



Dedicated To Life

CSR IMPACT ASSESSMENT REPORT

ZYDUS
LIFESCIENCES LTD.

Assessment Year
2025-26



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CHAPTER 1

INTRODUCTION



BACKGROUND AND NEED OF THE PROGRAM

Project 1: Zydus Medical College and Hospital (ZMCH)

The Zydus Medical College and Hospital (ZMCH), located in Dahod, Gujarat, continues to serve as a critical healthcare institution addressing the needs of tribal and underserved populations in the region. The intervention remains essential due to persistent gaps in access to affordable, high-quality healthcare services across remote and socio-economically vulnerable communities in Eastern Gujarat and adjoining areas.

Many beneficiaries continue to face challenges, including delayed treatment, limited availability of specialised care, and financial constraints associated with private healthcare services. In this context, ZMCH plays a vital role by providing comprehensive tertiary healthcare services free of cost, supported by advanced infrastructure, specialised departments, and a skilled medical workforce.

The hospital not only addresses immediate healthcare needs but also contributes to long-term improvements through medical education, preventive healthcare awareness, and outreach services. The continued support for ZMCH ensures sustained access to quality healthcare and improved health outcomes for vulnerable populations.

Overall Objective of ZMCH: To strengthen access to quality and affordable healthcare services for underserved communities, thereby improving health outcomes and overall well-being.

Project 2: School Infrastructure Project: Revival of B.G. Chavda Secondary and Higher Secondary School, Changodar

The Revival of B.G. Chavda Secondary and Higher Secondary School, Changodar, was undertaken to address the deteriorating condition of the school's infrastructure, which posed significant challenges to learning and student safety. The school building was in disrepair, with structural weaknesses and recurring waterlogging during the monsoon season, which often disrupted academic activities and made the premises unsafe for students and staff.

These infrastructural limitations created an unconducive learning environment, affecting attendance, student engagement, and overall educational outcomes. There was a clear need for comprehensive redevelopment to ensure educational continuity and provide a secure, enabling space for students.

In addition to rebuilding the school infrastructure, the project included a sports intervention to promote holistic student development. Earlier, the absence of proper sports facilities limited opportunities for physical activity and extracurricular engagement. The intervention provided quality sports materials and encouraged regular participation in physical activities, contributing to students' physical well-being, teamwork, and overall personality development.

The combined focus on infrastructure and sports has helped create a more vibrant, safe, and engaging school environment. It has not only strengthened academic delivery but also fostered greater student participation, discipline, and interest in school activities.

Overall Objective: To provide a safe, resilient, and conducive educational environment while promoting holistic development through infrastructure and sports facilities, thereby enhancing learning outcomes, student engagement, and retention.

Project 3: Sanitation Infrastructure in Residential Schools and Day Schools, Shirpur

The School Sanitation Infrastructure project in Shirpur, Dhule District, was undertaken to address critical gaps in sanitation facilities across residential and non-residential government schools where existing facilities were inadequate, poorly maintained, insufficient for the number of students, and often lacked proper water supply, maintenance systems, and gender-sensitive design.

The lack of safe, private, and hygienic toilet facilities significantly affected students' comfort, dignity, and health. These challenges led to reduced usage of facilities, hygiene-related concerns, and disruptions in daily school and residential routines. Students also faced limited access to water, poor sanitation, and inadequate waste disposal, which further affected overall hygiene practices.

While these challenges affected all students, girls in residential settings experienced more difficulties related to privacy, safety, and menstrual hygiene management, sometimes leading to discomfort and absenteeism.

Recognising the importance of a safe and supportive school environment, the project focused on constructing well-designed, durable, and gender-segregated toilet facilities across schools. The intervention emphasised ensuring privacy, a continuous water supply, proper ventilation, and appropriate waste disposal and menstrual hygiene management systems.

By improving sanitation infrastructure, the project aims to create a clean, safe, and inclusive environment for all students, promoting better hygiene practices, health, attendance, and overall well-being.

Overall Objective: To strengthen sanitation infrastructure in residential and non-residential government schools by providing accessible, hygienic, and gender-sensitive toilet facilities, thereby improving student health, dignity, attendance, and the overall learning environment.

ABOUT ZYDUS LIFESCIENCES AND ITS COMMITMENT TO CSR INITIATIVES

ZyduS Lifesciences is a global, innovation-driven life sciences company headquartered in Ahmedabad, India, committed to improving health outcomes and enabling people to lead healthier, more fulfilling lives. The company operates across multiple geographies, including the United States, Europe, and emerging markets, with a strong focus on research, development, manufacturing, and delivery of healthcare solutions. With a large workforce of over 26,000 professionals and a strong research base, ZyduS continues to drive innovation through advanced therapies, vaccines, and medical technologies to address unmet healthcare needs.

Beyond its core business operations, ZyduS Lifesciences demonstrates a deep commitment to social responsibility through its structured Corporate Social Responsibility (CSR) framework. The company's CSR initiatives are primarily implemented through its flagship programme, ZyduS Srishti, which reflects its philosophy of creating healthier, more resilient communities. These initiatives are designed in alignment with national priorities and the provisions of the Companies Act, 2013, ensuring a systematic and accountable approach to social development.

ZyduS Srishti focuses on key thematic areas, including:

- Health (Swaasthya): Enhancing access to quality healthcare services and promoting preventive health practices.
- Education (Shiksha): Supporting educational infrastructure and improving access to quality learning opportunities.
- Research (Shodh): Encouraging innovation and research to address societal challenges.
- Skill Development (Saksham): Strengthening livelihoods through skill-building initiatives.
- Community Outreach (Saath): Promoting environmental sustainability and community engagement.

Through these focus areas, the company undertakes a wide range of interventions, including strengthening healthcare infrastructure, supporting educational institutions, promoting sanitation and hygiene, conducting awareness programmes, and enabling community development initiatives. The principles of inclusivity, sustainability, and long-term impact guide ZyduS Lifesciences' CSR approach. Overall, ZyduS Lifesciences integrates its business vision with social responsibility, striving to create meaningful and measurable impact across communities. Its CSR initiatives reflect a strong commitment to nation-building by addressing critical needs in healthcare, education, and community development, thereby advancing healthier, more equitable societies.

PROJECT DETAILS

Project Name	Location	Implementation Year	Implementing Organisation	Beneficiaries
ZMCH (ZyduS Medical College and Hospital)	Dahod, Gujarat	2024-2025	ZyduS Foundation	Tribal and underserved populations
School Infrastructure Project (Revival of B.C.Chavda Secondary & Higher Secondary School)	Changodar, Ahmedabad, Gujarat	2024-2025	ZyduS Lifesciences	Students (Annually 350+)
Sanitation Infrastructure in Residential and Non Residential Government Schools, Shirpur	Shirpur, Dhule District, Maharashtra	2024-2025	Mukesh Patel Charitable Trust	School students (boys and girls)

CHAPTER 2

RESEARCH METHODOLOGY



Research is a systematic and logical process aimed at generating new, reliable, and actionable knowledge on a specific subject. In the social sciences, research goes beyond mere general observations. It relies on scientific principles to ensure objectivity, minimise bias, and produce findings that are valid, verifiable, and replicable over time. While everyday observations may offer insights, they are only credible when supported by a structured, rigorous methodology.

This Social Impact Assessment Study has been conducted in alignment with the core principles of scientific research, including objectivity, reliability, transparency, testability, and ethical integrity. The methodology has been carefully designed to assess the impact of interventions implemented by Zydus Foundation, Zydus Lifesciences and Mukesh Patel Charitable Trust across key sectors, including healthcare, education, and sanitation, during the financial year 2024-2025. The approach ensures that the findings accurately reflect the outcomes experienced by beneficiaries and stakeholders.

USE OF MIXED METHODOLOGY

To develop a comprehensive understanding of the interventions, the study employs a mixed-methods approach that integrates quantitative and qualitative research methods. This approach enables the study to capture not only measurable outcomes but also beneficiaries' lived experiences, perceptions, and behavioural changes.

Relying solely on one method often limits the depth or breadth of analysis. Therefore, combining both approaches helps overcome these limitations and provides a more holistic perspective. While quantitative methods help in identifying patterns and trends across a larger population, qualitative methods provide deeper insights into the reasons behind those patterns.

VALUE OF THE APPROACH

The mixed-methods design strengthens the overall research by enhancing the credibility and validity of findings. It allows for cross-verification of results and ensures that numerical data is supported by contextual understanding. As a result, the study can provide a balanced, well-rounded assessment of programme effectiveness and impact.

APPLICATION OF QUANTITATIVE TECHNIQUES

The quantitative component of the study focuses on collecting structured data from beneficiaries across all selected projects. A pre-designed interview schedule was used to ensure consistency in data collection and to enable comparison across different respondent groups.

This method facilitated systematic data collection, ensuring that responses were standardised and could be analysed statistically. It also enabled the study to include a relatively large sample, thereby improving the generalisability of the findings.

The collected data was analysed using statistical techniques, enabling the study to measure tangible changes in areas such as access to services, utilisation of infrastructure, attendance levels, hygiene practices, and overall well-being of beneficiaries.

ENSURING TRIANGULATION

To enhance the reliability and validity of the findings, the study adopted triangulation as a key methodological approach. This involved integrating data from multiple sources, methods, and stakeholder groups to cross-verify results.

Quantitative findings were supported and validated through qualitative insights, while perspectives from beneficiaries, community members, and other key stakeholders were considered. This multi-dimensional approach reduced the likelihood of bias and ensured that the findings were robust and credible.

By combining different forms of evidence, the study provided a comprehensive and accurate assessment of the interventions and their impact.

APPLICATION OF QUALITATIVE TECHNIQUES

While quantitative data provides measurable evidence, the qualitative component of the study adds depth by capturing detailed insights into stakeholder experiences and perceptions. This approach was particularly useful in understanding behavioural changes, challenges faced during implementation, and the broader social impact of the interventions.

The study employed methods such as key informant interviews, beneficiary testimonials, and case studies. These tools enabled flexible, interactive discussions, allowing respondents to share their experiences in their own words.

The qualitative approach helped uncover nuanced information that may not emerge through structured questionnaires. It also provided context to the quantitative findings, thereby enriching the overall analysis and ensuring that the impact is understood beyond numerical indicators.

OBJECTIVES OF THE STUDY

The following key objectives guided the study:



Assess the impact: Evaluate the effectiveness and outcomes of interventions across healthcare, education, and sanitation.



Measure Outcomes and Identify Gaps:

- Quantify the benefits and changes resulting from the projects.
- Identify strengths, gaps, and areas for improvement.



Inform future initiatives:

- Provide actionable insights for strengthening programme design.
- Support strategic decision-making for future initiatives.

RESEARCH DESIGN



Research design used

Descriptive Research Design



Sampling Technique

Purposive Sampling



Project-Wise Sample Size

The study covered multiple projects with defined sample sizes to ensure balanced representation:

- ZMCH (Zydus Medical College and Hospital): 125
- School Revival Programme: 100
- Toilet Block Project, Shirpur (Dhule District): 200

STUDY TOOLS

A combination of structured and flexible tools was used to gather both quantitative and qualitative data:



Tools Used:

- Interview Schedules (for quantitative data collection)
- Interview Guides (for qualitative exploration)
- Key Informant Interviews (teachers, head teachers, healthcare staff)
- Case Studies and Testimonials



Key Features of Tools:

- Ensured consistency across respondents
- Allowed probing and clarification where needed
- Captured both structured data and narrative insights
- Facilitated comparative and thematic analysis

KEY STAKEHOLDERS

The study engaged a diverse set of stakeholders to ensure comprehensive insights:



PRIMARY BENEFICIARIES

- Students
- Patients
- Community members directly benefiting from the interventions



PARTNER ORGANISATIONS

- Healthcare providers
- Local institutions and authorities



PROJECT PARTICIPANTS' FAMILIES

- Family members supporting or impacted by the interventions
- Key contributors to behavioural and social change

COMMITMENT TO RESEARCH ETHICS

The study strictly adhered to ethical research practices:



INFORMED CONSENT

Participants were fully informed about the study's purpose and voluntarily agreed to participate



CONFIDENTIALITY

Personal information of respondents was kept confidential



VOLUNTARY PARTICIPATION

Participation was entirely voluntary, with the option to withdraw at any stage



ETHICAL TREATMENT

Respect, dignity, and sensitivity were maintained throughout the research process

CHAPTER 3

ZYDUS MEDICAL COLLEGE AND HOSPITAL (ZMCH)



Free Food Distribution at the Hospital

PROJECT BACKGROUND

The Zydus Medical College and Hospital (ZMCH) in Dahod continues to play a critical role in improving access to quality healthcare for tribal and underserved populations across Eastern Gujarat and neighbouring regions. By providing comprehensive tertiary healthcare services, advanced diagnostics, and specialised treatment facilities free of cost, the project has significantly reduced the burden of travel and out-of-pocket medical expenses for beneficiaries. The intervention has contributed to improved health outcomes, increased trust in public healthcare systems, and strengthened community well-being through a combination of curative services, preventive care, and medical outreach.

Key Findings



99.0%

of patient respondents confirmed that medical care is provided free of cost, ensuring complete financial accessibility.



84.0%

of patient respondents rated treatment effectiveness as very good, reflecting positive health outcomes.



84.0%

of patient respondents rated the availability of medicines as very good, indicating reliable access to prescribed drugs.



99.0%

of patient respondents reported that doctors were attentive, empathetic, and clinically competent, indicating strong service quality.



93.0%

of patient respondents reported that nurses were respectful, compassionate, and clinically competent, highlighting high-quality patient care.



92.0%

of patient respondents reported ease of access to ambulance services, indicating effective emergency service availability.



99.0%

of patient respondents reported ZMCH as their most preferred healthcare centre, reflecting very high trust in the institution.

Key Impacts



Significantly improved access to free, high-quality tertiary healthcare for underserved populations



Reduced out-of-pocket medical expenditure, preventing financial distress



Reduced reliance on distress financing (loans, asset sales)



Reduced dependence on distant hospitals and private providers



Strengthened continuum of care (consultation, diagnostics, treatment, follow-up)



Achieved high patient trust and satisfaction



Improved health-seeking behaviour, with reduced delays in accessing care

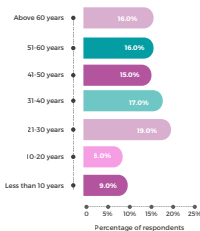


Contributed to improved health outcomes and overall quality of life

PATIENTS' PERSPECTIVE

Demographic Details of the Respondents

CHART 1: AGE-WISE DISTRIBUTION OF PATIENTS



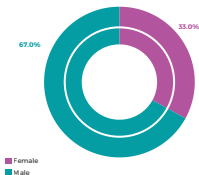
INCLUSIVE HEALTHCARE REACH ACROSS DIVERSE COMMUNITY SEGMENTS

Healthcare Access Across Age Groups

The age distribution reflects that healthcare services are being accessed across all life stages, from childhood to old age. While 9.0% of cases involve children under 10 years and 8.0% involve adolescents (10-20 years), it is important to note that these responses were provided by caregivers, indicating care-seeking behaviour for dependents. The highest utilisation is seen among young adults (21-30 years: 19.0%) and middle-aged groups (31-40 years: 17.0%; 41-50 years: 15.0%), who are often primary earners and decision-makers. Additionally, a notable proportion of elderly beneficiaries (51-60 years: 16.0%; 60+ years: 16.0%) highlights access issues among ageing populations.

