IISWBM

Impact Assessment of CSR Project of Upgradation of Medical Infrastructure in COVID Care Centers, CHCs, PHCs in Churachandrapur District, Manipur

Submitted to:

Power Finance Corporation Limited, New Delhi

Submitted by:

Indian Institute of Social Welfare & Business Management

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ACKNOWLEDGEMENT

We would like to express our sincere gratitude to the Power Finance Corporation Limited (PFC) for their unwavering support and confidence in entrusting us with the important task of conducting an impact assessment study on the "***CSR Project of Upgradation of Medical Infrastructure in COVID Care Centers, CHCs, PHCs in Churachandrapur District, Manipur".***

We are particularly grateful to Mr. M Prabhakar Das, CGM(CSR), and Ms. Sakshi Bansal, AM(CSR), for their faith and support throughout the impact assessment study.

A special thanks to Dr. T. Vanlalkungi, CMO of Churachandrapur District, and Mr. Darun, IAS, District Commissioner of Churachandrapur District, whose invaluable assistance and cooperation were instrumental in the successful completion of this project. We are also deeply indebted to all stakeholders including medical officers, nurses, ASHA workers, and patients for their willingness to share their insights and experiences. Their valuable feedback played a pivotal role in shaping our understanding of the project's impact and effectiveness.

Finally, we would like to acknowledge the tireless efforts and dedication of our colleagues and PFC project team. Their unwavering support and collaboration were essential in ensuring the timely and successful completion of this field visit and data collection process.

Dr. ARINDAM DUTTA
Principal Investigator
Investigator

Prof. Sandip Ghosh
Co-Principal

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EXECUTIVE SUMMARY

This report presents the impact assessment of a CSR project undertaken by Power Finance Corporation (PFC) to upgrade medical infrastructure in Churachandrapur District, Manipur, in response to the COVID-19 pandemic.

The pandemic exposed critical gaps in rural healthcare systems, with limited resources and inadequate medical equipment severely affecting patient care. PFC's initiative aimed to address these challenges by strengthening the district's healthcare infrastructure.

The project involved the distribution of essential medical equipment and supplies, including ambulances (Basic and Advanced Life Support), power generators, BiPAP machines, cardiac monitors, ECG machines, PPE kits, oximeters, oxygen flow meters, digital thermometers, stretchers, portable X-ray machines, and digital BP machines.

A mixed-method approach was adopted for the assessment, incorporating both quantitative and qualitative data collection methods. These included online surveys, focus group discussions, key informant interviews, and stakeholder engagements.

Key findings include:

- **Improved healthcare delivery and outcomes:** The provided equipment, particularly ambulances, generators, BiPAP machines, and pulse oximeters, were instrumental in managing critical cases.
- **Enhanced infrastructure:** Strengthened healthcare systems enabled a more efficient response to the pandemic and improved the overall quality of care.
- **Long-term benefits:** The project contributed to the district's long-term healthcare resilience, extending its impact beyond the immediate crisis.

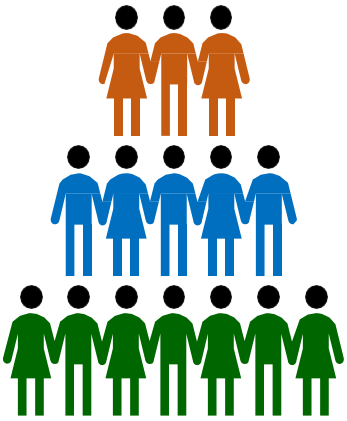
Overall, PFC CSR project significantly enhanced healthcare accessibility, resource availability, and patient outcomes in Churachandrapur District, leaving a lasting positive impact on the community.

2. INTRODUCTION

CSR in India: The Companies

CSR initiatives are not new in Indian society. Companies had previously discharged this obligation in Indian society even before the Companies Act of 2013. Many corporations have a strong sense of social welfare and growth, and they have voluntarily fulfilled their societal responsibilities. Some businesses are proactive, but others only perform when pushed and pressured. As a result, there was a need to make social responsibility a legislative requirement to put legal pressure on such firms.

The government and the Securities and Exchange Board of India (SEBI) recognized this need and established Business Responsibility Reporting rules. SEBI's initiatives include Section 135 of the Companies Act 2013 (the "CSR Clause"). Companies Act 2013 came into force on August 30, 2013, with numerous new provisions for Indian corporations to improve their way of doing business. Among all the Asian countries, India is the first to mandate spending on CSR activities through a statutory provision[1].



The Companies Act of 2013, Section 135, promotes:

1. Poverty reduction
2. Education
3. Health
4. Environmental sustainability
5. Gender equality
6. Vocational skills development

All these goals of the Companies Act of 2013, were aligned with several Sustainable Development Goals (SDG) Goals. By aligning the SDGs with CSR, the Companies Act of 2013 promotes a more sustainable approach towards business and contributes to the overall well-being of society. Here are the Goals that align with the "CSR Rules" [3]

> Provided further that if the company fails to spend such an amount, the board shall, in its report made under clause (o) of sub-section (3) of section 134, specify the reasons for not spending the amount.

