



HIGHLIGHTS OF IMPACT ASSESSMENTS OF CSR PROJECTS



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Project Title	Ravindra Joshi Medical Foundation for ONGC Bandra Promenade at Bandra Reclamation, Mumbai
Project Brief	<p>On 5 March 2019, an agreement was signed between Ravindra Joshi Medical Foundation, a charitable organisation engaged in health-related social causes, and ONGC for the development of project activities that contribute towards the promotion of yoga, edutainment activities, and environmental sustainability. The infrastructure that the agreement decided to establish, included the following:</p> <ol style="list-style-type: none"> i. ONGC Tribute Garden with Infotainment Theme (4066 sqm - 1 acre) ii. Traffic Island Development (extension of existing Yoga Garden) (2700 sqm - 0.67 acre) iii. Linear Garden for jogging and walking (18348 sqm - 4.53 acre) iv. Children Garden with play equipments (3800 sqm - 0.94 acre) v. Skating Rink for children (2248 sqm - 0.56 acre) vi. Wastewater Treatment Plant (10 Lakh kL/day) vii. Solar Power Plant (210 kWp) viii. Public Toilet (180 sqm) ix. Gates & Fencing (360 m x 1.8 m)
Project Duration	Project to be completed within 1 year from the date of signing the agreement. Promenade to be maintained by Ravindra Joshi Medical Foundation for two years with OPEX support from ONGC (period of two years starting two months after development of Promenade)
Commencement of facility	30 March 2018
Project Cost	₹ 1365.66 Lakhs (₹ 1219.38 Lakhs CAPEX + ₹ 146.28 Lakhs OPEX)
Impact Assessment Agency	UN Global Compact Network India
Methodology	(i) Structured interviews (ii) Exploratory and semi-structured interviews (iii) Quantitative impact modeling
Findings	<p>For every ₹ 1 spent by ONGC on this project, the Social Return on Investment was ₹ 7.4.</p> <p>Observations:</p> <ul style="list-style-type: none"> ● Overall, the consensus amongst the users of the Bandra Promenade was that the project has significantly contributed to the neighbourhood by offering a new play area for children, greenery and a sea-facing view for relaxation with family and friends, a space for practicing yoga as well as large tracks for walking and jogging. Many have gradually increased the frequency of their visits to the Promenade.

	<ul style="list-style-type: none"> ● The Promenade is designed to address environmental concerns such as soil erosion, soil stabilization of highway embankment, rainwater harvesting etc. <ul style="list-style-type: none"> ○ The integration of the solar panels and introduction of the sewage treatment plant are significant features of the promenade. ○ With the objective of creating a carbon-free garden, plants with the capacity to absorb salt content and carbon dioxide from the atmosphere during the daytime were selected. ● The study found that the Bandra Promenade poses the highest challenge among all CSR projects assessed for this report with respect to routine maintenance and for the operation and maintenance of the solar energy and sewage treatment units. <ul style="list-style-type: none"> ○ In less than two years of its functioning, visitors to the area have identified malfunctioning streetlights, the use of water tankers for landscaping, and the poor/broken condition of the children's park among their core issues. ○ They have also highlighted the lack of adequate drinking water and signages to guide visitors to the Promenade's different sections. ● There is a lack of clarity about the long-term role of MSRDC as there is no mention of their expected role in sustaining the project as per the contractual agreement. <p>Recommendations:</p> <ul style="list-style-type: none"> ● Doubling the number of security personnel as only 1 security guard could monitor a stretch of about 200 meters of the Promenade at any given time ● Hiring a resource person to carry out more than basic civil work ● Development of a sustenance plan for the Bandra Promenade, including an entrance fee and space rentals for events ● Establishment of an adequate and better quality toilet block ● Ensuring complete functionality of the solar energy equipment and sewage treatment plant to gradually reduce the use of water tankers for the garden area
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Project Title	Seva Bharti Purbanchal for construction of Yoga Nilayam at Abhoypur, North Guwahati, Assam
Project Brief	On 22 January 2016, an agreement was signed between Seva Bharti Purvanchal, a voluntary organization founded in 1998 for working in North Assam (Bhramaputra Valley), Meghalaya and Nagaland in Northeast India, and ONGC. The agreement was for the construction of a 3 storied building of 1765 square meters for the Yoga Nilayam –Yoga and Naturopathy Institute, which Seva Bharti Purvanchal had founded in a temporary structure

