INDIAN RAILWAY FINANCE CORPORATION



CSR PROJECT IMPACT ASSESSMENT

International Society for Krishna Consciousness (ISKCON)

PROJECT: Procurement of one Imaging CT scanner

NOVEMBER 2021 - MAY 2022

Prepared for:
Indian Railway Finance Corporation (IRFC)

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

ACKNOWLEDGMENT

The PHDCCI expresses its sincere gratitude to the Management of Indian Railway Finance Corporation (IRFC) for entrusting the task of conducting CSR Projects Impact Assessment for the medical equipment procurement project undertaken through International Society for Krishna Consciousness (ISKCON) at Sridham Mayapur Community Hospital, Shiv Doba, Mayapur, Nadia, West Bengal for November 2021 - May 2022.

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

PHDCCI Audit Team extends its sincere gratitude to the hospital management and staff members of Sridham Mayapur Community Hospital, particularly Mr. Vraja Vinoda Syama Das and Shri Hanuman Das Ji who shared their experiences and provided crucial insights into the project's real impact on healthcare delivery at the charitable hospital facility.

We would also like to acknowledge the support and cooperation of the project stakeholders for their valuable contribution to the impact study through provision of technical documentation and operational data related to the CT Scanner equipment installation and utilization.



PHD Chamber of Commerce and Industry

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INDIAN RAILWAY FINANCE CORPORATION

PHDCCI



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ABBREVIATIONS

ABBREVIATIONS	FULL FORM
AMC	Annual Maintenance Contract
CECT	Contrast Enhanced Computed Tomography
CSR	Corporate Social Responsibility
CT	Computed Tomography
IRECS	Inclusiveness, Relevance, Expectation, Convergence, Service Delivery
IRFC	Indian Railway Finance Corporation
ISKCON	International Society for Krishna Consciousness
MOU	Memorandum of Understanding
OPD	Outpatient Department
SDG	Sustainable Development Goals
W/a	Whole Abdomen

ABOUT THIS REPORT

This report outlines the impact assessment of the CSR project undertaken by Indian Railway Finance Corporation (IRFC) for International Society for Krishna Consciousness (ISKCON) - Medical Equipment Procurement at Sridham Mayapur Community Hospital, Shiv Doba, Mayapur, Nadia, West Bengal for November 2021 - May 2022 .

The project involved procurement and installation of an advanced CT Scanner with 192 slices capability, representing a significant technological advancement in diagnostic imaging capabilities at the charitable hospital serving rural communities in Mayapur region. The assessment evaluates the transformational impact on diagnostic accuracy, treatment planning, patient care quality, and overall healthcare service delivery at this critical healthcare facility.

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 International Society for Krishna Consciousness (ISKCON) - CT Scanner Equipment Procurement at Sridham Mayapur Community Hospital, Shiv Doba, Mayapur, Nadia, West Bengal for Nov. 2021 - May 2022. IRFC has made a significant contribution towards rural healthcare technology advancement through the procurement and installation of advanced diagnostic imaging equipment, demonstrating its commitment to corporate social responsibility and community welfare.

PHDCCI Report Number: 2025-26/PHDCCI/S/W/IR-004
Date of Project Assessment: Site visit conducted on 11th September, 2025
Date of the Report: 13th September, 2025

A.1 PROJECT BACKGROUND

FUNDED BY
IRFC

IMPLEMENTATION PARTNER
International Society for Krishna Consciousness (ISKCON)

PROJECT DURATION
Nov.2021-May 2022

IRFC CONTRIBUTION
INR 2,98,65,000/-

PARAMETER	DETAILS
Project Category	Medical Equipment Procurement - Healthcare Technology Enhancement
Activity Undertaken	CT Scanner with 192 slices procurement for comprehensive diagnostic imaging
Project Location	Sridham Mayapur Community Hospital, Shiv Doba, Mayapur, Nadia, West Bengal
CSR Agreement Date	18th November, 2021
Equipment Installation	Completed and Operational
Operational Since	May 2022
Service Delivery Model	Free of cost for all patients
Operational Hours	24x7 availability for emergency and routine cases

