

# Make-A-Wish<sup>®</sup>

INDIA



ANNUAL REPORT 2020-21



*Granting a wish helps  
enrich the human  
experience with Hope,  
Strength & Joy*



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## From The Trustees Desk



Dear Well-wishers of Make-A-Wish India,

Hope all of you and your families are staying well and safe in these pandemic times.

The period of April 2020 – March 2021, has been a testing time for the overall economy, and it has been no different for us at Make-A-Wish India. But, as the saying goes, tough times don't last, tough people do. So we take this opportunity to thank each & every one of our stakeholders, the doctors, the social workers, our volunteers, our donors, our staff, our board members, the regulatory compliance authorities, our supply chain partners and not to forget our wish children and their families, who have shown tremendous resilience this year, to come together and grant every eligible child's wish.

I urge you to make some time and read this annual report.

Looking forward to your continued support to our cause.

Yours truly,

Maneck Davar  
Managing Trustee

## From the CEO Desk



Dear Stake Holders,

2020... a year that the team at Make-A-Wish India was looking forward to so anxiously, as it marks the 25th year of wish granting in India.

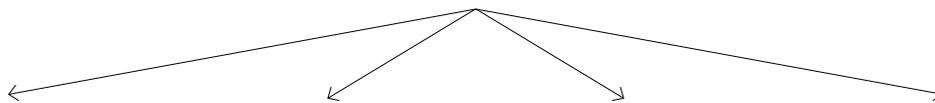
But, the year began with the COVID-19 situation at its peak... lockdown being implemented strictly across India... and being confined to the four walls of your home for almost four months till July 2020. The COVID taught us to be more resilient, be more connected with each other, being more helpful to each other and encouraging, motivating everyone to stay positive and better times will come and this too will pass.

With almost six months of the year gone learning new ways to survive & operate, techniques like WFH (Work from Home)... dependence on online communication... virtual meetings... dependence on the internet for everything... travel restrictions leading to zero face-to-face interaction... made it very difficult to reach the wish children... which led to wishes of over 2000+ children pending to be granted... Difficult to reach the donors and convince them to continue support to our cause... In times when COVID relief & response measures were at its peak.

In this annual report, we share an update on how COVID-19 had an impact on wishes. We look forward to your feedback and generosity that will help us fulfil each & every wish that remained pending to be granted due to COVID-19.

With faith and goodwill,  
Deepak S Bhatia  
CEO,  
Make-A-Wish India

## IMPACT OF COVID-19 ON MAKE-A-WISH INDIA ACTIVITIES



Impact on Community	Impact on Wish Granting	Impact on Funds & Donations	Impact on Overall Operations
Wish family members got diagnosed with the Coronavirus and had to spend their savings to get themselves treated.	Huge drop in number of wish children referral from the hospitals as most of the doctors involved with COVID response efforts	Funds diverted to COVID-19 relief and rehabilitation programs  Drop of 40% in funds over 2019	Year-end closing of 2019, could not be done by 31st March'20, as lockdown was implemented by 15th March'20
Wish family members lost their jobs & saw loss of incomes as WFH implied drop in 50% salary. Many family members are daily wage earners and did not have any job opportunity for months at a stretch.	Compared to 2019 when we granted 7,941 wishes, in 2020 we granted only 2,987 wishes  We saw a 65% drop in the number of wishes we could grant	CSR funds diverted to PM-CARES fund, leading to donors cutting on support to existing programs  FCRA teething problems from 1st April'20 led to almost 3 month delay in getting funds into the new SBI bank account	Regulatory compliance changes, increased the challenges to raise funds  Complying with documentation became a challenge as getting physical signatures, notary etc had to be done to complete the process
Due to the lockdown, wish families did not have access to public transport and could not travel to the hospitals for medical treatment, combined with the fear of their child catching some infection during the visit.	By September 2020, the COVID situation started to stabilize  Wish children referral started to come  Wish identification & granting started in new way  Online wish granting events with employee volunteers	This led to reaching out to all donors more frequently with more appeals & updates  Increased use of telephone, internet etc.  Kids For Wish Kids program saw many school and higher education students wanting to use crowd funding approach to raise funds to grant wishes	Lockdown forced work process to be done online / WFH / no face to face meeting / increased use of video calls  Change in Board of Trustees led to ensuring that compliance at relevant departments is done in proper time frame.