	<p>in 2011. The agreement of 5 years duration, was for assistance to build the following structures:</p> <ol style="list-style-type: none"> I. Ground floor - 563.13 Sqm. II. First floor - 600.84 Sqm. III. Second floor - 600.84 Sqm.
Project Duration	5 years
Commencement of facility	28 January 2019
Project Cost	₹259.0 Lakhs
Impact Assessment Agency	UN Global Compact Network India
Methodology	(i) Structured interviews (ii) Exploratory and semi-structured interviews (iii) Quantitative impact modeling
Findings	<p>For every ₹ 1 spent by ONGC on this project, the Social Return on Investment was ₹ 0.2.</p> <p>Observations:</p> <ul style="list-style-type: none"> ● The residential yoga education, training and treatment centre was inaugurated on 28 January 2019. The centre serves patients through both inpatient and outpatient departments. It imparts yoga training through diploma and certificate courses and conducts yoga sessions. In addition, workshops, seminars, and training courses are organised for the community. ● Overall, the patients of the Yoga Nilayam are satisfied with the infrastructure and found the treatment affordable. But 66% of the respondents of the survey on the patients felt a need for more experienced doctors and staff as well as improvements in naturopathic treatments and food. ● 100% of the respondents from the current trainees of the yoga PG diploma course appreciated the teachers and training and rated the usefulness of training 10 out of 10. But only 67% of the respondents of the trainees wanted to teach yoga after completion. Moreover, 100% of the respondents were unaware of the funder ONGC to establish the institute and 62% of the respondents were unaware of ONGC as an organization. ● Overall, 100% of the alumni of the training programs surveyed claimed they have faith in the institute and they appreciate the teachers training. However, only 67% of alumni rated 10 out of 10 to their overall yoga training experience. Alumni have taught yoga to 3600+ people since the completion of their course. The average growth in monthly income after the course for the alumni surveyed was ₹ 12,500 with average monthly incomes close to ₹ 16,500, where 67% of them have teaching yoga as their primary source of

	<p>income. The employers of the trainers as well favored the training at Yoga Nilayam.</p> <ul style="list-style-type: none"> • The staff at Yoga Nilayam have strong faith in the values of the institutions and believe in serving the community <p>Recommendations:</p> <ul style="list-style-type: none"> • There is a need for greater branding and communication of ONGC's contribution to the centre. The trainees and patients are not well aware of ONGC's contribution to this project. • Awareness on the Yoga Nilayam centre is also necessary among the local regions to increase the awareness towards the ayurvedic treatment provided in one of its kind naturopathy centres. • Further enhancement in the quality of healthcare providers and treatments is required. This may increase the number of IPD-OPD patients and subsequently create a significant impact on the well-being of the community by the project.
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Project Title	Skill Development Institute in association with ONGC and other oil PSUs established at the Jagannath Cultural Academy and Research Centre, in Ahmedabad
Project Brief	Skill Development Institute, Ahmedabad, supported by ONGC in association with other oil PSUs is established at the Jagannath Cultural Academy and Research Centre, Adalaj, Ahmedabad. SDI Ahmedabad in association with the ADS Foundation implements the project and imparts training in 10 job roles in sectors such as capital goods, renewable energy, apparel, hydrocarbon, healthcare, retail, power, electronics, construction & plumbing and telecom.
Project Duration	Information not available
Commencement of facility	23 September 2017
Project Cost	₹86.58 lakh
Impact Assessment Agency	UN Global Compact Network India

