INDIAN RAILWAY FINANCE CORPORATION



CSR PROJECT IMPACT ASSESSMENT

Kadi Taluka Public Charitable Trust (KTPCT)

Procurement of Medical Equipment for BMHS , Kadi, Gujarat

JUNE 2022 - FEBRUARY 2023

Prepared for:
Indian Railway Finance Corporation (IRFC)

Prepared by:
PHD Chamber of Commerce and Industry (PHDCCI)

ACKNOWLEDGMENT

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We extend our sincere thanks to the IRFC CSR team, particularly Mr. Shameem Ahmed (Consultant HR & CSR), Ms. Sakshi Saini, and Mr. Manish Chandra for their coordination and support throughout the assessment process.

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INDIAN RAILWAY FINANCE CORPORATION

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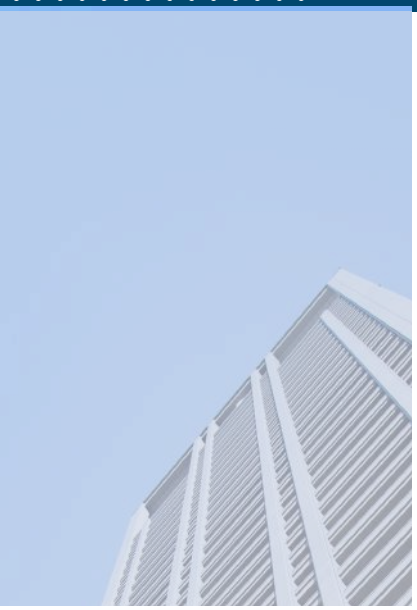


Table of Contents

1 ABBREVIATIONS 04

2 ABOUT THIS REPORT 05

3 EXECUTIVE SUMMARY 06

4 INTRODUCTION 10

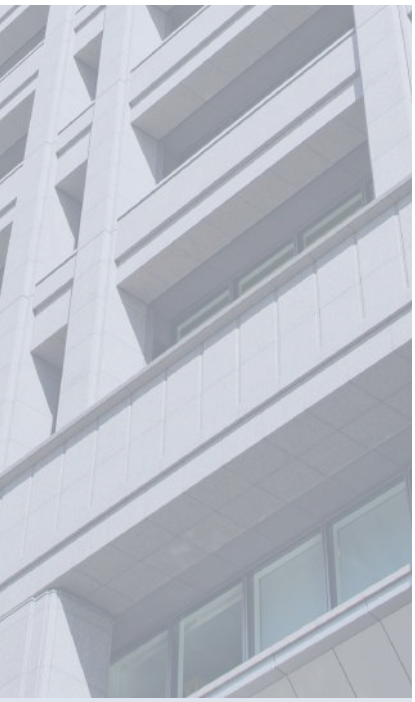
5 SCOPE OF WORK 14

6 METHODOLOGY OF THE STUDY 15

7 ASSESSMENT OF CSR PROJECT 17

8 ASSESSMENT OF IMPACT 26

9 CONCLUSION 31





ABBREVIATIONS

ABBREVIATIONS	FULL FORM
AMC	Annual Maintenance Contract
BMSH	Bhagyoday Multi-speciality Hospital
C-ARM	C-shaped Arm (X-ray imaging device)
CAGR	Compound Annual Growth Rate
CSR	Corporate Social Responsibility
IRECS	Inclusiveness, Relevance, Expectation, Convergence, Service Delivery
IRFC	Indian Railway Finance Corporation
KTPCT	Kadi Taluka Public Charitable Trust
OPD	Out-Patient Department
OT	Operation Theatre
SDG	Sustainable Development Goals

ABOUT THIS REPORT

This report outlines the impact assessment of the CSR project undertaken by Indian Railway Finance Corporation (IRFC) for Kadi Taluka Public Charitable Trust (KTPCT) - Medical Equipment Procurement at Bhagyoday Multi-speciality Hospital, Station Road, Kadi (382715), Mahesana, Gujarat for June 2022 - February 2023.

The project involved procurement and installation of advanced medical equipment including three modular operation theatres with laminar air flow systems, C-ARM system, laparoscopy equipment, anesthesia work station, and neuro microscope, representing a significant technological advancement in surgical capabilities at the hospital. The assessment evaluates the transformational impact on healthcare delivery, surgical precision, patient care quality, and overall medical service enhancement.

All data collected and analysed within this report maintain a high standard of accuracy and transparency in impact measurement, assessment, and reporting processes for comprehensive CSR project evaluation.

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This report was produced under the supervision of PHD Chamber of Commerce and Industry (PHDCCI), one of India's premier trade and industry chambers, ensuring adherence to the highest standards of impact assessment methodology and regulatory compliance for CSR project evaluation.