This distribution indicates that **ZMCH has established itself as a trusted healthcare provider across generations**, supporting preventive and curative needs for children, enabling continuity of care for working-age populations, and ensuring accessible services for elderly individuals who typically face mobility and financial constraints.

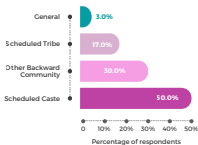
CHART 2: GENDER-WISE DISTRIBUTION OF PATIENTS



Gender Inclusion in Healthcare Utilisation

The respondent profile shows that 67.0% are male and 33.0% are female. While female representation is comparatively lower, their inclusion remains significant in capturing healthcare access patterns.

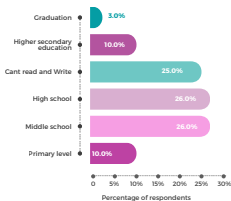
The findings suggest that ZMCH facilitates access for both men and women, including those who may otherwise face socio-cultural barriers to seeking care. Women's participation reflects growing acceptance and trust in institutional healthcare, especially for maternal, reproductive, and general health needs.

CHART 3: SOCIAL CATEGORY-WISE DISTRIBUTION OF PATIENTS


Reaching Socially Marginalised Communities

Half of the respondents (50.0%) belong to the Scheduled Castes, followed by 30.0% from the Other Backwards Classes and 17.0% from the Scheduled Tribes, with only 3.0% from the General category.

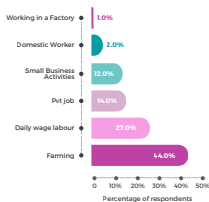
This clearly demonstrates that ZMCH is effectively reaching socially disadvantaged populations, who often face systemic barriers to healthcare access. The outreach among these groups indicates improved equity, reduced exclusion, and enhanced availability of healthcare services in underserved communities.

CHART 4: EDUCATION STATUS OF RESPONDENTS


Addressing Low Literacy and Health Awareness Gaps

A considerable proportion of respondents (25.0%) are illiterate, while most others have only basic to moderate education (primary to high school). Only a small fraction has higher secondary (10.0%) or graduate-level education (3.0%).

Despite these limitations, the utilisation of services indicates that ZMCH has been able to bridge information and awareness gaps, likely through simplified communication, community engagement, and supportive service delivery. This is particularly critical in enabling informed healthcare decisions among populations with limited formal education.

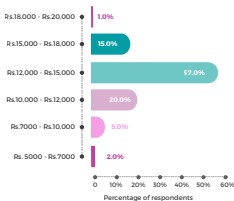
CHART 5: FAMILY OCCUPATION OF RESPONDENTS


Supporting Vulnerable Livelihood Groups

The majority of respondents are from farming households (44.0%) and daily-wage labour families (27.0%), followed by those engaged in private jobs (14.0%) and small businesses (12.0%).

These livelihood patterns reflect economic vulnerability and income instability. In this context, ZMCH plays a crucial role in reducing barriers to healthcare access for populations dependent on seasonal or informal incomes, ensuring that healthcare is not deferred due to livelihood constraints.

CHART 6: MONTHLY FAMILY INCOME OF PATIENTS



Enabling Affordable Healthcare for Low-Income Households

Most respondents fall into lower-income brackets: 57.0% earn between ₹12,000 and ₹15,000 per month, and a significant proportion earn even less.

This economic profile underscores that ZMCH's services are highly relevant for low-income households, where healthcare expenses can otherwise lead to financial distress. The utilisation patterns suggest that the initiative is contributing to affordable, accessible, and need-based healthcare, reducing the burden of out-of-pocket expenditure.

The demographic profile highlights that ZMCH has achieved inclusive, equitable, and need-sensitive healthcare outreach. It caters to:



Dependents (through caregiver-led access),



Economically active individuals



Elderly populations



Socially marginalised groups



Low-income households with limited literacy

This positions ZMCH not only as a healthcare provider but also as a critical enabler of equitable health access and social protection within vulnerable communities.

QUEUE FOR ECG AT ZMCH



TABLE 1: COMPREHENSIVE INFRASTRUCTURE AND HIGH SERVICE UTILISATION REFLECTING ZMCH'S CAPACITY TO DELIVER TERTIARY HEALTHCARE (2025-26)

A. Infrastructure: Availability of Core Hospital Infrastructure and Critical Care Capacity

Component	Details
Total Beds	1,034
ICU & Casualty Beds	136
Oxygen Plants	4 (Total LMP: 1510)
Liquid Oxygen Tank	13 KL

B. Medical Equipment Availability: Availability of Diagnostic, Monitoring, and Life-Saving Medical Equipment

Equipment	Details
High-End Monitors	265
Ventilators	56
BiPAP Machines	24
X-ray Machines	5 Fixed, 6 Portable
Ultrasound (USG) Units	9
CT scan	1 (32 Slice)
MRI	1 (1.5 Tesla)
Mammography	1
Dialysis Units	8
C-Arm Machines	2
Cath Lab	Philips Azurion 3 M12
Olympus System	1
CTG Machines	15
ECC Machines	14

C. Human Resources: Availability of Medical and Support Staff for Service Delivery

Particulars	Numbers
Specialised Doctors	196
Medical Doctors	238
Nursing Staff	601
Paramedical Staff	194

D. Service Utilisation Trends: Patient Footfall and Utilisation of Healthcare Services (2025 – 2026)

Indicator	Cumulative Total
OPD Footfall	4,29,789
New Admissions	48,288
Total Surgeries	51,852
Major Surgeries	9,938
Minor Surgeries	41,914
Deliveries	7,177
Normal Delivery	4,503
LSCS	2,674
Casualty Attendance	15,243

E. Annual Diagnostic and Clinical Services Utilisation (Apr 2025 - Mar 2026)

Indicator	Cumulative Total
X-Rays	2,02,053
USG	48,366
ECG	48,510
ECHO	3,143
PFT	2,352
CT scan	9,459
MRI	2,348
Dialysis	7,460

F. Laboratory Tests and Blood Bank Services (Apr 2025 - Mar 2026)

Indicator	Cumulative Total
Pathology Tests	21,64,521
Biochemistry Tests	21,13,608
Microbiology Tests	3,05,778
Blood Units Available (Avg/Day)	8,432
Blood Units Supplied	14,019

G. Medico-Legal Cases (MLC) Distribution by Type (Apr 2025 - Mar 2026)

Category	Total Cases
Total MLC Cases	9,861
Dog Bite	2,124
Snake Bite	226
Poisoning	465
Assault (Injury)	420
Hanging	40
RTA / Trauma	3,892

H. Nutrition Rehabilitation Centre (NRC) Performance Summary (Apr 2025 - Mar 2026)

Indicator	Value
Total Children Admitted	296
Admission Rate	123%
Bed Occupancy Rate	112.83%
Children Completed Stay	276
Completion Rate	93.86%
Defaulters	6
Children with $\geq 15\%$ Weight Gain	110
Average Weight Gain	6.90 grams
Follow-up Cases (4/3 visits)	270

I. Nutrition Rehabilitation Centre (NRC) Performance Summary (Apr 2025 - Mar 2026)

Indicator	Value
Higher Facility Referrals	15
Deaths	2
Average Length of Stay	13.8 days

PURPOSE OF CURRENT VISIT TO THE ZMCH

Continuum of Care at ZMCH: Beneficiary-Centric Service Utilisation

The utilisation pattern across departments indicates that ZMCH is not accessed in isolation for single ailments but rather as a comprehensive, end-to-end healthcare system. Beneficiaries described their experience as moving seamlessly from consultation to diagnosis, treatment, and follow-up within the same facility. This continuum has reduced the need for multiple hospital visits elsewhere, saving both time and cost.

Overall, the findings indicate that ZMCH has evolved into a dependable referral and treatment hub, where patients, especially those from vulnerable backgrounds, can access integrated, multi-speciality care under one roof.

KEY OBSERVATIONS FROM BENEFICIARY EXPERIENCES



General Medicine as the First Point of Trust (17.0%)

Respondents frequently reported that they initially approached ZMCH for general symptoms such as fever, weakness, breathing issues, or chronic conditions. Many shared that doctors not only provided immediate treatment but also referred them for further diagnostics, such as ECGs or imaging, within the same facility.

Beneficiaries highlighted that the availability of specialised consultations within General Medicine reduced uncertainty and delays, particularly for chronic disease management. For critical conditions, the presence of ICU/CCU services was perceived as life-saving and reassuring.



Structured and Reliable Surgical Care (29.0%)

A significant proportion of respondents who underwent surgeries described a well-coordinated pathway from OPD consultation to diagnostics, surgery, and post-operative care. Patients reported being clearly guided through each step, including pre-surgical tests and recovery protocols.

Many beneficiaries emphasised that access to affordable surgical care at ZMCH prevented them from seeking care at expensive private hospitals, especially for abdominal and related procedures. The presence of operating theatres and recovery units within the same system ensured continuity and safety.



Accessible Respiratory and TB Care (11.0%)

Respondents accessing TB & Chest services noted that timely diagnosis through tests and consistent follow-up care helped in managing respiratory conditions effectively. Some beneficiaries shared that long-standing cough or breathing issues were properly diagnosed only after visiting ZMCH.

The integration of diagnostic and treatment services was considered critical, particularly for TB patients who require regular monitoring and uninterrupted care.



Timely Orthopaedic and Trauma Support (10.0%)

Beneficiaries who accessed orthopaedic services reported receiving prompt attention for injuries, fractures, and joint-related issues. The availability of imaging and surgical support within the hospital enabled quick diagnosis and intervention.

Several respondents mentioned that timely treatment helped prevent complications and supported faster recovery, especially for those engaged in physically demanding livelihoods.



Continuity of Maternal and Women's Healthcare (11.0%)

Women beneficiaries described ZMCH as a reliable space for antenatal check-ups, delivery, and postnatal care. They highlighted regular prenatal monitoring, the availability of doctors during delivery, and postnatal support as key strengths.

For many, access to institutional delivery services within ZMCH reduced risks associated with home deliveries, while also ensuring dignity and safety in maternal care.



Strengthened Child and Neonatal Care (11.0%)

Caregivers reported that children received timely consultations, treatment, and specialised care when required, including neonatal support through NICU facilities.

Parents particularly valued that serious conditions in newborns and infants could be managed within the same hospital, avoiding referrals to distant facilities and reducing anxiety during critical situations.



Expanded Access to Specialised Services (14.0%)

Beneficiaries accessing services such as Psychiatry, Dialysis, ENT, Dentistry, and Dermatology noted that the availability of these services within ZMCH reduced care fragmentation.

For instance:



Patients seeking mental health support appreciated access to counselling and treatment in a structured environment.



Dialysis patients reported the importance of regular and reliable in-house treatment, which would otherwise be difficult to access.



ENT, dental, and skin-related services were valued for addressing conditions that are often neglected due to cost or lack of specialists.

OVERALL INFERENCE

Beneficiary narratives consistently reflect that ZMCH delivers not just services, but a coordinated healthcare journey. The hospital enables:

- ➔ Early diagnosis through accessible entry points
- ➔ Seamless referral across departments
- ➔ Availability of diagnostics and treatment under one roof
- ➔ Continuity of care for both acute and chronic conditions

This integrated model has significantly reduced delays, financial burden, and fragmentation in care-seeking, making ZMCH a critical healthcare anchor for the community.

CT SCAN FACILITY AT ZMCH



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"In my role at ZMCH, I lead and coordinate patient care in the Emergency Department, making quick decisions, conducting rapid assessments, and ensuring patient safety. I strictly follow protocols for patient identification, safety, infection control, and accurate documentation, and maintain proper PPE and hand hygiene at all times.

I collaborate closely with physicians and other healthcare team members, providing updates on patient condition and vital signs to ensure coordinated care. Administering medications can be challenging when multiple critical patients require attention simultaneously, so prioritisation is key.

In emergencies, I remain calm, assess severity, and lead the team effectively to stabilise patients. For continuous improvement, training on new medical equipment, updated emergency protocols, and medical safety would be beneficial. Overall, the hospital provides the support needed to perform my duties efficiently and safely."

- Anjana Kishori, In-Charge, Emergency, ZMCH

”

“

"My role at ZMCH involves supervising nursing staff to ensure quality patient care, managing shift schedules, monitoring compliance with protocols, and coordinating with physicians on patient management plans. I also conduct audits of nursing documentation and practices to maintain high standards.

We follow strict SOPs for hand hygiene, PPE use, medication safety, infection control, accurate documentation, and emergency response. Accurate records are ensured through double-checking, EMR verification, and regular audits with staff feedback.

Collaboration with physicians, therapists, and other healthcare team members occurs through multidisciplinary rounds and coordinated planning. During emergencies, I delegate tasks quickly and follow established protocols to stabilise patients.

Challenges in my role include ensuring correct medication dosages and patient identification, while ongoing needs focus on advanced clinical skills and leadership training for effective staff supervision. The hospital provides strong support and resources to help us perform our duties efficiently."

- Sunita Kachhlawa, Deputy Nursing Superintendent, Medical-Surgical Units

”

PRE-INTERVENTION SCENARIO

The pre-intervention assessment captures healthcare utilisation patterns and associated out-of-pocket expenditure across service components, establishing the baseline conditions before access to ZMCH services.

Healthcare-Seeking Behaviour Before Accessing ZMCH Services

CHART 7: CARE-SEEKING BEHAVIOUR FOR ACUTE HEALTH NEEDS (BEFORE ACCESS TO ZMCH)

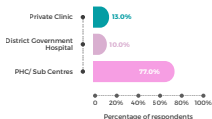
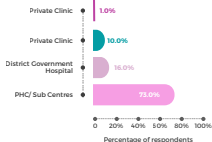


CHART 8: CARE-SEEKING BEHAVIOUR FOR CHRONIC DISEASES (BEFORE ACCESS TO ZMCH)



The data highlights respondents' healthcare-seeking behaviour before visiting ZMCH, indicating a strong reliance on primary healthcare facilities for both acute and chronic conditions.

Care-Seeking Pathways Before Accessing ZMCH

The data reflects how respondents navigated the healthcare system before reaching ZMCH, revealing a strong dependence on primary-level facilities for both immediate and long-term health needs. These patterns highlight existing gaps in capacity and continuity of care, which ultimately influenced the shift towards ZMCH for more comprehensive services.



Primary Healthcare as the First Point of Contact (Acute Care)

For acute illnesses, a significant majority (77.0%) of respondents reported visiting PHCs/Sub Centres as their initial point of care. A smaller proportion accessed District Government Hospitals (10.0%) and private clinics (13.0%).