Methodology	(i) Structured interviews (ii) Exploratory and semi-structured interviews (iii) Quantitative impact modeling
Findings	<p>For every ₹ 1 spent by ONGC on this project, the Social Return on Investment is ₹ 20.5.</p> <p>Observations:</p> <p>Although many of the trainees joined after the completion of vocational training courses at the Industrial Training Institutes, they found that the courses they took at SDI were better at helping them execute the work they learnt during their earlier training at the ITIs.</p> <ul style="list-style-type: none"> ● The institute caters to students from rural areas, with no or less formal basic education. Hostel facilities are provided with bus pick up and drop facilities for the students. ● In 2017-2018, trainees from disadvantaged backgrounds constituted 64% of the total trainees, 78% in 2018-2019, 76% in 2019-2020 2020 and 72% in 2020-2021. Cumulatively, since 2017 SDI Ahmedabad has trained 812 candidates belonging to backward communities. ● Practical training: Presently, only one batch is functioning and the students are about to pass, placement sessions are going on. The institute is expanding to the nearby acquired land where it plans to start a Centre for Excellence, training courses for robotics welding, EV battery fabrication and a healthcare laboratory. The students are trained on live projects in-house as well. ● Soft skills: A strict tobacco-free campus is offered to students with discipline and students follow a timetable for their classes and breaks. All the students have responsibilities ranging from health & safety while working/training, food waste, fire management, restricting tobacco usage, water management, event management. The students are supported by the management in all their stages of education – grooming, soft skills, personal development, communication skills, technical skills, behaviour management. ● Placements: SDI Ahmedabad offers placements to its trainees. <ul style="list-style-type: none"> ○ While the placement rates have been decreasing over the years - 95% in FY 18, 65% in FY 19, 78.6% in FY 20, 72.5% in FY 21, the salary range has widened. ○ The institute has in-house market research and placement teams that help in inviting industries over and estimating what kind of demand is expected in the near future, on which the students can be trained. ○ 72.5% of students were placed through SDI in their respective areas of training. ○ 10% of trainees left the trade they had trained on at SDI, due to insufficient minimum wages offered by placement agencies (approximately ₹ 9,000 per month). Those practicing independently could easily earn around ₹ 15,000 per month. ○ Employers of the alumni found SDI's graduates to be well-trained, diligent, and hard working. Some of the employers also signed a Memorandum of Understanding with SDI for

	<p>hiring trainees from specific areas such as the Sahaj Solar Private Limited.</p> <ul style="list-style-type: none"> Monitoring: The institute keeps track of the competition with the other skilling institutes under the various oil PSUs and takes pride in the method and discipline that the institute follows. There are constant visits by industry professionals and government officials being in the capital city of the state. <p>Recommendations:</p> <ul style="list-style-type: none"> Greater monitoring needed. This was the only CSR project amongst the 8 CSR projects assessed where impact and spend data was not readily available.
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Project Title	Manav Seva Pratisthan for construction of school building, hostel and multipurpose hall at Karmadanga, Birbhum District, West Bengal
Project Brief	<p>On 19 September 2017, Manav Seva Pratisthan signed an agreement with ONGC for the construction of a two-storied school building, a two-storied hostel, and a multi-purpose hall at Karmadanga — a village in Birbhum District, West Bengal. The agreement was signed for a duration of one year for the construction of the following structures:</p> <ul style="list-style-type: none"> School building with two floors of 361 Sqm for each floor Hostel building with two floors of 175.27 Sqm for each floor, and Multi-purpose hall with 316.94 Sqm.
Project Duration	Project to be completed within one year of signing the agreement
Commencement of facility	Inaugurated on Sept 2019
Project Cost	₹ 135.13 Lakh
Impact Assessment Agency	UN Global Compact Network India
Methodology	(i) Structured interviews (ii) Exploratory and semi-structured interviews (iii) Quantitative impact modeling
Findings	<p>For each ₹ 1 spent by ONGC on this project, the Social Return on Investment was ₹ 0.3.</p> <p>Observations:</p>