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EXECUTIVE SUMMARY

This report presents the Impact Assessment of the CSR Project undertaken by Indian Railway Finance Corporation (IRFC) for Kadi Taluka Public Charitable Trust (KTPCT) - Medical Equipment Procurement at Bhagyoday Multi-specialty Hospital, Station Road, Kadi (382715), Mahesana, Gujarat for June 2022 - February 2023. IRFC has made a significant contribution towards healthcare infrastructure advancement through the procurement and installation of advanced medical equipment, demonstrating its commitment to corporate social responsibility and community healthcare enhancement.

PHDCCI Report Number: 2025-26/PHDCCI/S/W/IR-006
Date of Project Assessment: Site visit conducted on 14th August, 2025
Date of the Report: 13th September, 2025

A.1 PROJECT BACKGROUND

FUNDED BY	IMPLEMENTATION PARTNER	PROJECT DURATION	IRFC CONTRIBUTION
IRFC	KTPCT - BMSH, Kadi, Gujarat	Jun 2022 - Feb 2023	INR 2,03,97,267/-

PARAMETER	DETAILS
Project Category	Medical Equipment Procurement - Healthcare Infrastructure Enhancement
Activity Undertaken	Medical equipment procurement including modular operation theatres, C-ARM system, neuro microscope, laparoscopy equipment, and anesthesia work station
Project Location	Bhagyoday Multi-specialty Hospital, Station Road, Kadi (382715), Mehsana, Gujarat
CSR Agreement Date	9th June, 2022
Equipment Installation	June 2022 to February 2023
Operational Since	March 2023
Project Completion	February 25, 2023
Equipment Cost	INR 2,03,97,267/-

A.2 KEY ACHIEVEMENTS

- Successfully installed medical equipment enhancing surgical capabilities from basic procedures to complex neurosurgery and specialized operations
- Maintained high equipment reliability with operational status since March 2023, supported by regular maintenance protocols and technical support arrangements
- Demonstrated clinical impact through enhanced surgical precision, improved patient outcomes, and expanded treatment capabilities for complex medical procedures
- Established sustainable operational model serving diverse patient categories while maintaining affordable healthcare access for the community

A.3 IMPACT HIGHLIGHTS & INSIGHTS

HEALTHCARE ACCESS INSIGHTS

HEALTHCARE ENHANCEMENT	BENEFICIARY REACH	OPERATIONAL EXCELLENCE
• Medical equipment operational since March 2023 • Enhanced surgical capabilities for neurosurgery, orthopedic, gynecological, and general surgical procedures	• 8,637 total beneficiaries served across all categories (May 22-Jun 25) • Geographic reach covering population of 5-6 million across three districts	• Equipment reliability maintained with minimal breakdowns • High stakeholder satisfaction across service parameters

SOCIAL & ECONOMIC INSIGHTS

Patient Volume Growth: More than doubled from 1,052 patients (Jan-Jun 2023) to 2,277 patients (Jan-Jun 2025)

Major surgeries at ₹80,000-₹1,00,000, which helps cost reduction of approx. 60-70% compared to private sector rates

Revenue increases of 20% through enhanced surgical capabilities, as stated by Hospital management.

Success Rates: Approx. 80-90% for neurosurgical procedures, 100% for general surgeries

Geographic service area encompasses Mehsana and Banaskantha districts plus parts of Ahmedabad district

A.4 ALIGNMENT WITH SDG GOALS



A.5 KEY RECOMMENDATIONS

- Expand medical equipment CSR program to other rural charitable hospitals across different regions
- Develop long-term partnership agreements with charitable healthcare institutions
- Establish emergency fund provisions for equipment maintenance

KEY PROJECT ACCOMPLISHMENTS

| Healthcare Technology Advancement | | Community Empowerment |

| Sustainable Operations | | Measurable Social Impact |



INTRODUCTION

Corporate Social Responsibility (CSR) has evolved from a voluntary philanthropic activity to a strategic imperative that drives sustainable business growth while addressing societal challenges. In India, the Companies Act, 2013 made CSR mandatory for eligible companies, requiring them to spend at least 2% of their average net profits of the preceding three years on CSR activities. This legislative framework has transformed the CSR landscape, making India one of the first countries to mandate corporate social spending through law.

The healthcare sector in India faces significant challenges, with inadequate medical infrastructure, limited access to advanced surgical equipment, and high out-of-pocket expenditure affecting millions of patients. This creates substantial financial burden on families, particularly those seeking specialized medical care at public healthcare institutions. Multi-speciality hospitals in semi-urban areas often face resource constraints in acquiring advanced medical equipment, limiting their surgical and treatment capabilities. The integration of modern surgical technologies like modular operation theatres, C-ARM systems, and advanced laparoscopic equipment represents a significant advancement in healthcare delivery.

