

CSR Impact Assessment Study Report

Prepared For

BHARAT FORGE



Bharat Forge

Submitted By



SOULACE CONSULTING PVT LTD

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Acknowledgement

This report is the result of the impact assessment study of Covid Health Initiatives implemented across 24 villages of Koregaon, Khatav, and Maan blocks in Satara District, Maharashtra. The initiatives were carried out for the prevention and cure of COVID 19 pandemic in the health component under the Holistic Village Development Program.

The research team would like to express its sincere gratitude to Bharat Forge for reposing their faith in SoulAce to conduct this study. The team would like to thank Sarpanch, Gram Panchayat members, BDO, District Medical Officer, and the PHC management for sharing the necessary data, information, and support for conducting the study.

Finally, SoulAce is grateful to the Board of Advisors for their insightful suggestions, encouragement, and guidance.





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CSR IMPACT ASSESSMENT STUDY CERTIFICATE

This is to certify that Soulace Consulting Private Limited has carried out CSR Impact Assessment study for Bharat Forge, of its Corporate Social Responsibility Project on "Covid Health Initiatives" in Satara District, Maharashtra.


For SOULACE CONSULTING (P) LTD.

Place : Kolkata

Date : 5th July, 2022.

Authorised Signatory

Manager Administration

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Chapter 1 : Introduction

Bharat Forge under its CSR initiative has supported 24 villages in Koregaon, Khatav, and Maan blocks of Satara District, Maharashtra for prevention and cure of COVID 19 pandemic in the health component of Holistic Village Development Program for better treatment of patients who suffer from COVID 19 with an objective of contributing towards the efforts of the government to curb the damage done by the pandemic in terms of mortality among the villages.

The project was envisaged to benefit around 60,000 beneficiaries who availed the healthcare services in these sub-centres.

The activities carried out under the project are as below:

- A total of 10,000 units of medicines were provided in each village
- Infrastructural development of PHCs was carried 12 villages
- 10 isolation beds were provided for each village
- 5 oxygen concentrators were provided to quarantine centers
- 1 Ambulance was provided to deliver services during emergency
- Rapid antigen & lab assistant testing kits of CRP/CBC were provided for the screening of COVID 19 patients
- Public address systems (speaker sets & microphones) were provided in 24 villages for health communication.



Spent: Bharat Forge has spent a sum of Rs. Rs.1,21,08,400/- (One crore twenty-one lakh eight thousand four hundred) for different activities under the project across 24 villages in Satara District, Maharashtra.

Sr. No	Particular	Amount Spent
1	Ambulance	15,64,806
2	Bed & Speaker set	20,32,800
3	Computer sets /Printer/R. O water filter	7,59,000
4	Furniture set up	66,000
5	Infrastructural development work in 10 PHCs	32,46,447
6	Medical equipment	44,38,747
Total Budget		1,21,08,400

Types of Support:

Sr. No	Particulars	Nos.
Equipment		
1	Pulse Oximeter	600
2	B.P Machine	120
3	Sugar Testing Kit	240
4	Sugar Testing Strips	280
5	Infrared Thermometer	120
6	Sanitizer	2400 Ltr.
7	Surgical Hand Gloves	1100
8	Examiner Gloves	48000
9	Rent Kit	3000
Medicine		
1	Paracetamol	2,00,000 Tablets
2	Azithromycin	1,00,000 Tablets
3	Cetirizine	2,00,000 Tablets
4	Zinkofol	1,50,000 Tablets
5	Vitamin C	1,75,000 Tablets
Infrastructure		
1	Isolation Ward Setup	240 Steel Beds with Mattress, Pillow and Bedsits
2	Ambulance	1
3	Lab Blood Test (CRP/CBT)	1200 Person
4	Oxygen Concentrator	5
5	Speaker Set	24 Sets
6	Mask	2000
7	PHC Support	Computer, Scanner & Printer, R.O., Chairs & Cupboard for 11 PHC's Construction and Maintenance work of the bulding.

Chapter 2 : Research Methodology

Research can be defined as 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 knowledge by following scientific principles and methods in order to minimize bias and subjectivity. It's against writing something based on assumptions or speculations. Though information about certain facts can also be gained through common sense and based on general observation and hearsay, those facts won't be considered valid until they have been obtained in a methodical manner, that can stand the test of time. The defining characteristics of scientific research are objectivity, ethical neutrality, reliability, testability, and transparency.

Identification of the research problem provides the starting point of research, which is then defined and redefined through a proper review of literature on the problem or deliberations with research guides and others knowledgeable in the area of interest. Each research problem has a multitude of perspectives and dimensions. Research cannot continue to cover all of those in a single study.

Thus, we need to delimit the research problem into a measurable problem and formulate objectives, make decisions on the research design, sample design, type of research Instruments for collecting the data, and how these data can be edited, coded, classified, tabulated, and interpreted so that findings and conclusions can be reached.

Having a good method of research should steer through the research process in the proper direction without losing focus.

Mixed Methodology for Maximum Insights

The research problem consisted of understanding the extent of the impact created by the project Bharat Forge implemented by Bharat Forge. Towards the end, to gain maximal insight, both quantitative and qualitative techniques are used.

Application of Quantitative Techniques

A quantitative study is needed if the focus is on presenting the study problem in terms of numbers, frequencies, percentages, etc. A quantitative study always uses structured tools like questionnaires and interview schedules, in which questions are planned well in advance by the researcher before entering the field.

Though the information that is obtained is easily amenable to various statistical measures and tests, however, quantitative information has its own limitations. It can uncover only the surface phenomena. It is unable to penetrate beneath the surface and identify what is hidden deep beneath. In this study, to assess the impact of structured tools like the interview schedule administered was used. This helped in getting quantifiable information.

Application of Qualitative Technique

Qualitative research can only uncover enriched and hidden information that may not be evident on the face of it. The qualitative approach is distinguished by deeper probing and flexibility, and it can yield massive amounts of data that were not anticipated when the research was initiated. For better accuracy while

ensuring anonymity and at the same time, to cover a larger sample population, quantitative techniques were used.

Qualitative techniques of interviews with key stakeholders and interviews with community members were adopted for a better understanding of the problem alongside quantitative Research.

Ensuring Triangulation

Triangulation is needed to increase the credibility and validity of the research findings. It is also a measure taken to ensure the trustworthiness of the research process. The findings of the quantitative research have been verified with the insights from qualitative research, and the report has also been structured to reflect this point.