This indicates that primary healthcare institutions serve as the frontline for immediate treatment, owing to their proximity and accessibility. However, the eventual transition to ZMCH suggests that these facilities may have limitations in handling complications or providing advanced diagnostics and treatment, prompting referrals or self-directed shifts.



Continued Dependence on Primary Care for Chronic Conditions




Similarly, for chronic diseases, 73.0% of respondents relied on PHCs/Sub Centres, followed by District Government Hospitals (16.0%), private clinics (10.0%), and a marginal proportion (1.0%) accessing multi-speciality hospitals.

This pattern shows that, even for long-term conditions, respondents initially rely on primary care, likely due to affordability and familiarity. However, chronic illnesses often require sustained monitoring, specialised consultations, and advanced diagnostic services that may not be consistently available at the primary level.



Transition to ZMCH for Comprehensive and Specialised Care

Across both acute and chronic conditions, the data suggest a clear trajectory from primary and secondary facilities to ZMCH. Beneficiaries appear to approach ZMCH when:

-  Conditions persist or worsen
-  Advanced diagnostics are required
-  Specialised treatment becomes necessary.

This shift underscores that ZMCH fills critical gaps in the healthcare continuum, offering integrated, multi-speciality services that are not readily accessible at lower-tier facilities.

OVERALL INFERENCE

The care-seeking behaviour highlights a tiered healthcare journey, where primary facilities act as entry points, but ZMCH emerges as a key destination for definitive, reliable, and comprehensive care.

This reinforces ZMCH's role as an essential bridge between basic healthcare access and specialised treatment, particularly for populations navigating resource-constrained health systems.

PRE-ZMCH FINANCIAL BURDEN: SUMMARY OF OUT-OF-POCKET EXPENDITURE IN PRIVATE HEALTHCARE

The expenditure pattern clearly demonstrates that, before ZMCH, private healthcare was not only costly but also financially destabilising, particularly for low-income households.

This context underscores the critical value of ZMCH in reducing out-of-pocket expenditure and enabling equitable access to essential healthcare services.

MAMMOGRAPHY MACHINE



TABLE 2: ESTIMATED COST SAVINGS AND BENEFICIARY EXPERIENCE AT ZMCH (FREE OF COST SERVICES)

Healthcare Component	Pre-ZMCH Cost Range	Indicative Average (Approx.)	Estimated Savings at ZMCH	Beneficiary Experience (as reported)
Consultation (Per Visit)	₹300-₹600	-₹450	100.0% saved (-₹450 per visit)	Respondents shared that repeated consultation costs that had earlier created a burden are now eliminated.
Follow-Up Consultation	₹400-₹700	-₹550	100.0% saved (-₹550 per visit)	Regular follow-ups are now possible without worrying about cumulative expenses.
Per-Day Hospital Admission	₹1,000-₹2,500	₹1,000-₹2,500	100.0% saved (-₹1,750/day)	Hospitalisation no longer leads to financial stress, especially for daily wage earners.
Basic Diagnostic Tests	₹500-₹3,000	-₹1,750	100.0% saved (-₹1,750 per test cycle)	Routine tests are now easily accessible without hesitation about cost.
Annual Diagnostic Expenditure	₹2,000-₹4,000	-₹3,000	100.0% saved (-₹3,000 annually)	Chronic condition monitoring has become consistent and affordable.
Advanced Diagnostic Scans	₹3,000-₹10,000	-₹6,500	100.0% saved (-₹6,500 per scan)	High-cost scans are no longer delayed or avoided due to cost concerns.
Surgical Procedures	₹15,000-₹1,00,000	-₹50,000+	100.0% saved (-₹50,000+ per procedure)	Major financial shocks have been eliminated; no need to borrow or liquidate assets.
ICU (Per Day)	₹7,000-₹12,000	-₹9,500	100.0% saved (-₹9,500/day)	Critical care is now accessible without catastrophic expenditure.

OVERALL INFERENCE FROM BENEFICIARY NARRATIVES

Respondents' experiences clearly demonstrate that providing completely free healthcare services at ZMCH results in 100.0% cost savings across all major healthcare components. What were previously recurring and often burdensome expenses, ranging from consultations and diagnostics to hospitalisation and emergency care, have now been eliminated for beneficiaries.



Elimination of Cumulative Financial Burden

Earlier, even moderate individual expenses accumulated over time, creating significant financial pressure. With all services now free, respondents highlighted a complete removal of this cumulative burden, enabling them to seek care without hesitation.



Improved Timeliness and Continuity of Care

Cost-related delays in accessing diagnostics, surgeries, or follow-ups have been effectively addressed. Respondents reported that they are now able to seek timely treatment, undergo necessary tests, and attend follow-up appointments regularly, which has led to better health outcomes.



Prevention of Financial Distress

High-cost interventions such as surgeries and ICU care, which previously required borrowing or selling assets, are now accessible without any financial strain. This has significantly reduced instances of distress financing and economic vulnerability.



Reduction in Healthcare Avoidance

Importantly, respondents noted that financial constraints no longer influence their healthcare decisions. The availability of free services has led to a shift from delayed or avoided care to proactive health-seeking behaviour.



"Earlier, whenever someone in my family fell sick, we had to think many times before going to a private hospital because of the expenses. For tests, medicines, and even admission, we had to spend a lot or borrow money. Now at ZMCH, everything is free: doctor consultations, tests, and even treatment. When my husband was admitted for a serious illness, we did not have to spend anything. This has removed a huge financial burden from our family."

- Ramilaben Bhurabhai Damor, 48 years old



Overall, ZMCH has not only improved access to healthcare but has also created a transformational financial impact, ensuring that quality healthcare is no longer dependent on a patient's ability to pay.

MEDICINES AVAILABLE AT OPD

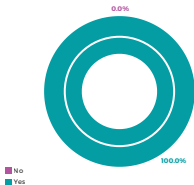


PROJECT INTERVENTION

UTILISATION AT ZMCH

Utilisation and Frequency of Doctor Consultation Services

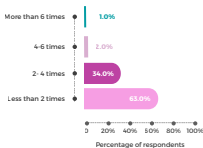
CHART 9: UTILISATION OF DOCTOR CONSULTATION SERVICES AT ZMCH



Utilisation of Doctor Consultation Services

Across respondents, there was a clear and consistent pattern of universal utilisation of doctor consultation services at ZMCH, with all participants reporting having accessed outpatient consultations at least once in the past year.

CHART 10: FREQUENCY OF MEDICAL CONSULTATIONS AT ZMCH (PAST YEAR)



Respondents commonly described ZMCH as their primary and reliable point of care, often preferring it over other facilities due to accessibility, affordability, and perceived quality of treatment.

This indicates that ZMCH has effectively established itself as a trusted healthcare provider within the community, ensuring that essential consultation services are both reachable and utilised by all.

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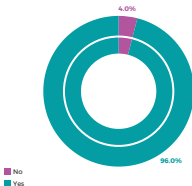
I am 39 years old from Dahod. Whenever there is any health issue in my family, we come to ZMCH without hesitation. The doctors are available, and we can consult them easily. This hospital has become our first choice for treatment.”

- Vinubhai Ravjibhai Rathod

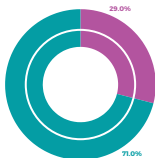
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Utilisation of Diagnostic Services by the Beneficiaries

CHART 11: UTILISATION OF BASIC DIAGNOSTIC TESTS AT ZMCH



Respondents consistently reported high utilisation of basic diagnostic services at ZMCH, with most indicating that routine tests such as blood tests, urine analysis, and other preliminary investigations were commonly advised during consultations. These tests were described as a necessary first step in identifying health issues, particularly for conditions such as fever, weakness, infections, and chronic ailments. The near-universal uptake highlights that basic diagnostics are well-integrated into the care process and widely trusted by patients.

CHART 12: UTILISATION OF ADVANCED DIAGNOSTIC SCANS

■ No
■ Yes

A considerable proportion of respondents also reported undergoing advanced diagnostic scans, especially in cases involving persistent or severe symptoms. Respondents shared that tests such as ultrasounds and X-rays were recommended for conditions like abdominal pain, joint issues, or suspected internal complications. While not all required these services, those who did emphasised the ease of accessing them within ZMCH, which enabled quicker diagnosis and timely treatment without the need for external referrals.

“

"I often visit ZMCH when I have health problems like frequent fever, weakness, and sometimes severe stomach pain. Doctors usually recommend blood tests to check for infections or deficiencies. Once, when my stomach pain became unbearable, they suggested an ultrasound, which helped detect the issue properly. Since both the tests and treatment are available in the same hospital, it becomes much easier for me to get timely care without going anywhere else."

- Meenaben Kalubhai Parmar, 46 years old

”

Overall, respondents' narratives indicate that ZMCH provides need-based, comprehensive diagnostic support, with basic tests routinely utilised for common health concerns and advanced diagnostics used for more complex conditions, ensuring accurate diagnoses and continuity of care.



Utilisation and Cost Dynamics of Medicines

The findings reflect not only the extent of access to prescribed medicines at ZMCH but also the significant financial relief respondents experienced compared with the costs of private pharmacy visits. Respondents frequently emphasised that hospital access to medicines reduced both out-of-pocket expenditure and treatment discontinuation, especially for recurring or chronic conditions.

THE PEDIATRICS WARD AT ZMCH



TABLE 3: SUMMARY OF MEDICINE ACCESS, ESTIMATED VALUE, AND COST COMPARISON

Component	Key Findings	Average / Dominant Trend	Patient Experience (as reported)
Estimated Value of Medicines Received	₹3,000 – ₹4,000 (42.5%). highest: followed by ₹4,000 – ₹5,000 (27.4%)	Average range: ₹3,000–₹5,000 annually	Respondents noted that routine conditions such as fever, diabetes, BP, and infections are managed without repeated high expenses.
Lower Range Values	₹2,000 – ₹3,000 (15.1%). Below ₹1,000 (2.7%)	Lower utilisation or fewer medical needs	Occasional users or those with minor ailments reported a lower perceived value of medicine.
Higher Range Values	₹5,000 – ₹6,000 (5.5%). Above ₹6,000 (2.7%)	Higher needs / chronic conditions	Patients with long-term illnesses reported higher savings due to continuous access to medication.

“

"I have been taking treatment for high blood pressure and joint pain for the past few years. Earlier, when I used to buy medicines from private shops, it would cost me a lot every month, and sometimes I even skipped medicines due to expenses. After coming to ZMCH, I receive most of my prescribed medicines here itself. Since I can receive my medicines free of cost, I can continue my treatment regularly without worrying about money."

- Rameshbhai Devjibhai Solanki, 52 years old

”

Respondents' experiences clearly highlight that ZMCH plays a critical role in ensuring free access to prescribed medicines, resulting in 100.0% cost savings for beneficiaries. The concentration of annual medicine value within ₹3,000–₹5,000 reflects the substantial monetary benefit patients would otherwise incur at private pharmacies.

Overall, ZMCH's provision of free medicines is a key enabler of equitable and sustained healthcare access, ensuring that financial constraints do not hinder treatment adherence.

“

"Since most services and medicines at ZMCH were free or low-cost, I didn't have to worry about large medical bills. This made a huge difference for my family's finances."

- Lalabhai Dalaingh Bhuriya

”

“

"I had severe abdominal pain for many days, and when I came to ZMCH, the doctors told me that I needed surgery immediately. Earlier, I would have delayed it because of the cost, but here the operation was performed at no cost. After the surgery, I had some complications and was kept in the ICU for monitoring. The treatment helped me recover fully. If this were in a private hospital, we could not have afforded it."

- Maheshbhai Kantilal Parmar, 55 years old

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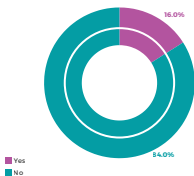
"When I needed urgent care, an ambulance was available, and I could reach ZMCH quickly. Having that access in emergencies was useful."

- Hanumanbhai Sirsingh Bhai Muniya

”

Access and Utilisation of Ambulance Services by the beneficiaries

CHART 13: USE OF AMBULANCE SERVICES



Respondents reported that ambulance services at ZMCH are primarily utilised during emergencies, with 16.0% indicating that they had availed transport support when immediate medical attention was required. These instances typically included sudden illness, accidents, severe pain, pregnancy-related emergencies, or critical conditions requiring urgent hospitalisation.

Those who used ambulance services emphasised that timely transportation was crucial for reaching the hospital quickly, especially in remote or underserved areas where alternative transport options are limited. The remaining 84.0% did not require ambulance support, as their visits were planned or for non-emergency consultations.

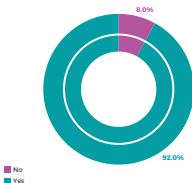


"From clean facilities to attentive staff and easy-to-understand explanations, all these elements combined made my overall experience at ZMCH comfortable and reassuring."

- Dileshbhai Kamleshbhai Bariya



CHART 14: EASE OF ACCESS TO AMBULANCE SERVICES



Among those who utilised ambulance services (16.0% of respondents), 92.0% reported they were easily accessible, highlighting the responsiveness and availability of emergency transport when needed. Respondents reported that ambulances were promptly arranged, arrived on time, and ensured a safe transfer to the hospital, which was particularly important in critical situations. Only a small proportion (8.0%) reported challenges, mainly due to delays or coordination issues.



"One night, my wife suddenly developed severe chest pain and was unable to breathe properly. We immediately contacted ZMCH for an ambulance, which arrived quickly in our village. She was taken to the hospital on time and received immediate treatment. If the ambulance had been delayed, her condition could have become worse. This service helped us a lot during that emergency."

- Kalubhai Devjibhai Damor, 50 years old

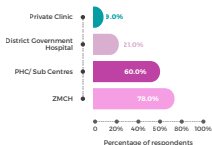


Respondents' experiences suggest that ZMCH's ambulance services serve as a critical link in emergency healthcare access, ensuring that patients can reach the facility in time during urgent situations. The high level of reported ease of access among users reflects the system's effectiveness and reliability, particularly in supporting vulnerable populations during medical emergencies.

POST-INTERVENTION SCENARIO AND IMPACT

Preferred Healthcare Facilities After Accessing ZMCH

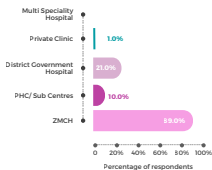
CHART 15: CARE-SEEKING BEHAVIOUR FOR ACUTE HEALTH NEEDS (AFTER ACCESS TO ZMCH)



Respondents consistently reported that ZMCH is their first point of contact during acute health conditions, such as fever, infections, injuries, and sudden-onset illnesses. A majority reported preferring ZMCH for the availability of doctors, immediate attention, and free services, which enable them to seek care without delay.

While some respondents mentioned visiting PHCs/Sub-centres for proximity or initial care, they often stated that they eventually turn to ZMCH for definitive diagnosis and treatment, especially when symptoms persist or worsen. A smaller proportion reported visiting district hospitals or private clinics, typically in situations of urgency or due to earlier lack of awareness. However, many indicated a shift towards ZMCH after experiencing its services.