- Although the project was completed, the school could not start functioning fully because of COVID-19. The project also does not have the official permit to function as a school.
- The building is currently used as a tutorial centre for tribal children who attend nearby government run schools. The children come to the tutorial centre after 2 pm everyday of the week and get free tuition in Mathematics, Bengali, English and Alchiki - the tribal language. The children spend about 4 hours at the tutorial centre. There are five tutors who teach from 3 pm to 7 pm. They remain available for varied student needs such as counselling, nutrition, and extracurricular activities.
- The Manav Seva Pratisthan has positively impacted and contributed to the lives of the children. The tutorial centre provides tuition classes to the students at zero cost in Math, Bengali, English, and Alchiki - the tribal language.
- The students that were interviewed as part of the field visit said that they enjoyed their lessons and rapport with the teachers. All the students also responded favourably to the school infrastructure. All students felt that Manav Seva Pratisthan has positively contributed to their lives. There were no complaints received from the students.
- The management believed that the institution was not just a tutorial centre but a child care centre where tribal children spent time after school hours. The school also organised health camps for the tribe's men, women, and children roughly every quarter. In addition, the school distributed seeds of nutritious fruit and vegetable bearing plants to all students, under a health programme. The objective of this initiative is to encourage tribal people to create kitchen gardens which would become a source of nutrition, income, when the produce is sold in local markets. The increase in income from the produce would reduce the dependence on working as cheap labour in stone quarries.
- All the 4 parents of the students surveyed expressed their satisfaction over marked improvements in learning outcomes. They also felt hopeful of their children performing well in Class X board exams. 50% of the parents interviewed felt that the tuition centre was positively changing the lives of their children.

Recommendations:

- The fact that the intended school does not yet have the permit to run a school indicates lack of project design and planning. However, we recommend no action needed by ONGC as the centre in its current role of a tuition centre is creating a high social impact.
- Provision of advice or funding for the sustenance of the institution. The institution is lacking in resources. Teachers often use their own money to buy blackboard, chalk. Students lack adequate notebooks and books. Offer advice/ handholding or invest in actions that ensure the sustenance of the institution.

Project Title	Sivananda Centenary Boys' High School, Bhubaneswar, Odisha for the construction of an academic building and two hostel buildings
Project Brief	The Sivananda Centenary Boys' School, Bhubaneswar, an English medium and CBSE affiliated fully residential school, signed an agreement with ONGC on 27 February 2018 for financial assistance for the construction of a three-storied academic building and 2 hostel buildings on the school campus with a total area of all buildings 4030.11 sqm.
Project Duration	Project to be completed within 18 months of signing the agreement
Commencement of facility	School operationalised in August 2020
Project Cost	₹ 471.85 Lakhs
Impact Assessment Agency	UN Global Compact Network India
Methodology	(i) Structured interviews (ii) Exploratory and semi-structured interviews (iii) Quantitative impact modeling
Findings	<p>For each ₹ 1 spent by ONGC on this project, the Social Return on Investment was -₹ 0.2.</p> <p>Observations:</p> <p>The English-medium and CBSE affiliated residential school identifies itself as a modern gurukul where spirituality and education go hand-in-hand. The campus has academic blocks, staff residence, hostel blocks, dining hall with kitchen, a dispensary, a gaushala, a Saraswati temple, and a huge prayer-cum-yoga hall for the students. The new building and the hostel blocks were inaugurated on 6 September 2019.</p> <ul style="list-style-type: none"> ● The management identified a routine comprising yoga classes at 4 pm and a diet of complete satvik food as additional benefits and learnings for the students. Operation and maintenance costs were covered by student fees. ● The management had good connections with corporations because of several associations with the International Divine Life Society. <ul style="list-style-type: none"> ○ This helped the management secure CSR funding to build infrastructure and set up laboratories. ○ It also helped the school add classes XI and XII in the science and commerce streams. Funding from NALCO aided in the establishment of physics, chemistry, biology and computer science laboratories. ○ Additional aid from NTPC also resulted in the construction of a dining hall. ○ The school also organised medical coaching classes with support from Aakash Institute. Students were satisfied with the school as well as hostel facilities.