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[1]Babita Kundu, View Corporate Social Responsibility through Companies Act 2013 -A Study of Selected Maharatna companies

[2]CSR Rules, Schedule VII of Companies Act 2013

CSR and Sustainability Development Committee

There is a different committee for assuring the maintenance of CSR policies called “CSR and Sustainable Development Committee”. This committee approves and recommends projects that can be taken up by the company in both CSR and SD. This committee consists of the following members-

1. Independent Director- Chairman
2. Independent Director- Member
3. Director (Finance) – Member
4. Director (Project)- Member
5. Director (Commercial)- Member

CSR Impact Assessment: Understanding the Basics

CSR Impact Assessment is a systematic review of a company's operations and efforts in terms of its social, economic, and environmental consequences. It entails assessing the impact of these actions on a variety of stakeholders, including employees, consumers.

The Significance of CSR Impact Assessment

1) Enhancing Transparency and Accountab

Effective CSR Impact Assessment encourages openne
and responsibility inside firms. Companies that evalu
their social responsibility activities may convey their
performance to stakeholders, therefore increasing trust
and credibility

2) Identifying areas for Improvement:

A complete CSR Impact Assessment enables firms to
discover areas where their programs may be improved.
Recognizing deficiencies allows businesses to establish
focused improvement methods, maximizing their benefi
impact.

3) Mitigating Risk and Ensuring Compliance:

Companies use CSR Impact Assessment to detect possible hazards and assure compliance with relevant requirements. Organizations that examine their influence proactively might prevent legal challenges, reputational harm, and other negative outcomes.

3. BACKGROUND OF PROJECT

BACKGROUND

The COVID-19 pandemic exposed the critical gaps in healthcare infrastructure in rural and semi-urban regions like Churachandrapur. These challenges—such as inadequate medical equipment, limited healthcare personnel, and insufficient resources—significantly hampered the ability to provide timely and effective care. To address these pressing issues, a Corporate Social Responsibility (CSR) initiative was launched to upgrade the medical infrastructure in the Churachandrapur district, with the aim of not only addressing immediate needs but also fostering a resilient healthcare system for the future.

Medical Equipment Distribution and Its Impact

During the pandemic, essential medical instruments and supplies were distributed to healthcare centers in Sagang, Saikot, Singngat, Sinzawl and the Churachandrapur District Hospital. The details of equipment's provided by PFC are described below:

1. **Ambulances (Basic and Advanced Life Support):** These ambulances, built on Force platforms, significantly enhanced the ability to transport critical patients efficiently. Advanced Life Support ambulances were equipped with life-saving facilities, enabling healthcare providers to stabilize patients during transit.
2. **15kVA Power Generator:** The generator ensured uninterrupted power supply, which is crucial for the functioning of critical medical devices, especially during power outages—a common issue in rural areas.
3. **BiPAP Machines:** These non-invasive ventilators improved respiratory support for patients with severe breathing difficulties, helping to manage cases of acute respiratory distress effectively.
4. **Multipara and Cardiac Monitors:** These monitors allowed healthcare professionals to track vital parameters such as heart rate, blood pressure, and oxygen levels in real time, leading to better decision-making in critical care scenarios.
5. **ECG Machines:** These devices improved diagnostic capabilities, enabling the early detection of cardiac issues, which is vital in emergencies.
6. **Portable X-Ray Machines:** These facilitated on-the-spot imaging, particularly for diagnosing lung complications in COVID-19 patients, without needing to transfer them to distant facilities.
7. **PPE Kits, Oximeters, and Oxygen Flow Meters:** These ensured safety for healthcare workers while enhancing patient care, especially in managing oxygen therapy for COVID-19 patients.
8. **Digital Thermometers and BP Machines:** These tools simplified routine diagnostic processes and ensured timely intervention for patients.
9. **Stretchers:** Portable stretchers improved patient mobility, particularly in emergencies, ensuring swift and safe transportation within healthcare facilities.

Transforming Healthcare in Churachandrapur

The introduction of these advanced medical instruments has transformed the healthcare landscape in the district by:

- **Enhancing Emergency Response:** With well-equipped ambulances and advanced monitoring devices, healthcare providers can respond swiftly and effectively to emergencies.
- **Strengthening Diagnostic Capabilities:** Portable X-ray and ECG machines have reduced the time required for diagnoses, enabling quicker treatment.
- **Ensuring Continuity of Care:** The power generator and essential monitoring tools ensure uninterrupted patient care, even during resource constraints.
- **Improving Patient Outcomes:** By addressing critical gaps in respiratory support and monitoring, these devices have directly contributed to saving lives.
- **Building Resilience:** The upgraded infrastructure equips the district to handle future health crises more effectively, fostering a more robust healthcare system.