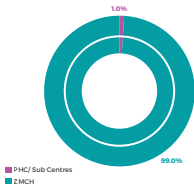
CHART 16: CARE-SEEKING BEHAVIOUR FOR CHRONIC DISEASES (AFTER ACCESS TO ZMCH)



For chronic conditions such as diabetes, hypertension, joint pain, and respiratory illnesses, respondents expressed a strong preference for ZMCH, highlighting the importance of regular follow-ups, consistent availability of medicines, and continuous monitoring. Many shared that managing long-term illnesses in private facilities was financially burdensome, leading to irregular treatment in the past.

At ZMCH, respondents noted they can maintain treatment continuity without financial constraints, thereby improving medication adherence and overall health outcomes. Only a small number continued to rely on PHCs or private clinics, mostly due to distance or prior treatment habits.

CHART 17: MOST PREFERRED HEALTHCARE CENTRE CURRENTLY



An overwhelming majority of respondents described ZMCH as their most trusted and preferred healthcare facility, emphasising its comprehensive services, affordability (free of cost), and quality of care. Respondents repeatedly highlighted that ZMCH provides end-to-end services—from consultation and diagnostics to treatment and follow-up—under one roof, making it their primary choice for all healthcare needs.

Many respondents also shared that their preference for ZMCH has strengthened over time through positive personal experiences and word-of-mouth within the community, leading entire families to depend on the hospital for both minor and major health concerns.

“

“From clean facilities to attentive staff and easy-to-understand explanations, all these elements combined made my overall experience at ZMCH comfortable and reassuring.”

- Shantaben Rameshbhai Parmar, 42 years old

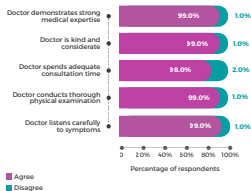
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OVERALL INFERENCE

Respondents' narratives clearly indicate that ZMCH has emerged as the primary and most trusted healthcare provider, catering effectively to both acute and chronic healthcare needs. Its consistent preference across all categories reflects not only accessibility and affordability, but also strong community trust built through reliable and comprehensive service delivery.

Service Quality & Patient Satisfaction

CHART 18: PATIENT SATISFACTION WITH DOCTOR CONSULTATION



Respondents overwhelmingly described their experiences with doctor consultations at ZMCH as highly satisfactory, patient-centric, and respectful, reflecting strong trust in the quality of care provided. Across multiple interactions, patients consistently highlighted not just clinical treatment, but also the manner in which care was delivered.



Attentive Listening and Patient Engagement

Patients frequently shared that doctors at ZMCH listen carefully to their symptoms without rushing, allowing them to explain their problems in detail. Many noted that this was a significant improvement compared to previous experiences elsewhere, where consultations felt hurried. For instance, respondents with recurring issues such as fever or chronic pain reported that doctors asked detailed questions about their condition, helping them feel heard and understood.



Thorough Physical Examination

A large number of respondents emphasised that doctors conduct thorough, systematic physical examinations rather than relying solely on verbal descriptions. Patients recalled instances in which doctors checked vital signs, examined affected areas, and advised tests only after careful assessment, which increased their confidence in the diagnosis.



Adequate Time for Consultation

Respondents noted that doctors spend sufficient time during each consultation, ensuring that all concerns are addressed. This was particularly important for patients with multiple or chronic conditions, who require more detailed discussions. Many reported feeling neither rushed nor hurried, and were given time to ask questions about their treatment and recovery.



Kind and Considerate Behaviour

Patients repeatedly highlighted the polite, respectful, and empathetic behaviour of doctors, stating that they felt comfortable discussing their health issues with them. Several respondents, especially elderly patients and women, shared that doctors treated them with patience and dignity, which encouraged them to seek care more openly.

Perceived Medical Expertise
Respondents expressed strong confidence in the clinical competence of doctors, noting that treatments were effective and explanations were clear. Patients cited examples of their conditions—such as infections, chronic illnesses, or injuries—being accurately diagnosed and successfully treated, reinforcing their trust in the hospital.



"Whenever I visit ZMCH for my diabetes and joint pain, the doctor listens to all my problems patiently. They check me properly and explain what needs to be done. I never feel rushed during the consultation. The doctors speak kindly and guide me about my medicines and diet. Because of this, I feel confident that I am getting the right treatment."

- Bhupatbhai Kalubhai Damor, 58 years old

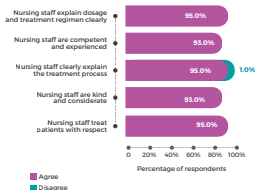


OVERALL INFERENCE

Patients' lived experiences clearly reflect that ZMCH delivers high-quality, empathetic, and thorough medical consultations, where both clinical expertise and human interaction are equally prioritised. This combination has played a key role in building strong patient trust, satisfaction, and continued engagement with the healthcare system.

Patient Satisfaction with Nursing Staff at ZMCH

CHART 19: PATIENT SATISFACTION WITH NURSING STAFF AT ZMCH



The near-universal positive feedback underscores ZMCH's excellence in nursing care, ensuring patients feel respected, informed, and confident throughout their treatment journey.

KEY NURSING CARE PARAMETERS



Respectful treatment of patients

93.0% of respondents agreed that nurses treat them respectfully, highlighting a culture of dignity and empathy.



Kind and considerate behaviour

93.0% acknowledged the compassion demonstrated by nursing staff.



Clear explanation of treatment process

95.0% of respondents felt well-informed about procedures and care plans.



Competence and experience

93.0% recognised the clinical skills and expertise of the nursing team.



Clear guidance on dosage and treatment regimen

95.0% confirmed clarity in instructions regarding medications and therapies.

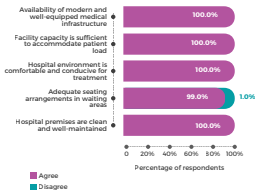


"Every stage of my care felt coordinated. The nurses and doctors communicated well with each other, so I always knew what to expect next."

- Damor Kaliben Ramanbhai



CHART 20: PATIENT PERCEPTION OF HOSPITAL INFRASTRUCTURE AND AMBIENCE



The overwhelmingly positive feedback highlights ZMCH's commitment to providing a safe, comfortable, and technologically advanced hospital environment, reinforcing patient confidence and enhancing overall healthcare experience.

KEY FACILITY ATTRIBUTES



Clean and well-maintained premises

100.0% of respondents agreed that the hospital premises are clean and well-maintained, reflecting excellent hygiene standards.



Adequate seating in waiting areas

99.0% of respondents confirmed sufficient seating for patient comfort.



99.0% of respondents confirmed sufficient seating for patient comfort

100.0% acknowledged a supportive environment for recovery and care.



Sufficient facility capacity

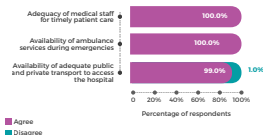
100.0% recognised that the hospital accommodates patient load effectively.



Modern and well-equipped infrastructure

100.0% reported access to advanced medical facilities and equipment.

CHART 21: PATIENT PERCEPTION OF ACCESSIBILITY AND SERVICE AVAILABILITY



The consistently positive feedback underscores ZMCH's effective hospital access strategy and operational readiness, ensuring patients receive timely and reliable care while enhancing overall trust in the facility.

HOSPITAL ACCESS AND READINESS INDICATORS



Availability of adequate public and private transport

99.0% of respondents agreed that public and private transport infrastructure is adequate, indicating convenient access to the hospital.



Availability of ambulance services during emergencies

100.0% confirmed access to prompt and reliable ambulance support.



Adequacy of medical staff for timely patient care

95.0% recognised that sufficient medical personnel are available to provide efficient patient care.

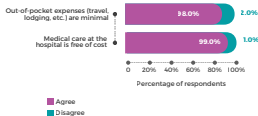


"The affordable care here meant we saved enough to put aside for future expenses and still manage our daily needs. Spending less on health helped us breathe easier financially."

- Vinod Machar, Beneficiary



CHART 22: PATIENT PERCEPTION OF AFFORDABILITY



Respondents consistently highlighted that the financial savings from free healthcare services at ZMCH are not merely retained but actively reinvested into improving household well-being, particularly in areas related to children's development, education, and basic living conditions. These narratives reflect a clear shift from healthcare-related financial stress to productive household expenditure, strengthening overall socio-economic resilience.



Improved Nutrition and Food Security

The vast majority of respondents reported that the money saved from medical expenses is now being used to improve the quality and quantity of food for their children. Families reported being able to include more nutritious items, such as milk, fruits, and vegetables, more regularly, which were previously limited by competing healthcare costs. This reflects a strong prioritisation of children's health and growth. Support for Children's Education and Mobility.

Respondents frequently noted that savings are being directed towards school-related needs, including fees, uniforms, books, and transportation. Many parents shared that they are now able to send their children to school or tuition regularly without interruption, as they can afford transport and educational expenses. In several cases, families also invested in mobile recharge and internet access, enabling children to participate in online learning and access educational resources.



Strengthening of Basic Household Stability

Savings from healthcare have also helped meet essential household needs, such as groceries, clothing, rent, and utility bills. Respondents explained that earlier, medical expenses often forced them to cut back on necessities or delay payments. However, with ZMCH reducing these costs, they can now maintain more stable, dignified living conditions.



Shift Towards Financial Planning and Security

Importantly, many respondents indicated that they can now save small amounts for future needs, particularly for their children's education, emergencies, or other long-term goals. This marks a shift from reactive financial coping (borrowing or cutting expenses) to proactive financial planning, which had previously been difficult given recurring healthcare expenditures.



"Earlier, most of our income would go into treatment and medicines whenever someone fell sick. Because of that, we had to compromise on food and sometimes delay our children's school expenses. Now that we are at ZMCH, where everything is free, we can spend more on good food like milk and fruit for our children. We are also paying their school fees on time and have even started recharging their mobile data for their studies. Slowly, we are saving some money for their future as well."

- Lalitaben Somabhai Damor, 36 years old



Respondents consistently highlighted that the financial savings from free healthcare services at ZMCH are not merely retained but actively reinvested into improving household well-being, particularly in areas related to children's development, education, and basic living conditions. These narratives reflect a clear shift from healthcare-related financial stress to productive household expenditure, strengthening overall socio-economic resilience.

Patient Acceptance and Advocacy

CHART 23: WILLINGNESS TO RECOMMEND ZMCH TO OTHERS

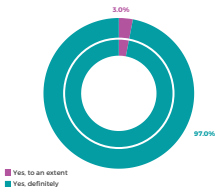
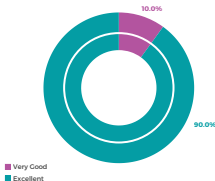


CHART 24: OVERALL RATING OF ZMCH SERVICES



The overwhelmingly positive ratings and willingness to recommend indicate that ZMCH has established a high level of credibility and patient trust. These metrics affirm the hospital's effectiveness in delivering comprehensive, patient-centred healthcare and enhancing community confidence in its services.

“

"I recommend ZMCH to everyone in my community. The quality of care and the money we saved were such a relief, and anyone needing treatment should consider this facility."

- Lalabhai Dalaingh Bhuriya

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"Definitely recommend! The experience here was excellent, and because we didn't spend much, we could use the savings to support our family. It's a place I'd tell others about."

- Jayesh Kumar Panchal

”

WILLINGNESS TO RECOMMEND ZMCH



Strong Endorsement

97.0% of respondents expressed full confidence in recommending ZMCH to family, friends, or community members, reflecting strong trust in the hospital's care quality.



Moderate Endorsement

3.0% of respondents indicated partial willingness to recommend, showing generally positive perceptions of the hospital services.

OVERALL RATING OF ZMCH SERVICES



Excellent

90.0% of respondents rated the hospital services as excellent, emphasising exceptional service quality and patient experience.



Very Good

10.0% rated services as very good, indicating strong satisfaction across all key aspects of care.

INTERVIEW WITH NURSING STAFF DURING FIELD VISIT





Safe Motherhood through Management of High-Risk Pregnancy (Pre-eclampsia & Sickle Cell Disease): Gangaben Tersingbhai Katara's Journey to Recovery

Gangaben Tersingbhai Katara, a 26-year-old woman, was admitted with severe abdominal pain and complications during pregnancy. She was diagnosed with pre-eclampsia along with sickle cell disease and failed induction of labour, making her case high-risk. She received specialised care under the Obstetrics & Gynaecology department, which focuses on managing pregnancy and childbirth-related complications.

With timely surgical intervention and continuous maternal monitoring, her condition stabilised. Post-treatment care ensured a gradual recovery, and she is now in a better, stable condition. Her case highlights the importance of access to emergency obstetric care for managing complicated pregnancies in rural areas.



Critical Care Management of Pulmonary Tuberculosis Reactivation with Respiratory Failure: Surajbhai Kalubhai Chauhan's Recovery

Surajbhai Kalubhai Chauhan, aged 42, was admitted with prolonged chest pain, breathing difficulty, and low blood pressure. He was diagnosed with acute hypoxic respiratory failure (AHRF) due to pulmonary tuberculosis reactivation with septicaemia.

He received treatment in the ICU under the TB & Chest (Pulmonology) and Critical Care departments, which specialise in managing respiratory diseases and life-threatening infections.

With intensive respiratory support and continuous monitoring, his condition improved significantly. He no longer experiences severe breathing difficulty and is now stable, demonstrating the effectiveness of integrated pulmonary and critical care services.





Treatment of Pulmonary Tuberculosis Reactivation with Hemoptysis: Himmatbhai Dalabhai Chauhan's Case

Himmatbhai Dalabhai Chauhan, a 30-year-old male, presented with breathlessness and episodes of coughing blood. He was diagnosed with pulmonary tuberculosis reactivation with hemoptysis leading to respiratory distress.

He received care in the TB & Chest (Pulmonology) department, with support from critical respiratory care. With appropriate respiratory support and medical management, his condition stabilised over time. He is now better than before, highlighting the hospital's ability to manage severe and recurrent respiratory illnesses.



Surgical Management of Cervical Spine Dislocation: Narsaben Nakunbhai Mavi's Recovery

Narsaben Nakunbhai Mavi, a 40-year-old woman, was admitted with an inability to walk for several days. She was diagnosed with anterior atlantoaxial dislocation, a serious spinal condition affecting mobility.

She received treatment under the Orthopaedics and Neurosurgery services, which specialise in managing skeletal and neurological disorders.

Following surgical intervention and stabilisation, her condition improved, and she regained physical stability. Her recovery demonstrates the availability of advanced spinal care services in the region.





Management of TB Meningitis with Sickle Cell Disease in a Child: Hiteshbhai Chouhan's Recovery Journey

Hiteshbhai Chouhan, a 9-year-old student, was undergoing treatment for tuberculosis meningitis along with sickle cell disease, a serious condition affecting both neurological and overall health.

He received care under the Paediatrics and General Medicine departments, which specialise in child healthcare and management of complex medical conditions.

With continuous monitoring and child-focused care, his condition improved significantly. His family expressed satisfaction with the treatment, especially appreciating the free services and compassionate support from hospital staff.