A.2 KEY ACHIEVEMENTS

- Successfully implemented CT diagnostic imaging technology with 192-slice capability for medical diagnostics serving rural communities
- Established free-of-cost service delivery model ensuring universal healthcare access regardless of economic status
- Maintained high equipment reliability with consistent operational performance supported by professional maintenance and technical support
- Demonstrated clinical impact through enhanced diagnostic accuracy, improved emergency response capabilities, and comprehensive scan protocols
- Established sustainable operational model serving diverse patient populations while maintaining accessibility for rural communities and pilgrims

A.3 IMPACT HIGHLIGHTS & INSIGHTS

HEALTHCARE ACCESS INSIGHTS

HEALTHCARE ENHANCEMENT	BENEFICIARY REACH	OPERATIONAL EXCELLENCE
• Advanced CT Scanner with 192-slice capability operational since commissioning May 2022 • Enhanced diagnostic capabilities for comprehensive medical conditions including emergency cases	• 8,637 total beneficiaries served from commissioning to June 2025 • Gender-balanced service delivery with 53.33% male & 46.47% female patients (May 22- Jun 25)	• Equipment reliability maintained with professional maintenance support • High stakeholder satisfaction across service parameters • Rural communities and pilgrims as primary beneficiary groups

SOCIAL & ECONOMIC INSIGHTS

Geographic coverage spanning 15+ districts across West Bengal and neighboring states

Monthly patient volume of 230-300 patients demonstrating consistent community acceptance and utilization

Free-of-cost service delivery making advanced diagnostics accessible to economically disadvantaged populations

24x7 operational availability ensuring emergency medical response capability

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
- Implement capacity building programs alongside equipment procurement
- 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 diagnostic 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 charitable healthcare institutions. Rural hospitals often face severe resource constraints in acquiring advanced medical equipment, limiting their diagnostic and treatment capabilities. The integration of modern imaging technologies like CT scanners with multi-slice capability represents a significant advancement in diagnostic medicine and emergency care management.

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, DR. BABASAHEB AMBEDKAR MEMORIAL HOSPITAL

IRFC partnered with International Society for Krishna Consciousness (ISKCON) for implementation at Sridham Mayapur Community Hospital, Shiv Doba, Mayapur, Nadia, West Bengal, a charitable healthcare facility serving rural communities. This partnership exemplifies effective public-private collaboration in addressing healthcare infrastructure challenges within rural healthcare systems. The CT Scanner equipment procurement project represents IRFC strategic investment in advanced medical technology, addressing a critical gap in diagnostic imaging capabilities for the rural population in Mayapur region. This initiative demonstrates the corporation commitment to meaningful CSR intervention that creates lasting impact while supporting India & rural healthcare infrastructure modernization.

The project emerged from a comprehensive needs assessment that identified the requirement for advanced diagnostic imaging capabilities at the charitable hospital, which serves rural communities, pilgrims, and visitors to the Mayapur region.



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 procurement of CT Scanner equipment with 192 slices at Sridham Mayapur Community Hospital through International Society for Krishna Consciousness (ISKCON) for enhancing rural healthcare diagnostic capabilities. 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 CT Scanner equipment procurement with 192 slices at Sridham Mayapur Community Hospital, Shiv Doba, Mayapur, Nadia, West Bengal through partnership with International Society for Krishna Consciousness (ISKCON).

The PHDCCI team visited the Sridham Mayapur Community Hospital on 11th September, 2025 and conducted comprehensive field assessment at the project site in Mayapur, Nadia, West Bengal.

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 CT Scanner equipment procurement facility. The assessment employed approach combining quantitative performance metrics with qualitative stakeholder feedback to provide understanding of project outcomes. The methodology included primary data collection through medical professional interviews and patient beneficiary surveys, secondary data analysis of equipment utilization records and diagnostic reports, and on-site technical verification to assess the equipment contribution.

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 (ISKCON) and IRFC.
- Evaluation of Available documentation to gain understanding of the project background and technical specifications.
- Review of CSR MOU dated 18th Nov., 2021 & other project documents.