	<ul style="list-style-type: none">● Most of the teachers were hostel residents as well and were available for classes in the hostel for the students. Housemasters from each block supported the students with their homework and assignments.● The management of the school believes that ONGC's financial support has reaped benefits such as:<ul style="list-style-type: none">○ Enhanced access for more students from distant locations needing educational and financial support to attend a good school.○ The wardens of the hostels find that the new hostels have more space per student and that they are better maintained and ventilated compared to the old hostel.● Families of the students at the fully residential school were happy with the education and all-round development that their children were receiving. <p>Recommendations:</p> <ul style="list-style-type: none">● The management of the school has a vision for the students and the future of the school by utilising the open land to build an indoor activity area for the students. The school committee has its own team of architects and designers for drafting the plans and putting them forward to companies for CSR funding.
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Project Title	Saraswati Sishu Vidya Mandir, Dihapadhala, Bhanjanagar, Odisha for the construction of an academic building and a hostel building
Project Brief	<p>The Saraswati Sishu Vidya Mandir at Dihapadhala, Bhanjanagar, signed an agreement on 29 May 2018 with ONGC Foundation for financial assistance for the construction of an academic building and a hostel building as given below:</p> <ul style="list-style-type: none"> ● Academic Building - 1127.25 Sqm. Ground, first and second floor with 6 classrooms, conference hall, computer hall and library etc. ● Hostel Building for boys from class 6 to 10 - 488.48 Sqm. 11 dormitories, library, recreation hall, dining hall etc.
Project Duration	2 years
Commencement of facility	School operationalised in March 2020
Project Cost	₹ 181.75 Lakhs
Impact Assessment Agency	UN Global Compact Network India
Methodology	(i) Structured interviews (ii) Exploratory and semi-structured interviews (iii) Quantitative impact modeling
Findings	<p>For each ₹ 1 spent by ONGC on this project, the Social Return on Investment was ₹ 10.4.</p> <p>Observations:</p> <ul style="list-style-type: none"> ● ONGC's CSR initiative has enabled the school committee to establish a new academic block that has a big prayer hall, rooms for setting the laboratories and a library. The school has also constructed a hostel of about 120 students capacity. ONGC's funding for the construction of the new block has the potential to accommodate 2000-2500 students at once. ● According to the management this school is of a higher quality than the other 7 schools managed by Sishu Mandir, and other schools in the area. The examination results of the students are good with 100% passing rate for standard X students. ● Stakeholder feedback on the school: <ul style="list-style-type: none"> ○ All stakeholders interviewed were aware in their own capacity about the CSR funding provided by ONGC for the hostel and academic block, because of the ONGC logo on one big painted wall. ○ Students appreciated the new prayer hall but expressed a desire to have a well-stocked library and computer facilities. Some, however, expressed concerns with accessing the school's sole water cooler that was installed on the ground floor, particularly in the middle of their classes.

	<ul style="list-style-type: none"> ○ Parents strongly believe that the teachers are supportive, and the school infrastructure and timings are good. The new construction of the school, completed in 2018-2019, has enhanced the infrastructure considerably. ● The heavy revenue crunch for the school which was caused by the decline in school fees as a result of COVID-19 impacted the utilization of the new block. The school cannot afford to buy furnishing, electrical equipment, computers for the laboratory and basic amenities such as a water cooler on every floor. The hostel infrastructure is complete, but the kitchen and rooms are not fully furnished or functional. <p>Recommendations:</p> <ul style="list-style-type: none"> ● Provision of support by way of advice or financial aid to establish project sustenance. ● Optional action for ONGC: Due to the pandemic, the revenues from fees, and teachers' salaries have been impacted. The hostel has no students. ONGC may advise or structure financial support for COVID-19 impact on the school's operations.
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Project Title	Sarada Seva Trust school building at Sarada Vidya Mandir Hemtabad (Uttar Dinajpur, West Bengal)
Project Brief	The Sarada Seva Trust signed an agreement with ONGC Foundation on 15 November 2018 for financial assistance for the construction of a 2 storied school building at Sarada Vidya Mandir, Hemtabad in Uttar Dinajpur District of West Bengal. The private and unaided Bengali-medium and co-educational school is in a very remote area, functions from classes I to X, and is affiliated with the West Bengal Education Board.
Project Duration	18 months
Commencement of facility	November 2018
Project Cost	₹ 254.87 Lakhs
Impact Assessment Agency	UN Global Compact Network India
Methodology	(i) Structured interviews (ii) Exploratory and semi-structured interviews (iii) Quantitative impact modeling
Findings	<p>For each ₹ 1 spent by ONGC on this project, the Social Return on Investment was ₹ 10.30.</p> <p>Observations:</p> <ul style="list-style-type: none"> • Despite its remote location, the school had good infrastructure – 4 blocks with a ground floor, a common room including a sanitiser sprayer and a vending machine for sanitary napkins. There was also running water available in the toilet blocks for students. During the pandemic, the school functioned online for 22 months including during examination periods. • Approximately 80% of the students, male and female, were from scheduled castes. Their performance showed substantial improvements such as improved marks of more than 50% of the students, students pursuing either employment or higher education. • The school had sought funds from local business organisations that helped in growing its infrastructure from temporary walls and sheet roofs earlier. Today, the school continues to receive funding from local donors, and the operating costs are covered by student fees as well as donations from locals in the area. • As per interviews conducted for this study, one of the greatest plus points for all parents surveyed is that the school runs on strict discipline. 50% of the parents interviewed say that the large playground in the school offers a fantastic opportunity for children to play. 20% of the parents feel the school imparts values that are conducive to the growth of their child. <p>Recommendations:</p> <ul style="list-style-type: none"> • The construction deviated from approved technical drawing. It is reported by the school that ₹ 41 lakhs funds are pending to be received by the school from ONGC. ONGC to review this. • ONGC needs to imperatively document and publicly communicate more about this school as an inspiration for other educational