Treatment of Soft Tissue Infection (Right Hand Abscess): Kalu Gurger's Recovery

Kalu Gurger, a 54-year-old farmer, was treated for a painful swelling in his hand. He was diagnosed with a right-hand abscess, a severe soft tissue infection requiring timely intervention.

He received care in the General Surgery department, which specialises in managing infections and surgical conditions.

With appropriate medical and surgical care, the infection was controlled, and his condition improved significantly. He expressed satisfaction with the timely treatment and free services provided.





Management of Iron Deficiency Anaemia: Naniben Singadiya's Improvement

Naniben Singadiya, a 50-year-old farmer, was diagnosed with iron deficiency anaemia, which had caused weakness and reduced overall health.

She received treatment under the General Medicine department, which focuses on diagnosing and managing chronic and nutritional conditions.

With proper medical care and follow-up, her health improved steadily. Her case reflects the hospital's role in addressing common yet critical health issues among rural populations.



Treatment of Nasal Bone Fracture under ENT Care: Devendra Kanesh's Experience

Devendra Kanesh, a 20-year-old cook, was admitted with a nasal injury. He was diagnosed with a nasal bone fracture, requiring prompt medical attention.

He received care in the ENT (Ear, Nose, and Throat) department, which specialises in treating injuries and conditions of the head and neck.

With timely diagnosis and treatment, he recovered well without complications. His case highlights the availability of specialised trauma care services.





Management of Renal Stone Disease: Biharibhai Darji's Recovery

Biharibhai Darji, a 62-year-old tailor, was diagnosed with renal stone disease, which was causing significant discomfort and health complications.

He received treatment in the General Medicine department, with support from urology services that manage kidney-related conditions.

With appropriate medical care and follow-up, his condition improved significantly. He expressed high satisfaction with both the quality of treatment and the financial relief provided through free healthcare services.



'Ambulance services are easily available and can be reached quickly. During emergencies, this may help us get treatment on time.'

- Laxmiben Parmar, Limdi



COMMUNITY PERCEPTIONS ON HEALTHCARE ACCESS AND IMPACT OF ZMCH

This section presents a synthesis of community perceptions, reflecting how respondents experience and interpret the role of Zydus Medical College and Hospital (ZMCH). The narrative traces the shift from limited and uncertain healthcare access to a system perceived as accessible, affordable, and dependable.

PERCEIVED SOCIO-ECONOMIC VULNERABILITY AND HEALTHCARE NEEDS

Community members described their socio-economic conditions as financially constrained and uncertain, with the majority living in low-income households. Many perceived that their income was insufficient to cover major health expenses, especially in emergencies.

TABLE 4: SOCIO-ECONOMIC PROFILE (PERCEIVED CONTEXT)

Dimension	%	Community Perception
Low to moderate income (₹10k-₹20k)	68.0%	"Income is limited; healthcare expenses are difficult to manage."
No formal education	48.0%	"Understanding healthcare is difficult without education."
Informal occupations (farmers/labourers)	64.0%	"Income is uncertain and seasonal."
Elderly population present	32.0%	"There is a regular need for healthcare services."

These conditions shape a perception where healthcare is seen as a critical but financially sensitive necessity.

PERCEIVED GAPS IN HEALTHCARE ACCESS BEFORE ZMCH

Before ZMCH, respondents perceived healthcare as distant, fragmented, and costly, requiring travel and financial adjustments.

TABLE 5: PERCEIVED PRE-INTERVENTION CONSTRAINTS

Aspect	%	Community Perception
Dependence on distant hospitals	72.0%	"We had to travel far for proper treatment."
Reliance on private hospitals for serious illness	68.0%	"Private hospitals were the only option for major care."
Borrowing for treatment	52.0%	"We had to take loans for medical expenses."
Sale of assets	44.0%	"Sometimes we sold livestock or jewellery."
Delayed/avoided treatment	16.0%	"Treatment was postponed due to cost."

Healthcare was perceived as financially burdensome and physically inaccessible.



"Earlier, we used to delay treatment due to cost. Now we seek care immediately."

• Community Voice



PERCEIVED ACCESSIBILITY AND EASE OF REACHING HEALTHCARE

Post-intervention, ZMCH is widely perceived as accessible and well-connected, reducing travel-related barriers.

TABLE 6: PERCEPTION OF ACCESSIBILITY AND TRANSPORT

Dimension	%	Community Perception
Very easy to reach	76.0%	"The hospital is nearby and easy to access."
Manageable access	24.0%	"Even if slightly far, it is still reachable."
Use of private vehicles	72.0%	"We can go anytime as per our need."
Ambulance availability in emergencies	84.0%	"Ambulances arrive on time during emergencies."

Accessibility is perceived as timely, reliable, and enabling regular healthcare use.

PERCEIVED AVAILABILITY AND COMPREHENSIVENESS OF SERVICES

ZMCH is perceived as a one-stop healthcare facility, providing a wide range of services under one roof.

TABLE 7: SERVICES EMBEDDED IN COMMUNITY PERCEPTION

Service Category	% Recall	Community Perception
OPD consultation	96.0%	"First place we go for any illness."
IPD & Emergency	88.0%	"Reliable for serious and urgent conditions."
Maternal care	86.0%	"Safe place for deliveries."
Child healthcare	87.0%	"Trusted for children's treatment."
Diagnostics	76.0%	"Tests are available in the same place."
Surgeries	68.0%	"Operations can be done here."
Immunisation	82.0%	"Children are regularly vaccinated here."
Specialised services	28.0%–32.0%	"Known mainly through specific cases."

ZMCH is perceived as a comprehensive and dependable healthcare provider.



"Everything from consultation to treatment is available in one place now."

• Community Voice



PERCEIVED FINANCIAL RELIEF AND REDUCED ECONOMIC STRESS

Financial relief emerged as one of the most strongly perceived outcomes of ZMCH.

TABLE 8: PERCEIVED FINANCIAL IMPACT

Financial Aspect	%	Community Perception
Savings > ₹25,000	44.0%	"Major expenses have reduced significantly."
Savings ₹5,000-₹25,000	44.0%	"We save money on most treatments."
Savings ₹2,000-₹5,000	12.0%	"Even small treatments cost less."
Reduction in borrowing	80.0%	"We no longer need to take loans."
Reduced travel expenses	84.0%	"No need to go to cities now."

On average, community members perceived a cost saving of ₹15,000-20,000/- per year due to free medical treatment at ZMCH.

ZMCH is perceived as providing strong financial protection and stability.



"Earlier, we had to borrow money or sell assets... now that burden is gone."

- Community Voice



INFORMATION COLLECTION FROM ORTHOPAEDIC PATIENTS DURING FIELD VISIT



PERCEIVED SHIFT IN HEALTHCARE-SEEKING BEHAVIOUR

Community members reported a behavioural shift towards early and proactive healthcare seeking.

TABLE 9: BEHAVIOURAL CHANGES IN HEALTHCARE USE

Behaviour Change	%	Community Perception
Early treatment-seeking	88.0%	"People now go to the hospital earlier."
Increased use of the local facility	88.0%	"Most treatment is now done here."
Reduced treatment delay	84.0%	"Most treatment is now done here."

Healthcare is now perceived as accessible and worth seeking early, improving outcomes.

PERCEIVED QUALITY OF CARE AND PATIENT EXPERIENCE

Respondents expressed strong satisfaction with service quality, describing ZMCH as efficient, organised, and patient-friendly.

TABLE 10: PERCEPTION OF SERVICE QUALITY

Dimension	%	Community Perception
Doctor's competence (very good)	88.0%	"Doctors are skilled and reliable."
Diagnostic quality (very good)	88.0%	"Tests are accurate and timely."
Treatment effectiveness (very good)	84.0%	"Treatment works well."
Clear communication by doctors	96.0%	"Doctors explain everything clearly."
Easy navigation	92.0%	"We can easily find departments."
Short waiting time	60.0%	"We are attended quickly."

These experiences reinforce trust, satisfaction, and continued utilisation.



"The process is smooth... patients are attended to quickly."

· Community Voice



PERCEIVED STRENGTHENING OF MATERNAL AND CHILD HEALTHCARE

ZMCH is widely regarded as a trusted provider of maternal and child health services.

TABLE 11: MATERNAL AND CHILD HEALTHCARE PERCEPTION

Dimension	%	Community Perception
Skilled doctors and staff	100.0%	"Safe and reliable for delivery."
Affordable/free delivery	96.0%	"No financial burden for childbirth."
Trust in the hospital	96.0%	"We trust the doctors completely."
Emergency care availability	92.0%	"Complications can be handled here."
Preferred for child treatment	96.0%	"Best place for children's care."

These services act as a key trust anchor within the community.

PERCEIVED COMMUNITY-LEVEL HEALTH IMPROVEMENTS

At the broader level, respondents perceived a positive transformation in community health and well-being.

TABLE 12: COMMUNITY-LEVEL IMPACT

Impact Area	%	Community Perception
Improved overall health	92.0%	"Health in the village has improved."
Better access to doctors	96%	"Doctors are easily available now."
Reduced medical expenses	84.0%	"Healthcare is affordable now."
Faster emergency care	88.0%	"Treatment is available quickly."
Increased health awareness	76.0%	"People are more aware of health."
Increased trust in healthcare	72.0%	"We rely on this hospital."

ZMCH is perceived as a driver of community-wide health improvement and system strengthening



"Healthcare has improved in our area... we no longer need to travel to cities."

• Community Voice



CONCLUSION: SHIFT IN SOCIAL PERCEPTION OF HEALTHCARE

From the perspective of community members, ZMCH's presence has led to a profound shift in how healthcare is perceived. What was once seen as distant, expensive, and uncertain is now experienced as accessible, affordable, and reliable.

Healthcare is no longer approached with hesitation or delay, but with confidence and trust. The hospital is perceived not only as a service provider but as a central pillar of community well-being, contributing to improved health outcomes, financial stability, and a stronger sense of security.

OECD FRAMEWORK



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability



RELEVANCE

The Zydus Medical College and Hospital (ZMCH) in Dahod addresses a critical gap in access to tertiary healthcare that existed before 2017. The absence of advanced healthcare services contributed to delayed treatment-seeking and increased vulnerability among underserved populations. The hospital's establishment reflects a contextually relevant intervention to decentralise tertiary care.



GEOGRAPHIC AND ECONOMIC ACCESSIBILITY

The hospital's location in Dahod, combined with affordable services, significantly reduces both travel burdens and financial barriers, improving timely access to healthcare for rural and low-income populations.



INCLUSION OF SOCIALLY DISADVANTAGED GROUPS

The predominance of respondents from SC, OBC, and ST communities demonstrates that ZMCH is effectively reaching socially disadvantaged populations who traditionally face barriers in accessing quality healthcare. This reflects strong alignment with equity-driven healthcare delivery.



MULTI-COHORT HEALTHCARE COVERAGE

The distribution reflects demand across paediatric, reproductive, and geriatric cohorts, indicating that ZMCH delivers lifecycle-based healthcare services rather than segment-specific interventions.



COMMUNICATION, ADAPTATION, AND HEALTH LITERACY

Low literacy levels necessitate the use of simplified communication strategies. ZMCH's outreach-based engagement and patient-friendly communication improve comprehension and service utilisation.



COHERENCE

The Zydus Medical College and Hospital (ZMCH), Dahod, demonstrates strong coherence with both national health priorities and the global Sustainable Development Goals (SDGs), particularly in advancing equitable, accessible, and quality healthcare systems. The intervention aligns not only at the thematic level but also directly contributes to specific SDG targets through measurable service delivery outcomes.



Alignment with SDG 3: Good Health and Well-being

- **SDG 3.8:** Achieve universal health coverage (UHC), including financial risk protection and access to quality essential healthcare services
- **SDG 3.1:** Reduce the global maternal mortality ratio
- **SDG 3.2:** End preventable deaths of newborns and children under 5 years of age
- **SDG 3.c:** Substantially increase health financing and the recruitment, development, training, and retention of the health workforce

Advancing Universal Health Coverage and Health Outcomes: The high OPD (400,444) and IPD (44,645) volumes, along with extensive diagnostic coverage (over 4.18 million pathology tests), demonstrate expanded access to essential healthcare services. Integration with financial protection mechanisms, such as PMJAY, reduces out-of-pocket expenditure and directly contributes to universal health coverage. Additionally, maternal, child, and general healthcare services contribute to improved health outcomes across vulnerable population groups.



Alignment with SDG 1: No Poverty

- **SDG 1.4:** Ensure access to basic services, including healthcare, for all, particularly the poor and vulnerable

Advancing Universal Health Coverage and Health Outcomes: The high OPD (400,444) and IPD (44,645) volumes, along with extensive diagnostic coverage (over 4.18 million pathology tests), demonstrate expanded access to essential healthcare services. Integration with financial protection mechanisms, such as PMJAY, reduces out-of-pocket expenditure and directly contributes to universal health coverage. Additionally, maternal, child, and general healthcare services contribute to improved health outcomes across vulnerable population groups.



Alignment with SDG 10: Reduced Inequalities

- **SDG 10.2:** Empower and promote the social, economic, and political inclusion of all, irrespective of caste, ethnicity, or economic status

Inclusive Healthcare Delivery: The high proportion of beneficiaries from Scheduled Castes (50.0%), Other Backward Classes and Scheduled Tribes reflects equitable access to healthcare services. This indicates that the intervention is effectively addressing systemic inequalities in healthcare access.



Alignment with SDG 4: Quality Education

- **SDG 4.3:** Ensure equal access to affordable and quality technical, vocational, and tertiary education
- **SDG 4.c:** Substantially increase the supply of qualified teachers and professionals

Strengthening Healthcare Workforce Capacity: As a medical college, ZMCH contributes to developing a skilled healthcare workforce by training doctors, nurses, and allied health professionals. This strengthens long-term health system capacity and ensures the sustainability of healthcare delivery.



PROGRAMMATIC CONVERGENCE WITH GOVERNMENT SCHEMES

ZMCH is closely aligned with key national health and nutrition programmes:

- **Pradhan Mantri Jan Arogya Yojana (PMJAY)** for financial risk protection and expanded healthcare access
- **ICDS and POSHAN Abhiyaan** through the Nutrition Rehabilitation Centre (NRC), addressing child malnutrition

Integrated Public Health Approach: Convergence with national programmes ensures that the intervention addresses healthcare holistically, integrating curative, preventive, and promotive dimensions of care.

Health System Integration and Referral Linkages: ZMCH functions as a tertiary care hub within the regional healthcare ecosystem, complementing Primary Health Centres (PHCs) and district hospitals.

Strengthening Continuum of Care: The increasing patient inflow and referral patterns indicate improved coordination across different levels of the healthcare system. This reduces fragmentation and enhances the efficiency of service delivery.

Policy-Aligned Capacity Enhancement: The steady increase in surgical procedures, diagnostics, and patient volumes reflects alignment with national priorities to strengthen tertiary healthcare infrastructure, particularly in underserved regions.



