

IIFS

ANNUAL
REPORT
2077/78
[2020-21]



**INF Initiative
For Financial
Sustainability**



Message from the Chair

The period of 2020-21 was another year of significant challenge for as it represents a year of perseverance's when faced with the ongoing COVID-19 crisis. This makes some of the particular achievements of the year remarkable and I am extremely grateful to our highly committed staff, our clients and customers for their trust in our service during this times of uncertainties

While last year was a challenging year for many, I am proud of the hard work and resiliency of our staff members. Their positive attitude, ability to adapt to challenging circumstances enabled IIFS to continue to do so well during this very challenging year. They stayed focused throughout the pandemic in order provide our services through our farm and canteen more specifically serving to the patient, their caretakers, staff and community at large. Despite the challenges, we made solid progress on the planning and construction of Ark Bazar.

The last couple of months have also been incredibly hard, mentally and emotionally, on us all as we lost one of our dear colleague. In this time of deep stress and grief,

we did everything we can to help our employees from providing the medical support to critically ill employees, additional medical reimbursement and leaves related to COVID-19 and other health issues, as well as ensuring the vaccination of our front line staff members. We also prepared and arranged COVID-19 Isolation Care centres and established 10 dedicated bed quarantine within our premises for our staff and their families.

We would like to take this opportunity to extend our sincere gratitude to all our partners, customer, suppliers and INF Nepal Board, who believed in our initiation and supported our work. We also appreciate the support and cooperation provided by our board members, Executive Board, throughout the year. Our work would not have been possible without their hard work encouragement and support.



A handwritten signature in black ink, appearing to read 'Rajendra K. Adhikari'.

Mr. Rajendra Kumar Adhikari
IIFS Chairperson

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Ever smiling **Gore Dai**, tending the cabbage in IIFS farm. He cannot speak nor can write, yet he responds profoundly with smile. He has been living in GPH complex for more than 23 years. Nobody has ever came looking for him nor has he left GPH in last 23 years. He earns his living working here in farm as daily wage earner.

Gore Dai enjoys being in the farm, tending the vegetables, and keeping the weeds out. Just as a name suggest **Green Pastures** has been a place of hope and his resting place, he finds a home and family among all others living and working here.



Transforming our culture:

Our Vision, Mission and Values

Our vision and values instill our commitment to each other where we belong and to our customers and communities that we serve. And with this initiative, we aim to achieve not only the financial sustainability but to bring transformation so that one can enjoy the fullness of life. These values drive us towards building a growth mindset, through **Multiplication** and provide **Quality** deliverables with a continued culture of **Customer** Care. At IIFS, we believe that **Honesty** in who we are, how we behave and how we work are the most visible examples of our values and working culture. We aspire to exemplify **Value based** fundamental behaviours, and foster sustainable practices every day, in every aspect of our work and services.

Vision:

Achievement of financial sustainability in order to support INF's charitable works to transform life of individual towards fullness

Mission Statement:

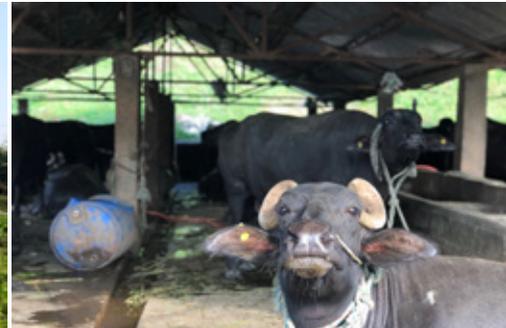
- Optimum utilization of INF's resources.
- Research new source of resources.
- Providing the quality products and services.
- Incorporate modern technology to upgrade products and services.

Values:

- Customer Care
- Quality
- Honesty
- Multiplication
- Value based

INF Initiative for Financial Sustainability [IIFS]

IIFS is an initiation of INF Nepal which basically focuses on utilizing locally available resources within INF Nepal to generate funds and support some of the charitable work of INF Nepal. IIFS is seeking to generate innovative ideas and expand its wings to maximize the use of the local resources for financial sustainability.





