
CSR Impact Assessment Report

"Covid-19 Relief"

Prepared For
BHARAT FORGE

Prepared By



SOULACE CONSULTING PVT LTD

ISO 27001:2013 Certified

DELHI NCR | MUMBAI | KOLKATA

Website: www.soulace.in; Email: enquiry@soulace.in

SOCIAL IMPACT ASSESSMENT CERTIFICATE

This is to certify that SoulAce Consulting Private Limited has carried out Social Impact Assessment of the COVID relief initiatives undertaken by Bharat Forge Limited as a part of their Corporate Social Responsibility for the F.Y 2020-21 in Pune.

The Social Impact Assessment was carried out during the period of March to April 2023.



For SOULACE CONSULTING (P) LTD.

Authorised Signatory

Place : Kolkata, West Bengal.

Date: 2nd May' 2023

Rajib Nath
Manager-Admin
Soulace Consulting Pvt Ltd

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CHAPTER 1: INTRODUCTION

This impact assessment study was conducted to evaluate the effectiveness of Bharat Forge's CSR initiative, "COVID-19 Relief", which was implemented during the fiscal year 2020-2021. The initiative aimed at addressing the adverse health effects experienced by individuals who contracted COVID-19 at a time when the country's healthcare infrastructure was under strain.

To carry out this initiative, Bharat Forge collaborated with various government bodies and healthcare facilities on an urgent basis. These collaborative efforts involved working to provide support programs to healthcare setups. The primary objective of these programs was to ensure that essential resources were made available to effectively combat the COVID-19 pandemic.

One crucial aspect of the initiative was the provision of personal protective equipment (PPE) kits for healthcare staff. PPE kits include items such as masks, gloves, gowns, and face shields, which are essential for protecting healthcare workers from contracting the virus while treating patients.

Additionally, the initiative aimed to address the shortage of beds for COVID-19 patients. As the healthcare infrastructure was strained during that period, many hospitals lacked adequate beds for patients requiring treatment. Bharat Forge's COVID-19 relief initiative worked towards providing additional beds and creating temporary facilities to accommodate the growing number of patients.

Furthermore, relief kits were distributed to those in need as part of the initiative. These relief kits typically contained essential items such as food supplies, hygiene products, and other necessities. They were distributed to vulnerable populations, including individuals who had been economically affected by the pandemic and were in need of support.

The impact assessment study aimed to evaluate how effective Bharat Forge's COVID-18 relief initiative was in achieving its objectives. The study examined various aspects, such as the number of PPE kits distributed, the number of beds provided, the reach of the relief kits, ambulance support, and the overall impact on addressing the adverse health effects of the virus.

By conducting this assessment, the study was able to provide valuable insights into the effectiveness and impact of the initiative. This information would help understand the outcomes and areas of improvements.

CSR Expenditure

Bharat Forge allocated a total sum of ₹2,85,50,000 (two crore eighty-five lakhs and fifty thousand rupees) towards humanitarian aid during the COVID-19 pandemic in FY 2020–2021. This contribution aims to provide support in combating the novel coronavirus. The initiatives covered various forms of support as mentioned below:

Sr. No.	Support Provided	Receiving Organization	Amount Contributed
1	Beds for COVID-19 ward	DRDO	₹1,00,00,000
2	Distribution of PPE kits and food items	Heal India Foundation	₹10,500,000
3	Oxygen bed facility Care center at Karve Hospital	Karve Hospital (RSS Janakalyan Samiti)	₹9,00,000
4	Food kits, 1,000 buses, and 1,000 school drivers	Maya NGO	₹15,00,000
5	Digital watches – health band	Police commissioner office staff PCMC	₹10,00,000
6	Ambulance donation	Pune Cantonment Board	₹10,00,000
7	Food packets to the needy	RSS Janakalyan Samiti	₹12,50,000
8	Personal protection equipment (PPEs)	Sassoon Hospital	₹14,00,000
9	100 bed facility COVID-19 care center	Shivar NGO	₹10,00,000