MULTI-LEVEL ALIGNMENT AND SYSTEM INTEGRATION

ZMCH demonstrates high coherence by aligning its service delivery with global SDG goals, national health policies, and local healthcare needs. The intervention effectively integrates service provision, financial protection, workforce development, and equity considerations, thereby contributing to a comprehensive and sustainable healthcare system.



EFFECTIVENESS

The substantial OPD and IPD volumes reflect strong healthcare-seeking behaviour and improved accessibility. The high number of diagnostic and pathology tests indicates comprehensive clinical evaluation and continuity of care, suggesting that patients are not only accessing services but also receiving complete treatment pathways.



LABORATORY/PATHOLOGY INVESTIGATIONS

Year	% Increase from Previous Year
2021-22	-
2022-23	22.5%
2023-24	32.3%
2024-25	25.8%
2025-26	14.6%

Laboratory Investigations Trend

The data shows a consistent and strong increase in laboratory investigations over the past five years, indicating growing utilisation of diagnostic services and strengthening clinical capacity.

- April 21 to March 22: A total of 19,58,528 laboratory tests were conducted, marking the baseline year of service delivery.
- April 22 to March 23: The number increased to 24,01,560 tests, representing a 22.5% rise, indicating improved access and growing patient uptake of laboratory services.
- April 23 to March 24: The number further increased to 31,76,779 tests, a significant 32.3% rise, reflecting expansion in diagnostic capacity and wider service coverage.
- April 24 to March 25: The number rose to 39,98,572 tests, showing a 25.8% increase, indicating continued strengthening of laboratory infrastructure and service utilisation.
- April 25 to March 26: The number increased to 45,83,907 tests, representing a 14.6% rise, suggesting sustained growth with a gradual stabilisation in the rate of increase.

Sustained Growth with System Maturity: The steady rise in diagnostic volumes over five years reflects increased trust, improved referral systems, and expanded service capacity. The moderated growth rate in 2025-26 (~4.6%) suggests that the system is transitioning from rapid expansion to a phase of stabilised, high-capacity utilisation.



RADIOLOGY SERVICES TREND

Year	% Increase from Previous Year
2021-22	-
2022-23	43.5%
2023-24	16.1%
2024-25	1.8%
2025-26	16.0%

The data shows a steady increase in radiology investigations over the past five years, reflecting improved access to diagnostic imaging services and enhanced clinical capacity.

- ➔ April 21 to March 22: A total of 1,08,744 radiology investigations were conducted, forming the baseline year.
- ➔ April 22 to March 23: The number increased to 1,55,925, representing a 43.5% rise, indicating significant expansion in diagnostic access and utilisation.
- ➔ April 23 to March 24: The number further increased to 1,81,007, a 16.1% rise, reflecting continued growth in service utilisation.
- ➔ April 24 to March 25: The number slightly increased to 1,84,290, a 1.8% rise, suggesting a phase of stabilisation in demand.
- ➔ April 25 to March 26: The number increased to 2,13,860, representing a 16.0% rise, indicating renewed growth and improved utilisation of radiology services.

Radiology services show strong growth, particularly in the initial years, reflecting improved access to diagnostic imaging. The moderate increase in 2024-25 indicates a phase of stabilisation, while the significant rise in 2025-26 suggests enhanced diagnostic capacity and increased utilisation of imaging services. This demonstrates improved clinical decision-making and reduced delays in diagnosis.



SURGICAL SERVICES TREND (MAJOR SURGERIES)

Year	% Increase from Previous Year
2021-22	-
2022-23	+21.0%
2023-24	-0.2%
2024-25	+16.5%
2025-26	+13.6%

The data shows a consistent upward trend in major surgeries, indicating strengthening surgical capacity and improved access to specialised care.

- April 21 to March 22: A total of 6,204 major surgeries were performed, forming the baseline.
- April 22 to March 23: The number increased to 7,525, representing a 21.0% rise, reflecting expansion in surgical services.
- April 23 to March 24: The number slightly decreased to 7,509, a marginal 0.2% decline, indicating temporary stabilisation.
- April 24 to March 25: The number increased to 8,746, a 16.5% rise, showing recovery and strengthening of surgical capacity.
- April 25 to March 26: The number further increased to 9,938, representing a 13.6% rise, indicating sustained growth and increased utilisation.

The upward trend in major surgeries highlights a steady strengthening of surgical capacity and improved utilisation of operation theatre infrastructure. The temporary stabilisation in 2023-24 is followed by sustained growth, indicating consistent demand and improved service delivery. The increase in 2025-26 reflects enhanced access to specialised surgical care and growing patient trust in institutional services.



CLINICAL SERVICE MIX AND RESPONSIVENESS

Balanced and Need-Based Service Distribution: The distribution of cases across departments indicates that the hospital is effectively addressing both primary and specialised healthcare needs. The strong presence of general medicine suggests high responsiveness to common and chronic conditions, while surgical and paediatric services reflect depth in specialised care.



PATIENT SATISFACTION AND QUALITY OF CARE

Year	Patient Satisfaction (%)	% Change from Previous Year
2023-24	90.0%	-
2024-25	96.0%	+6.0%
2025-26	96.0%	*Sustained High Levels

The data indicates a significant improvement followed by stabilisation at a high level, reflecting strong service quality and patient experience.

- ➔ April 23 to March 24: Patient satisfaction stood at 90.0%, establishing the initial benchmark.
- ➔ April 24 to March 25: Satisfaction increased to 96.0%, representing a 6.0% rise, indicating improvements in service delivery and patient experience.
- ➔ April 25 to March 26: Satisfaction remained at 96.0%, reflecting consistently high levels of patient satisfaction.

Consistent Improvement in Service Quality: The rise and stabilisation of patient satisfaction levels indicate improvements in service quality, patient experience, and institutional trust. High satisfaction also reflects effectiveness in service delivery processes, including reduced waiting times, improved staff behaviour, and better clinical outcomes.



ACCESS AND INCLUSION OUTCOMES

97.0%

rural beneficiaries

Effective Targeting of Underserved Populations: The high representation of rural and socially marginalised groups indicates that the intervention has effectively reached its intended beneficiaries. This reflects success in overcoming geographic, social, and economic barriers to healthcare access.



HIGH OUTPUT-TO-OUTCOME CONVERSION EFFICIENCY

ZMCH demonstrates strong effectiveness by converting infrastructure, human resources, and financial inputs into high service volumes, improved access, and positive patient outcomes—the transition from rapid growth to a stabilised, high-utilisation, mature, and well-functioning healthcare delivery system.



EFFICIENCY

Optimal Utilisation of Resources: The Zydus Medical College and Hospital (ZMCH), Dahod, demonstrates a high degree of efficiency in converting financial, human, and infrastructural inputs into substantial healthcare outputs. The scale of service delivery relative to available resources indicates strong operational performance and effective resource deployment.



SERVICE OUTPUT RELATIVE TO CAPACITY

- **OPD Footfall:** 400,444 0

High Throughput and Capacity Utilisation: The high OPD and IPD volumes, coupled with an average bed occupancy of 691, indicate efficient utilisation of inpatient infrastructure. The hospital operates at consistently high capacity, reflecting effective bed management and minimal resource underutilisation.



DIAGNOSTIC EFFICIENCY AND SERVICE INTENSITY

- **Diagnostic Tests:** 259,152
- **Pathology/Microbiology Tests:** 4,181,464

Economies of Scale in Diagnostics: The large volume of diagnostic and pathology services indicates efficient use of laboratory infrastructure. The ability to handle high test volumes suggests standardised processes, optimal equipment utilisation, and reduced per-unit service delivery costs.



HUMAN RESOURCE EFFICIENCY

- **350 Doctors**
- **500 Nurses**

High Workforce Productivity: The existing human resource base supports a substantial patient load across OPD, IPD, and diagnostic services. The ratio of service outputs to staff strength reflects efficient workforce deployment and effective task allocation across departments.



FINANCIAL EFFICIENCY AND COST OPTIMISATION

- **Average Savings per Patient:** ₹1,500 - ₹2,000

Cost Efficiency and Financial Risk Reduction: The hospital's service model reduces patients' out-of-pocket expenditure through subsidised care and scheme convergence. This indicates efficient financial structuring, ensuring affordability without compromising service scale.



OPERATIONAL EFFICIENCY AND PROCESS MANAGEMENT

Streamlined Service Delivery Systems: Integrating Management Information Systems (MIS) with structured patient flow mechanisms enhances operational efficiency by reducing waiting times, improving case tracking, and enabling real-time decision-making.



TREND-BASED EFFICIENCY GAINS

Transition from Expansion to Optimisation: The stabilisation of growth in key indicators, such as diagnostic volumes, suggests the hospital has moved from rapid expansion to an operational optimisation phase. This reflects improved process efficiency, better demand management, and balanced utilisation of existing capacity.



RESOURCE LEVERAGING THROUGH THE INSTITUTIONAL MODEL

Synergy between Service Delivery and Education: Integrating a medical college with hospital services enables shared utilisation of infrastructure, faculty, and clinical resources. This dual model enhances efficiency by optimising fixed costs while simultaneously contributing to workforce development.

ZMCH demonstrates strong efficiency by maximising service outputs across clinical, diagnostic, and inpatient care dimensions while maintaining cost-effectiveness and service quality. The evidence indicates a well-optimised system with high productivity, minimal resource wastage, and sustained operational performance.



IMPACT

The Zydus Medical College and Hospital (ZMCH), Dahod, has generated substantial and measurable impacts across health outcomes, financial protection, and healthcare access. The evidence from beneficiary responses reflects not only increased service utilisation but also significant improvements in behaviour, confidence, and overall well-being at the community level.

HEALTH IMPACT



92.0%

reported significant improvement in overall community health



96.0%

reported better access to doctors and specialised care



88.0%

reported faster treatment during emergencies



80.0%

reported improved maternal and child healthcare outcomes

Improved Health Outcomes and Service Accessibility: The high proportion of respondents reporting improvements in overall health and access to specialised care indicates that the intervention has significantly enhanced access to and quality of healthcare. Emergency response and maternal-child services further demonstrate improved clinical outcomes.

ACCESS AND HEALTHCARE-SEEKING BEHAVIOUR



88.0%

reported reduced need to travel outside the district for treatment



88.0%

reported earlier treatment-seeking behaviour



72.0%

reported access to advanced diagnostics and surgeries locally

Shift Toward Timely and Localised Care: The availability of comprehensive healthcare services in Dahod has reduced reliance on distant facilities, enabling earlier diagnosis and timely treatment. This reflects a critical shift from delayed to proactive healthcare-seeking behaviour.

FINANCIAL IMPACT



80.0%

reported a significant reduction in medical debt



84.0%

reported reduced healthcare expenses



68.5%

reported private medicine costs being 40.0% – 60.0% higher than ZMCH

Strong Financial Risk Protection: The reduction in medical debt and healthcare expenditure highlights the hospital's role in mitigating financial vulnerability. The cost differential relative to private providers underscores the affordability and economic value of the services provided.

SYSTEM-LEVEL AND COMMUNITY IMPACT



100.0%

reported improved access to healthcare services



84.0%

reported reduced need for long-distance travel



84.0%

reported faster emergency care access



72.0%

reported increased trust in local healthcare systems

Strengthening of Local Health Systems: The universal acknowledgement of improved healthcare access demonstrates that ZMCH has significantly strengthened the local health ecosystem. Increased trust and reduced travel burden indicate improved system reliability and accessibility.

INSTITUTIONAL TRUST AND PREFERENCE



99.0%

identified ZMCH as the most preferred healthcare centre



96.0%

preferred ZMCH for child treatment



89.0%

preferred ZMCH for chronic disease management

Institutionalisation of Healthcare Delivery: The near-universal preference for ZMCH reflects strong trust in service quality, accessibility, and treatment outcomes. This indicates a clear shift from fragmented healthcare utilisation to reliance on a single, comprehensive institutional provider.

QUALITY OF CARE AND PATIENT EXPERIENCE



96.0%

reported clear communication from doctors



88.0%

rated diagnostic quality as very good



84.0%

rated treatment effectiveness as very good



93.0%

reported respectful nursing care

High Standards of Patient-Centric Care: Consistently high ratings across clinical care, communication, and patient interaction indicate strong quality of care. These factors contribute directly to improved patient outcomes and sustained trust in the institution.



TRANSFORMATIONAL AND MULTIDIMENSIONAL IMPACT

The intervention has resulted in significant improvements in health outcomes, financial protection, healthcare accessibility, and institutional trust. The convergence of high utilisation, reduced economic burden, and behavioural change indicates that ZMCH has achieved a transformational impact, transitioning the region toward a more accessible, reliable, and equitable healthcare system.



SUSTAINABILITY

The Zydus Medical College and Hospital (ZMCH), Dahod, demonstrates strong sustainability across institutional, financial, operational, and social dimensions. The convergence of high service utilisation, institutional integration, and community trust indicates that the benefits generated are likely to be sustained over the long term.



INSTITUTIONAL SUSTAINABILITY

Integrated Medical College-Hospital Model: The co-existence of a medical college with a tertiary care hospital ensures a continuous supply of trained healthcare professionals, academic oversight, and adherence to clinical standards. This integrated model strengthens long-term operational continuity by embedding service delivery within an educational ecosystem.



FINANCIAL SUSTAINABILITY

Blended Financing and Scheme Convergence: The hospital's financial model is supported through a combination of CSR funding, government health schemes (such as PMJAY). This diversified funding structure reduces dependence on a single source and enhances the institution's ability to sustain operations while maintaining affordability.



OPERATIONAL SUSTAINABILITY

Sustained High Utilisation Levels: The consistently high volume of service utilisation indicates strong and stable demand for healthcare services and reflects a mature system operating at optimal capacity, reducing the risk of underutilisation or operational inefficiencies.



HUMAN RESOURCE SUSTAINABILITY

Continuous Workforce Development and Retention: The presence of a large, well-structured workforce (350 doctors, 500 nurses) combined with ongoing medical education and training, supports long-term human resource sustainability. The institution's academic environment also enhances retention and skill development.

COMMUNITY AND SOCIAL SUSTAINABILITY

 **99.0%**
preference for ZMCH

 **96.0%**
patient satisfaction

Strong Community Ownership and Trust: High levels of patient satisfaction and institutional preference indicate deep-rooted trust in the community. This social acceptance ensures continued utilisation of services and reinforces the intervention's long-term relevance.



INFRASTRUCTURE AND SYSTEMS SUSTAINABILITY

Robust Infrastructure and Process Systems: The availability of advanced diagnostic facilities, high bed capacity, and integrated MIS systems supports efficient service delivery. Standardised processes and digital systems enhance continuity, scalability, and resilience of operations.



ENVIRONMENTAL AND GEOGRAPHIC SUSTAINABILITY

Reduced Travel Burden and Localised Care: The availability of tertiary care within Dahod reduces the need for long-distance travel, lowering indirect costs and environmental burden. This localisation of services ensures sustained access, particularly for rural populations.