Currently, IIFS is running Café, Canteen, Craft Centre, Beth Eden Guest House, vegetables and livestock farm within Green Pastures Complex including farm outlets.

Major Highlights Of FY 2077/78 [2020-21]

RS. 536 Lakhs Revenue

The total revenue of IIFS in the given year was 536 lakhs rupees. The Annual turnover has increased by 12% compared from the last year.

Served 40 tons of fresh farm vegetables

More than 40 tons of fresh chemical free vegetables are supplied to GPH canteen and served to patients, carers and staff. The excess vegetables are sold through its own outlet.

Quarantine & Isolation Facility

During the COVID pandemic, IIFS provided quarantine facility to a total of 13 COVID ward based staff from GPH routinely for a year and half including three of its own staff. One staff was provided with the isolation facility.

Hosted Programmes & Events

Last year, IIFS hosted Gandaki Province Health Directorate annual meeting in GPH Complex. Beth Eden Guest House and Training Centre remained occupied during the second and third quarters providing services to its residential guests and for other programmes.

Contribution to INF Nepal's works

IIFS contributed NPR 8.48 lakh rupees to INF Nepal's work. While in last five years, IIFS has contributed a total of NPR 103.16 lakh to INF Nepal's work.

Even during the COVID-19 pandemic a considerable impact has been made.

**Investment of
NPR 42.21 lakh
rupees**

IIFS has made a total investment of NPR 42.21 lakh rupees in the given year for Ark Bazar and livestock farming. For the Ark Bazar, NPR 17.17 lakh grant income was received from Tear Australia.

**Construction of
Ark Bazar**

Additionally, in the spring of 2021, the construction of Ark Bazar and refreshment corner has started and completed while the purchasing, storing and operation process is underway.

**25 people with
leprosy served
daily**

Through the IIFS canteen facility, on an average 25 people with leprosy are provided with minimum of four times meal on a daily basis, including other inpatients. Additionally, 100 plus staff are also served lunch daily .