CHAPTER 2: RESEARCH METHODOLOGY

Research can be considered a logical and systematic search for new and useful information on a particular subject matter. Social science research refers to the systematic activity of gaining new understanding by following scientific principles and methods to minimize bias and subjectivity. It is different from writing something based on assumptions or speculations. The impact assessment study was carried out in Pune utilizing both quantitative and qualitative data collection tools. The quantitative approach involved one-on-one interactions with the beneficiaries to understand their perspective and create awareness for the support provided. The qualitative data samples of program stakeholders were collected through interviews and focused group discussions, to gain an in-depth understanding of the program as well as to collect feedback and suggestions.

The first step towards conducting the study was preparation of the impact assessment design and tools, which were framed by reviewing the literature shared with the CSR team of Bharat Forge. Based on their inputs, questionnaires were formulated, both for the quantitative and qualitative methods.

Further, the assessment had a requirement of in-person meeting with the beneficiaries and all key stakeholders for which support was obtained from all the program implementing partners.

Limitations of the Study

As this program was implemented during the COVID-19 lockdown period, the exact identification of beneficiaries' location was a challenge. Hence, the interviews were conducted with those for whom it was most feasible.

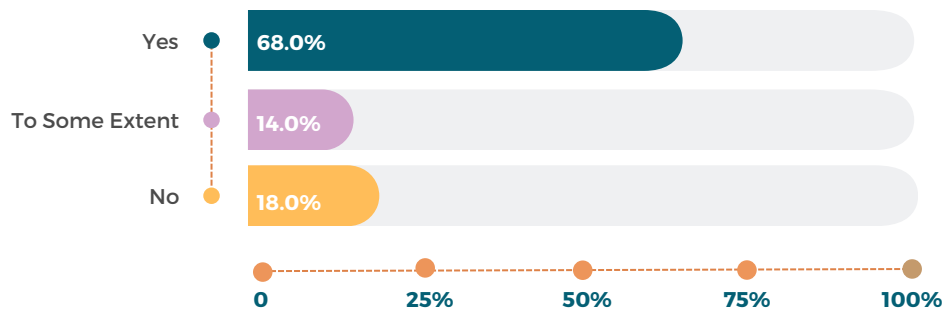
CHAPTER 3: FINDINGS OF THE STUDY

- The support provided in terms of added beds helped cater to around 150 new patients at Karve Hospital in Pune.
- The doctors reported that they initially faced a shortage of PPE kits.
- A total of 1,500 PPE kits were distributed in government establishments such as Sassoon Hospital. They were also given to police personnel.
- Donations were made toward PM Cares fund to facilitate a wider reach of the COVID-19 relief initiative.
- Bharat Forge provided relief to marginalized and vulnerable communities that were severely impacted by the pandemic.
- On an average, 250 food packets were distributed daily to bus drivers.
- Under the relief program, 50 dry ration kits were distributed in communities in Moshi and Kasarwadi.
- The ambulance service recorded about 8-12 patients calls.