Community and Long-Term Benefits

The CSR initiative has not only bolstered the district's ability to combat COVID-19 but also laid the foundation for sustainable healthcare improvements. With better-equipped healthcare facilities, residents now have access to timely and quality care, reducing dependence on distant urban hospitals. This initiative represents a significant step toward bridging healthcare disparities, ultimately creating a healthier and more resilient community in Churachandrapur.

LOCATION:

- Churachandrapur District Hospital
- Singngat Community Health Center
- Sagang Primary Health Center
- Saikot Primary Health Center
- Sinzawl Primary Health Centre

CHURACHANDRAPUR DISTRICT HOSPITAL

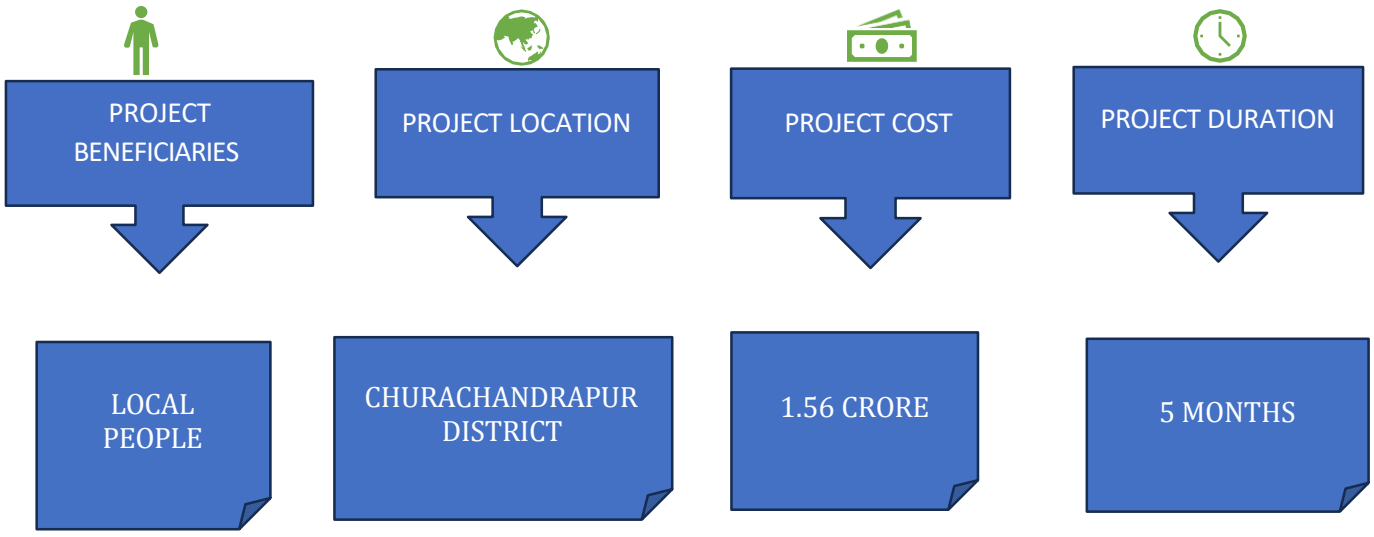
SINGNGAT COMMUNITY HEALTH CENTER

SAIKOT PHC

latitude and longitude — **24.09443, 93.2967233**. Sinzawl, Churachandpur, Manipur, India

SINZAWL PHC

Schematic Representation of Project Specific:



MEDICAL EQUIPMENT:

Various medical equipment and supplies have been distributed across healthcare centers in Sagang, Saikot, Singngat, Sinzawl, and the Churachandrapur District Hospital during the COVID-19 pandemic. These include ambulances (both Basic and Advanced Life Support) on Force platforms, a 15kVA power generator, BiPAP machines, multipara monitors, cardiac monitors, ECG machines, PPE kits, oximeters, oxygen flow meters, digital thermometers, stretchers, portable X-ray machines, and digital BP machines. This equipment aims to enhance these areas' medical services and emergency response capabilities.

Upgrading Medical Infrastructure in Churachandrapur District, Manipur

To enhance the healthcare system in Churachandrapur district, Manipur, PFC distributed a range of essential medical equipment to Community Health Centers (CHCs) and Primary Health Centers (PHCs). This initiative aimed to address immediate healthcare challenges while fostering long-term resilience in the district's medical infrastructure.

The distributed equipment included ambulances, ensuring rapid and safe transportation of critical patients, with advanced life support systems enabling stabilization during transit. Power generators were provided to maintain uninterrupted functionality of medical devices, even in areas with frequent power outages. Diagnostic and critical care capabilities were significantly enhanced through the provision of portable X-ray machines, ECG machines, BiPAP devices, and multipara monitors. These tools facilitated better management of respiratory issues, cardiac emergencies, and other critical health conditions.

In addition, personal protective equipment (PPE) kits, oximeters, and oxygen flow meters supported the safe and effective management of COVID-19 cases, safeguarding both healthcare workers and patients. Tools like digital thermometers, BP machines, and stretchers further improved diagnostic accuracy and patient mobility within healthcare facilities.