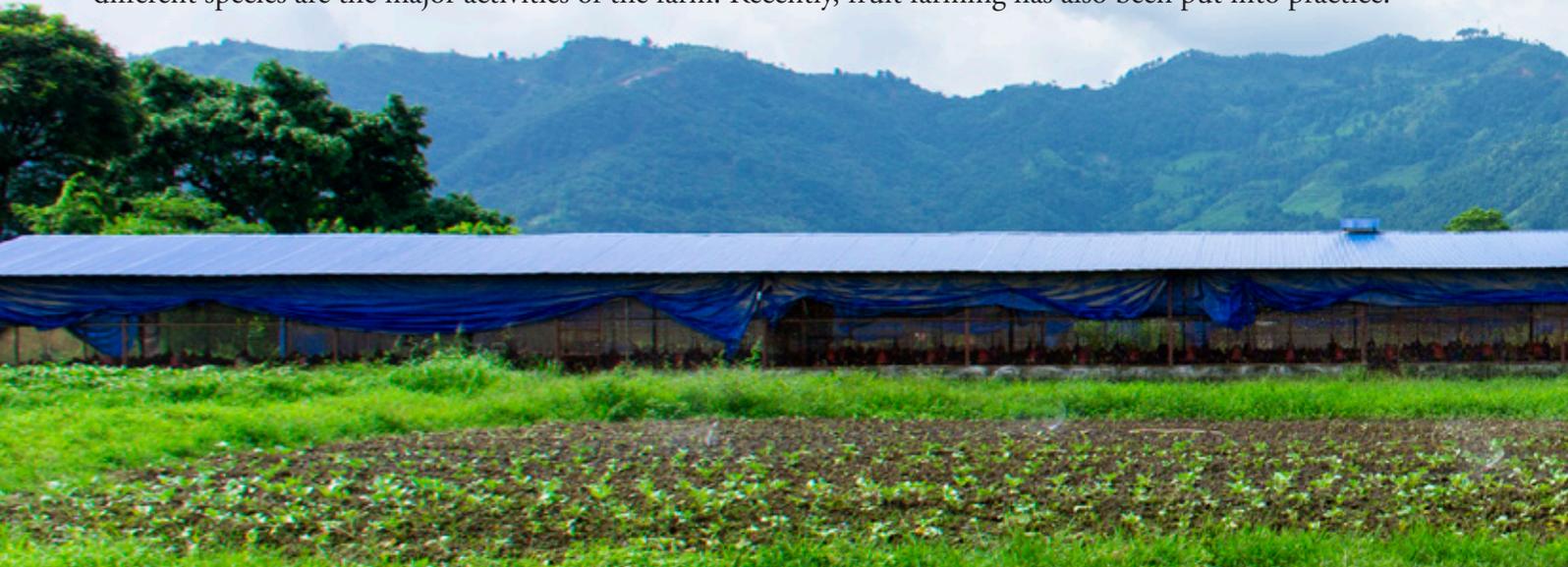
**Home to total of
13 families**

In general, the objective of mobilising the patients, their caretakers and poor and marginalised people in the farm remained as the continuation of previous years. IIFS is a home to total of 13 families working here.

Farm : Agriculture & Livestock

Farm is the key unit which is located down the hill inside Green Pastures Complex and caters almost all types of agricultural and livestock farming. Apart from farm experts, the residential farm workers including the workers on daily wage basis are mobilized in the process of farming. Majority of them are either physically disabled or people affected by leprosy.

IIFS Farm products such as fresh and chemical free vegetables, eggs, meat are provided to the patient of GPH and are sold to the local community through its own outlet. Sometimes they are also sold to the local market in large scales also. Apart from vegetable farming, buffalo farming, pig farming, poultry farming of different species are the major activities of the farm. Recently, fruit farming has also been put into practice.



IIFS Daily – Agricultural & Livestock Production



MILK

118 Ltr



EGG

8128 PCs



PORK

20 KGs



CHICKEN

45 KGs



VEGETABLES

105 KGs



**Annapurna Section of Beth Eden Guest House
situated at the north side of GPH Complex**



Beth Eden Guest House

Beth Eden Guest House prides itself being on affordable budgets, from those looking to treat themselves to total comfort in peace and green environment. The guest house has the well-equipped elegant 15 guest rooms with attached bathrooms and wifi facility. Beth Eden also has the facility of restaurant. A training hall is under the Beth Eden with capacity of 40 people at a time. The hall is well equipped with multimedia projector and sound system.

Cafe

IIFS Café located at the gate of Green Pastures Complex is within an easy access. It serves variety of menu including fresh breakfast, snacks and lunch to INF staff, visitors and nearby community.



Canteen

Canteen has been providing a scheduled meal for the hospital in-patients, caretaker, visitor and staff. Canteen uses most of the products from its farm which are fresh and healthy.



Craft Centre

IIFS craft centre produces different handmade craft products and supply to local, national and international markets. It was initially established for the rehabilitation of people affected by leprosy and now it aims to engage differently able people including single women and those poor and marginalised.



IIFS has a major impact in skill development; training and employment generation towards the people with leprosy and other physical disabilities by running all the units within IIFS. These have played a positive role towards contributing to their family needs and moreover, are encouraged to live a happy and respectful life. In turn, IIFS has played a role towards achieving “Life in all its Fullness”

Farm Outlet



IIFS outlet with farm products at Miterigaun

IIFS runs its own outlet in GP complex where it sells all its farm products. IIFS displays all its farm products such as fresh vegetables, chicken and pig meat, eggs, fruits etc. Through its own Farm outlet situated at Miteri Gaun and GPH gate to cater the need of the community residing nearby. The community has been benefited through this with chemical free farm products, serving them health and hygienic produces.