Sanitizer tunnel at Pune police's headquarters

PPE kits donation to hospital staff

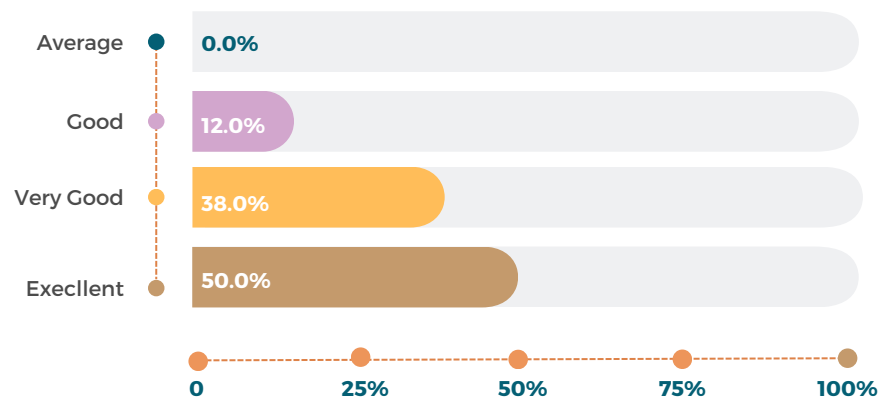


A significant majority of the staff at Karve and Sassoon hospitals acknowledged a substantial shortage of essential resources prior to receiving Bharat Forge's support. The provision of suitable protective gear proved to be extremely beneficial in meeting the needs of patients during the lockdown when healthcare resources were scarce.



PPE kits provided at Sassoon Hospital

Quality of the PPE Kits Provided by Bharat Forge

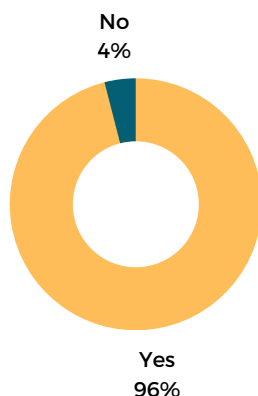


The provision of PPE kits played a vital role in mitigating the risk of contracting the COVID-19 virus. These kits comprised essential safety items such as masks, gloves, gowns, face shields, and goggles, effectively creating a protective barrier that minimized contact with the surrounding environment. The majority of the staff expressed their satisfaction with the quality of the provided kits and rated them as either very good or excellent.

Mrs. Nanda More, Nurse, Sassoon Hospital, informed that there was a requirement of about 450–500 masks and PPE kits, which were provided by Bharat Forge. They were triple e-layered with safety certification.

Mrs. Nanda More, Nurse, Sassoon Hospital

Did the donation of PPE kits meet your needs at the time?



A remarkable 96% of the interviewed staff confirmed that the provided PPE kits fully met their requirements during the COVID-19 lockdown days. The availability of these kits in hospitals played a crucial role in establishing a strong inventory of protective gear, ensuring preparedness to effectively address any future healthcare challenges.

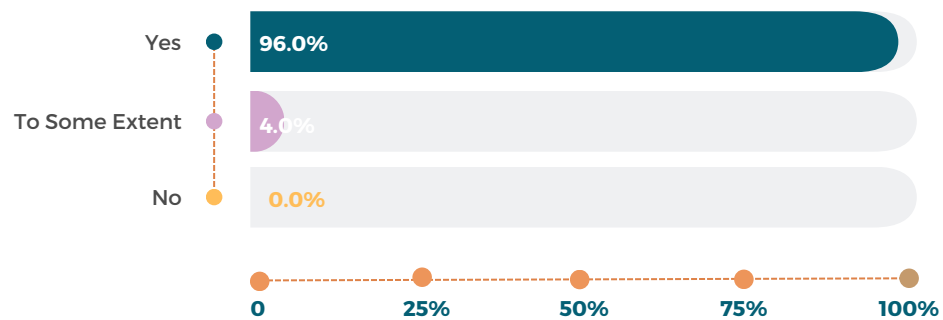


Sasson Hospital, Pune, became the epicenter of the COVID-19 treatment, leading to a sudden surge in the number of admitted patients. This situation required doctors and support staff to work extra hours in order to attend to the increased patient load. Due to the continuous use of PPE kits by the staff for 8-10 hour shifts, the kits became ineffective once removed. Consequently, there was a shortage of PPE kits in the market, with a requirement of 3-4 kits per staff member per day.

During this critical time, Bharat Forge emerged as one of the first private organizations to step forward and donate approximately 1,200 kits. This support significantly alleviated the burden on the hospital administration, as they no longer had to procure additional kits. The donated kits were also used by patients. This initiative by Bharat Forge was timely and much needed, providing crucial support during a challenging period.