Objectives of the Study

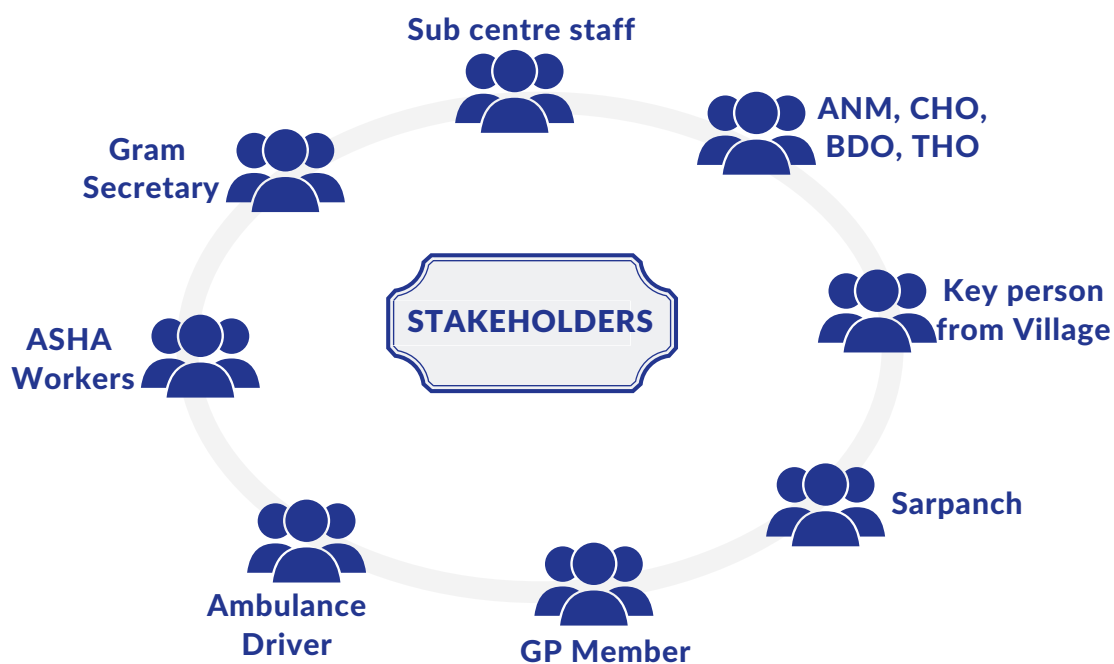
The objective of the study is to evaluate the impact of the Bharat Forge Project on the health initiative in Satara district, Maharashtra.

- To determine the overall benefits of the program,
- To identify gaps in implementation, if any
- To recommend suggestions for the improvement of the program.

Research Design

- **Name of the project** : Bharat Forge Project on Health Initiative in Satara District, Maharashtra
- **Project Partner** : Gram Panchayat of Dhamner, Visapur, Ekambe and Kalambi
- **Research Design used** : Descriptive Research Design
- **Sampling Technique** : Purposive Sampling
- **Sample Size** : 200
- **Qualitative Methods Used** : Focus Group Discussion, Key Informant Interviews, Stakeholder Engagement

Stakeholders Covered



Ensuring Commitment to Research Ethics

1. Anonymity

Anonymity refers to not revealing the identity of the respondents. This research study strictly sticks to not revealing the identity of respondents unless the same is warranted for the illustration of success stories or case studies. After the research is completed, the research should not reveal which individual respondents answered which question in what manner. The results will be revealed only as an aggregate, so no one will not be able to single out the identity of a particular respondent. This is required for not breaking the trust of the respondent of not revealing the individual's identity.

2. Confidentiality

Research subjects participate in the process only on the basis of the trust that confidentiality will be maintained. Hence, the research will not reveal any data regarding the respondents for purposes other than the research study.

3. Non Maleficence

Research should not lead to harm to the research subjects. This study ensures that the respondents are not harmed in any way.

4. Beneficence

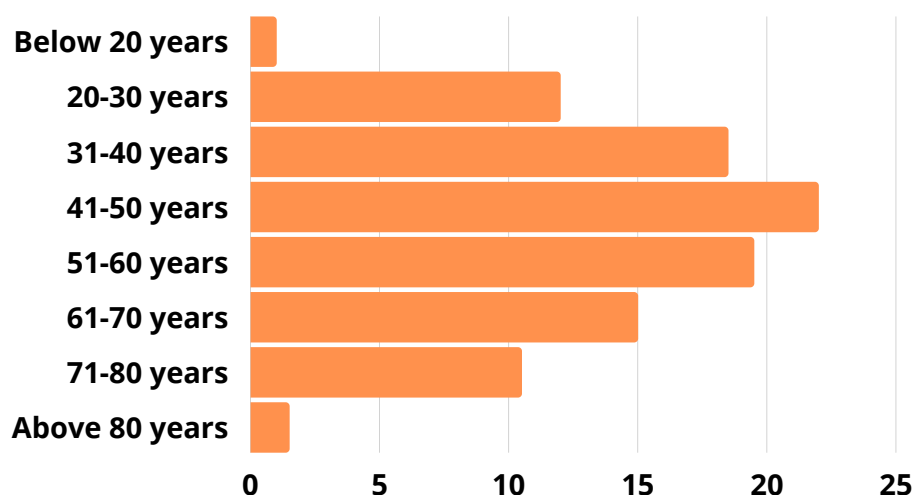
Any study should lead to some benefits for the respondent. This research study ensures that individuals, groups, and communities benefit and their well-being is enhanced.

5. Justice

Justice refers to being fair to all. This research study ensures equal treatment of all its research subjects and no biases or prejudices towards any group based on social stereotypes or stigma associated with being a member of a certain group or class.

Chapter 3: Findings of the Study (Quantitative)

Age Distribution of the Respondents



It can be observed that the respondents are spread across age groups from 21 to 80 years and above with the major proportion of 41-50 years at 22%, followed by those in the age group of 51-60 years are 19.5%,

18.5% in the age group of 31-40 years, followed by 15% in 61-70 years, 12% in 20-30 years, and lastly 10.5% in 71-80. Thus, it can be inferred that all groups of people have been accessing services from the sub-centres



Jaywant Kshirsagar, Police Patil, Dhamner Village informed that the common people got the benefits of the Bharat Forge program like the medicine program helped the whole of Koregaon block. During the pandemic, we worked closely with health workers. They were working 24 hours at that time and hats off to their efforts. The only reason by which they were able to do this work was because of the adequate support provided by Bharat Forge.