Towards a Blueprint: Initiation of Ark Bazar

Ark Bazar is the upcoming supermarket of INF Nepal - IFS to be established inside the Green Pastures Complex based on the social enterprise model. The strategy is “To create a market for products from our farm, from various women Self Help Groups [SHGs] of INF Nepal Community development work and other Nepali products which will ultimately concern with the better health of the customers by providing quality products and reliable service with an objective to support charitable works of INF Nepal”.

Ark Bazar will be a self-service supermarket offering a wide variety of food, organized into sections. In carrying out its function, Ark Bazar will acquire and assemble a wide food product, farm and livestock goods from various farmers, will organize and distribute them as-needed to local customers through

various sections in the display. Ark Bazar will make a direct bridge between farmers and customers. This renewed focus on acquiring, developing, and growing our business will add more sources of revenue to its fold in future.



Front face of newly constructed Ark Bazar



Our Dream Team

Dignity, Respect and Inclusivity are fundamental to IIFS workforce. Our new approach is **gender inclusiveness through women empowerment**. In our new initiation, Ark Bazar we are increasing to have more women focused job roles to empower women and their growth. This initiation will promote women empowerment through skill based training programs, on the job trainings and women placements in job roles, also involving and providing market to INF Nepal SHGs members local production. The concept of Ark Bazar was developed to create job opportunities for the poor and needy, with a special focus to women.



Night view of Ark Bazar's refreshment corner garden.



Farm and Ark Bazar Female staff in front of newly constructed ark bazar departmental store

Our Story

“My Experience Working in IIFS”

I have had always dreamt of working in INF since my early childhood being a local resident. Working here has forever changed my life, as a women it has given me a new status in social and economic point of view. Normally in our patriarchal society, a woman is seen as an incompetent being but here in IIFS as a woman; we are seen, respected and treated as equal to men. “The Reputation of INF precedes itself”

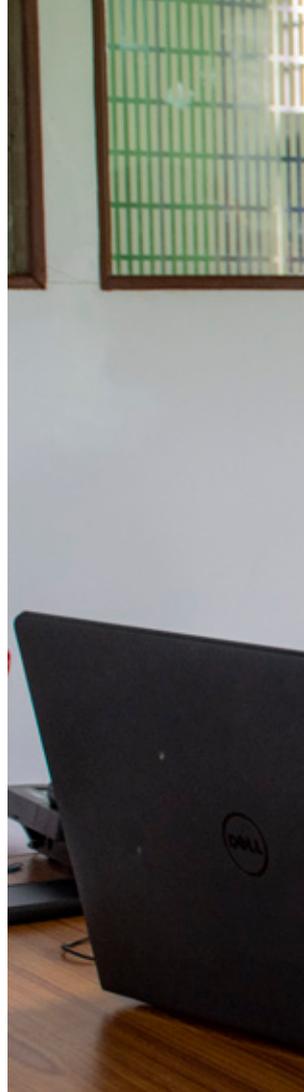
I work as admin and finance assistant; I have to deal with people of all sorts; business and non-business associated. It's like an adventure movie, you don't know what's coming at you but you look forward to it. I have learnt to socialize and develop my personality. Working here has helped me to be self-sustainable,

and independent. Being the part of the greater team here, I have developed the feeling of mutual respect, co-operation and understanding.

I celebrate and love working in IIFS as I know working here; I am contributing to the bigger purpose and vision of INF. Every day I get to come to work with a smile on my face I and I leave for home with a smile still on my face. The challenges and tasks assigned to me has made me more focused, stable and determined.



This place truly is a Green Pastures for people like me and many more to come, providing hope and future.





I am excited to see IIFS heading to greater height and success. I just wish IIFS, huge success and achievements along the way in its future endeavors.

[Maya has worked in INF for last 9 years and been the part of the IIFS team for last 6 years.]

Staff profile: Maya Gurung

What our valued customer has to say about us?

Customer care is one of IIFS core values therefore their feedback is a great way for us to understand and manage their experience towards the services we provide. It helps us monitor our performance against the values that are really important to us.



Jay and Khadananda

friendship is as long as 17years, their bonding is irresistibly beautiful and we have seen them growing together from total stranger to friends and being our regular customers since ages. IIFS a place that has bloomed the friendship.