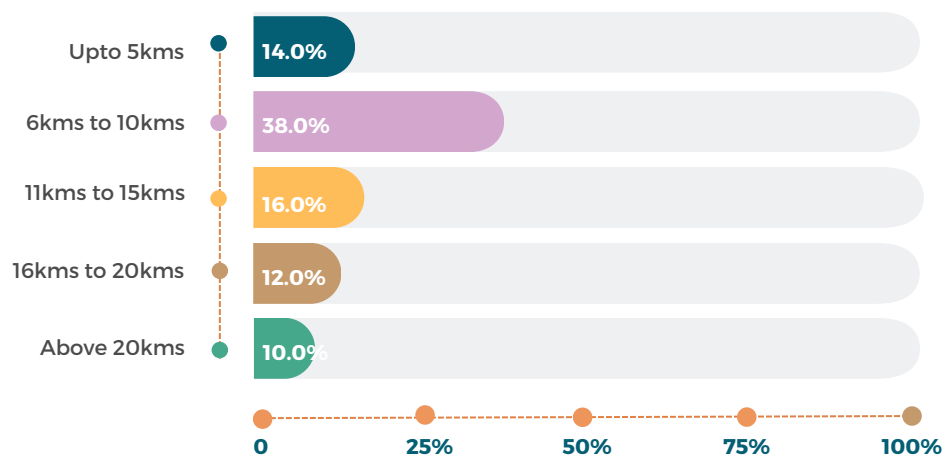
Mr. Santosh Jogdand, Store in-charge

Ambulance Services



The provision of ambulance support played a crucial role in transporting patients, particularly those with severe COVID-19 symptoms, to hospitals for timely treatment. Bharat Forge's donation of ambulances ensured that patients could access the necessary medical care promptly, thereby reducing the burden on existing ambulance services.

Periphery covered by the ambulance



The ambulance support provided to Pune cantonment contributed to improving healthcare accessibility, particularly in areas where resources were limited or stretched during lockdown days. As indicated in the above graph, the total coverage of the ambulance was about 20 kms; this distance was covered within 1 hour. Even after the pandemic, the donated ambulance continues to support emergency response systems, ensuring the availability of reliable transportation for medical emergencies and improving overall healthcare services in and around Pune.

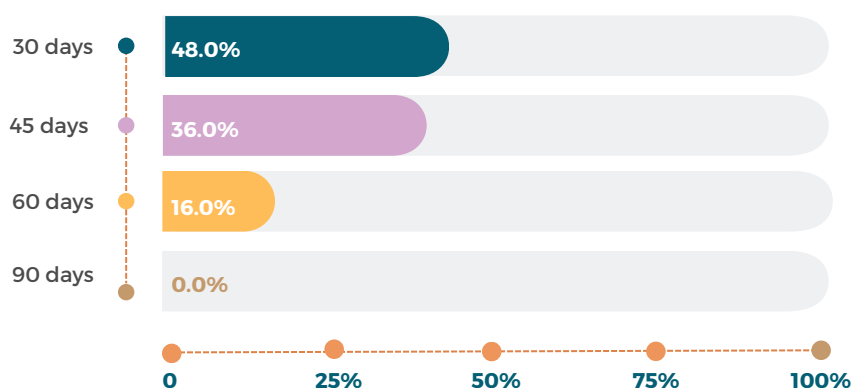
"The ambulance provided by Bharat Forge is a Mahindra Bolero, and it allows swift mobility compared to other larger ambulances. It has a capacity for one patient and can accommodate three staff members who are required for the preliminary examination of patients. The ambulance was utilized for approximately 8-9 cases per day. Currently, the ambulance remains functional and is made available to patients whenever required. We express our gratitude to Bharat Forge for accepting our request and providing the much-needed support with the ambulance.