In our village, during the 2nd wave, there were about 122 COVID-positive patients and out of which 5 patients lost their lives. These people were from the high-risk zone where many youths lost their lives. The support had helped us to stop the spread of COVID at the right time or else the situation could have become even worst."

M.G. Jadhav, ANM, Sub-centre, Dhamner

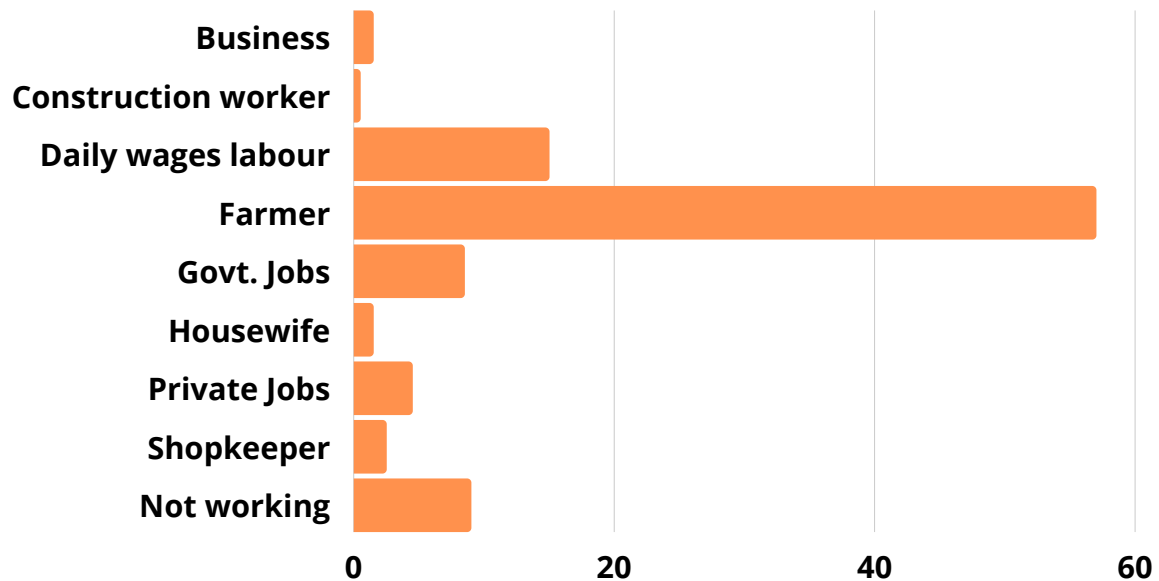


Mrs. M.G. Jadhav, ANM, Dhamner sub-centre said that I am able to stay here during any requirement. Post-initiative, the condition of infrastructure was very poor, and staying here overnight was a challenge. It was also difficult to deal with the delivery/maternity patient due to the lack of resources, especially for registration and online data entry. I had to travel 5km away to other sub-centers where had the proper computer and my whole day used to get wasted in doing so. With the support from Bharat Forge, we got a computer along with an internet facility which is helpful for doing data entry work. Besides, we are now able to upload data on government portals.

During the COVID pandemic, it helped us in monitoring and tracking the patients which eventually controlled the spread of infection. Besides, the computer helped us in registration for vaccination due to which we were able to finish the vaccination drive quickly.

The support provided by Bharat Forge is a boon for our sub centre."

Occupation of the Respondents



It can be observed from the above graph that the majority of the respondents are farmers (57%) engaged in agriculture, followed by 15% are daily wage labourers. A few of the respondents (8.5%) are doing government service and 9% are unemployed.



Vishwas Chavan, Retired Teacher, Ekambe Village, said that "Last year during this time, we were facing the 2nd wave of COVID in which around 81 residents lost their lives from this village. You can also witness the rituals of the death anniversaries that are going on at different houses as, at the same time, people lost their lives last year. We had lost all our hopes and we were helpless. People from all age groups were losing their life and getting affected by COVID.

Bharat Forge's help during the pandemic was GOD's gift otherwise the condition could be the worst which I can't explain.

I don't have a word to express my gratitude, thank you is not enough to express the gratitude."

Shanta Sawant, BP Patient from Visapur village



Shanta Sawant, BP Patient from Visapur village, said that "I am suffering from the BP and have been visiting the sub-centre for the past 17 years. Earlier, there was no proper equipment to check my BP, and also during the rainy season, I was not able to get my check-up done due to the closure of sub-centre. So, it was difficult for me to take proper care of my health.

The development of the building is helping patients like me to get treatment at any time. I am very happy with all these changes to the sub-centre and very much thankful to the staff for taking good care of me.

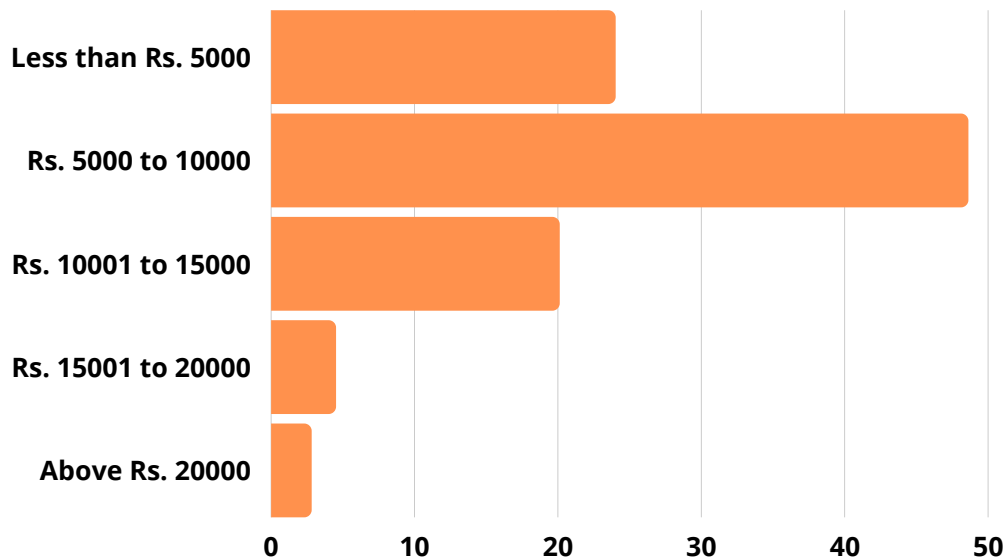
Sagar Salunkhe, Member of District Planning Committee, Satara

Sagar Salunkhe, Member of District Planning Committee, Satara, said "I have closely noticed the work which was done by the Bharat Forge in our villages. There are different projects that have been implemented by them as well. The projects have directly benefitted the residents and it is also strengthening the village level infrastructure. I can say that the support from Bharat Forge is strengthening the existing structure and transforming the village into self-sustainable and independent.