To date, Make-A-Wish India has been able to grant the wishes of 70,368 children. Due to COVID-19 situation we could not achieve our Vision 2020 goal of granting wish of the 75,000th child.

The huge drop in wish granting numbers over the wishes granted in 2019, happened due to the situation presented by the COVID-19 pandemic that started from March 2020, which led to a lockdown of all facilities, mainly the hospitals that refer the wish children and the offices of Make-A-Wish India which fulfil the wishes in a memorable way.

**In spite of the severe challenges presented by COVID-19, Make-A-Wish India quickly reworked its strategy and restarted the wish granting program in a novel way.**

Staff who were staying within walking distance of the office, were requested to work from office and those who travel by public transport were requested to work from home (WFH). To ensure that all safety & health protocols are being followed, Make-A-Wish India granted only the “To Have” wishes. We started reaching out to all the wish kids who have wishes of other 03 categories i.e. “To Be”, “To Meet” and “To Go”, that they will have to wait for an uncertain period of time or can opt for a material wish. The tasks got split up between the office team and home team, and soon we started calling out to over 2,300 kids whose wishes were pending to be granted. In this there are 125 kids who have opted to wait for their magical experience, to be or to go or to meet, come true.

Combined with COVID-19, a lot of time went in to ensuring that Make-A-Wish India is regulatory compliant. We had a series of compliance matter changes for the whole charity sector. To start with new FCRA bank account was to be opened with SBI bank New Delhi by 31st March 2020. Followed by corporate donors being asked to implement their own CSR programs, thus reducing the donations that we could receive from corporates in India. This was later revised that NGO can get CSR registration done with Ministry of Corporate Affairs, and we promptly obtained the same.

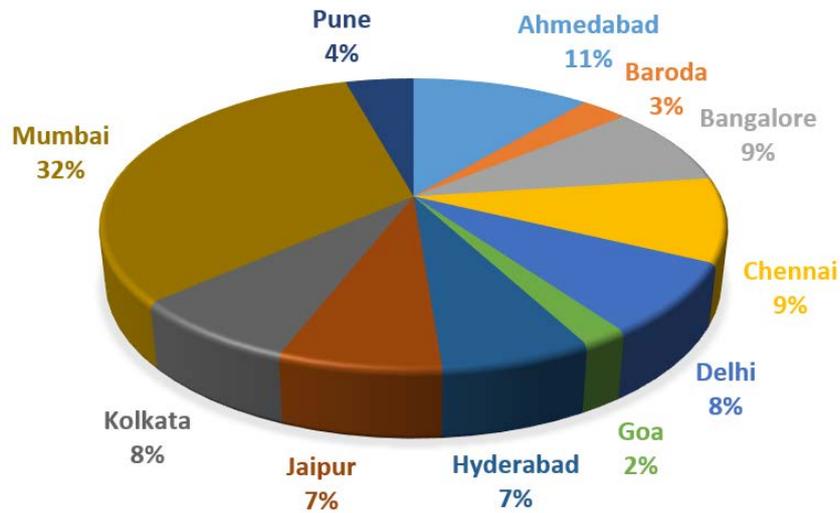
Many corporates & individuals diverted their donations to COVID-19 relief & rehabilitation programs, but, we kept requesting existing corporate donors to continue support in every which way possible.

With all these challenges, Make-A-Wish India ensured that no staff was told to leave and all staff got paid on time. Deepak, the CEO at Make-A-Wish India took a voluntary 10% cut in his salary, that helped meet the operational cost of the organisation.