RISK MITIGATION AND FUTURE READINESS

Adaptive Capacity and Scalability: The transition from rapid growth to stabilised utilisation indicates that the hospital has developed the capacity to manage demand efficiently. The existing infrastructure and workforce provide a strong foundation for future expansion and adaptation to emerging healthcare needs.

High Sustainability with Institutional Anchoring: ZMCH demonstrates strong sustainability due to its integrated institutional model, diversified financing, high service demand, and strong community trust. The intervention is well-positioned to continue delivering healthcare outcomes consistently, scalably, and resiliently over the long term.

CONCLUSION

The Zydus Medical College and Hospital (ZMCH) has emerged as a critical healthcare institution that effectively addresses the needs of underserved and tribal populations by ensuring access to comprehensive, high-quality, and free tertiary healthcare services. The intervention has significantly reduced financial barriers, enabling beneficiaries to seek timely and appropriate medical care without the burden of out-of-pocket expenditure.

The hospital's integrated service delivery model, supported by advanced infrastructure, skilled medical professionals, and a continuum of care, has strengthened patient trust, improved health-seeking behaviour, and reduced treatment delays. The high levels of patient satisfaction and utilisation reflect its reliability as a primary healthcare destination for vulnerable communities.

Overall, ZMCH has contributed to measurable improvements in health outcomes, financial protection, and overall well-being, positioning itself as a sustainable and impactful model for equitable healthcare access



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

CHAPTER 4

REVIVAL OF B.G. CHAVDA SECONDARY AND HIGHER SECONDARY SCHOOL, CHANGODHAR



Focused Group Discussion with Students

The Revival of B.G. Chavda Secondary and Higher Secondary School, Changodar, has transformed a previously deteriorated and unsafe learning environment into a secure, functional, and student-friendly educational space. The intervention addressed critical infrastructure challenges, ensuring uninterrupted academic activities and improving overall safety for students and staff. Further, the integration of sports facilities has promoted holistic development by encouraging physical activity, teamwork, and student engagement. The project has contributed to improved attendance, enhanced learning experiences, and a more positive school environment.

Key Findings



96.0%

of student respondents reported enhanced classroom conditions, including improved seating, lighting, and ventilation.



100.0%

of student respondents reported cleaner classrooms and premises.



98.0%

of student respondents reported enhanced sanitation facilities.



100.0%

of student respondents reported improved security (boundary walls and controlled access).



100.0%

of student respondents reported access to quality sports kits.



100.0%

of student respondents reported complete elimination of waterlogging issues.

Key Impacts



Transformed the school into a secure and conducive learning environment



Improved student attendance and engagement



Enabled access to clean facilities, drinking water, and learning resources



Promoted physical fitness and overall health among students through sports intervention



Attracted greater enrolment due to improved facilities



Enhanced overall school environment comparable to private institutions

This section of the report explores the perceptions of students, teachers, and parents regarding the improvements undertaken at B.G. Chavda Secondary and Higher Secondary School, Changodhar.

TABLE 1: INFRASTRUCTURE AND LEARNING ENVIRONMENT

Infrastructure Improvement	% of Students	Students' Lived Experiences	Teacher Validation
Improved Classrooms (Seating, Lighting, Ventilation)	96.0%	Many students explained that brighter classrooms and proper seating have made it easier to stay attentive and avoid tiredness during lessons.	Teachers reported that students are now more attentive, with longer focus and improved classroom engagement.
Library (Books & Reading Space)	92.0%	Several students mentioned developing an interest in reading, as access to books and a dedicated space encouraged them to explore beyond textbooks.	Teachers observed a noticeable increase in reading habits, along with improvements in language skills and independent learning.
Science & Computer Labs	91.0%	Several students shared that practical sessions and computer use have made subjects easier to understand and more interesting.	Teachers highlighted better conceptual clarity and greater participation during practical and digital learning sessions.
New/Improved Furniture	97.0%	Some students pointed out that improved desks and chairs have reduced discomfort during long hours of sitting.	Teachers noted that better seating arrangements have contributed to improved posture and sustained classroom participation.

FELICITATION OF THE WINNING TEAM ON SPORTS DAY



TABLE 2: HYGIENE AND BASIC FACILITIES

Improvement Area	% of Students	Students' Lived Experiences	Teacher Validation
Cleaner Classrooms & Premises	100.0%	Students described the school environment as cleaner and more pleasant, making it easier to sit and learn comfortably.	Teachers reported that improved cleanliness has created a more conducive, distraction-free learning environment.
Improved Sanitation Facilities	98.0%	Many students, particularly girls, expressed that cleaner toilets have reduced discomfort and allowed them to stay in school throughout the day.	Teachers pointed out improved attendance and overall well-being, especially among girls.
Regular Cleaning & Waste Management	100.0%	Students observed that cleaning is now carried out regularly, making the school appear more organised and hygienic.	Teachers confirmed that systematic cleaning practices are consistently followed.
Clean Drinking Water	100.0%	Several students shared that easy access to drinking water has reduced inconvenience and helped them stay hydrated.	Teachers reported fewer health complaints among students and better hygiene.
Increased Hygiene Awareness	92.0%	Some students noted that they have become more conscious about maintaining cleanliness in their surroundings.	Teachers observed a gradual improvement in students' hygiene-related behaviour.

SCHOOL SPORTS DAY CELEBRATION



TABLE 3: SAFETY AND ACCESSIBILITY

Improvement Area	% of Students	Students' Lived Experiences	Teacher Validation
Improved Security (Boundary Walls, Control)	100.0%	Students reported feeling more secure at school, with fewer disturbances from outside.	Teachers stated that controlled entry and exit have strengthened discipline and safety.
Stronger Buildings & Classrooms	100.0%	Many students reported that stronger structures have made them feel safer in class.	Teachers confirmed that improved infrastructure has reduced safety risks and enhanced stability.
Maintained Playgrounds	96.0%	Students noted that well-maintained playgrounds have made sport activities safer and more enjoyable.	Teachers reported fewer accidents and safer recreational spaces.
Reduction in Waterlogging	100.0%	All students emphasised that waterlogging is no longer an issue, making it easier to reach school and move around during the rains.	Teachers highlighted uninterrupted school functioning and improved attendance during the rainy season.

PARENT INTERVIEW DURING THE FIELD VISIT



TABLE 4: ACADEMIC ENGAGEMENT AND OUTCOMES

Outcome Area	% of Students	Students' Lived Experiences	Teacher Validation
Increased Interest in Attending School	100.0%	Students shared that the improved environment has made them more interested and excited about coming to school.	Teachers observed a noticeable increase in enthusiasm and willingness to attend school.
Reduction in Absenteeism	100.0%	Many students mentioned that they now attend school more regularly than before.	Teachers confirmed a clear improvement in attendance patterns.
Improved Concentration	92.0%	Students explained that better classrooms and facilities help them focus more effectively during lessons.	Teachers reported enhanced attention spans and improved academic engagement.
Better Access to Learning Resources	94.0%	Students stated that access to books, computers, and materials has made studying easier and more effective.	Teachers observed improved participation and stronger academic involvement.
Increased Participation in Activities	94.0%	Several students shared that they now take part more actively in school activities.	Teachers noted greater student interaction and involvement in both academic and co-curricular activities.
Enhanced Safety & Comfort	100.0%	Students expressed that feeling safe and comfortable has helped them concentrate better on their studies.	Teachers confirmed that a secure environment has positively influenced learning behaviour.

DATA COLLECTING DURING FIELD VISIT



TABLE 5: SPORTS AND HOLISTIC DEVELOPMENT

Outcome Area	% of Students	Students' Lived Experiences	Teacher Validation
Quality Sports Kits	100.0%	Students reported that good-quality sports kits have encouraged them to participate more actively in sports.	Teachers observed increased student participation in sports activities.
Improved Physical Fitness & Stamina	100.0%	Many students reported feeling more energetic and physically active after regular participation in sports.	Teachers confirmed visible improvements in students' physical health and stamina.
Improved Teamwork & Social Skills	100.0%	Students explained that sports have helped them work better with others and build stronger relationships.	Teachers noted enhanced collaboration and teamwork among students.
Better Cooperation with Teammates	98.0%	Students reported that they now support and coordinate more effectively with their peers during activities.	Teachers observed stronger team coordination and mutual support.
Improved Communication Skills	93.0%	Several students stated that they feel more confident communicating with others.	Teachers reported improved student interaction and expression.
Formation of New Friendships	95.0%	Students shared that sports activities have helped them make new friends and connect with peers.	Teachers observed stronger peer bonding and social interaction.

CONVERSATION WITH SCHOOL STUDENTS



PARENTS' PERSPECTIVE:

This section delves into parents' perceptions of the changes the school has undergone post the revival work undertaken by Zydus.

BACKGROUND AND HOUSEHOLD CONTEXT

Parents shared that they come from diverse social and economic backgrounds, with both mothers and fathers actively involved in their children's education. Many explained that they belong to low- to lower-middle-income households and often manage family expenses with limited, unstable sources of income.

Several parents mentioned working in jobs, farming, labour, or small businesses, highlighting that education is a key aspiration for their children despite financial constraints. Most parents noted that their children are in higher grades (9th-12th), a stage they consider crucial for shaping their future.

At the same time, parents included both those whose children had recently joined the school and those who had been associated with the school for several years, allowing them to observe and compare changes over time.

CHANGES IN SCHOOL INFRASTRUCTURE

Parents consistently described a visible and wide-ranging transformation in school infrastructure. They shared that classrooms are now brighter, better ventilated, and equipped with proper seating, making it easier for children to sit comfortably and focus on their studies. Many parents emphasised improvements to toilets, drinking water, and sanitation facilities, stating that these changes have made the school more hygienic and suitable, especially for children's daily use.

They also pointed out the addition and strengthening of science and computer labs, which have helped children gain practical knowledge and exposure to technology.

Several parents noted that playgrounds and sports facilities have improved significantly, encouraging children to engage in physical activity. Others mentioned better library facilities, furniture, and accessibility for children with disabilities, noting that the school now feels more inclusive and well-equipped.

Overall, parents reported that the school now provides facilities they had previously only seen in better or private schools.

IMPROVED SCHOOL ENVIRONMENT AND APPEARANCE

Parents frequently mentioned that the school now looks more attractive, organised, and welcoming. They described classrooms and common spaces as clean, vibrant, and well-maintained, which has made a positive difference in how children feel about going to school.

The addition of greenery and open spaces was also appreciated, with parents noting that it creates a pleasant and refreshing environment for children. Many shared that the school feels more "alive" and engaging than it did earlier.

BETTER SAFETY AND HYGIENE CONDITIONS

Safety was a major area where parents observed improvement. They reported better lighting, stronger buildings, and secure boundary walls, which make them feel more confident about sending their children to school.

Safety was a major area where parents observed improvement. They reported better lighting, stronger buildings, and secure boundary walls, which make them feel more confident about sending their children to school.

Importantly, several parents noted that children have also become more aware of cleanliness and hygiene, indicating that these improvements have influenced behaviour.

IMPACT ON CHILDREN'S LEARNING AND PARTICIPATION

Parents clearly expressed that the improvements have had a positive impact on their children's learning experience. They shared that children now have better access to books, computers, and other learning resources, which has improved their understanding and interest in studies.

Many parents reported that their children concentrate better and feel more comfortable in the classroom. They also noted increased participation in both academic and extracurricular activities, including sports and events.

As some parents described, children now "enjoy coming to school" and are more actively engaged in learning.

INCREASED INTEREST AND REGULAR ATTENDANCE

A strong and consistent response from parents was that children now show greater interest in attending school. Parents shared that earlier, children were sometimes reluctant, but now they are motivated and eager to go regularly.

They also reported a clear improvement in attendance, with children missing fewer school days. Parents attributed this change to the school's improved environment, facilities, and overall experience.

CHANGES IN CHILDREN'S BEHAVIOUR AND CONFIDENCE

Parents highlighted noticeable changes in their children's behaviour. Through participation in sports and school activities, children have developed confidence, discipline, teamwork, and a positive attitude.

Some parents specifically mentioned that their children are now more expressive, active, and interested in learning new things, which they directly link to the improved school environment.

PERCEPTION OF SCHOOL QUALITY

Parents strongly expressed that the school is now comparable to private schools in terms of infrastructure and facilities. Many shared that if the same facilities were available at a private school, they would cost significant fees that they could not afford.

This comparison reflects a sense of satisfaction, pride, and value, as parents feel their children are receiving a quality education without a financial burden.

INCREASED TRUST AND PREFERENCE FOR THE SCHOOL

Parents reported that the improvements have increased trust in the school within the community. They observed that more families are now interested in enrolling their children, and the school has become a preferred choice in the area.

They also expressed high satisfaction with the quality of education, noting that the overall environment now supports better teaching and learning.

OVERALL REFLECTIONS BY PARENTS

Across responses, parents repeatedly emphasised that the changes have made a meaningful difference in their children's lives. They shared that:

- ➔ Children attend school more regularly and with interest
- ➔ The school environment feels safe, clean, and supportive
- ➔ Learning opportunities have improved significantly
- ➔ Children are more confident and engaged

For many parents, especially those from economically weaker backgrounds, these improvements have provided their children with opportunities they previously lacked.

TABLE 6: PASS PERCENTAGE IN SSC

Sr.no	Year	Pass Percentage
1	2022	26.12
2	2023	48.95
3	2024	53.47
4	2025	65.45

IMPACT OF SCHOOL REVIVAL INTERVENTION ON SSC PERFORMANCE (B.G. CHAVDA SCHOOL)

The SSC performance trend, when viewed alongside the school revival initiative implemented during 2023-24 by Zydus Lifesciences, reflects a clear and meaningful improvement in academic outcomes, closely aligned with infrastructure and pedagogical enhancements.

INFRASTRUCTURE-LED ENABLING ENVIRONMENT

The intervention transformed the physical learning environment through:

- ➔ New classrooms with improved lighting, ventilation, and seating
- ➔ Availability of SMART equipment (enabled by government support)
- ➔ Establishment of science laboratories and library spaces
- ➔ Enhanced sports infrastructure

These improvements created a conducive, student-friendly ecosystem, addressing earlier constraints such as overcrowding, poor infrastructure, and limited learning resources.




SHIFT IN TEACHING–LEARNING PROCESSES

With the integration of SMART classrooms and better facilities:

- Teaching shifted from chalk-and-talk to interactive, visual learning
- Teachers could use digital tools, demonstrations, and experiments
- Science labs enabled experiential learning
- Libraries promoted self-learning and reading habits

Inference

This led to:

-  Increased student attention and conceptual clarity
-  Improved teacher motivation and participation
-  More engaging and inclusive classroom practices

IMPROVEMENT IN STUDENT ENGAGEMENT AND BEHAVIOUR

Post-intervention observations indicate:

- Higher student attendance and participation
- Increased interest in subjects, especially science and mathematics
- Better discipline and classroom involvement
- Growth in co-curricular engagement through sports

Inference

A positive school environment contributed to enhanced students' learning readiness and confidence.