Health project is a very important aspect and it is really lifesaving program for the villages; each and every person visiting the sub-centre is getting the benefits. As I am closely working with the government, they have so many limitations but CSR projects by Bharat Forge are really filling in the gaps. I would thank them and wish for more such development projects to be implemented in the future."



Monthly Income of the Respondents



The majority of the respondents (48.6%) reported that their monthly income is between Rs. 5000 to 10000/-, followed by 24% who reported less than Rs. 5000 and 20.1% reported that their monthly income is between Rs. 10001 to 15000 rupees.

Also, only 4.5% reported that their monthly income is Rs. 15001 to 20000. A few of them (2.8%) have a monthly income above Rs. 20000. It can be stated that the majority of people that are receiving services from sub-centres are from low income groups.



FGD at Kalambi Sub-centre

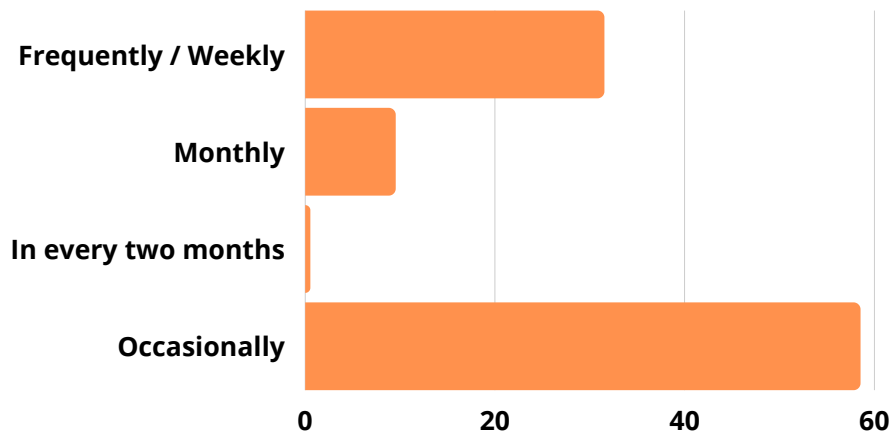
Dipali Vhanawade, CHO, sub-centre



Dipali Vhanawade, CHO, sub-centre, Visapur village, stated that "Previously, working in the centre was a challenge as the wall and roof had water leakage problems. During the rainy season, the situation of this building was such that we could not even sit. The residents of the village had lack of trust in our services and people were judging our services on the basis of infrastructure and equipment. With the help of Bharat Forge, now we can function effectively. The provision of equipment and infrastructure support helped us in our day-to-day work. Earlier, the residents were going to the private clinic but now we have more patient in our OPD than a private clinic.

I remember once a pregnant lady from Budhawali wadi was in labour pain and the situation was critical. The ambulance services of 102 and 108 were also busy. At that time, Bharat Forge ambulance helped us to get her to the sub-centre and we were able to conduct the delivery safely. The support from Bharat Forge is helping us in saving many lives and we are able to function effectively. I am thankful to them on behalf of all health staff. Thank You."

Frequency of visit by the Respondents to the Sub-centre



It can be observed that the majority of the respondents i.e., 58.5% visited the sub-centres occasionally as per their needs. Although 31.5% reported that they are visiting the sub-centres frequently and 9.5% reported that they are visiting monthly.

Although interaction with the stake holders and staff of the sub-centre revealed that people who are having the non-communicable diseases are visiting the sub-centre on regular basis for check-up and medication.

Based on the interactions and FGDs revealed that people from all the income groups are visiting the sub-centre.



Madhukar Chavhan, the resident of Ekambe Village, stated that "Previously, the services of sub-centre were very poor, and was always a shortage of medicines. The condition of the centre was poor as there were leakages in the roof, no proper sanitation, and poor condition of the building. Patients were also not getting the proper treatment from the sub-centre for which people lost their trust in the health system. During the pandemic the situation was worst and we were in the news everywhere as we lost 81 people from the village.

Support from Bharat Forge rebuilt the health system in the village. Infrastructural work and equipment support enhanced the capacity of the staff. This resulted in the work pace sanitation significantly improved.

Now the residents from the village are coming for OPD and getting the proper health care services. During the pandemic, I can say that Bharat Forge saved our village. I am thankful to Bharat Forge for giving life to our sub centre."

Aamir Mohammad Mulani, Kalambi Village

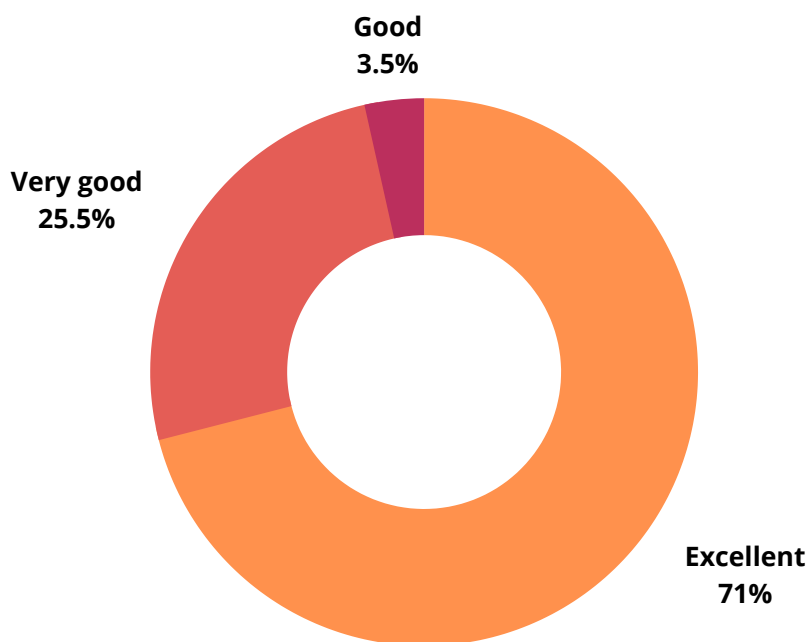


Aamir Mohammad Mulani, resident, Kalambi village, said that "Before, there was no proper health service available at their village and as per the current situation the non-communicable diseases are increasing in the village with special issues related to blood pressure for which previously they had to visit another village.