This strategic distribution of medical instruments played a pivotal role in strengthening healthcare delivery, particularly during the pandemic, and laid the foundation for a more resilient healthcare system capable of addressing future public health emergencies.

VENTILATOR, District Hospital

SINZAWL PHC

DG SET

ECG MACHINE, District Hospital

AMBULANCE, Saikot PHC

VASCULAR SCREEN ANALYSER

DIALYSIS MACHINE

BLOOD PRESSURE MONITOR

4. RESEARCH METHODOLOGY

SCOPE OF THE WORK:

As per the provisions of rule 8 (3) (a) of the amended companies (CSR Policy) Rules company must undertake impact assessment of eligible projects, through an independent agency. Accordingly, PFC has to undertake an impact assessment of completed CSR projects done under CSR initiatives.

OBJECTIVES OF THE STUDY:

1. To evaluate whether the project's intended objectives have been achieved, particularly the enhancement of healthcare services through the provision of essential medical equipment and ambulances during the COVID-19 pandemic in Churachandrapur District, Manipur.

2. To analyse the impact of the interventions on the various stakeholders involved in the activities.

METHODOLOGY:

To assess the impact of CSR projects, a mixed-method approach was deployed, which involved either one or both quantitative and qualitative research tools (as relevant) for primary data collection. Using these tools, the team conducted interactions (virtual and on-field) with the project beneficiaries and other relevant stakeholders.

Post-data collection and analysis, the key insights and findings were collated in the form of a consolidated report for Management's consideration. This study was guided by the OECD-Development Assistance Committee (DAC) Framework which was used to provide overall feedback on the efficacy of implementation as well, as its efficiency in terms of achievement of the desired project outputs with reference to inputs.

The study was guided by the **OECD-Development Assistance Committee (DAC) Framework**, which provides a structured approach for assessing development interventions. This framework was utilized to evaluate the project's:

1. **Relevance:** Alignment of the project objectives with the community's needs, particularly during the COVID-19 pandemic.
2. **Effectiveness:** Assessment of the extent to which the project achieved its stated objectives, such as improving healthcare access and infrastructure.
3. **Efficiency:** Analysis of resource utilization in relation to the outputs and outcomes, ensuring optimal use of funds and efforts.
4. **Impact:** Examination of the broader effects of the project on healthcare accessibility, quality of care, and the community's resilience to health crises.
5. **Sustainability:** Evaluation of the project's potential to create lasting improvements in healthcare infrastructure and services beyond the immediate intervention.

By applying the OECD-DAC framework, the study not only provided feedback on the implementation's efficacy and efficiency but also ensured that the findings were grounded in a globally recognized evaluation standard. This approach enabled a deeper understanding of the project's outcomes, ensuring accountability and informed decision-making for future CSR initiatives.

As per the provisions of Rule 8(3)(a) of the amended Companies (CSR Policy) Rules, the impact assessment of eligible CSR projects must be conducted by independent agencies. The deliverable of the study covers the following:

- Impact assessment of CSR project
- Case studies from the initiatives
- Short videos of testimonies and geo-tagged photographs of the project.

Research design:

Name of the project: Impact assessment of CSR project of upgradation of medical infrastructure in COVID care centers, CHCs, PHCs in Churachandrapur district, Manipur.
Project Partner: District Rural Development Agency
Research Design used: Descriptive Research Design
Sampling Technique: Purposive Sampling
Sampling Size: 230
Qualitative Method Used: Focus Group Discussion, Key Informative Interview, Stakeholders Engagement

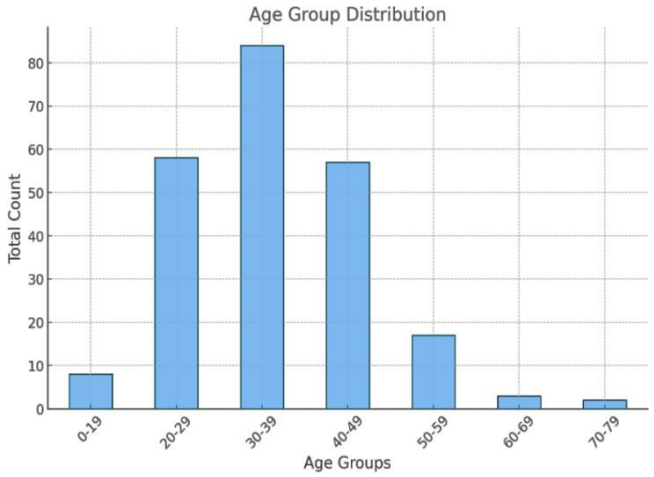
Stakeholders Covered:

The impact assessment covers a diverse range of stakeholders from Churachandpur district, including healthcare providers, support staff, patients, and local community representatives. Their perspectives have been crucial in evaluating the project's contribution to enhancing healthcare infrastructure and services in the region. This inclusive approach ensures a comprehensive understanding of the project's outcomes, addressing both operational challenges and the community's needs. The feedback gathered highlights the significant improvements in medical infrastructure and its role in strengthening healthcare resilience.