B.1 THE EVOLUTION OF CSR REGULATIONS IN INDIA

The Companies (Corporate Social Responsibility Policy) Amendment Rules, 2022, further strengthened the CSR framework by introducing stringent impact assessment requirements. These amendments represent a significant step toward ensuring accountability and transparency in CSR implementation, mandating that companies with CSR budgets of INR 10 crore or more in any fiscal year, and all projects with outlays of INR 1 crore or more, must undertake comprehensive impact assessments by independent agencies.

Key Regulatory Requirements for CSR Impact Assessment:

- Companies with a CSR budget of INR 10 crore or more in any fiscal year and all projects with outlays of INR 1 crore or more must undertake an Impact Assessment by an independent agency.
- Impact Assessment must be conducted at least one year after programme implementation is complete.
- For multi-year programmes, Impact Assessment should be conducted after completion of the programme and a follow-up assessment after one year of programme completion.
- If programmes are renewed or scaled up after each financial year, separate Impact Assessments should be taken up every year.
- Impact assessment related expenditure may be booked as a CSR expense as long as it does not exceed 2% of the total CSR spending or INR 50 lakh, whichever is higher.
- The CSR impact assessment report will be annexed to the annual report on CSR.

B.2 ABOUT INDIAN RAILWAY FINANCE CORPORATION (IRFC)

Indian Railway Finance Corporation (IRFC) is a Navratna Public Sector Enterprise under administrative control of the Ministry of Railways, Government of India. The company was set up in December 1986 for mobilizing funds from domestic and overseas markets to meet the pre-dominant portion of Extra Budgetary Resources requirement of Indian Railways.

Since inception, IRFC has funded acquisition of 13,764 locomotives, 76,735 passenger coaches and 2,65,815 freight wagons. The focused approach to supporting the expansion and modernisation of Indian Railways keeps perfectly poised to make Indian Railways future-ready. The company has played a critical role in augmenting the annual plan outlay of Indian Railways by way of mobilizing funds from all across the financial spectrum forming part of EBR funding.

B.3 IRFC COMMITMENT TO CORPORATE SOCIAL RESPONSIBILITY

As part of its Corporate Social Responsibility and Sustainability Policy, IRFC strives to remain a responsible corporate entity aware of its responsibilities to all stakeholders. The corporation supports Sustainable Development programmes of the Government to save the mother earth and for healthy living of future generations of mankind. It contributes towards inclusive growth and equitable development in the society, through empowerment of the marginalized underprivileged sections.

IRFC's CSR Policy and its Initiatives:

As a responsible corporate citizen, IRFC has been committed to make Corporate Social Responsibility an important element of the working of the Company thereby addressing environmental, social and economic concerns of the society.

IRFC envisions supporting the cleanliness initiatives of the Government and promoting Sustainable Development, renewable energy, capacity building in collaboration with the Government and/or with other Public Sector Undertakings and/or with Government agencies, in a scalable manner and thereby set a foundation for a clean, green, educated and capable & bright India. IRFC's CSR policy has been framed in accordance with the Companies Act, 2013, CSR Rules, and Guidelines issued by Department of Public Enterprises (DPE). The policy encompasses activities listed in Schedule VII of the Companies Act, focusing on:



Healthcare and Sanitation:
Promoting healthcare access, safe drinking water, provision of toilets especially for girls, health and sanitation



Education and Capacity Building:
Enhancing educational opportunities and employment-enhancing vocational skills



Environmental Sustainability:
Contributing to Swachh Bharat Abhiyaan and Clean Ganga Fund, ecological balance, conservation, and environmental protection



Support to Marginalized Communities:
Addressing basic needs of deprived, underprivileged, neglected and weaker sections including SC, ST, OBCs, minorities, BPL families, old and aged, women/girl child, physically challenged persons



Infrastructure Development for Railway Ecosystem:
Projects peripheral to the activities of Indian Railways

B.4 IRFC'S CSR PROJECT IMPACT ASSESSMENT REPORT

Impact assessment is an important tool for accessing the consequences of possible and actual programs and presents relevant evidence on the positive and negative effects of CSR intervention. The evaluation of CSR initiatives enables organizations to embrace and catalyze organizational change, leading to significant performance improvement by incorporating best practices, emphasizing stakeholder focus, and leveraging external, value-added perspectives.

The impact assessment of CSR project funded by IRFC aims to comprehensively evaluate the effectiveness and long-term sustainability of their healthcare infrastructure initiatives and provide insights into their impact on the medical institutions and communities they serve. This study assesses various aspects, including project scope, objectives, equipment performance, patient benefits, healthcare service enhancement, and clinical outcomes.