Permanent residents of Nayagaun Pokhara, have been customers of this farm for the last 17 years. They are delighted to get all the fresh and organic agricultural products for their family from an outlet just a couple of metres away from home.

Since Jay and Khadananda have been a loyal customer for many years, they suggested better branding for the items produced with standardised labeling and packaging. They also

think that the outlet needs to recruit more workforce from the locality, thus delivering the service with quicker response time and expanding the business.

“We find the farm products reasonable, healthy and hygienic. We would be happy if IIFS could introduce some scheme for the regular and old customer like us. We feel immensely proud being the regular customer and knowing that INF works to serve those in need.”

- Jay Bahadur KC and Khadananda Sharma



Raju Timilsena,

permanent resident of Maletapan, Pokhara is an egg wholesaler and has been in the egg business in Pokhara for the last 22 years. He has been in business with IIFS for the last six years. “The eggs from IIFS farm is very fresh, as I get the eggs soon after they are picked from the coop. I can see the increase in demand and popularity of eggs from IIFS farm in the market. With the ever increasing demand, I would suggest IIFS to increase their investment and brand their farm produce.

-Proprietor

R and Son Supplier



3 Angels Nepal

has organised several activities in coordination with INF Nepal and used IIFS services such as its groceries and accommodation. So far the experience has been delightful, the staff are cooperative, and our requirements have been satisfactorily met. We look forward to more cooperation and collaboration in the future as well.

- Mr. Vivek Sharma
Programs Manager

Message from Vendor



Dang Feed Industries Pvt. Ltd.

We have been doing business with IIFS for last 2 years as a feed manufacturer. We have been providing different variety of feed for buffalo, chicken and pigs. We are extremely happy to be associated with INF Nepal as a feed manufacturer for IIFS farm. We have been touched and delighted to know the work of INF Nepal and we hope to continue this partnership in days to come.

- Mr. Dhaneshwor Oli
Managing Director

Financial Highlights

2077/78 [2020-21]

Financial Performance

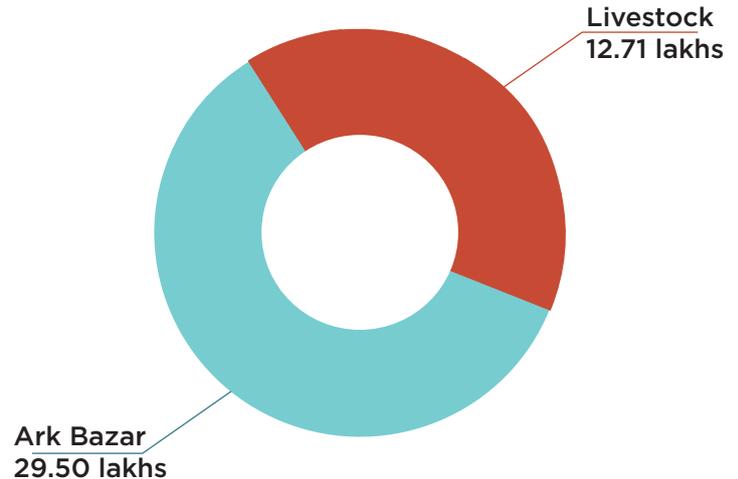
* figure in Lakh

| Description | FY 2077/78 |
|-------------------|------------|
| Sales Income | 536.52 |
| Direct Expenses | 371.57 |
| Gross Profit | 164.95 |
| Indirect Expenses | 147.84 |
| Net Surplus | 17.11 |

NOTE

Land tax and income tax Rs.8.23 lakhs and contribution of Rs.8.48 lakhs to INF Nepal work is also included in indirect expenses.