VARIOUS STRATA RESULTS:

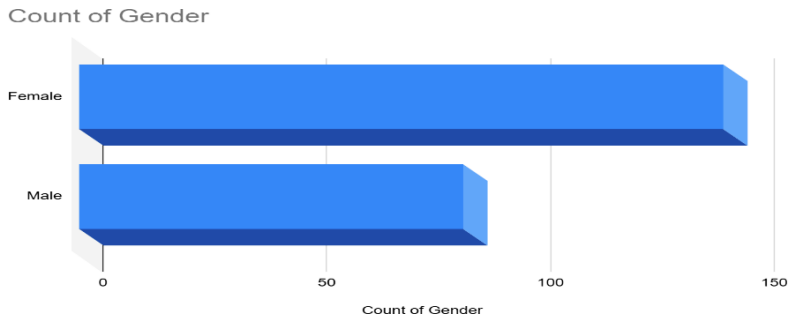
DOCTORS	14
NURSE+ASHA WORKERS	30
MEDICAL STAFF	49
PATIENTS	137
TOTAL SAMPLE SIZE	230

Age Distribution of the respondents

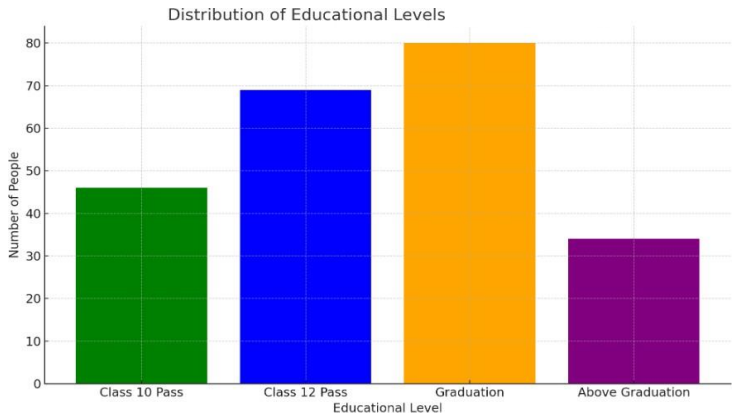


Comment: In short, respondents aged 0-19 are 8, 20-29 are 59, 30-39 are 84, 40-49 are 57, 50-59 are 17, 60-69 are 3 and 70-79 are 2. The percentages are 3.5, 25.3, 36.7, 24.9, 7.4, 1.3 and 0.9.

Gender of respondent



Comment: There are 37.4% (86) of the respondents are male and 62.6% (144) of the respondents are female.



Comment: The chart shows a well-educated group, with most individuals holding graduate or advanced degrees. "Graduation" is the largest category, followed by "Above Graduation," while "Class 12 Pass" and "Class 10 Pass" are smaller, indicating a strong trend toward higher education.

5. ACTION PLAN & VISIT

Assessment Study Activities Undertaken:

In October 2024, a series of significant activities were undertaken to engage with key stakeholders in Churachandpur District, starting with outreach to senior officials. On October 1, initial contact was established with the Chief Medical Officer (CMO) of the district. This interaction laid the groundwork for collaboration and facilitated communication regarding the health and administrative aspects of the district, emphasizing the importance of the ongoing initiatives and their potential impact on the local population.

On October 2, a meeting was arranged with the IAS officer of Churachandpur District. This meeting aimed to garner administrative support and align the activities with district-level objectives. Engaging with the IAS officer was a crucial step in ensuring that the efforts were well-coordinated and received the necessary backing from local governance. The dialogue paved the way for future interactions and the effective implementation of planned activities.

By October 5, the focus shifted to gathering data and feedback from stakeholders. A Google Form was developed and disseminated widely to capture inputs from various individuals and groups. This tool facilitated efficient data collection, ensuring that diverse perspectives were included in the analysis. Before the visit to Manipur, the team had already collected most of the required data via these forms.

A major milestone was achieved between October 13 and 15 when visits to Churachandpur District Hospital, Singngat CHC, Saikot PHC, and Sinzal PHC were conducted. During these visits, interviews were held with diverse stakeholders, including healthcare workers, patients, and administrative personnel. These interactions provided valuable qualitative insights into the challenges and opportunities in the district's healthcare system. Engaging directly with stakeholders allowed the team to gather firsthand accounts, enriching their understanding of the local context.