CSR PROJECT - 3D CBCT EQUIPMENT UPGRADE, KADI TALUKA PUBLIC CHARITABLE TRUST (KTPCT)

IRFC partnered with Kadi Taluka Public Charitable Trust (KTPCT), managing Bhagyoday Multi-Speciality Hospital, Kadi, Gujarat, a healthcare facility serving the railway community and general public. This partnership exemplifies effective public-private collaboration in addressing healthcare infrastructure challenges within the broader healthcare ecosystem.

The medical equipment procurement project represents IRFC's strategic investment in advanced healthcare technology, addressing a critical gap in surgical capabilities for complex medical procedures. This initiative demonstrates the corporation's commitment to meaningful CSR intervention that creates lasting impact while supporting India's healthcare infrastructure modernization.

The project emerged from a comprehensive needs assessment that identified the requirement for advanced surgical equipment at the hospital, which serves railway employees, their families, and the general public in the Kadi region and surrounding areas covering multiple districts including Mehsana, Banaskantha, and parts of Ahmedabad.



SCOPE OF WORK

The main objective of the study is to evaluate the CSR Activity of Indian Railway Finance Corporation (IRFC), specifically focusing on the medical equipment procurement project including modular operation theatres, C-ARM imaging system, neuro microscope, laparoscopy equipment, and anesthesia work station at Bhagyoday Multi-specialty Hospital through Kadi Taluka Public Charitable Trust (KTPCT). The study aims to evaluate the impact of the project on the beneficiaries and communities it serves.

Scope of work of the study includes the following:

- To study consistency of the project implementation
- To study the direct/ indirect impact of the project- achievement of the objective for which the project was sanctioned
- To study the financial outgo of the project
- Verification of relevant documents of the CSR project
- Understand Cost Effectiveness of the Project
- Analyse the feedback of the Target Beneficiaries
- Assess the Impact of the Project on the target beneficiaries and communities



METHODOLOGY OF THE STUDY

The following step by step methodology and approach were adopted while conducting Impact study of CSR Project undertaken by IRFC for the medical equipment procurement at Bhagyoday Multi-Specialty Hospital, Station Road, Kadi, Gujarat through Kadi Taluka Public Charitable Trust (KTPCT) as the direct implementation partner.

The PHDCCI team visited the Bhagyoday Multi-Specialty Hospital on 14th August, 2025 and conducted comprehensive field assessment at the project site in Kadi, Mehsana district, Gujarat.

C.1 APPROACH FOR IMPACT ASSESSMENT

The Impact Assessment of the IRFC CSR project was conducted through a systematic approach designed to evaluate the effectiveness, operational performance, and healthcare impact of the medical equipment procurement and installation. The assessment employed a mixed-method approach combining quantitative performance metrics with qualitative stakeholder feedback to provide a comprehensive understanding of the project's outcomes. The methodology included primary data collection through medical professional interviews and patient beneficiary surveys, secondary data analysis of equipment utilization records and surgical reports, and on-site technical verification to assess the equipment's contribution to enhanced surgical capabilities and patient outcomes.

C.2 METHODOLOGY FOR IMPACT ASSESSMENT OF CSR PROJECT

The broad methodology adopted for the Impact Assessment of CSR Project, followed with IRECS Framework (Inclusiveness, Relevance, Expectation, Convergence, Service Delivery), is furnished below:



1. PRELIMINARY DATA/INFORMATION COLLECTION:

- Collection of preliminary data/information pertaining to CSR Project from KTPCT and IRFC.
- Evaluation of available documentation to gain understanding of the project's background and equipment specifications.
- Review of CSR MOU dated 9th June, 2022 & other project documents.

2. PHYSICAL VERIFICATION & STAKEHOLDER ENGAGEMENT:



- Conducted physical verification of the medical equipment installation and operational status
- Reviewing all relevant documentation related to the project
- Engaging in interviews and discussions with key stakeholders
- Understanding beneficiaries involved across different patient categories



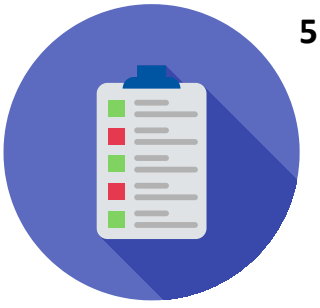
3. EQUIPMENT PERFORMANCE ASSESSMENT:

- Assessment of equipment conditions, functionality and maintenance protocols
- Evaluated operational efficiency through utilization statistics, patient throughput, surgical success rates, and maintenance records
- Assessed clinical outcomes and treatment success rates, review of pre and post-equipment installation performance metrics

4. IMPACT ASSESSMENT:



- Conducted survey of beneficiaries by semi-structured questionnaires
- Identified and assessed impact of advanced medical equipment on surgical capabilities and patient care quality
- Evaluate short-term & long-term benefit through equipment procurement



5. REPORT PREPARATION AND SUBMISSION:

- Prepared comprehensive Impact Assessment report, capturing all findings, insights, and recommendations.
- Submitted the report to IRFC, highlighting the project's achievements, clinical effectiveness, operational efficiency, and potential areas of improvement for future medical equipment CSR initiatives.