	<p>institutions and for their own brand strengthening.</p> <ul style="list-style-type: none">• Optional action by ONGC - The parents of the students believe that the school can benefit greatly with the inclusion of better equipment in scientific labs which is currently missing.
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Project Title	Medical equipment for Diagnostic Centre at Seva Bharti Sanstahan, Ashok Vihar, Delhi
Project Brief	<p>Sewa Bharti, Ashok Vihar, Delhi, signed an agreement with the ONGC on 29 August 2018 for financial assistance for the purchase of medical equipment for a diagnostic centre at Sewa Bharti Sewa as follows:</p> <ul style="list-style-type: none"> ● 1.5T MRI with 16 channels with dedicated knee coil, shoulder coil and breast coil ● 16 slice CT with Dual Head Injector ● Colour Doppler with 4 probes ● Digital X-ray ● Laboratory Diagnostic Equipments Biochemistry, Immunoassay and other accessories ● Versa Automation for connectivity of analysers etc. <p>The proposal was aimed at providing affordable health care services to socio-economically weaker sections living in nearby slums. The diagnostic centre was part of a chain of 31 existing dispensaries of Sewa Bharti across various locations in Delhi that together cater to approximately 1.5 lakh patients per year.</p>
Project Duration	6 months
Project Date	29 August 2018
Project Cost	₹ 1071.52 Lakhs
Impact Assessment Agency	UN Global Compact Network India
Methodology	(i) Structured interviews (ii) Exploratory and semi-structured interviews (iii) Quantitative impact modeling
Findings	<p>For each ₹ 1 spent by ONGC on this project, the Social Return on Investment was ₹8.7.</p> <p>Observations:</p> <ul style="list-style-type: none"> ● The management of the diagnostic centre offered positive feedback about the day-to-day functioning of the centre, except for the expensive annual maintenance costs of ₹ 1 crore for the equipment to be paid to Siemens. As per the management, the latter is a significant financial burden/cost. ● The doctors were happy that the diagnostic centre was well maintained after the recruitment of Dr. Anuj who was instrumental in creating an extensively detailed patient care protocol. Dr. Anuj felt that the quality of the ultrasonography machine needed to be better. ● Technical staff of the pathology department stated that although the equipment is of high quality, it has not been used to its full capacity because the lab is not yet certified by the National Accreditation Board for Testing and Calibration Laboratories (NABL). The accreditation process is ongoing and may take another year to complete. ● Doctors at the diagnostic centre attended to roughly 40 to 50 patients in a single day. Patients expressed high satisfaction with the quality of care and the cooperative nature of the technical staff and stated