The support from Bharat Forge has strengthened the health infrastructure in our village now we are not required to visit other villages for checkups as we are getting all facilities in our own village.

He further mentioned that in case of emergencies we do not have to be afraid as we have the proper healthcare system in the village. Currently, the public transport in Maharashtra is on strike for the last 7 months due to that commuting to other villages is also difficult but we are getting all kinds of support from the centre.

Views on the Quality of Services



When the respondents were asked about the quality of services they received from sub-centre, majority of the respondents i.e., 71% stated that

the quality is excellent followed by 25.5% respondent reported that the quality of is very good and 3.5% reported as good.

Highlights of the interaction with the respondents

- The attitude of the village residents has changed in a positive manner towards the sub-centers
- The residents of the villages are getting all health services from the sub-centers
- The sub-centers have successfully reinstated the faith of the community.
- All of the respondents (100%) are aware of the development work in the sub-centers
- 100% of the respondent are satisfied with the services provided by the sub-centers

Chapter 4: Findings of the Study (Qualitative)

4. A. Staff of Sub Centres

Dr. Nilesh Shinde, Community Health Officer, Dhamner Sub Centre.



Dr. Nilesh Shinde has been serving at this sub-centre for the past 3 years. He said that “Nowadays the patients of the village are coming to our sub-centre for the OPD. Every day on average we have around 12 to 15 patients in our OPD for various health issues. Primary treatment and first aid are done here and if required we refer them to a Government hospital for further treatment. When I joined the Sub-centre, the infrastructure was not in proper condition to treat the patients. Besides, people did not trust the treatment in the centre and preferred to visit private clinics and hospitals.

The support provided from Bharat Forge to our sub-centre has enhanced the capabilities. They provided computer sets that helped us to work efficiently. We were able to deal with the pandemic situation because of their support. We were able to trace the patients at their early stages of infection and started the treatment on war footing grounds and eventually saved many lives.

Due to our work during the pandemic; the attitude of the village residents has changed towards sub-centre; they are giving priority to the sub-centre and all groups are coming to us for treatment. All this is possible because of the support of Bharat Forge.

Sunita Kambale, ASHA, Ekambe



Sunita Sandesh Kambale, ASHA worker, Ekambe sub-centre working as an ASHA for the past 10 years, mentioned that "For the past 4-5 years, the majority of the works have become digitalized. Each and every patient who used to come for any campaign or vaccination required us to store their data online. Previously, I had to travel to Koregaon to access the internet and computer facility for data entry work which was a time-consuming exercise as I had to spend the whole day on this work.

With Bharat Forge's support, we got the computer set at our own sub-centre and now I don't have to travel anywhere and can update information on time and do all online work from the sub-centre itself we are able to upload information on government portals such as Ayush Bharat, COWIN etc resulting in smooth process for the patients to avail healthcare services

Furthermore, due to the provision of the R.O water filter, the patients can stay for longer and do not face any difficulties during the waiting period. I would like to Bharat Forge for their support which has largely benefited us and the patients of the sub.

Surekha Kumbhare, ANM, Sub-centre Visapur



Surekha Laxman Kumbhare, ANM, Sub Centre Visapur, serving from the past 4 years in Visapur sub-center. She mentioned that "During the rainy season, the building used to face the waterlogging issue and we were not able to enter into the sub centre. We had to use plastic bags to cover all our essential documents and medicines the condition was so worst that the sub-centre had to be shut down during the rainy season and we used to operate from other places.

During emergency cases, we did not have any option but to send them directly to the PHC and we were not able to do their first aid. Windows were broken and our sub-centre was look like an abandoned building. No one from the village was willing to take the services from us as well and they had no trust due to the poor infrastructure. Our staff were also not able to deliver their services. The support from Bharat Forge is like Sanjeevani for our sub-centre and gave rebirth to the sub-centre. They carried out all the maintenance and repair work of the building.

Now we are able to function 24X7 and post-initiative, I personally haven't faced any difficulties. I can deal with any emergency. After the pandemic, we were able to deal with the COVID cases efficiently which is made possible because of Bharat Forge's support.

Shubhangi Deshpande, ASHA, Kalambe



Shubhangi Deshpande, ASHA worker, Kalambe village serving for the last 13 years. She said "I have seen the pandemic and outbreaks of the diseases in this village which had created a panic situation all round. Previously the condition of the building was so worst that we were not able to sit here. The walls of the building were falling and the roof was leaking during the rainy season.

Patients from the village were not visiting for any treatment. There was no drinking water facility and proper electric connection. Bharat Forge's support helped us in gaining the trust of the people and enhancing our capability. The computer set and water purifier are very helpful for us to stay updated and provide services to the patients. Before, pregnant women were afraid to come to the sub-centre, but now they are coming for regular check-ups. My family got their COVID vaccinations done at this sub-centre. The residents of the village have given positive feedback as it saves their time and money by availing the facilities at the village level.

I am thankful to Bharat Forge for their support & faith in us.

Highlights of the Discussion with the Sub-Centre Staff

- The staff of the sub centres are working well and the support of the Bharat Forge has made them even more capable.
- The ambulance project is beneficial for the people in an emergency and it is required by the area. Sometimes government ambulance is busy and to shares their workload with Bharat Forge's ambulance.
- As the Visapur and Kalambi sub-centres are far from the Dhamner, ambulance couldn't cover this area. One ambulance is not enough to cover the Khatav & Koregaon Blocks at the same time.
- Maintenance of the building provides a healthy and comfortable environment for the patient and helps the staff to work at their full potential.
- Support of the Bharat Forge has created a positive mindset change of the village residents towards the sub-centre.
- During the vaccination drive, the provided computer sets played a very important role to maintain the data and link the beneficiaries to their respective government schemes and program.
- Accessibility and convenience have been increased for all patients, especially for pregnant women the sub-centre is very helpful to get their regular check-ups.
- Prior to the implementation of the project, a need assessment study was conducted to understand specific needs per identified sub-centers.

4.B. Panchayat & Members

Pravin Kshirsagar, Vice Sarpanch, Dhamner



Pravin Kshirsagar, Vice Sarpanch, Dhamner, said "During the pandemic, we were going through a very difficult situation, we all were working day and night when the 2nd wave had hit very hard in our village. We were looking for the resources and working in coordination with the health officials.

Bharat Forge helped us at the right time due to which we were able to handle the situation very well at the village level. Without Bharat Forge's support, it was not possible to control the spread of the COVID.