ASSESSMENT OF CSR PROJECT

D.1 CSR PROJECT OVERVIEW

The project received an approved fund allocation from Indian Railway Finance Corporation (IRFC) for procurement and installation of advanced medical equipment at Bhagyoday Multi-speciality Hospital, Station Road, Kadi, Gujarat through Kadi Taluka Public Charitable Trust (KTPCT).

IRFC provided funding for the advanced medical equipment aimed at enhancing surgical capabilities and healthcare delivery for complex medical procedures at the hospital. The project encompassed comprehensive medical equipment procurement including three modular operation theatres with laminar air flow systems, C-ARM system with detector, laparoscopy equipment with HD camera, anesthesia work station, and neuro microscope with professional installation. Kadi Taluka Public Charitable Trust (KTPCT) undertook extensive coordination and implementation efforts to ensure seamless integration of the advanced medical technology.

The project began with detailed technical planning and vendor selection, followed by equipment procurement and installation activities spanning from June 2022 to February 2023. The medical equipment systems were commissioned and became fully operational from March 2023 thereafter.

D.2 OBJECTIVE AND EXPECTED OUTCOME OF THE PROJECT

The objective of CSR Project undertaken by IRFC through Kadi Taluka Public Charitable Trust (KTPCT):

- To enhance surgical capabilities by procuring medical equipment for complex procedures including neurosurgery, orthopedic surgery, gynecological procedures, and general surgery
- To improve treatment precision and patient outcomes through state-of-the-art surgical equipment and modular operation theatres
- To provide healthcare services to railway employees, their families, and general public in Kadi and surrounding regions

EXPECTED OUTCOMES:

The project aims to achieve positive clinical and operational impacts, including improved surgical outcomes, enhanced medical staff capabilities, increased patient volume capacity, and strengthened position of the hospital in providing specialized healthcare services to the community.

D.3 ACTIVITIES AND IMPLEMENTATION

Following steps for implementation of Project:

D.3.1. PROJECT PLANNING AND EQUIPMENT PROCUREMENT:

The project involved procurement of advanced medical equipment including three modular operation theatres with laminar air flow systems, C-ARM system, laparoscopy equipment with HD camera, anesthesia work station, and neuro microscope. The procurement included comprehensive installation, training, and technical support services.



Equipment Category

- **Medical Equipment Procurement:** Advanced surgical equipment for multi-specialty hospital
- **Installation Period:** June 2022 to February 2023
- **Operational Since:** March 2023
- **Department:** Multi-specialty surgical departments

Equipment Specifications:

Equipment Name	Quantity	Purpose
Modular Operation Theatre with Laminar Air Flow	3 Units	Advanced surgical procedures
C-ARM System with Detector	1 Unit	Real-time imaging during surgery
Neuro Microscope	1 Unit	Neurosurgical procedures
Laparoscopy System with HD Camera	1 Unit	Minimally invasive surgery
Anesthesia Work Station	1 Unit	Patient monitoring during surgery

D.3.2. INSTALLATION AND COMMISSIONING:

- Equipment installed and commissioned between June 2022 to February 2023.
- Vendor selection based on specific technical specifications and competitive bidding
- Medical equipment properly installed and commissioned as per project specifications
- Equipment efficiently working and operational with proper functionality verification
- Technical performance verified through operational testing during site assessment

D.3.3. OPERATIONAL SYSTEMS IMPLEMENTATION:

- Operational Hours: 24x7 emergency services with planned surgeries during daytime
- Patient Categories: Both OPD and IPD patients across multiple specialties
- Target Demographics: All age groups requiring surgical intervention
- Pricing Structure: Varies as per procedure complexity and patient category
- Medical Applications: Neurosurgery, orthopedic surgery, gynecological procedures, general surgery, ENT procedures, and urology

D.4 OBSERVATIONS & ASSESSMENT OF COMPLETENESS OF PROJECT

The PHDCCI team conducted comprehensive site assessment on 14th August, 2025 to verify the implementation and operational status of the medical equipment at Bhagyoday Multi-specialty Hospital. Various project-related documents were reviewed including the CSR MOU dated 9th June 2022, fund utilization certificates, equipment purchase orders, installation reports, and operational performance records.