TAKING INTERVIEW IN CHURACHANDRAPUR DIST. HOSPITAL

FOCUS GROUP DISCUSSION IN SAIKOT PHC

TAKING INTERVIEW OF A NURSE

FOCUSED GROUP DISCUSSION IN SINGNGAT

Dr. T. Vanlalkungi, CMO, CHURACHANDRAPUR DISTRICT

Mr. Darun, IAS District Commissioner, CHURACHANDAPUR DISTRICT, Manipur

6. IMPACT ASSESSMENT OF CSR PROJECT

ACTIVITIES PERFORMED DATA:

Name of the project	Impact assessment of CSR project of upgradation of medical infrastructure in COVID care centers, CHCs, PHCs in Churachandrapur district, Manipur.
Project start and end date	March 2020 - July 2020
Project cost	INR 1.56 cr
SDG Goals	

The CSR initiative to upgrade medical infrastructure in COVID Care Centers, CHCs, and PHCs in Churachandpur District, Manipur, aligns strongly with Sustainable Development Goals (SDGs) 3, 10, 15, and 11. By enhancing healthcare services and infrastructure, the project addresses urgent medical needs while promoting equity, sustainability, and resilience.

In line with SDG 3 (Good Health and Well-Being), the project improved healthcare capacity during the COVID-19 pandemic by providing essential medical equipment and ambulances. This strengthened the district's ability to deliver timely and effective treatment, ensuring better health outcomes for the population. Upgraded facilities also supported maternal and child healthcare, contributing to healthier communities overall.

The project advances SDG 10 (Reduced Inequalities) by improving access to quality healthcare in remote and underserved areas. By focusing on marginalized communities, it reduces disparities in healthcare services and outcomes, empowering rural populations and promoting inclusivity. The participatory approach involving local stakeholders further enhanced equity and relevance.

Addressing SDG 15 (Life on Land), the initiative integrated sustainable practices like energy-efficient infrastructure, water conservation, and proper biomedical waste management. These measures reduce environmental impact, protect biodiversity, and contribute to healthier ecosystems, reflecting a holistic approach to health and sustainability.

Under SDG 11 (Sustainable Cities and Communities), the project strengthened the resilience of healthcare systems, equipping them to manage health crises effectively. By embedding sustainability in facility upgrades and fostering collaboration with local governance, the initiative promotes safe, inclusive, and resilient communities.

In conclusion, the CSR project is a model for leveraging targeted interventions to address healthcare challenges while advancing the United Nations' 2030 Agenda, making tangible progress toward SDGs 3, 10, 15, and 11.

Criteria	Justification Argument Supporting or Against the Criteria	Rating
Relevance **Q.** How relevant do you think the interventions were in addressing healthcare needs during the COVID-19 pandemic in your area? **Q.** How relevant was the medical infrastructure upgradation in meeting the healthcare demands during COVID- 19 crisis?	PFC project addressed critical healthcare needs during the COVID-19 crisis by equipping CHCs, PHCs, and the District Hospital with essential infrastructure, including ALS ambulances, generators, BiPAP machines, pulse oximeters etc. These provisions improved patient outcomes and ensured uninterrupted medical services, particularly in remote areas near international borders. For instance, generators supported oxygen concentrators and medical devices during power outages, while ALS ambulances provided life-saving transport, significantly increasing survival rates during emergencies.	
Coherence Q. How coherent was the ambulance service with the overall COVID-19 health response in terms of being equipped with necessary medical supplies?	The project's design was aligned with the immediate and long-term healthcare needs of the region, demonstrating strong coherence with the existing healthcare system. By enhancing the capabilities of local medical facilities, the project complemented ongoing pandemic response efforts. The integration of critical resources such as life-supportive transportation, backup power, and diagnostic tools ensured smooth coordination between different levels of healthcare services. This alignment facilitated a more effective and organized emergency response, helping healthcare workers provide timely care without disruption.	
Effectiveness **Q.** To what extent do you believe the availability of essential medical equipment was effective in meeting the needs during the COVID-19 pandemic? **Q.** How effective do you think the provided medical equipment was in delivering essential services during the pandemic?	The effectiveness of the CSR project can be seen in the measurable improvements in healthcare delivery. The project addressed the immediate gaps in healthcare infrastructure, particularly by strengthening the capacity of facilities to manage critical cases. The overall impact was evident in the increased ability of healthcare workers to respond to emergencies, reduce the strain on hospital systems, and improve patient outcomes, as reflected in the positive feedback from healthcare providers and patients alike.	

Efficiency **Q.** How efficient was the distribution of medical equipment across health facilities in the Churachandrapur district during the COVID-19 pandemic? **Q.** How efficiently were ambulance services managed and made available during the covid 19 pandemic?	The project's efficiency was demonstrated by the strategic allocation and timely delivery of essential healthcare resources to multiple facilities. The thoughtful distribution of supplies ensured that areas with the highest demand and limited resources received the necessary support. This approach minimized waste and maximized the impact of the interventions, enabling healthcare staff to make the best use of available resources and improve the quality of care provided to patients.	
Impact **Q.** What has been the overall impact of the upgradation of medical infrastructure on your healthcare experience during the COVID-19 pandemic? **Q.** What impact did the availability of essential medical equipment have on the treatment and containment of COVID-19 cases in your area?	The project's impact extended far beyond the immediate crisis, laying the foundation for long-term healthcare improvements. The resources provided enhanced the ability of healthcare facilities to handle COVID-19 cases and other health emergencies, thereby strengthening the community's resilience. The improvements in healthcare infrastructure not only saved lives during the pandemic but also ensured that local health systems would be better equipped to respond to future challenges.	
Sustainability **Q.** To what extent do you believe the improvements in health services during COVID-19 will be sustainable and beneficial for long-term healthcare infrastructure in your area?	The sustainability of the CSR project is reflected in its ability to create lasting improvements to the healthcare system. By providing long-term solutions to critical infrastructure challenges, the project ensured that medical facilities would continue to benefit from the resources long after the immediate crisis subsided. This support has not only enhanced current healthcare delivery but also strengthened the capacity of local systems to respond to future public health emergencies. The project's lasting impact will continue to benefit communities, improving both immediate and long-term healthcare outcome.	