Mr. Ganpat Gujar, Admin officer, Pune Contentment



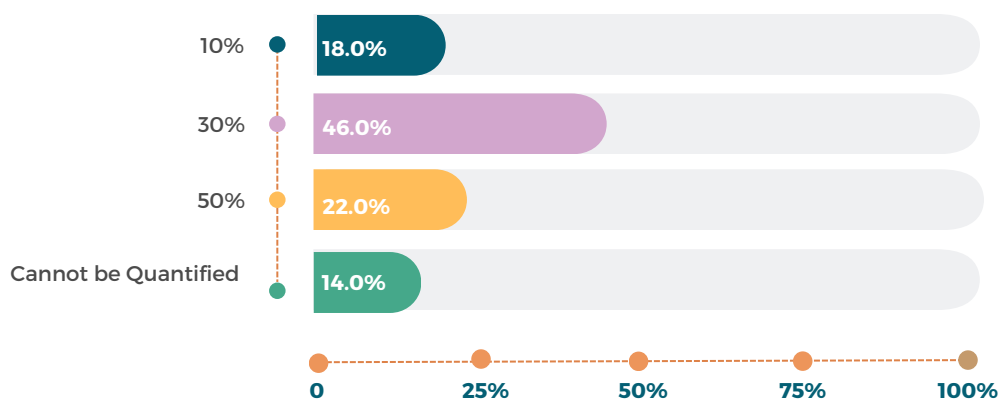
Staff with Ambulance

Food packets for needy



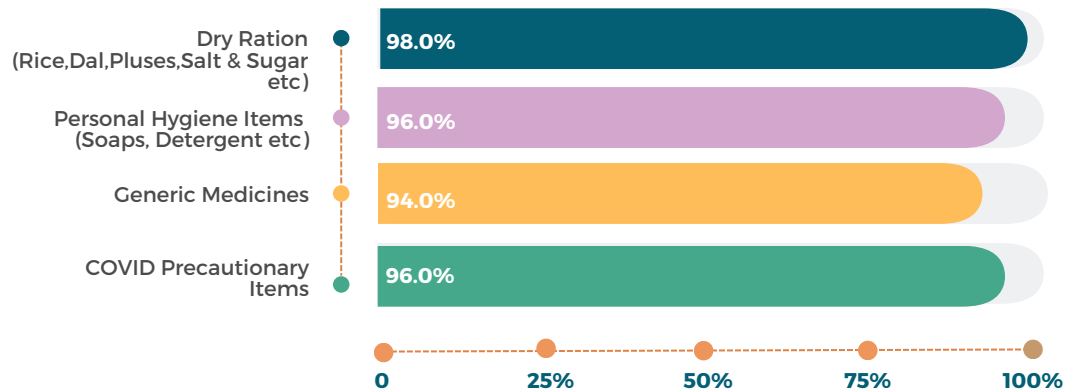
It was mentioned by the interviewed stakeholders that food kits were provided to the bus drivers for a period of 30 days during the initial lockdown. This was slowly gradually withdrawn with the relaxation in the lockdown.

What was the repeat rate of beneficiaries during food kits distribution campaign?



The project team of RSS Janakalyan Samiti reported that they observed up to 30% of repeat beneficiaries who relied on food packets. In response, Bharat Forge generously donated packets of cooked food, providing immediate relief to those facing challenges in affording or accessing sufficient food. This initiative successfully alleviated hunger and ensured that these individuals had at least one nutritious meal in a day.

Dry Ration Kits Distribution



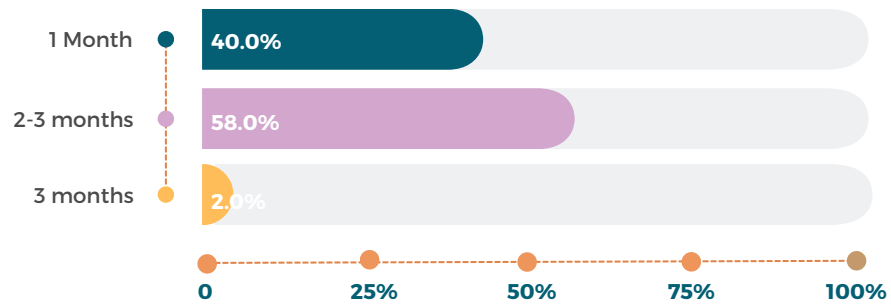
Dry ration kits contained essential food items with a longer shelf life, such as rice, wheat, pulses, cooking oil, and medicines, thus helping ensure the overall well-being of individuals and families.