The following observations and completeness status of the project, based on the target objectives, are provided below:

S.No.	TARGET ACTIVITIES	STATUS	OBSERVATION & REMARKS
1.	Equipment Procurement and Installation	Completed	• Medical equipment successfully installed and operational. • All equipment including modular OTs, C-ARM, neuro microscope, laparoscopy system, and anesthesia station fully functional. • Equipment operational since March 2023. Integration with hospital systems completed.
2.	Operational Service Integration	Completed	• Daily operational schedule established for surgical procedures. • Patient registration and scheduling system functional. • Billing and payment processing integrated. • Medical reporting and documentation systems operational
3.	Clinical Service Delivery	Completed	• Active clinical service delivery across multiple specialties. • Significant increase in surgical capabilities and patient volume.
4.	IRFC Branding and Acknowledgment	Completed	• IRFC acknowledgment prominently displayed at hospital premises. • CSR project documentation maintained. • Co-branding visible at equipment locations.

D.5 COMPOSITION OF BENEFICIARIES

The medical equipment has been benefitting patients, medical professionals, and healthcare support staff at Bhagyoday Multi-speciality Hospital. During the operational period since March 2023, the following composition of beneficiaries has been observed:

BENEFICIARY DEMOGRAPHICS:



- **Primary Beneficiaries:**
  Patients requiring surgical intervention across multiple specialties
- **Medical Professionals:**
  Surgeons, anesthetists, and specialist doctors utilizing advanced equipment for enhanced surgical capabilities

GEOGRAPHIC COVERAGE:

- Primary Catchment: Kadi town and surrounding 300+ villages within 45 km radius
- Service Area: Mehsana, Banaskantha, and parts of Ahmedabad districts
- Extended Reach: Patients from across Gujarat seeking specialized neurosurgical and advanced surgical services

PATIENTS STATISTICS:

Year	OPD Patients	IPD Patients	Surgical Procedures (OT)	Total Patients
2021-22	136,714	8,525	1,224	146,463
2022-23	158,176	9,322	2,162	169,660
2023-24	179,338	9,191	5,228	193,757
Total (last 3 year)	**474,228**	**27,038**	**8,614**	**509,880**

D.6 BENEFICIARIES INTERACTION

PHDCCI team conducted interactive sessions and structured interviews with various beneficiaries, including patients who underwent surgical procedures using the new equipment, medical professionals utilizing the equipment, hospital administration, and technical staff.

The purpose was to gather comprehensive insights, assess clinical benefits realized, and obtain suggestions for service improvement. The interviews were designed to explore beneficiary backgrounds, assess surgical precision improvements, evaluate treatment outcome enhancements, and understand overall satisfaction levels.

BENEFICARY GROUPS:

- **Medical Professionals** - Surgeons, anesthetists, and specialist doctors utilizing equipment for enhanced surgical capabilities
- **Patients** - Railway employees, their families, and general public who underwent surgical procedures using the new equipment
- **Hospital Administration** - Management personnel overseeing the CSR project implementation and healthcare service delivery
- **Technical Staff** - Biomedical engineers, OT technicians, and equipment operators trained on advanced medical equipment

D.7 BENEFICIARIES FEEDBACK (FEW CASE STUDIES)

Senior Anesthetist

"The medical equipment has significantly enhanced our surgical capabilities. Patient duration has reduced to normally 3 days for major procedures. The equipment reliability and performance have exceeded our expectations."

Neurosurgeon, MBBS, MCH, Neuro-oncosurgery

"The advanced surgical equipment has revolutionized our treatment capabilities. We can now handle complex neuro-oncosurgery cases with better outcomes.

Neurospine Surgeon, MBBS, MD, DDB

"With the neuro microscope and advanced OT facilities, we can now perform complex neurosurgical procedures that were previously not possible at our facility. Patient outcomes have improved significantly with surgical precision. Recovery time has reduced to within 1 hour for certain procedures. We can now serve patients who would otherwise have to travel to metro cities for treatment."

Biomedical Engineer

"From a technical perspective, the equipment integration has been seamless. Patient treatment duration has been optimized to normally 3 days. The equipment reliability has been excellent with minimal downtime since installation."

Doctor- MS Urology

"The advanced surgical facilities have enabled us to perform complex urological procedures with better precision. Patient outcomes have improved significantly, and we can now offer treatments that were not possible earlier. "

Male Patient, Age 42, Post-Operative Day 2 (Orthopedic Surgery)

"I had my leg fracture surgery two days back. The doctor showed me the X-ray images during the operation on a screen. I'm still recovering but feeling better."

Female Patient, Age 55, Pre-Operative Patient (Scheduled for Surgery Next Day)

"I'm admitted for hernia surgery tomorrow morning. I'm nervous but seeing the facilities here gives me confidence. The cost is also reasonable."