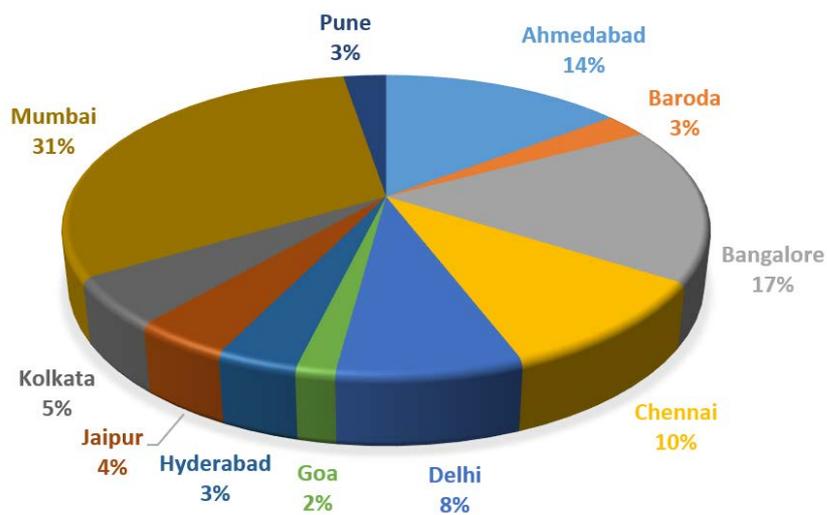
Many corporate donations did not come through, but reduced support came from donors who have seen how transparent and accountable activities of Make-A-Wish India are, thus leading to 40% drop in donations over the last year.

## PICTORAL REPRESENTATION OF WISHES GRANTED IN 2019 & 2020:

MAW INDIA GRANTED 7,941 WISHES IN 2019



MAW INDIA GRANTED 2,987 WISHES IN 2020



Going forward in 2021 – 2022, Make-A-Wish India will accomplish the Vision 2020 goal of granting the wish of the 75,000th child in this financial year.

## SOME OF THE MEMORABLE WISHES GRANTED IN PANDEMIC TIMES

### WISH CHILD ADITYA

Aditya is a 14-year bright kid taking treatment for a life-threatening medical condition in Pune. His father is an auto rickshaw driver and mother is a housewife.

The wish journey for Aditya started with the Make-A-Wish India's volunteer meeting Aditya at the hospital when he had come for his treatment in February 2020. He shared many things about his school, his friends, food his mother cooks and how his father struggles to make ends meet. He became most interested when we started to talk about his career and then he shared his desire to be an IAS officer when he grows up, so that he can give his parents all the comforts.

As such children cannot travel often, due to the risk of catching some infection, we have to speak to them at length and identify the wish in short span of time.

Moving on, Aditya expressed he is good in studies, but due to his treatment he is unable to attend school almost 10 days per month. But, on days when there is the computer class, he makes sure to be in school. He shared about why the computer class is interesting, and how he searches for information to learn about the things that he has to study to become an IAS officer. These discussions led to Aditya sharing his wish to have a Laptop, so that on days when he misses school he can study at home as well as spend more time to search the web for informative articles and build his general knowledge to help him in his future exams for IAS officer.

In March, Aditya came to the Make-A-Wish India office to give a test to show his computer skills, which is part of our due diligence check to see if child knows how to use the Laptop. This is also done, since parents of such children are not educated and are financially unable to fulfil the child's wish.

From April 2020, the COVID-19 situation forced a lockdown to be imposed across India, thus causing a delay in the wish to be fulfilled. By July, Make-A-Wish India re-started its offices with minimal staff and by adhering to all safety protocols. Even by September, the supply chain vendors in Pune had not started operations.

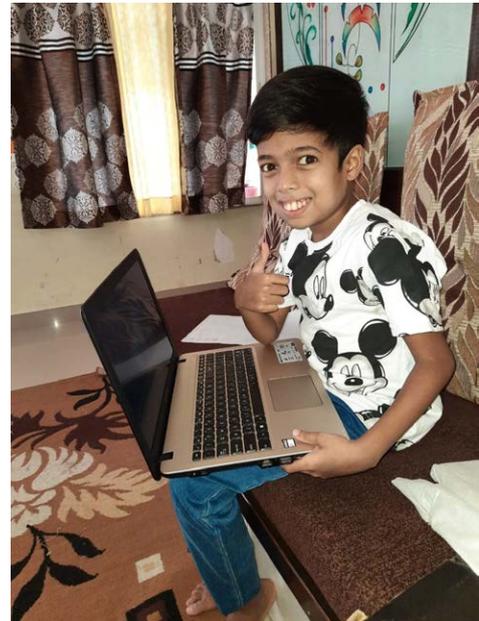
Finally, on 29th September 2020, our vendor from Mumbai travelled a distance of 250kms and granted this wish at Aditya's home.