2. PHYSICAL VERIFICATION & STAKEHOLDER ENGAGEMENT:



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



3. EQUIPMENT PERFORMANCE ASSESSMENT:

- Assessment of equipment conditions, functionality and maintenance
- Evaluated operational efficiency through utilization statistics, patient throughput, and maintenance records
- Assessed clinical outcomes and treatment success rates

4. IMPACT ASSESSMENT:



- Conducted survey of beneficiaries by semi-structured questionnaire
- Identified and assessed impact of advanced CT Scanner imaging technology on diagnostic capabilities
- Evaluated short-term & long-term benefits generated by the equipment



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). The entire sanctioned amount was utilized for procurement and installation of CT Scanner equipment with 192 slices at Sridham Mayapur Community Hospital, Shiv Doba, Mayapur, Nadia, West Bengal through partnership with International Society for Krishna Consciousness (ISKCON).

IRFC provided funding for the advanced medical equipment aimed at enhancing diagnostic imaging capabilities for comprehensive medical diagnostics at the charitable hospital serving rural communities. The project encompassed comprehensive technology procurement including advanced CT Scanner with multi-slice capability and professional installation. International Society for Krishna Consciousness (ISKCON) undertook extensive coordination and implementation efforts to ensure seamless integration of the advanced imaging technology.

The project began with detailed technical planning and vendor selection through competitive bidding process, followed by equipment procurement and installation activities.

D.2 OBJECTIVE AND EXPECTED OUTCOME OF THE PROJECT

The objective of CSR Project undertaken by IRFC through International Society for Krishna Consciousness (ISKCON) at Sridham Mayapur Community Hospital:

- To establish diagnostic imaging capabilities by procuring CT Scanner with 192 slices for comprehensive medical diagnostics
- To improve treatment planning precision for complex medical procedures, emergency cases, and specialized treatments
- To provide advanced healthcare services to rural communities, pilgrims, and visitors to Mayapur region
- To enhance the charitable hospital's capacity to serve underprivileged populations with state-of-the-art medical technology.

Expected Outcomes:

The project aims to achieve positive clinical and operational impacts, including improved healthcare outcomes for rural populations, enhanced medical staff capabilities, and strengthened position of the charitable hospital in providing specialized healthcare services to underserved communities.

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 CT Scanner with 192 slices capability for comprehensive diagnostic imaging. The equipment represents cutting-edge medical technology for rural healthcare delivery.

Equipment Specifications:

Make & Model	Siemens Healthcare CT Scanner
Quantity	1 Set
Capability	192 slice CT Scanner with advanced imaging protocols
Investment	2,98,65,000/-

D.3.2. INSTALLATION AND COMMISSIONING:

- Equipment procurement completed through competitive bidding process
- Vendor selection based on technical specifications and compliance requirements
- CT Scanner properly installed and commissioned at the designated location
- Equipment efficiently working and operational with comprehensive functionality verification
- Installation completed by Siemens Healthcare meeting all technical and safety requirements
- Technical performance verified through comprehensive testing and sample operations

D.3.3. OPERATIONAL SYSTEMS IMPLEMENTATION:

- Operational Hours: 24x7 availability for emergency and routine cases
- Patient Categories: All patients including emergency cases, rural population, pilgrims, and general public
- Service Delivery: Free of cost diagnostic services
- Medical Applications: Comprehensive CT diagnostics including CT Brain, CT Thorax, CT W/a, CT L/S Spine, HRCT Thorax, CECT W/a, CT PNS, etc

D.4 OBSERVATIONS & ASSESSMENT OF COMPLETENESS OF PROJECT

The PHDCCI team conducted comprehensive site assessment on 11th September, 2025 to verify the implementation and operational status of the CT Scanner equipment at Sridham Mayapur Community Hospital. Various project-related documents were reviewed including the CSR agreement dated 18th November, 2021, fund utilization certificates, equipment 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	• CT Scanner installed and operational • 192 slice CT capability established • Equipment fully functional with comprehensive diagnostic capabilities • Integration with hospital systems completed
2.	Operational Service Integration	Completed	• 24x7 operational schedule established • Patient registration and diagnostic workflow functional • Free of cost service delivery model implemented • Medical reporting and documentation systems operational
3.	Clinical Service Delivery	Completed	• Active clinical service delivery since commissioning • Comprehensive diagnostic imaging services • Emergency and routine case management
4.	IRFC Branding and Acknowledgment	Completed	• IRFC acknowledgment prominently displayed • CSR project documentation maintained • Proper fund utilization certification completed

