you fail to make a turn.”

— Helen Keller



NAB India Centre for Blind Women & Disability Studies

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