CASE STUDY OF DIFFERENT STAKEHOLDERS:

1. Dr. STEVE, MEDICAL OFFICER IN CHARGE, CHC SINGNGAT

He shared that during the COVID-19 pandemic, their CHC received one generator and one ALS ambulance through the CSR project, which was a miracle for them. The ALS ambulance, equipped with an oxygen facility, has been crucial for transferring patients to nearby hospitals. He mentioned that 99% of patients were saved due to the ALS ambulance service. Additionally, since they are located on the periphery near the Indo-Myanmar border, electricity supply is sometimes disrupted. In such instances, the generator has been essential for running the oxygen concentrator and other medical equipment. On behalf of the hospital staff, he expressed deep gratitude to PFC for their support.

2. Dr. Biyak Lainak, MEDICAL OFFICER, CHC SINGNGAT

He expressed sincere appreciation for the support provided by PFC. During the COVID-19 pandemic, there were critical instances where patients required oxygen, but nasal and conventional oxygen pumps were insufficient. The BiPAP machine proved to be an invaluable solution, greatly enhancing patient care. Additionally, the BP monitor has been extremely beneficial, especially for serious cases requiring continuous monitoring. It has reduced the need for frequent manual checks, providing timely reports and streamlining care. The stretcher device has also facilitated smooth patient transfers between wards, improving overall efficiency.

3. Dr. JAMES, HEAD, PHC SAIKOT

He mentioned that the COVID-19 pandemic posed numerous challenges, particularly due to the shortage of essential devices like pulse oximeters. Monitoring oxygen saturation became crucial in assessing patients' needs, and the pulse oximeters provided by PFC made a significant difference. These devices were distributed across all their sub-centers, ensuring that even individuals in quarantine or home isolation could monitor their health effectively.

4. Mrs. POLY, NURSING STAFF, CHURACHANDRAPUR DISTRICT HOSPITAL

She shared that since the COVID-19 pandemic, there have been significant improvements in their hospitals, particularly in equipment and diagnostic capabilities. Devices such as BiPAP machines, pulse oximeters, and BP monitors have become more accessible and advanced, greatly enhancing patient care. These upgrades have streamlined both medical treatment and operational management, enabling them to respond more efficiently to patient needs. The PFC project acted as a catalyst for these advancements, and its impact on healthcare delivery has been profound, improving both quality and preparedness. She expressed deep gratitude to PFC for their support.

5. Mr. Thangeninlal, Patient, Churachandrapur District Hospital

He mentioned that, compared to the pre-COVID period, the facilities have improved significantly. During the pandemic, the project provided essential equipment and resources that have benefited not only him but also his relatives, family members, and the entire community. These improvements have made a substantial difference in the quality of care and support they receive.

6. Mr. Edwin, Ambulance Driver, Churachandrapur District Hospital

He expressed that the ambulance provided by PFC has been invaluable in ensuring the swift and safe transport of emergency patients. Equipped with an Advanced Life Support (ALS) system, it has enabled the delivery of critical care during transit, ensuring timely medical attention for those in need. He conveyed heartfelt gratitude for the opportunity to serve the community with this essential resource and deeply appreciates the support provided by PFC.

7. Mrs. ROSY, ASHA WORKER, PHC SAIKOT

She shared that during the COVID-19 pandemic, there were notable improvements in medical infrastructure, particularly in rural areas. Essential resources such as oxygen flow meters, PPE kits, and digital thermometers, provided through the PFC project, greatly supported healthcare efforts. Additionally, enhanced training and access to better technology enabled ASHA workers to monitor patients more effectively and raise awareness within the community. She expressed deep gratitude for the support extended by PFC, which played a vital role in strengthening healthcare delivery during the crisis.