D.5 COMPOSITION OF BENEFICIARIES

The CT Scanner equipment has been benefitting diverse patient populations at Sridham Mayapur Community Hospital. Based on the operational data from May 2022, the following composition of beneficiaries has been observed:

BENEFICIARY DEMOGRAPHICS:



- **Rural Communities:**
  - Primary beneficiaries from Nadia district and surrounding rural areas
- **Pilgrims and Visitors:**
  - Devotees and visitors to Mayapur spiritual complex
- **Emergency Cases**
  - Critical patients requiring immediate diagnostic intervention
- **Referred Patients**
  - Cases referred from other healthcare facilities in the region

YEAR-WISE BENEFICARIES:

MONTH/YEAR	TOTAL PATIENTS	MALE	FEMALE
2022 (May-Dec)	586	301	285
2023 (Jan-Dec)	2,219	1,249	970
2024 (Jan-Dec)	3,555	1,866	1,689
2025 (Jan-Jun)	2,277	1,190	1,087
Total	**8,637**	**4,606**	**4,014**

GEOGRAPHIC COVERAGE:

- **Primary Catchment**: Mayapur and surrounding rural areas in Nadia district
- **Service Area**: West Bengal and neighboring states
- **Extended Reach**: Pilgrims and visitors from across India

UTILIZATION STATISTICS:



8,637 Patients
Total Patients Served (May 2022 - June 2025)

230-300 Patients
Average Monthly Patients

4,606 Male and 4,014 Female
Gender Distribution (May 2022-Jan 2025)

427 patients (May 2025)
Peak Monthly Volume

DIAGNOSTIC SERVICES (MAJOR) PROVIDING:

- CT Brain, CT Thorax, CT Whole Abdomen
- CT Lumbar/Sacral Spine, HRCT Thorax
- Contrast Enhanced CT studies (CECT W/a)
- CT Paranasal Sinuses (CT PNS)
- Emergency and trauma cases

D.6 BENEFICIARIES INTERACTION

PHDCCI team conducted interactive sessions and structured interviews with various beneficiaries, including patients who underwent CT scan procedures, 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 diagnostic accuracy improvements, evaluate treatment planning enhancements, and understand overall satisfaction levels.

D.7 BENEFICIARIES FEEDBACK (CASE STUDIES)

MEDICAL STAFF FEEDBACK:

CT Technologist

"The CT Scanner has revolutionized our diagnostic capabilities. We can now provide comprehensive imaging services that were previously unavailable to the facility. Thetechnology allows for detailed anatomical visualization, significantly improving our diagnostic accuracy. The equipment is reliable and user-friendly, enabling us to serve patients efficiently around the clock."

CT Technologist

"Since the installation, we've seen a dramatic increase in patient volume and diagnostic capabilities. The free-of-cost service model ensures that even the most economically disadvantaged patients can access advanced diagnostic care."

Administrator/Manager

"The CT Scanner has enhanced our hospital's reputation as a center of excellence in rural healthcare. We've experienced significant growth in patient volume and improved clinical outcomes. The equipment generates valuable diagnostic insights while maintaining our commitment to charitable healthcare delivery."

PATIENT FEEDBACK:

Patient Case Study 1 (Name withheld for privacy)

"I underwent CT scan for abdominal pain diagnosis. The procedure was comfortable and the staff explained the process clearly. Most importantly, the service was completely free."

Patient Case Study 2

"As a local resident, having access to CT scanning facility nearby to us is good otherwise, we had to travel to Kolkata for such services, which was expensive and time-consuming. The hospital staff is caring and the facility is well-maintained."