“ We had supplied packed food packets to the identified area of Kasarwadi during the first wave of the pandemic. Every day the food was freshly cooked and picked by volunteers of Janakalyan. It was the need of the hour during the pandemic as all eateries were shut down.

Mr. Gajanan Deshmukh, project coordinator, RSS Janakalyan Samiti

What was the duration for which you were able to support your family by the provided relief kit?

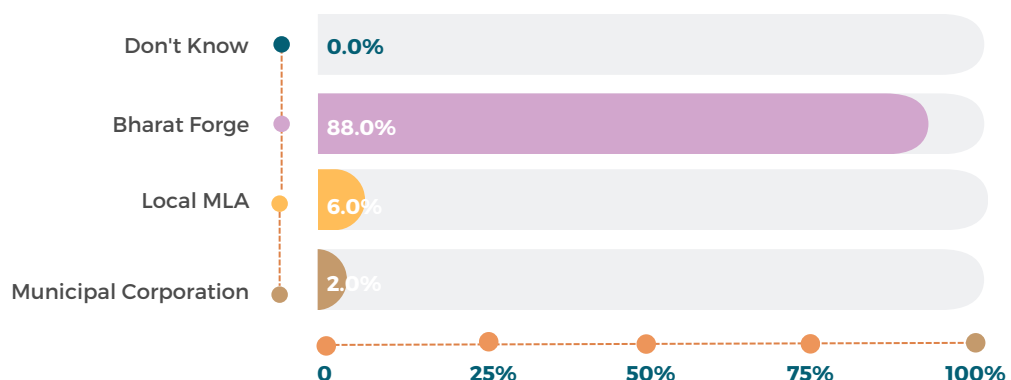


The dry ration kits provided reduced the need for individuals to travel in search of food during the lockdown as it catered to the needs of families for a minimum of 2 months. It also minimized the risk of them getting infected with the COVID-19 virus.



Handover of digital fitness trackers to Pune police

Are you aware of the supporting agency providing relief kits?



The efforts of Bharat Forge were recognized for their contribution toward providing COVID-19 relief: the majority were well aware and thanked them for their support.

CHAPTER 4: IMPACT CREATED BY THE PROJECT

The relief program created a positive impact that can be understood through the below mentioned pointers

Reduced transmission of diseases



The objective of all the support provided under the relief program was to restrict the spread of COVID-19, the spread of which was not helped by the panic created amongst the people from a lack of awareness. So the efforts made by Bharat Forge along with their various program implementing partners were focused toward reducing the spread.

Food security



It's important to note that the impact of the distribution of cooked meals may vary depending on the scale, reach, and duration of the program. The pandemic and subsequent lockdown measures had led to economic hardships for many individuals and families, making a large section of society vulnerable to food security, which included low-income families, the homeless, and daily wage workers. There were specific targets and support for vulnerable populations, ensuring they received nutrition necessary to maintain their well-being. It further contributed to improving their physical and mental health. Adequate nutrition enhanced immune functioning, increased energy levels, and positively impacted mental health, thereby supporting individuals in coping with the pandemic's challenges.

