

Good morning "Team KNH",

Today, on this joyous, celebration of the 71st Republic Day of India, as the Managing Director of KNH, it gives me immense pleasure to congratulate all in our hospital, for the strong achievements of 2020 and I request you to join me and envision together, the road ahead in 2021 & beyond.

The year 2020 has undoubtedly been a very unique year from all aspects. It has forced not just us but the entire mankind to reset the approach towards life at personal, social and professional level. As we all gather here, I would like to say with great pride that in this pandemic hit year when all was unpredictable and questionable, we as a team worked together and overcame all obstacles that came our way.

The 2020 journey was not easy and is not over yet but with the kind of experience we had in this past year I can confidently say that we are a better and stronger team today. The unpredictability of this Pandemic and managing the challenges due to COVID did distract us from our previously set 2020 vision, but not in its entirety. We were successful in staying on track towards our milestones even if the pace had to slow down due to existing conditions.

Reflecting on the 2020 milestones & achievements for our Hospital:

With COVID hitting us, our priorities and goals had to reset.

1. Our primary goal for 2020 became to keep the hospital doors open and stay accessible and affordable in these difficult times, for our patients.
2. At the time when COVID tests prices were at its peak and cases were on a high, the hospital management took two key decisions:
 - a. Sharing the financial burden with the patient by providing relief in their hospital charges.
 - b. Accept patients without prejudice and provide the best guidance & treatment possible as per the protocols.
3. Our staff stepped up to the plate in getting trained in COVID protocols and executing their learning and educating the patients as well.
4. We were successful in dealing with COVID patients on premises and following the Govt. set protocol for the same.
5. Our management also made sure that our staff was not affected by the ongoing crisis and we made their safety, job & financial security, our utmost priority, as we firmly believe a secure, stable and motivated team is the very foundation of any organization.
6. This period did give us an opportunity & a more defined reason to streamline various operational processes and become stronger as an organization.
7. We took this time to conduct various trainings such as CPR certification trainings for our staff members.
8. We now have our own inhouse USG & Lab Collection Center facility, a major step towards our vision of providing all relevant and cost-effective services under one roof.

9. We were successful in providing financial assistance channel for underprivileged patients and staff via Philanthropic Trust.
10. We are very excited to share that we have some generous donors who joined us in aiding our philanthropic initiatives.
11. We Completed Fire Accreditation and are going through the rigorous process of NABH accreditation and have made significant progress despite of these unprecedented times.

Today I would like acknowledge, that surviving, and more importantly growing through these times was possible, only and only due to the combination of commendable and exceptional leadership of Dr. Goenka and the remarkable work ethics and team-work from our entire KNH team.

Dr. Goenka, has set a very inspirational example for each one of us as a true leader, and a team player. Despite of adversities not just due to COVID but on the personal front as well, he held together and guided the entire organization in the right direction with utmost focus and remarkable flexibility to accommodate the uncertainties' and variables at hand.

So, on behalf of the entire team, I would like to thank Dr. Goenka for his leadership and guidance.

In 2020, we also welcomed Dr. Hiteshi our new gynecology consultant, on board. Dr. Hiteshi, welcome to the KNH family and thank you for your invaluable services.

In our continued pursuit of excellence in healthcare and providing affordable services for all, here are our 2021 Goals & projected milestones:

1. Continue our work towards our NABH accreditation and work on the recommendations provided by the inspection team.
2. Explore different community outreach programs for maternal & child-care. Organize wellness/rural camps throughout the year with special stress on Maternal and Child-care.
3. Establish effective low-cost infertility treatment and Laparoscopic surgery services.
4. Enhanced service to our patients and community via social and electronic media. We are working on launching the Telemedicine facility & roll out our website by March 2021.
5. Resume work on establishing Rural units.
6. Resume work on Environment friendly and energy efficient initiatives, like Solar Panels at our facility.
7. **Dr. V.C. SHARMA MERIT SCHOLARSHIP**", an annual merit-based scholarship and student loan for the children of our entire KNH Family. It will be conducted via our philanthropic Moroli JanVikas Trust. More details for applicants will be available with Dr. Goenka by March 2021.

In summary, year 2020 tested our very foundation and our spirits both as individuals and as a team. Our initial plans for the year were challenged and put to a halt. But, I share this with

great pride that we as a team took the challenge head on and came out as a better and stronger unit. The challenge is not over yet, but I am very sure the strength of our founding principle will lead our path just as it has so far.

As we head into 2021, we will continue to work towards our unfinished business from last year alongside our vision and growth for this year while constantly working on improving the quality & affordability of patient care.

Please know that we welcome all inputs and ideas any one of you have to further improve our services.

On behalf of our entire board and the leadership team, I request your continued support & focus in 2021, so we can all achieve individual & collective satisfactions for us and those we serve. I wish good health and good times to you and your family & friends.

Thank you once again.

Shanu