D.8 SUMMARY OF BENEFICIARY SATISFACTION

PARAMETER	SATISFACTION LEVEL	FEEDBACK SUMMARY
Equipment Performance	High	Advanced 192-slice CT capability with comprehensive diagnostic protocols
Service Accessibility	Very High	Free of cost service delivery making healthcare accessible to all economic groups
Clinical Benefits	High	Enhanced diagnostic accuracy and improved treatment planning capabilities
Staff Competency	High	Well-trained technical staff providing professional service
Patient Comfort	High	Comfortable procedure experience with clear communication
Service Availability	Very High	24x7 availability for emergency and routine cases
Technical Support	Good	Reliable equipment performance with maintenance support
Overall Experience	High	Strong recommendation from both medical staff and patients

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

- **Very High:** Exceptional impact with quantifiable community benefits (service accessibility, availability)
- **High:** :Strong positive feedback with measurable improvements (equipment performance, clinical benefits)
- **Good:** Positive feedback with scope for enhancement (technical support)

Assessment Sources:

- Direct interviews with medical professionals and technical staff
- Patient feedback and satisfaction surveys
- Administrative staff operational input
- Clinical outcome documentation and utilization statistics



ASSESSMENT OF IMPACT

The CSR project had a significant impact on the healthcare delivery capabilities at Sridham Mayapur Community Hospital, as evident from the comprehensive assessment study. The project has directly enhanced diagnostic imaging capabilities and improved treatment planning precision for comprehensive medical conditions through the implementation of advanced CT Scanner technology with 192-slice capability. The study highlighted several positive impacts across multiple dimensions including diagnostic accuracy enhancement, clinical efficiency improvement, patient care quality, and medical staff capability building.

E.1 PROJECT IMPACT OVERVIEW

HEALTHCARE TECHNOLOGY AND DIAGNOSTIC IMPACT:

8,637 patients served
(May 2022 - June 2025)

Free of cost service delivery
for all beneficiaries

24x7 operational
for emergency and routine cases

High patient satisfaction
reported across service parameters

E.2 COMPREHENSIVE IMPACT ANALYSIS

QUALITATIVE AND QUANTITATIVE IMPACT ANALYSIS:

QUALITATIVE IMPACT

- Enhanced Rural Healthcare Access
- Improved Emergency Medical Response
- Provides comprehensive diagnostic solutions under one roof, eliminating referral dependencies
- Attracting patients from wider geographic areas and strengthening community trust

QUANTITATIVE IMPACT

- Consistent growth from 586 patients in 2022 to 2435 patients in 2024 (May-Dec)
- Based on patient data analysis, the facility serves patients from over 15+ districts across West Bengal and neighboring states
- Balanced gender distribution with 53.2% male and 46.8% female patients

E.3 IRECS FRAMEWORK ALIGNMENT

The IRECS Framework serves as 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 CT Scanner equipment installation at Sridham Mayapur Community 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;

'Acceptable' - Minor gaps;

'Need Improvement' - Significant gaps

INCLUSIVENESS:

The project includes diverse beneficiary groups including rural communities, pilgrims, emergency patients, and referred cases from across West Bengal. The free-of-cost service model ensures comprehensive inclusivity regardless of economic status. Assessment: Good.

RELEVANCE:

The project addresses authentic healthcare diagnostic gaps in rural Mayapur region. The CSR intervention directly responds to critical medical technology needs and eliminates dependency on distant urban healthcare facilities. Assessment: Good.

IRECS FRAMEWORK

- INCLUSIVENESS
- RELEVANCE
- EXPECTATION
- CONVERGENCE
- SERVICE DELIVERY

EXPECTATION:

Strong alignment with stakeholder expectations regarding advanced diagnostic imaging services. Medical professionals and patients demonstrate high satisfaction levels across all operational parameters. Assessment: Good

CONVERGENCE:

Effective convergence through formal partnership between IRFC and ISKCON with comprehensive documentation, MOU framework, and coordinated implementation mechanisms ensuring proper fund utilization. Assessment: Good.

SERVICE DELIVERY:

Robust service delivery with 24x7 availability, comprehensive diagnostic protocols, free-of-cost model, and consistent monthly patient volumes demonstrating sustainable operational excellence.. Assessment: Good.