	<p>that this propelled them to choose the Seva Bharti Diagnostic Centre over others.</p> <ul style="list-style-type: none"> ● According to the family of a patient undergoing dialysis at the Seva Bharti Centre, Safdarjung Hospital, the latter provides subsidized services but only undertakes dialysis for its in-house patients. Hence, for residents around Ashok Vihar, the Seva Bharti Diagnostic Centre in their own neighbourhood is very useful for their family members. <p>Recommendations:</p> <ul style="list-style-type: none"> ● The NABL certification, which should have been part of the project planning, to be expedited with support from ONGC. ● The expensive AMC of machines, especially of those that are being underutilised, needed to have been included during the planning phase of the project. Now, ONGC could assist the centre in finding a solution for paying the expensive AMC of the machines. ● Purchase of equipment as per need should have been part of the project design and planning. ONGC may now assist the centre in the sale or leasing of unused medical equipment. ● Optional action for ONGC: The centre expressed a requirement for a small ICU and emergency facility at the dialysis unit. Typically, patients need to undergo a fistula surgery to be able to receive the dialysis through their arteries - currently, there are no such systems available. Further, in the event of an emergency, the institute does not have the capacity to treat emergency patients. A requirement was felt for ICU, Emergency, CPR systems.
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Project Title	Swargadeo Siu-Ka Pha Multi Specialty Hospital, Sivasagar
Project Brief	300 bed Multi Speciality hospital being set up at Rajabari, Sivasagar in three phases. The services of the first phase of the hospital with 67 beds was inaugurated on 1 st March 2019. The construction for the second phase of the hospital is in advance stage, wherein 150 more beds will be included with additional facilities. For the first time Dialysis facilities have been started in Sivasagar at Swargadew Siu-Ka- Pha Multispecialty hospital.
Project Duration	Two Years
Commencement of facility	1st March 2019 (Services of Phase-I Hospital)

Project Cost	Phase-I: Rs 99.07 Cr
Impact Assessment Agency	Reach India Trust
Methodology	Desk Review, Interviews, Observations, Case Study
Findings	<p>As per the main objective of the project the hospital has succeeded in providing low-</p> <p>cost treatment (at 70% of the market rate) and also able to address the issue of bed deficit. Some of the highlights of the findings are as under:</p> <ul style="list-style-type: none"> • Patient Served: 35850 patient served since starting of the hospital out of which 7369 were dialysis patient (Earlier there was no dialysis facility available in Sivasagar and patient had to travel to Dibrugarh for availing the facilities. • Covid Care: An emergency Covid ward was set up within 30 days during the Covid 19 outbreak in 2020 and provided treatment to 100 patients. • Feedback from Beneficiaries: Reviews and feedback were taken from different sets of beneficiaries including patients admitted, patients discharged, Covid affected patients, OPD patients and local population. The details of feedback on three main parameters are as under: <ul style="list-style-type: none"> a. 90 % of the respondent said overall treatment in the hospital is Good and Low cost b. 82% of the responded said experience of appointment with doctors are excellent. c. 76 % of the respondent felt that medical facilities and services are good /excellent and another 24 % felt it is fair. • Employment Generation: Out of the total staff engaged in the hospital 51% are male and 49% are female. Only 4% employee are from outside Assam and 96 % are from local areas which reflects that apart from providing affordable and quality treatment the hospital has also contributed towards creating employment opportunity. <p>Additional observation:</p> <ul style="list-style-type: none"> • While looking at the feedback record of the hospital, it is found that all most all patients were satisfied on the services provided by the hospital. • The hospital maintained some systematic operating protocol (SOP) across all the departments and management of the organization, but there is scope for integration. • The most important observation is hospital authority have maintained proper care toward maintenance of hygiene and sanitation. • Training on behavioural aspects of the staff toward the patients is taken care by authority.

	<ul style="list-style-type: none">• Authority have kept more option and plan of action in advance for further development of the hospital keeping in mind more extensive services both in terms of quality and quantity. <p>Recommendations:</p> <ul style="list-style-type: none">• Tie ups with Insurance company• Increasing Ambulance number with Advance life support• Increase awareness on the facilities available in the hospital for more inflow of patients• Skill development Centre for training of local youth• Starting Blood sample collection centers outside the hospital in town area• Enhancing community engagement program
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