Investment Portfolio

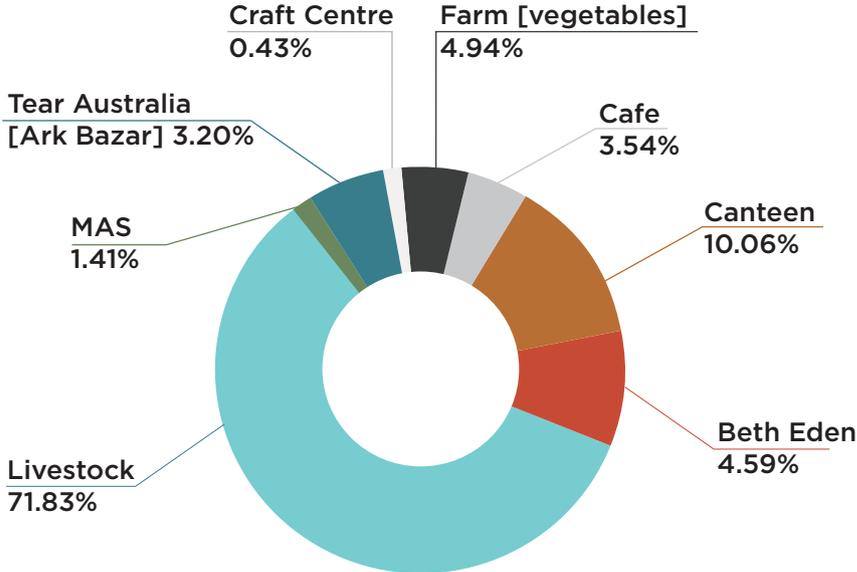


NOTE

IIFS has made a total investment of Rs. 42.21 lakh rupees in the given year for Ark Bazar and livestock farming.

A year of resilience...

Summary of Department Wise Income



The annual turnover of handicraft, Café, Canteen, and Beth Eden guest house decreased by 80%, 4%, 17%, and 44% respectively due to COVID situation however the turnover of Farm vegetable and livestock increased by 12% and 34% respectively as compared to last year. In total IIFS annual turnover increased by 12% as compared to last year.

Some glimpses of events and highlights

Hon'ble Mr. Prithvi Subba Gurung, Chief Minister of Gandaki Province and Hon'ble Mrs. Nar Devi Pun, Minister of Social Development Ministry, Gandaki Province attending the Gandaki Province Health Directorate Annual meeting in GPH Complex. The programme was hosted by IIFS along with the food arrangement to all the guest at Beth Eden restaurant.



Former Gandaki Province Health Directorate Dr Binod Bindu Sharma with government Officials enjoying the lunch at Beth Eden restaurant during programme

Secretary and Undersecretary from Ministry of women children and senior citizen visited our Ark Bazar. They learned about the business objective and it's contribution to manage INF Nepal's social development work within the country. They were positive and encouraged the INF team for this new initiation in the area of development.



Initial construction phase of Ark Bazar



Rear and side section of Ark Bazar being constructed.



Before

After

Bir Bahadur Khatri, IIFS staff preparing and making the garden at the side of Ark Bazar's refreshment corner from the scratch.





The serene beauty of Fishtail Mountain view at the backdrop of IIFS Beth Eden Guest House

A Tribute to dear friend and colleague

Last year we were disheartened to experience the loss of one of our dear staff Pyari Pariyar, who passed away after her battle to Cancer.

Pyari, aged 42 had been working at IIFS in different roles and capacities. She worked as a Sales Assistant at IIFS Outlet in GPH main entrance. Over the years, she built a friendly relationship among INF staff members and the customers. She was a popular and highly engaged staff always with a cheerful face and friendly smile. She will be deeply missed here, leaving behind now only those fond memories we have of her. She was very punctual, hardworking, honest, and excellent at her work. She made particularly valuable contributions to IIFS in past six years.



Pyari Didi

Our thoughts and prayers are with Pyari's family and friends, and all who are grieving her passing. Pyari will be remembered by us, as we will hold her in our hearts

[Pyari was undergoing treatment for stage-3 Uterus Cancer, a particularly aggressive form of the Cancer. She passed away on Tuesday 5 January in Green Pastures Complex]



IIFS

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