The equipment given by the Bharat Forge was our companion in battling the pandemic and because of that, we were able to save the lives of the people. The computer set was our backbone at that time to keep the track of patients and helped in monitoring the situation of all the positive cases during the pandemic. This work has gained the trust of the people of the village and now we can proudly say our village has all the primary treatment facilities in our well-equipped sub-centre."

Interaction with Mr. Kailash Salunkhe, Vice Sarpanch Visapur



Kailash Shankar Salunkhe, Vice Sarpanch, Visapur, said "This is the first CSR project implemented in the village and we are very thankful to the Bharat Forge for helping us. All the work which is conducted by the Bharat Forge is of good quality and is done in the proper way by qualified people. Even the instrument given by the Bharat Forge is branded and the quality is very good. The waterproofing work was done very well and I have seen there is no leakage in the roof now. Otherwise, it was very difficult during the rainy season. Prior, the condition of our sub-centre was very poor but with the support of Bharat Forge our Sub centre got a new life.

During the pandemic, the support from Bharat Forge was very helpful and because of that, we gained the trust of people. Before, they were not willing to avail the services of this sub-centre. But now all the villagers are taking treatment here as it is helping them by getting services at the village level. Now we are prepared to face any health-related challenges.

Satish Kale, Vice Sarpanch, Kalambi



Satish Ganapati Kale, Vice Sarpanch, Kalambi. He stated that "I don't remember if have ever came and sat in the sub-centre as we are sitting today Because the condition of this structure was bad and no one wanted to come here. The building of the sub-centre was like abandoned building.

There was no cleanliness and people were not coming to take the services from this sub-centre. As our village is far from the block and it is difficult to commute from here, people were taking treatments from private hospitals.

In our village, there is one doctor who runs a clinic at the village level. I have seen him build his bungalow and buy the land in this village from the money of villagers. He is not even BAMS but treating the patients. Our village's health infrastructure was about to collapse the health staff was struggling to deliver their services. People from the village were not having their trust the sub-centre.

Bharat Forge provided support at the right time and mainly their work helped the sub-center to gain the trust of the people and changed their attitude towards the sub-center. Now, we are getting adequate health services at the village level the quality of the services has also improved for which I have sincere gratitude for Bharat Forge."



Highlights of the discussions

- Work which is implemented with the support of Bharat Forge has met the standard qualities and is highly beneficial to the sub centres.
- The attitude of the people has changed and now people are seeking treatment from the sub-centres instead of the private clinics.
- During the pandemic, Bharat Forge's help was very supportive and directly benefited the people.
- In the implementation of the project, all the stakeholders were included and they are well aware of the implementation process.
- Stakeholders of the village are supporting and are working towards maintaining the sustainability of this project.

4.C. Staff of Ambulance

The ambulance is run by the Dhamner Gram Panchayat and this GP is monitoring and running this project.

Sanjay Kshirsagar, Ambulance Driver



Sanjay Ramchandra Kshirsagar, Ambulance Driver. He said "I have seen the happiness of the people when I reached their doorsteps on a call. The ambulance helps the needy people from the villages across the area. I have been driving an ambulance for the last 7 years in Mumbai. During the pandemic, I came back to my village and at that time Bharat Forge gave us the ambulance and I started driving the ambulance. There were times in the village when one patient was sent by Tempo as all the other ambulances of the government were busy with the heavy workloads. With this ambulance during the pandemic, I have served many COVID patients.

Also, I transported the swab samples and staff during the pandemic. This ambulance saved lives during the pandemic. The mortality rate was low during the pandemic because people were getting adequate treatment on time and the ambulance made that easy for them. Now, I have left my Mumbai job and settled back here. This ambulance is not only providing the access to health services but also provided me a livelihood in my own village.

All thanks and gratitude I have received from the people is only because of Bharat Forge. On behalf of all of them, I am very thankful to Bharat Forge.

Sunil Kshirsagar, GP Member and Ambulance Project Manager



Sunil Kshirsagar, GP Member, Dhamner, said "I am handling this project on behalf of the GP and our Sarpanch is monitoring this project. We are charging 50% less than the private ambulance for needy people. This ambulance is saving the lives of the people.

One person from our village had suffered from a heart attack and his family contacted us for the ambulance. We immediately took him to the hospital doctor told us timely treatment has saved his life. There are so many examples like this during the 2nd wave of the pandemic where the ambulance saved the lives of many people and we were able to control the mortality rate in the villages.

From screening to discharge of the patients, the ambulance contributed at every stage. Now we are planning to expand our reach and trying to reach out to more people from the area.

I am very thankful to Bharat Forge because without their support we could not able to save the lives of our people.



Highlights of the discussions

- The ambulance staff is experienced to handle emergency cases.
- All the 24 villages of the area have the contact details of the driver and concerned authority for the ambulance.
- Dhamner GP is monitoring the programme and the village trust is also contributing to it.
- This project has provided livelihood to the drivers.
- The charge of the ambulance is minimal and decided on the basis of fuel and maintenance only.
- All the villages in the area are appreciating the initiative and show their gratitude towards Bharat Forge.
- The ambulance is well maintained and kept in good condition. GP has built a special shed as ambulance parking.
- After the pandemic, currently, this project needs to increase its reach for which the GP is planning the strategies.
- In the area, there are two ambulance services available - one is 102 and the other is 108 service. The PHC is served by 102 for the sub-center while 108 is for emergency services only. These two services have limitations and they don't work for the transport of dead bodies.

4.D. Block Level Administration

Kranti Botare, BDO, Koregaon Block



Kranti Borate, Block Development Officer, Koregaon Block, Satara, has been serving as BDO in the block for the last 4 years. She said "I have visited 12 to 15 villages where Bharat Forge has been working. I have seen how the work is beneficial that supports the community and reaches out to the people and this work is highly appreciated. As a member of the government administration, I can say that we have lots of limitations in the implementation of a new program and it's difficult for us to reach the grass root levels.

But the CSR program like Bharat Forge did a very good job and the program was based on need analysis. The work in the medicine program for the whole block helped us during the pandemic and that work saved so many lives. Our block didn't face the scarcity of medicine because of the Bharat Forge. Bharat Forge's village development work is aligned with the government program. For 'Mazi Vasundhara' program, we got extra marks for the villages because of the village development work done by Bharat Forge in the proposed villages.