Strengthening capacity/efficiency of healthcare facilities



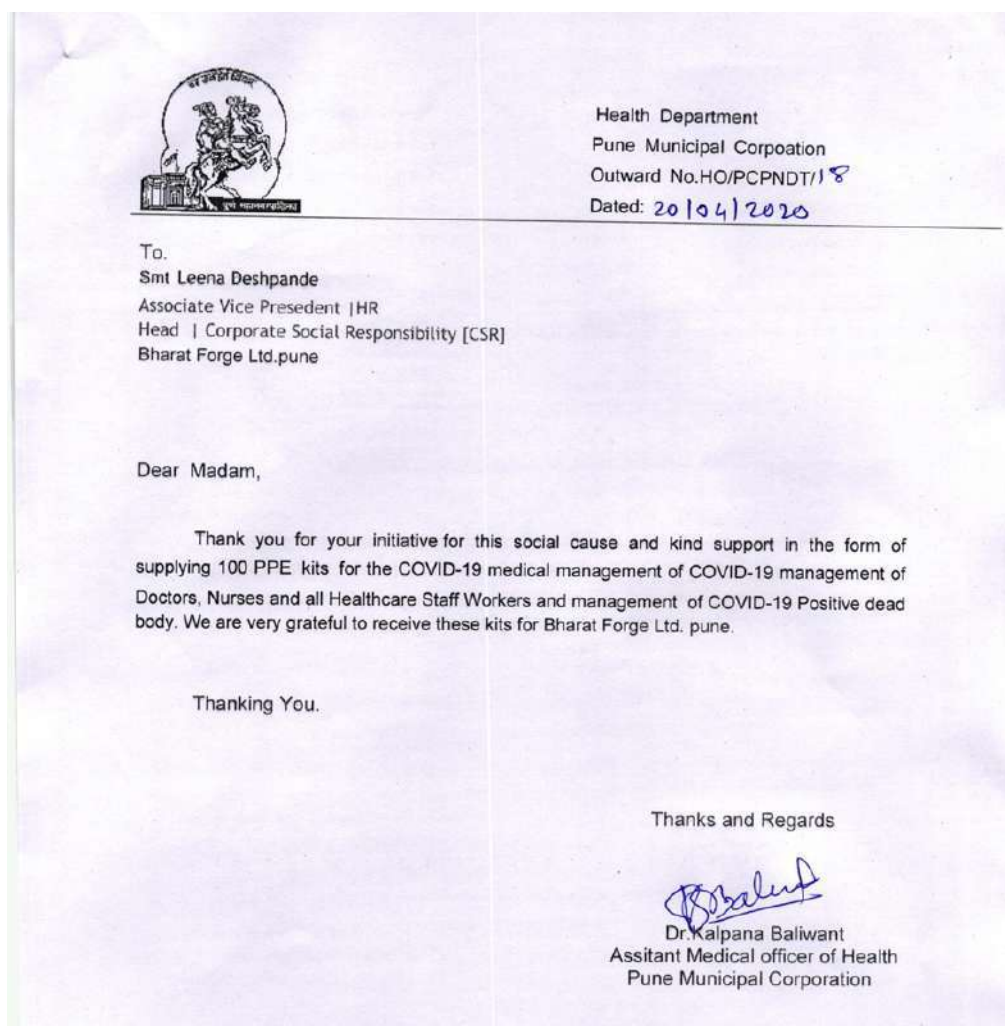
The relief program has significantly contributed towards strengthening the capacity and efficiency of the healthcare system by working with collaborative fronts with government hospitals such as Karve and Sasoon. An adequate supply of PPE kits was provided to government facilities as they had witnessed the greatest number of cases on a daily day basis.

For the prevention of COVID-19 and in the treatment of the affected patients, healthcare professionals play a critical role. So their safety was given utmost priority by Bharat Forge. Further, the donation of oxygen beds to other agencies such as DRDO & COVID centers across Pune helped them take good care of their patients.

Timely treatment to patients



One of the biggest issue during the COVID-19 lockdown period was that the healthcare response machinery was overburdened by the sudden surge in cases, so much so that it became almost impossible to treat all patients. So setting up COVID-19 centers and wards was required. This is where the supply of oxygen beds helped by uplifting the government health infrastructure. It was also noticed that the ambulance donated by Bharat Forge to Pune cantonment worked effectively in the transfer of patients from their homes to the nearest COVID-19 facility, resulting in crucial support for the treatment of COVID-19-affected patients.



