

Renu Case Study

Renu's family has lived in the Madrasi colony, Mori Gate, for 30 years. This area has a population of 22,46,749. The surrounding areas include old areas with high population density such as Kashmere Gate, Tees Hazari Court, Malka Ganj, Ram Bazaar, Chandni Chowk and Old New Delhi Railway Station. Renu is a 14-year old adolescent girl, who is a native of Bihar. Renu's family is poor so they live in a rented house in a nearby slum colony.

Renu's mother is a domestic worker. Her meagre income makes it difficult for her to manage family expenses. Renu has four siblings, all of whom, including Renu, go to school. Recently Renu complained of an unbearable earache. Her mother took her to an unqualified practitioner whose medicines didn't give her any relief at all.

During a community outreach activity, BUDS field staff was apprised of her case. She was still in great pain. Sandhya, BUDS counselor, spoke to Renu's parents, who were very worried about her and they agreed to send her to the Medical Health Van. Dr. Renu, the doctor on duty at the Health Van diagnosed Renu's case. Her eardrum was injured and the infection had spread, This was the cause of her pain. Dr. Kavita then referred her to Dr. Shroff's Charity Eye Hospital for ENT treatment. Her progress was constantly monitored by BUDS staff

In the course of due follow ups, BUDS staff checked Renu. Her health had improved but she needed guidance to become financially independent. BUDS staff told her parents about the Drop-In Centres where children in need are given space, environment and educational support in the form of remedial classes. Renu joined the DIC and her academic performance improved. Renu regularly comes to the BUDS drop-in-centre. She loves to dance, paint and aspires to become a teacher.

Renu and her family is a good example of BUDS support to a family in distress. Medical interventions are often the beginning of support in the form of counselling, remedial education, life skills training and employment opportunities. During the COVID-19 pandemic food supply was often built into the intervention - in Renu's case, BUDS staff also provided a kit of dry rations to her family. In this manner BUDS builds goodwill in the community it serves and the work goes on.