The village Ekambe had the highest number of COVID cases and we were able to control the situation during the pandemic in this village only because of the provided support. Now Ekambe village is developed and it is incredible for us, and all the credit goes to Bharat Forge.

I am very glad that Bharat Forge selected villages from our block and implemented their CSR program in the area. I would like to suggest the inclusion of more villages in the program as it will be highly beneficial for the residents of the villages."

Rajendra Jadhav, Taluka Health Officer (THO), Koregaon Block



He stated that during the pandemic, health infrastructure was in poor condition and we did not have the adequate equipment to deal with the situation. Bharat Forge program helped us in much-needed time and because of that we were able to face the pandemic. Quarantine centres in the villages were set up to reduce the stress on the government quarantine centres because of that we were able to treat people in their early stages equipment like thermal guns and oximeters at the village level given by Bharat Forge helped us in early-stage screening and this helped us to start the early-stage intervention. The provided equipment saved the lives of the people in the villages which I can vouch as I was the in-charge of the medicines program which started at the block level.

This program served all the blocks and patients got benefits from its medicine kits including Azithromycine, Paracetamol, Vitamin C, Zinc tablet, etc. They were given to the patients at an early stage which stopped the spread of COVID. Because of that, the patients started recovering at a faster rate, the transformation of Sub-centres gave life to the health service infrastructure at the village level and currently OPD numbers have increased in these centres. As compared to previous times the computer set provided by Bharat Forge helped to maintain daily data during the pandemic.

Many patients lost their lives in the pandemic, the government is currently running some programs to support their families but while applying for those schemes they required online registration. We helped the families to register for the schemes.

Bharat Forge helped us at various levels and directly benefited people; it also helped us in delivering the services at the village level

Rajendra Jadhav, Taluka Health Officer (THO), Koregaon Block.

Chapter 5: Findings of the Study (Observation)

Observation and Physical verification of the infrastructural development was done at 4 sub-centers of Dhamner, Ekambe, Kalambi, and Visapur Villages by the SoulAce research team the visits were conducted on 12.04.2022 & 13.04.2022.

The following are the observations made by the team:

Construction of Paver Blocks in the Sub-centre's premises

The paver blocks in the premises of the Sub centre provide help for the smooth mobility of patients. Prior to the construction, it was difficult to move the stretcher. In some sub-centers delivery rooms are separate and those patients need to be shifted from one room to another with the help of a stretcher.

For accident cases one needs to move the patient on the stretcher and wheelchair from the ambulance. The paver block provides a flat and plain surface it was also observed that the staff quarters are located behind the sub-centre so at night in case of emergency cases, the paver blocks provide a good connector for the staff to reach the center quickly.

it can be commented that the construction of paver block has been beneficial for the sub-center

Digitalisation of Sub Centers

Bharat Forge has provided computers along with printers to help the staff in maintaining the database online. During the pandemic, these computers were a blessing to the staff as all their data work was done in an online manner on daily basis to keep the records of patients in the area. In absence of computer sets, the ASHA and ANM workers had to travel to other villages to update their sub-centers data on the government portal.

As many of the residents of the village residents are not digitally sound they used to visit these sub-centers to register on COWIN Portal to get their COVID vaccination. The provided computer sets are in good condition and fully functional.



Paver Block and Fencing Compound of Dhamner, Sub-centre



Computer Set along with Printer, At Kalambi, Sub-centre

Maintenance work and Water proofing

The building of the centers was constructed by the government approximately 20 years ago and was in poor condition due to lack of maintenance. It was also informed to the research team that the building condition was not in good shape and operating from the building was very difficult due to the leakage from the roof during the monsoon season. The situation was so difficult that the sub-centers had to be kept close due to waterlogging.

These issues contributed to losing residents' trust in the village level. The maintenance and repair of the subcentre provided for a comfortable work environment for the staff. The beautification of the sub-centres created a good ambiance resulting in an increase in the number of patients. Also, the staff is functioning to full potential.



Antenatal Checkup Room, Visapur Sub-centre



Ambulance in Parking shed build by Gram panchayat, Dhamner

Water Purifier

The water purifier provided by the Bharat Forge ensures that filtered water is made available for all the patients and staff, especially for the patients in the IPD department. Prior to that, there was no purifier, and also in some sub-centres drinking water was not available. Staff and patients were carrying the water themselves, especially staff were carrying clean water from their homes. Because of the water purifiers, now staff, as well as patients, have access to clean drinking water in the centre. It is found that the water purifier is functioning and well maintained.



Ambulance Service

The ambulance provided by Bharat Forge has helped the patients in emergency times. The ambulance is spacious and the vehicle is of Force motors company, It is well equipped with a movable stretcher and sitting arrangement for doctors and relatives. The patient logbook is maintained by the driver. The ambulance is maintained and monitored by the Gram Panchayat of Dhamner.

The ambulance is parked in a special shed constructed by the Gram panchayat. Currently the ambulance does not have an oxygen cylinder facility.

Chapter 6 : Project Impact

This section discusses the impact arising out of the project of infrastructural development and maintenance, equipment and ambulance support of Bharat Forge to Sub-centres in Koregaon and Khatav Block of Satara District, Maharashtra.

Sr. No.	Sub-centre Name	Villages Attached to the Sub-centre	Current OPD Patient Daily
1	Dhamner, Sub-centre	2	10-12 Patients
2	Ekambe, Sub-centre	5	25-30 Patients
3	Visapur, Sub-centre	2	20-25 Patients
4	Kalambi, Sub-centre	4	20-25 Patients

Immediate Relief

The program addresses the Infrastructure Gaps in Covid Pandemic Response / Emergency services.

The study reveals that project intervention health sub-centers across Satara functioned effectively and dealt with Covid emergency situations benefitting thousands of people through protecting lives.

Change in Accessibility

The staff of the sub-center reported that the number of daily OPD patients has been increased

All the respondents (100%) are satisfied with the services provided by the PHC

Sub-Centre, Kalambi



Strengthening Morale of stakeholders

Staff across the sub-centers are satisfied with the work as it was need-based. Well-functioning infrastructure helps in boosting the morale of the staff to provide the services to needy people 24X7

Transformation of Sub-Centres

Environment:

Maintenance work of the building transforms into a healthy and comfortable environment that helped the staff to work to their full potential.

All-Weather Accessible:

Waterproofing works leads to work even during the rainy season.

Maintaining Patient History:

Computer sets played an important role in maintaining the database of follow-up patients and linking their details to government schemes.