Appreciation letter from Pune Municipal Corporation



RELEVANCE

RATING



This program holds significant relevance as it addressed the urgent need for equipment and materials in healthcare facilities and food for communities during the pandemic. With the increasing number of COVID-19 cases, there was a high demand for resources to treat the affected individuals along with access to food security. Bharat Forge's program effectively met this emerging need in some of the selected target groups across Pune and provided the necessary support during the challenging times of the pandemic.

COHERENCE

RATING



The COVID-19 relief project implemented by Bharat Forge is aligned with several sustainable development goals (SDGs):

- **SDG 2: Zero Hunger** - By donating cooked food packets, the project helped alleviate hunger and ensured that individuals had access to sufficient food during the pandemic
- **SDG 3: Good Health and Well-being** - The project aimed to address the adverse health effects caused by the COVID-19 virus by providing healthcare resources and support to affected individuals. It contributed to improving health outcomes and ensuring access to healthcare services.
- **SDG 17: Partnerships for the Goals** - The collaboration between Bharat Forge, government bodies, and other stakeholders showcased the importance of public-private partnerships in responding to the COVID-19 crisis and achieving sustainable development.



EFFECTIVENESS

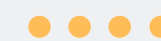
RATING



The program has effectively served the community by fulfilling the need for equipment and treating COVID-19-affected. This was highly effective.

EFFICIENCY

RATING



The COVID-19 relief program successfully implemented timely solutions to strengthen the fight against the COVID-19 pandemic. It achieved this by collaborating with government agencies and focusing on the most vulnerable populations. The program's efforts aimed to provide essential support and resources to those in greatest need during the crisis.

Index: 5 Points - Very High ; 4 Points - High ; 3 Points - Moderate ; 2 Points - Low ; 1 Point - Very Low

By working closely with government agencies, the program was able to effectively identify and address the urgent requirements of the most disadvantaged individuals and communities. This collaborative approach ensured that the program's initiatives were targeted and impactful, enabling them to make a significant contribution to the battle against the pandemic.

IMPACT

RATING ● ● ● ● ●

Bharat Forge's COVID-18 relief, including ambulance donation, food packets, PPEs, and beds for COVID-19 wards, among other things, has had a profound impact. It ensured timely treatment, strengthened healthcare facilities, addressed food security, and acted as a barrier to the spread of the virus. These measures provided access to timely medical care, supported healthcare infrastructure, alleviated hunger, and reduced the risk of transmission. Overall, Bharat Forge's support played a vital role in the fight against COVID-19 by improving healthcare services, protecting vulnerable populations, and contributing to the containment of the pandemic.

SUSTAINABILITY

RATING ● ● ● ● ●

The sustainability of the COVID-19 relief project lies in the enduring benefits it has provided to the healthcare system. By enhancing the capacity and resources of healthcare facilities, the project has contributed to a more robust and efficient healthcare infrastructure. This, in turn, enables better preparedness and response for future health emergencies or ongoing healthcare needs.

The availability of ambulances and beds is crucial for providing timely and adequate care to patients in need. These resources will continue to support the healthcare system beyond the immediate COVID-19 crisis, ensuring that communities have access to essential medical services. The longer term impact of this support can help save lives and improve health outcomes in the future.

CHAPTER 5: CONCLUSION

The COVID-19 relief program implemented by Bharat Forge offered multiple layers of support based on the identified needs. There was a sense of fear among the masses due to uncertainty regarding the future and very little information available about which authority to contact for help. So efforts were made with collaborative fronts to strengthen the government healthcare infrastructure with implementing partners who essentials such as dry ration kits and food packets. Thus, it can be concluded that this program had a great impact.