D.8 SUMMARY OF BENEFICIARY SATISFACTION

PARAMETER	SATISFACTION LEVEL	FEEDBACK SUMMARY
Equipment Performance	High	Advanced surgical capabilities with excellent reliability and performance
Surgical Precision	High	Significant improvement in surgical outcomes and precision
Clinical Benefits	High	Enhanced treatment capabilities enabling complex procedures
Patient Outcomes	High	Improved surgical success rates and reduced recovery time
Cost Effectiveness	High	Reasonable pricing compared to private hospital alternatives

Note: The satisfaction levels were determined through comprehensive assessment approach combining multiple data sources:

- **Very High:** Reserved for exceptional feedback with quantifiable clinical improvements and measurable benefits
- **High:** Strong positive feedback with demonstrable benefits and improvements

- **Assessment Sources:** Direct interviews with medical professionals, patient feedback, administrative staff input, technical performance data, and clinical outcome documentation



ASSESSMENT OF IMPACT

The CSR project had a significant impact on the healthcare delivery capabilities at Bhagyoday Multi-specialty Hospital, as evident from the comprehensive assessment study. The project has directly enhanced surgical capabilities and improved treatment precision for complex medical procedures through the implementation of advanced medical equipment.

The study highlighted several positive impacts across multiple dimensions including surgical accuracy enhancement, clinical efficiency improvement, patient care quality, and medical staff capability building.

E.1 PROJECT IMPACT OVERVIEW

HEALTHCARE TECHNOLOGY AND SURGICAL IMPACT:

8,637 surgical procedures
Performed using new equipment (May 22 – Jun 25)

2 breakdowns in 3 years
Excellent equipment reliability record

High satisfaction reported
across all stakeholder categories

E.2 COMPREHENSIVE IMPACT ANALYSIS

QUALITATIVE IMPACT	QUANTITATIVE IMPACT
Enhanced Surgical Capabilities for Complex Procedures	Annual growth rate of approx. 47.1% in patient volume each year over the 2-year period from 2023 to 2025
Improved Treatment Planning and Surgical Precision	Surgical success rates of approx. 80-90% for neurosurgical procedures and approx. 100% for general surgeries
Patient Confidence and Treatment Trust Enhanced	Hospital reported revenue increases of 20% through enhanced surgical capabilities and increased patient volume
Healthcare Accessibility for Rural Population	Cost Reduction of approx. 60-70% compared to Private Sector
Attracting patients from multiple districts and enhancing its standing within the healthcare community	Geographic service area encompasses Mehsana and Banaskantha districts plus parts of Ahmedabad district

E.3 IRECS FRAMEWORK ALIGNMENT

The IRECS Framework provides a comprehensive evaluation methodology that ensures systematic assessment of CSR projects across five critical dimensions. This framework validates the holistic approach adopted in developing and implementing the medical equipment procurement at Bhagyoday Multi-specialty Hospital, demonstrating alignment with international best practices for sustainable development initiatives.

The project demonstrates strong alignment with the IRECS Framework and we have evaluated the project's adherence to the following framework dimensions on a scale of 'Good', 'Acceptable' and 'Need Improvement'.

IRECS FRAMEWORK ASSESSMENT CRITERIA:

'Good' - Positive outcomes with measurable impact;

'Acceptable' - Satisfactory results with minor gaps;

'Need Improvement' - Significant gaps requiring attention

INCLUSIVENESS:

The project includes diverse beneficiary groups - patients requiring complex surgical procedures across multiple specialties, medical professionals from various departments, and healthcare support staff. The stakeholder engagement process demonstrates comprehensive inclusion of all relevant parties in healthcare delivery. Assessment: Good.

IRECS FRAMEWORK

- INCLUSIVENESS
- RELEVANCE
- EXPECTATION
- CONVERGENCE
- SERVICE DELIVERY

RELEVANCE:

The project addresses authentic medical infrastructure needs for advanced surgical capabilities at the hospital. The CSR intervention directly responds to critical healthcare gaps and surgical limitations faced by patients requiring complex medical procedures in the region. Assessment: Good.

EXPECTATION:

The project has demonstrated strong alignment with stakeholder expectations regarding advanced surgical capabilities. Medical professionals and patients provided positive feedback with high satisfaction levels reported across all service parameters, with surgical success rates meeting or exceeding expectations. Assessment: Good

CONVERGENCE:

The project demonstrates effective convergence through formal integration mechanisms with hospital operations and coordination with IRFC CSR objectives. The convergence mechanisms include comprehensive documentation, MOU framework, and seamless integration with existing hospital systems. Assessment: Good.