Aditya was thrilled at the pleasant surprise and hugged our vendor, and immediately started to open his laptop. Aditya said "On 7th October is my birthday and this is the best advance birthday gift ever".

Aditya's parents were overwhelmed with the gesture and shared "They were least expecting Aditya's wish to be granted during such tough pandemic times. They thanked Make-A-Wish India for making this possible and giving Aditya this joy and hope to accomplish his goal".

Please do watch the video of Aditya on our YouTube channel....

(904) Aditya's Wish to have a Laptop | Make-A-Wish India - YouTube



[WATCH VIDEO](#)



## WISH CHILD BHAUTIK

Bhautik is 8years old and loves fast cars. He is a Vin Diesel fan and loves all his cars & stunts.

To park the set of Hot Wheels cars that he has, Bhautik wished for the “Hot wheels Ultimate Garage 2018”.

Bhautik is taking treatment for a life-threatening medical condition. On getting the son’s wish granted, his father became emotional and said ” Due to the corona situation, I have lost my job. But, today seeing the smile on my son’s face, I have forgotten all my worries & look forward to a bright future for my family.”

Please do watch the video of Bhautik on our YouTube channel....

Bhautik’s Wish for a Hot Wheels Ultimate Garage | Mattel Toys Private Limited | Make-A-Wish India - YouTube

[WATCH VIDEO](#)

## BREAK UP OF WISHES GRANTED

Make-A-Wish India granted wishes to children diagnosed with a critical illness in age 3 to 18 years. The break up is as follows:

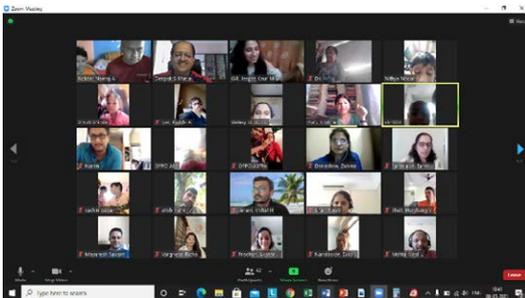
Wish Gift particulars	# of children whose wishes got granted
› Laptop	62
› TAB / Hand video Game	377
› Mobile phone	269
› Toys / Doll House	479
› Other wishes like › Bicycle, Battery operated Car or Bike, Cricket / Football kit, Clothes etc	1,791

By February 2021, wish granting events were allowed to be conducted in Hospitals like Bharti Hospital Pune, Shankar Cancer Hospital in Bangalore and wish children came for the events of International Childhood Cancer Day and have fun with their doctors and social workers.



## ONLINE WISH GRANTING EVENTS

To ensure that wish granting is done in as much memorable way as possible and to see the impact of this across all communities involved. Online wish granting events are curated with support from volunteers. This includes online games, activities that keep children engaged, magic show, clown act, art & craft demonstration, knowledge sharing in a fun way, volunteer / donor interaction with the wish kids during the event and specially when showing the wish gifts, post event getting the wish gifts across to the children, to their residence / the hospital where they are taking treatment / at the Make-a-Wish office. The documentation is completed by sending the donors the final presentation with event and wish children photographs. Sharing a gist below.



Zoom wish granting event for wish kids



Wish child smile says it all



Clown act to entertain the wish kids



During the online event, a doctor grants the wish of a child

## AUDITED RESULTS OF APRIL 2020 – MARCH 2021

Work is in progress to complete the audited results of this period and file it after Board of Trustees approval before 31st December 2021.

The audited results will be included in this annual report and updated as soon as the Board approves & auditor files it with all the regulatory compliant authorities.





SINCERELY THANKS

ALL OUR STAKEHOLDERS, NAMELY,

THE DOCTORS, THE DONORS, THE REGULATORY COMPLIANT AUTHORITIES,  
OUR AUDITORS, OUR STAFF, OUR VOLUNTEERS, OUR BOARD MEMBERS,  
OUR HOSPITAL & NGO PARTNERS,  
&  
THE BRAVEHEART WISH FAMILIES

FOR THEIR SUPPORT IN APRIL 2020 – MARCH 2021



IS THE APPROACH WE HAVE TAKEN FOR APRIL 2021 – MARCH 2022  
& WE CAN ACCOMPLISH OUR GOAL TO GRANT THE 75,000TH WISH  
ONLY WITH YOUR SUPPORT



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