8. Dr. T. Vanlalkungi, CMO, CHURACHANDRAPUR DISTRICT

She expressed her gratitude to PFC New Delhi for their vital support through their CSR project during the COVID-19 pandemic. She highlighted that the equipment provided, including ambulances, generators, BiPAP machines, and portable X-ray machines, was instrumental in enhancing patient care. Ambulances enabled the seamless transfer of patients from COVID-19 centers to advanced facilities, while generators ensured a continuous oxygen supply despite frequent power outages. The portable X-ray machine, stationed in the COVID ward, allowed inpatients to receive essential diagnostic services without needing external transfers. BiPAP machines, offering non-invasive respiratory support, saved numerous lives, including her cousin's. This timely assistance from PFC New Delhi significantly strengthened the district's healthcare capacity, ensuring efficient and effective treatment during the crisis.

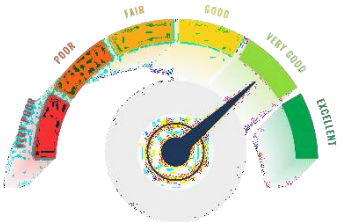
7. CONCLUSION

The CSR project has significantly transformed healthcare services in remote and rural areas of Churachandrapur District Hospital through its targeted interventions. By starting with the provision of critical medical equipment, such as Advanced Life Support (ALS) ambulances, BiPAP machines, pulse oximeters, oxygen concentrators, and portable X-ray machines, the project enhanced the capacity of healthcare facilities to address the challenges of the COVID-19 pandemic. These resources not only saved lives but also strengthened the operational efficiency and elevated the standard of care across healthcare centers. The timely availability of these essential tools bridged critical gaps in medical infrastructure, enabling healthcare providers to respond swiftly and effectively to emergencies and evolving needs.

The availability of reliable power sources, such as generators, and critical devices for continuous patient monitoring and transport, contributed to significant improvements in patient outcomes. Frontline workers, including ASHAs and ambulance drivers, highlighted how these resources facilitated better care delivery and extended their reach to underserved areas, especially those near the Indo-Myanmar border, where logistical challenges are common. These resources enabled real-time patient monitoring, reduced the burden on medical staff, and ensured uninterrupted care, even during power outages. The presence of these instruments and support systems created a more resilient healthcare framework, ultimately helping the hospitals manage higher patient loads without compromising care quality.

In conclusion, PFC's CSR project was instrumental in addressing critical gaps in healthcare, empowering frontline workers, and saving lives. The improvements in medical infrastructure and service delivery highlight the transformative potential of targeted CSR initiatives in bolstering rural healthcare systems. These efforts have not only enhanced crisis preparedness but also ensured the delivery of high-quality care to underserved communities. The project's enduring legacy is evident in the increased confidence of healthcare providers and the community to tackle future health challenges. Its impact goes beyond the immediate pandemic response, laying the groundwork for sustainable advancements in healthcare quality and accessibility.

The overall impact assessment of the CSR project indicates that the intended objectives were successfully achieved. The project effectively enhanced healthcare services in Churachandpur District by providing essential medical equipment and ambulances, addressing critical gaps during the COVID-19 pandemic. It aligned with the OECD criteria, demonstrating relevance by addressing local healthcare needs, coherence with broader health goals, and efficiency in resource utilization. The interventions were highly effective in improving patient care, impactful in saving lives, and sustainable, as they laid the foundation for long-term healthcare improvements. These outcomes confirm the project's alignment with its objectives, significantly transforming the healthcare landscape in the district.



OVERALL ASSESSMENT SCORE

Annexure 1

Overview of Indian Institute & Social Welfare Business Management (IISWBM), The first B School of India.

The Genesis:

The Indian Institute of Social Welfare & Business Management (IISWBM), Kolkata was established through a resolution adopted by the Syndicate of the University of Calcutta on April 25, 1953. Visionary Chief Minister of West Bengal, Dr. Bidhan Chandra Roy, was the first President of the Board of Governors. Pandit Jawaharlal Nehru, the first Prime Minister of India, laid the foundation stone of IISWBM - India's first institute to introduce a program on management education.

Since 1958, the Institute has been run by a Board of Governors which includes, among others, the Vice Chancellor and the Pro-Vice-Chancellor (Finance), the University of Calcutta, the Principal Secretary, the Department of Education, the Government of West Bengal, representatives from all Chambers of Commerce, the Ministry of Human Resource Development, Government of India and the All-India Council of Technical Education as members. The Government of West Bengal, through annual grants-in-aid, meets the deficits.

The Institute was registered under the Societies Registration Act, 1860, under its present name, the Indian Institute of Social Welfare and Business Management (IISWBM). This registration, in addition to giving the Institute legal status, also facilitated its receipt of direct grants from the Central and State Governments.

The Government of India, Department of Posts, in recognition of the first B-School in the country's 50th year, released a Commemorative Postage Stamp on IISWBM on 25 April 2004 in New Delhi.

IISWBM is the pioneer in providing the Energy Management MBA (under MBA-PS) program since 1993: affiliated with Calcutta University. The Energy Management Dept. has collaborated with the leading chamber of Commerce houses of India, Loughborough University, Coventry University in the UK etc, and the India chapter of the Association of Energy Engineers. The department has received several international awards and completed many R&D and Consultancy projects funded by esteemed Govt. & International Organizations.

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