SERVICE DELIVERY:

The project has implemented robust service delivery mechanisms ensuring consistent quality standards with surgical procedures performed and comprehensive equipment specifications met. The systematic approach demonstrates strong adherence to service delivery framework with reliable equipment performance and effective maintenance protocols. Assessment: Good.

E.4 SUMMARY OF IMPACT STUDY

IMPACT ASSESSMENT CRITERIA:

- **High** - Significant measurable benefits affecting large number of beneficiaries with documented outcomes;
- **Medium** - Moderate benefits with some measurable improvements and positive feedback;
- **Low** - Limited benefits or scope with minimal measurable impact

S.No.	PARAMETERS	BENEFICIARY VIEW POINT	IMPACT
HEALTH BENEFITS			
1.	Enhanced surgical precision and capabilities for complex procedures through advanced medical equipment	Yes	High *(Improvement with quantifiable surgical success rates and expanded treatment scope)*
2.	Improved patient outcomes and reduced recovery time for surgical procedures	Yes	High *(Documented clinical outcomes with faster recovery and better success rates)*
3.	Advanced neurosurgical capabilities enabling complex brain and spine procedures	Yes	High (80-90% success rate for neurosurgery, procedures previously not possible)
SOCIAL BENEFITS			
4.	Enhanced healthcare accessibility for rural and semi-urban population	Yes	High *(Serving population across multiple districts Mehsana and Banaskantha districts plus parts of Ahmedabad district)*
5.	Quality healthcare services for economically disadvantaged patients at affordable rates	Yes	High (Approx. 60-70% cost reduction compared to private sector alternatives)
6.	Regional healthcare hub development reducing need for metro city referrals	Yes	High *(Patients now prefer local treatment over distant referrals)*

S.No.	PARAMETERS	BENEFICIARY VIEW POINT	IMPACT (HIGH/ MEDIUM/ LOW)
7.	Employment opportunities and skill development for healthcare professionals and support staff	Yes	Medium *(Enhanced capabilities leading to professional growth opportunities)*
ECONOMIC BENEFITS			
8.	Revenue generation capability supporting hospital's financial sustainability	Yes	Medium *(Approximately 20% revenue increase contributing to operational sustainability)*
9.	Equipment reliability and operational efficiency with minimal downtime	Yes	High *(Only 2 breakdowns in 3 years, AMC maintained)*
10.	Integration with existing hospital systems and workflow optimization	Yes	High *(Seamless integration with 24x7 operational capability)*



CONCLUSION

The CSR project undertaken by Indian Railway Finance Corporation (IRFC) through Kadi Taluka Public Charitable Trust (KTPCT) at Bhagyoday Multi-speciality Hospital has successfully achieved its objectives and made a significant impact on healthcare delivery capabilities for complex medical procedures at the hospital. The project has demonstrated IRFC's commitment to corporate social responsibility by creating sustainable healthcare technology advancement that continues to benefit patients requiring specialized surgical care while maintaining operational excellence and clinical effectiveness.

Through the procurement and installation of advanced medical equipment including modular operation theatres with laminar air flow systems, C-ARM imaging system, neuro microscope, laparoscopy equipment, and anesthesia work station, the project has transformed surgical capabilities at the hospital. The equipment provides advanced surgical technology that significantly enhances treatment precision while ensuring cost-effective service delivery and professional development opportunities for medical staff.

Furthermore, the project has not only addressed immediate healthcare infrastructure needs but also fostered long-term sustainability through consistent patient service delivery, medical staff capability enhancement, and establishment of operational excellence.

F.1 QUANTITATIVE IMPACT SUMMARY

IMPACT METRIC	ACHIEVEMENT	TARGET STATUS
Equipment Installation	Advanced medical equipment operational since March 2023	Target Met
Total Beneficiaries Served	8637 patients (May-22 to Jun-25) operations performed using new equipment	Sustained Performance
Patient Volume Growth	More than doubled from Jan-Jun 2023 to Jan-Jun 2025	Significant Growth
Success Rates	Approx. 80-90% for neurosurgery, 100% for general surgery	High Performance
Geographic Reach	Serving population of 5-6 million across three districts	Expanded Access
Stakeholder Satisfaction	High satisfaction across all service parameters	Satisfied

F.2 FUTURE RECOMMENDATIONS

- Expand medical equipment CSR programs to other healthcare institutions across different regions after conducting comprehensive needs assessments to identify critical infrastructure gaps in surgical capabilities.
- Develop long-term partnership agreements with healthcare institutions to ensure proper maintenance, staff training, and equipment lifecycle management for sustainable CSR investments in medical technology.
- Establish emergency fund provisions for critical equipment repairs and maintenance to ensure uninterrupted service delivery at CSR-funded medical facilities and protect the investment value.