Vaccination:

Computers played a very important role in registration on COWIN portal and speedup the vaccination process

Ambulance Service:

During the pandemic, ambulances played a crucial role in the transportation of swabs for testing and referral of the patients to the secondary facilities.

Positive Change in the Attitude of People from village

Bharat Forge's support has enhanced the capacity of sub-centres and given an aesthetic appeal. This changed the views of people towards sub-centres services. Now, the residents of the villages are seeking treatment and health services from the sub-centres.

Chapter 7 : Conclusion

The project is very much successful in upgrading healthcare facilities which has eventually addressed the needs of the sub centers the changes can be summarised with the following aspects:

- **Need and Perception of the Support**

Prior to the support from Bharat Forge, all the sub-centers were in a poor condition from the infrastructural and equipment aspects. Each sub-centre had its own set of challenges. Water leakage from the roof, no proper window, and door, plaster of the walls were broken. There was no sanitation facility and the area was not so well in terms of moving the patient on a stretcher which was difficult due to the broken floor and uneven flooring within the premises. They did not have a computer set and RO water purifiers.

During the pandemic, Ekambe village served as an example of having a poor health infrastructure which resulted in the death of 81 patients during the 2nd wave. The sub-centre was not functioning well and nobody wanted to seek treatment at the sub-centers. Although qualified staffs were available, people were not having faith in them.

This support was highly required in the sub-centres as per the insights from interactions with the stakeholders. It was revealed that all the required support was planned after the need assessment by the implementers and the staff and stakeholders were involved in the implementation process.

- **Level of Satisfaction**

The staff of all the sub-centers are highly satisfied with the support provided by Bharat Forge. The detailed interview and FGD have revealed that working with the poor infrastructure was very difficult for the staff before. Especially, the ANM which is a residential staff for the sub-center was facing difficulties in staying at the sub-centers and treating the patients during the rainy season.

Lack of equipment like computer was very challenging for them to fill the required data on online portals of government. Now the staff is satisfied as they have all the resources and good atmosphere to work which has given them work satisfaction.



- **Change of efficiency in treatment**

From the FGD and interaction with the staff, it was noticed that previously the sub-centre was not able to provide emergency support. During the rainy season, sub-centres remained closed due to waterlogging. The staff was not able to work efficiently as they had to deal with other challenges as well.

The support from Bharat Forge has solved many of these challenges; now the staff is able to completely focus on their work. This has resulted in their increased work efficiency and currently, each sub-centre is having an OPD count of 20 to 30 patients daily along with providing delivery services.

- **Change in community's attitude towards healthcare facilities**

As per the interaction with the stakeholders and respondents from the villages, it was found that previously no one wanted to take the treatment from the sub centre and they were seeking private clinics for treatment. The condition was so bad as informed by one Sarpanch that "people were seeking treatment from the private clinic and that doctor was not even BAMS". The presence of the sub centre was completely neglected. With the support of Bharat Forge, sub-centres got a new life and enhanced their capability. The work carried out by the sub-centres during the pandemic is highly appreciated. The staff of sub-centre gained the trust of the villagers.

Also, the emergency support through the ambulances built the reliance on sub-centres for the people. Now the villagers are giving first preference to sub-centres for health services. One CHO stated that "Now I am having OPD with the more number of patients than a private clinic in the village". From all the income groups, the ones with higher income are also taking treatment from the sub-centre. All the villagers have the feeling of ownership towards the sub-centre and stakeholders of the villages are helping the staff for smooth functioning of the sub-centers.



Ambulance

Chapter 8 : OECD Framework

Criteria	Justification/ Arguments supporting or against the Criteria	Ratings
Relevance Has the program met its objectives? Is the CSR Project meeting the needs of the beneficiaries?	<p>The development of sub-centre infrastructure has been implemented to meet the needs of the beneficiaries.</p> <p>Based on the needs felt by the community, the sub centres infrastructures and equipment have been provided.</p> <p>The ambulance has been provided as required on a priority basis.</p> <p>The project is relevant because the targeted villages have fully functional sub-centres and are getting good quality health care services at the village level.</p>	
Coherence Is the project aligned with any Government program / SDG?	<p>The project is in line with the below mentioned government program</p> <p>1.National Health Mission.</p> <p>The project is in line with the following Sustainable Development Goals (SDGs) :</p> <p>Goal 3: Good Health & Wellbeing</p> <p>Goal 17 : partnership for the Goals</p> <div>   </div>	
Effectiveness Has the program met its objectives? To what extent the expected	<p>Based on the interaction with stakeholders the effectiveness of the program has fulfilled the objective of the CSR Intervention on Health.</p> <p>During the COVID pandemic, it reached the right targeted group and saved the lives of many people in the villages. Currently, the project is serving the needy people in the villages as well as the ambulance project is reaching to the targeted beneficiaries.</p>	

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

Criteria	Justification/ Arguments supporting or against the Criteria	Ratings
Efficiency The extent to which the CSR Project delivers, or is likely to deliver, results in an economic and timely way	<p>The project is highly efficient as it was implemented during the pandemic and in a much-needed time.</p> <p>The project has helped the villages for prevention of COVID spread and beneficiaries got good quality services at the village level.</p> <p>The sub-centers are functioning efficiently and have resulted in an increased number of patients availing of their services.</p>	
Impact What difference does the intervention make? The extent to which the intervention has generate significant positive or negative, intended, or unintended, higher-level effects.	<p>The following are the impacts of the project:</p> <ol style="list-style-type: none"> 1. With the infrastructural development and repairing of the sub-center staff is working to its full potential and patients are getting a good environment to access the health services. 2. There is a positive change in the attitude of the people towards sub-center 3. There is an increase in the number of patients in OPD and IPD. 	
Sustainability Will the benefits last? The extent to which the net benefits of the	<p>The project is designed and planned as per the needs of the villages and it caters to the exact needs of the residents of the villages.</p> <p>The initiative has been carried out with participation of people and stakeholders from its planning to the implementation stage. Now the project has been handed over to the Gram Panchayat they have full ownership and responsibility for its maintenance.</p> <p>This initiative will affect in long term and serve the community.</p>	

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

Chapter 9: Recommendations

1. Up-gradation of AMBULANCE

The ambulance provided by the Bharat Forge is only equipped with a stretcher and sitting arrangement. This ambulance can be upgraded with the provision of oxygen for any critical cases.

2. COVID quarantine centres

During the field visit, it was found that the quarantine centres supported by the Bharat Forge were not in use. Strategic planning can be done for the proper use of the equipment, beds, and oxygen concentrators.