

CSR IMPACT ASSESSMENT

Summary Total 02 projects of FY 22-23 have undergone the Impact Assessment study through an independent agency “SoulAce”. The impact assessment was conducted after atleast one year of projects closure

S.No	Project Name	Location	Implementing Partner	Project Budget
1	Upgradation of the Central chemistry Laboratory at Sassoon general Hospital, Pune	Pune, Maharashtra	Sassoon General Hospital	5,76,28,375
2	Strengthening Infrastructure in Urban Primary Health Centres	Bengaluru, Karnataka	Karuna Trust	1,07,27,200

Theme: Health



Project Names


To upgrade Central Chemistry Laboratory for Sassoon General Hospital, Pune

Strengthening Infrastructure in Urban Primary Health Centres in Bengaluru, Karnataka


Project 1: Upgrade Central Chemistry Laboratory for Sassoon General Hospital, Pune (1/2)

Implementing Partner & Location


 Pehel Foundation and Sassoon Hospital


 Pune, Maharashtra


Need


 Upgrade overcrowded, poorly designed labs and outdated tools that are in deteriorated conditions to improve diagnostic efficiency and staff productivity.

Project Activities

 Renovated lab infrastructure for safety, hygiene

 Ergonomic furniture was installed to enhance workspace efficiency

 Modern diagnostic machines were introduced to boost accuracy and speed

 Apneumatic system was implemented for safe sample transfer

Findings



92.0% perceived sample collection and report delivery hassle free process



90.0% of the respondents spent less than Rs. 100, indicating high affordability



64% of the respondents reflected that Pathology was the most visited department

Project 1: Upgrade Central Chemistry Laboratory for Sassoon General Hospital, Pune (2/2)

Impacts

DEMONSTRATING EFFICIENCY



70.0%

received diagnostic tests within 30 minutes.



92.0%

indicates improved efficiency and patient experience in diagnostic service delivery.

DEMONSTRATING HIGH USAGE



64.0%

utilizing pathology services maximum.



64.0%

Enhanced patient experience, driving retention and community confidence in the healthcare system.

INDICATING ROUTINE CARE NEEDS AND QUALITY DIAGNOSIS





52.0%

respondents have visited the hospital 1-5 times. Remaining 48% confirmed visiting more than 5 times in a year.


Project 2: Strengthening Infrastructure in Urban Primary Health Centres in Bengaluru, Karnataka (1/2)

Implementing Partner & Location


 Pehel Foundation & Karuna Trust


 Bangalore, Karnataka


Need


 Critical infrastructure and equipment gaps in urban health centers, limiting essential services and burdening underserved patients.


Project Activities

 Upgrading Healthcare Infrastructure

 Improved Access to Affordable Healthcare

 Enhancing Maternal and Child Health (MCH) Services

 Early Detection and Treatment of Health Conditions

 Community Awareness and Engagement.

Findings

Department	Indicators	Baseline Status (2019-20)	Post-Intervention Status (2024–25)	Impact Highlight
Maternal & Child Health (MCH)	OT Procedures	Limited to basic deliveries	104 surgeries (incl. C-sections)	<ul style="list-style-type: none"> Strengthened maternal and newborn care. Enabled in-house surgeries, reducing patient referrals to district hospitals.
Patient Footfall	Annual OPD visits	~51,738 (combined)	66,987+	<ul style="list-style-type: none"> 29.0% increase; services attracted a broader demographic, especially the elderly.
Waiting Time & Accessibility	Referral distance	3–5 km to tertiary hospitals	All services under one roof	<ul style="list-style-type: none"> Reduced travel time and minimised out-of-pocket expenses. Multi-speciality services under one roof eliminated multiple hospital visits.
Community Awareness	Feedback & visibility	Low trust, limited awareness	High satisfaction (70.0%)	<ul style="list-style-type: none"> Improved public trust and utilisation of government health schemes.

Project 2: Strengthening Infrastructure in Urban Primary Health Centres in Bengaluru, Karnataka (2/2)

Impacts



29.0%

Increase in Hospital Visits specially elderly



4,956

Laboratory tests have been conducted for the recent FY



104

Surgeries have been conducted including C- sections



66.0%

Opined that, because of the availability of upgraded medical equipment, now timely diagnosis is possible, while the remaining 34% expressed a neutral opinion.



70.0%

Expressed satisfaction with the services provided at the PHC/CHC, indicating strong approval of the healthcare improvements and accessibility. The remaining 30% expressed a neutral stance, with no respondents reporting dissatisfaction



68.0%

Agree that the quality of medical care has improved, and 32% have a neutral opinion.

Thank You