E.4 SUMMARY OF IMPACT STUDY

IMPACT ASSESSMENT CRITERIA:

High - Significant measurable benefits affecting large number of beneficiaries

Medium - Moderate benefits with some scope limitations

Low - Limited benefits or restricted scope

S.No.	PARAMETERS	BENEFICIARY VIEW POINT	IMPACT
HEALTH BENEFITS			
1.	Enhanced diagnostic accuracy for comprehensive medical conditions through CT technology	Yes	High *(Direct clinical improvement with measurable diagnostic enhancement)*
2.	Improved emergency medical response	Yes	High *(Critical emergency care capability established with 24x7 diagnostic availability)*
3.	Elimination of referral dependency for advanced CT diagnostics in rural region	Yes	High *(Significant reduction in patient travel and associated costs)*
4.	Professional development for medical staff through advanced technology exposure	Yes	Medium *(Limited to hospital staff members)*
SOCIAL BENEFITS			
5.	Enhanced healthcare accessibility for rural communities through free-of-cost service delivery	Yes	High *(8,637 beneficiaries (May 22-Jun 25) served with significant cost savings)*
6.	Equitable healthcare services for economically disadvantaged populations	Yes	High *(Universal access regardless of economic status)*
7.	Geographic healthcare coverage expansion serving multiple districts	Yes	High *(Service delivery across 15+ districts in West Bengal)*

S.No.	PARAMETERS	BENEFICIARY VIEW POINT	IMPACT (HIGH/ MEDIUM/ LOW)
8.	Community health empowerment through advanced medical technology access	Yes	High *(Rural communities empowered with urban-level diagnostic capabilities)*
9.	Sustainable healthcare service delivery model ensuring long-term impact	Yes	High *(Consistent operational performance with growing patient volumes)*
ECONOMIC BENEFITS			
10.	Significant cost savings for beneficiaries	Yes	High *(Free diagnostic services)*
11.	Elimination of travel and accommodation expenses for advanced CT diagnostics	Yes	High *(Reduced financial burden for rural families)*
12.	Reduced time loss and opportunity costs for patients and families	Yes	High *(Immediate local access vs. multi-day urban travel)*



CONCLUSION

The CSR project undertaken by Indian Railway Finance Corporation (IRFC) through International Society for Krishna Consciousness (ISKCON) has successfully achieved its objectives and made a significant impact on healthcare diagnostic capabilities for rural communities at Sridham Mayapur Community Hospital. The project has demonstrated IRFC's commitment to corporate social responsibility by creating sustainable healthcare technology advancement that continues to benefit rural populations, pilgrims, visitors, and the broader community while maintaining operational excellence and clinical effectiveness.

Through the implementation of advanced CT Scanner with 192-slice capability, including procurement of medical imaging technology, professional installation, and establishment of efficient operational systems, the project has transformed diagnostic imaging capabilities for healthcare services in rural Mayapur region. The equipment provides diagnostic visualization technology that enhances diagnostic accuracy while ensuring free-of-cost service delivery & community empowerment opportunities.

Furthermore, the project has not only addressed immediate diagnostic technology 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	CT Scanner with 192-slice capability operational since commissioning	Target Met
Total Beneficiaries Served	8,637 patients (May 2022 - June 2025)	Target Met
Monthly Patient Volume	230-300 patients consistently served	Sustained Service
Service Delivery Model	Free-of-cost diagnostic services established	Achieved
Geographic Coverage	15+ districts across West Bengal and neighboring states	Expanded Reach
Gender Inclusivity	53.33% male, 46.47% female patient distribution (May 22- June 25)	Balanced Access
Emergency Availability	24x7 operational capability	High Performance
Stakeholder Satisfaction	High satisfaction across all parameters	Satisfied

F.2 FUTURE RECOMMENDATIONS

- Expand medical equipment CSR program to other rural charitable hospitals across different regions after conducting comprehensive needs assessments to identify critical diagnostic equipment gaps in underserved areas.
- Implement capacity building programs alongside equipment procurement to ensure rural hospital staff are adequately trained and certified on advanced medical technologies with ongoing professional development opportunities.
- Establish emergency fund provisions for critical equipment repairs and maintenance to ensure uninterrupted service delivery at CSR-funded medical facilities, particularly in remote rural locations.