CORRELATION WITH SSC RESULTS IMPROVEMENT

TABLE 7: CORRELATION WITH SSC RESULTS IMPROVEMENT

Year	Pass %	Interpretation
2022	26.1%	Post-COVID learning gap (lowest baseline)
2023	48.9%	Initial recovery phase
2024	53.4%	The early impact of the intervention is visible
2025	65.4%	Strong improvement post full implementation

Inference



The sharp rise from 48.9% (2023) to 65.4% (2025) indicates a sustained positive impact.



The 2023–24 intervention period aligns with a turning point in performance trajectory.



Improvement is not abrupt but progressive, suggesting systemic strengthening rather than short-term gains.

TEACHER INVOLVEMENT AS A CRITICAL DRIVER

- ➔ Improved infrastructure increased teacher morale and ownership
- ➔ Availability of tools enabled better lesson planning and delivery
- ➔ Teachers could adopt activity-based and student-centric approaches

Inference

Teacher engagement acted as a multiplier effect, translating infrastructure gains into actual learning outcomes.

OVERALL CONCLUSION

The school revival initiative by Zydus Lifesciences demonstrates a clear linkage between infrastructure investment and academic performance improvement:

- Physical infrastructure → Enhanced learning environment
- Digital and academic resources → Improved pedagogy
- Student engagement + teacher involvement → Better learning outcomes
- Result → Significant rise in SSC pass percentage

The intervention is a holistic model of school transformation that brings together infrastructure, technology, and human engagement to drive measurable academic improvement.

Pass Percentage in HSC

Sl.no	Year	Pass Percentage
1	2022	78.57
2	2023	48.94
3	2024	86.11
4	2025	89.19

The pass percentage shows noticeable fluctuations over the years, with a significant drop in 2023 followed by a strong and consistent improvement in the subsequent years. Overall, the trend indicates a positive recovery, reaching the highest performance in 2025, suggesting improved outcomes and stability in recent years.

Total no. of students across all grades

Academic year	Total no. of students
2023-24	321
2024-25	359
2025-26	408

Enrolment Growth as a Reflection of School Transformation (2023-2026)

The steady increase in total student enrolment over three academic years reflects a growing trust in the school and its improved ecosystem, particularly following the school revival intervention supported by Zydus Lifesciences.

ENROLMENT TREND SNAPSHOT

Academic Year	Total Students	Change from the Previous Year	Growth %
2023-24	321	—	—
2024-25	359	+38	11.8%
2025-26	408	+49	13.6%

INTERPRETING THE GROWTH PATTERN

a) Immediate Uptake Post-Intervention (2024–25)

- ➔ Enrolment rises by 11.8% in the very next academic year after intervention.
- ➔ Indicates early community response and acceptance.

What likely drove this?

- ➔ Visible improvements in school infrastructure and facilities
- ➔ Increased student satisfaction and retention
- ➔ Parents beginning to reconsider school choices



b) Accelerated Growth Phase (2025–26)

- ➔ Growth further increases to 13.6%, adding 49 students.
- ➔ Suggests momentum building through reputation and outcomes.

Interpretation

- ➔ The school is no longer just recovering—it is becoming a preferred choice in the locality.

KEY DRIVERS BEHIND RISING ENROLMENT

1 Improved Academic Outcomes

- ➔ Rising SSC and HSC pass percentages act as strong signals of quality education.
- ➔ Parents tend to respond quickly to visible academic success.

2 Enhanced School Aesthetics and Infrastructure

- ➔ New classrooms, better lighting, ventilation, and furniture create a positive first impression.
- ➔ Availability of:
 - SMART classrooms
 - Science labs
 - Library
 - Sports facilities

Inference

The school environment now aligns more closely with aspirational standards of quality education.

3 Word-of-Mouth and Community Perception

- ➔ Increased enrolment strongly suggests positive community feedback loops:
 - ➔ Existing parents sharing experiences
 - ➔ Students influencing peers
 - ➔ Teachers contributing to improved credibility

Inference

Word of mouth has likely played a critical role in scaling enrolment beyond immediate catchment areas.

4 Improved Student Retention

- ➔ Better engagement, facilities, and teaching quality contribute to:
 - Lower dropout rates
 - Higher grade-to-grade continuity

EMERGING PATTERN: FROM SURVIVAL TO PREFERENCE

The enrolment trend reflects a clear institutional shift:

- ➔ **Earlier Phase:** School as a default or limited option
- ➔ **Current Phase:** School as an emerging preferred choice

CONCLUDING INSIGHT

The increase from 321 to 408 students within two years (~27.0% growth) is not incidental—it signals:

- ➔ Restored community confidence
- ➔ Improved perceived and actual quality of education
- ➔ A reinforcing cycle where:
 - Better infrastructure
 - + better results →
 - stronger reputation
 - higher enrolment

In essence, the school revival initiative has triggered a virtuous cycle of improvement, where quality enhancements are translating into both academic success and increased demand for the school.

“

“Three of my daughters study in this school. My husband works in a private company and earns a monthly salary of ₹12,000, which we use to manage our household expenses. Along with their regular studies, my daughters are also learning computer skills and actively participating in sports activities. Thanks to the facilities and support provided by Zydus Company, they have developed a greater interest in education and now attend school regularly.”

- Hansaben Maheshbhai Nayaka, Parent

”

OECD FRAMEWORK



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability



RELEVANCE

This year, the intervention has remained highly relevant to students' and their families' needs, particularly those from economically constrained backgrounds. A significant proportion of households fall into low-income categories, underscoring the need to improve public school infrastructure.

The intervention has directly addressed key gaps in classrooms, sanitation, drinking water, safety, and digital learning. Notably, 46.7% of students enrolled within the last year, indicating increased demand and strong alignment with current community needs.



COHERENCE

The project demonstrates strong coherence with national priorities and global development goals. The intervention aligns with the Government of India's focus on improving school infrastructure, digital learning, student safety, and hygiene under key initiatives such as the National Education Policy (NEP) 2020 and school education strengthening efforts.

It contributes directly to the achievement of:



A high level of awareness among parents (93.3%) regarding the implementing agency reflects effective communication and outreach. The integration of infrastructure, education, hygiene, safety, and sports demonstrates a well-aligned and holistic approach to school development, consistent with both government priorities and global frameworks.



EFFECTIVENESS

The intervention has been highly effective in achieving its intended outcomes this year.

From the parents' perspective:

- 100.0% reported improvements in classrooms, sanitation, laboratories, and sports facilities
- 100.0% observed increased student attendance and participation
- 93.3% noted improvements in hygiene, drinking water, and safety

From the parents' perspective:

From the students' perspective

- ➔ 100.0% reported increased interest in attending school and reduced absenteeism
- ➔ 81.2% experienced improved concentration and learning environment
- ➔ 69.4% reported better access to educational resources
- ➔ 98.8% of students rated the infrastructure as excellent

The ratings indicate that the intervention has successfully met expectations.



EFFICIENCY

The project has demonstrated high efficiency this year through effective resource utilisation and timely implementation.

The significant proportion of new enrolments (46.7%) reflects the immediate visibility and acceptance of improvements. High satisfaction levels (98.8% students rating infrastructure as excellent) further indicate that the intervention has delivered strong outcomes with optimal resource use.



IMPACT

The intervention has had a strong, measurable impact this year.

100.0% reported increased student interest and attendance, while 81.2% noted improved learning outcomes and 69.4% better access to resources. Hygiene and safety improvements were reported by 93.3%, and 83.5% observed enhanced security. Social and behavioural outcomes are also significant, with 100.0% improvement in teamwork and skills and a 56.5% increase in participation in school activities. Community-level impact is reflected in a 100.0% increase in enrolment interest and 93.3% high satisfaction with academic quality.



SUSTAINABILITY

The project demonstrates strong sustainability in the current year, supported by both institutional systems and positive behavioural changes. The establishment of regular cleaning and maintenance systems (100.0%) ensures the continued upkeep of infrastructure. Improved hygiene awareness and practices (93.3%) reflect sustained behavioural adoption among students and staff, which is critical for long-term outcomes. High satisfaction levels (98.8% rating infrastructure as excellent) and strong community demand (100.0% interest in enrolment) indicate continued usage, acceptance, and relevance of the facilities. Overall, the presence of functional systems, sustained behavioural change, and strong community ownership suggests that the intervention's benefits are likely to be maintained over the long term.

CONCLUSION

The School Infrastructure Project has successfully transformed the learning environment by addressing critical gaps in safety, infrastructure, and overall school functionality. The redevelopment of the school building has created a secure, resilient, and conducive space for students, enabling uninterrupted academic activities and enhancing the overall quality of education.

The integration of sports facilities has further contributed to students' holistic development by promoting physical well-being, teamwork, and active participation in extracurricular activities. The improved infrastructure has positively influenced attendance, student engagement, and interest in schooling, while also strengthening parents' confidence in the institution.

Overall, the project has played a vital role in creating an enabling ecosystem for education, supporting both academic and personal development, and contributing to improved learning outcomes and student retention.



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

CHAPTER 5

CONSTRUCTION OF SANITATION FACILITIES IN SCHOOLS, SHIRPUR DISTRICT



Toilet Blocks Constructed during Project Period

The School Sanitation Infrastructure project has significantly enhanced sanitation, hygiene, and dignity for students by addressing critical gaps in school sanitation infrastructure across residential and non-residential government school settings. The provision of clean, safe, and private toilet facilities, along with support systems for menstrual hygiene management, has enhanced comfort and reduced barriers to regular school attendance, particularly for girls. By ensuring well-designed, hygienic, and accessible facilities for both boys and girls, the project has addressed issues of inadequate infrastructure, poor maintenance, and a lack of water supply. The availability of separate and well-maintained toilets has ensured privacy, safety, and comfort for all students, creating a more inclusive environment. The intervention has led to better attendance, increased student confidence, and the adoption of healthier hygiene practices, thereby supporting educational continuity, enhancing student participation, and improving overall well-being, while also contributing to a cleaner, more conducive learning environment.

Key Findings



100.0%

of student respondents reported that toilets were adequate after the intervention, indicating that the facilities met student needs.



91.3%

of student respondents reported cleaner toilet spaces 98.0% of student respondents reported feeling comfortable using toilets



75.3%

of student respondents reported significant improvement in access to toilets during school hours



80.7%

of student respondents reported that water is always available in toilets, ensuring consistent usability of sanitation facilities.



84.0%

of student respondents reported that toilet door locks are always functional



92.7%

of student respondents reported overall improvement in toilet maintenance

Key Impacts



Ensured privacy and safety for both boys and girls.



Supported menstrual hygiene management and better sanitation practices



Increased regular usage of sanitation facilities among students.



Reduced absenteeism linked to inadequate sanitation facilities



Reduced health risks related to poor sanitation and infections



Improved daily comfort in bathing and sanitation routines



Encouraged open discussions around menstrual health and hygiene



Promoted hygiene awareness and behavioural change among students

DEMOGRAPHIC PROFILE OF THE RESPONDENTS



Grade-wise Distribution of Students

The distribution of students across classes indicates that 8.0% of respondents are in 5th grade and 10.7% are in 6th grade. A larger proportion of students are in 7th and 8th grades, each accounting for 27.3% of the sample, followed closely by 26.7% in 9th grade.



Age-wise Distribution of Students

The age-wise distribution shows that 22.0% of students fall within the 10-12-year age group, while a significant majority (74.7%) are aged 13-15 years. Students aged 15 and above account for 3.3% of the total respondents. The data indicate that most respondents are in their adolescent years.



Gender-wise Distribution of Students

The gender distribution of students shows that 60.0% are female and 40.0% are male. Participation from both genders ensured diverse perspectives were captured, yielding more comprehensive and valuable insights.

PRE-INTERVENTION SCENARIO

Challenges in Availability and Maintenance of Toilets before Intervention

CHART 1: NUMBER OF USABLE TOILETS BEFORE THE PROJECT

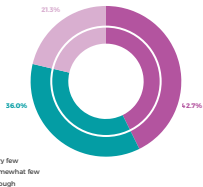
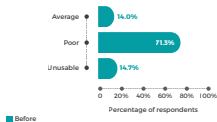


CHART 2: CHANGE IN TOILET CONDITIONS BEFORE THE PROJECT



The findings highlight the condition of toilet infrastructure before the project intervention, reflecting limitations in availability, functionality, and maintenance. Overall, the responses indicate that existing facilities were insufficient and in need of significant improvement.



Availability of Usable Toilets

A large proportion of respondents reported limited availability of usable toilets, with 42.7% indicating very few and 36.0% reporting somewhat few toilets. Only 21.3% felt that the number of toilets was enough. This suggests that the majority experienced inadequate access to toilet facilities.



Condition of Toilets

Most respondents (71.3%) reported that toilet conditions were poor, while 14.7% rated them as unusable and 14.0% rated them as average. This indicates that maintenance and functionality were major concerns, affecting the facilities' usability and overall hygiene.

Challenges in Utilisation, Comfort, and Privacy in Toilets before Intervention

CHART 3: FREQUENCY OF TOILET USAGE BY GIRLS BEFORE THE PROJECT

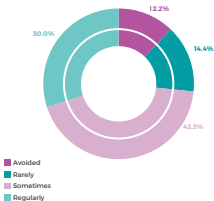
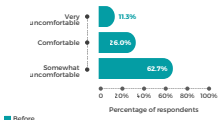


CHART 4: CHANGE IN COMFORT LEVEL OF TOILET USAGE BEFORE THE PROJECT



The findings highlight the access and usage patterns of toilet facilities among girls before the project intervention, reflecting concerns related to frequency of use, comfort, and privacy. Overall, the responses indicate that infrastructure limitations affected regular use and user experience.



Frequency of Toilet Usage by Girls

The responses show varied toilet use among girls: 43.3% use them sometimes, and 30.0% use them regularly. However, 14.4% reported using them rarely, and 12.2% avoided using them altogether. This suggests that while some level of usage existed, a notable proportion of girls limited or avoided usage, possibly due to infrastructural constraints.



Comfort in Using Toilets

A majority of respondents (62.7%) reported feeling somewhat uncomfortable while using toilets, while 11.3% felt very uncomfortable. Only 26.0% reported being comfortable. This highlights concerns about comfort and privacy, underscoring the need for improved, user-friendly facilities.

“

Earlier, the condition of the school toilets was a major concern for us as parents, as they were often unclean, lacked adequate water, and created discomfort for children, especially girls, affecting their regular attendance and confidence. However, after the construction of the new toilet block, there has been a significant improvement. My child now feels comfortable and confident using the facilities and can attend school regularly and stay for the full day without hesitation. The availability of clean, safe, and private toilets has particularly improved dignity and ease for girls, encouraging them to attend school even during menstruation. We have also observed better hygiene habits, with children becoming more conscious about cleanliness both at school and at home. Overall, these improvements have increased our trust in the school and created a more supportive learning environment. However, continued attention to regular maintenance and consistent water supply will be important to sustain these positive outcomes.

- Mr Kanu Hiyasingh Pawara, Parent,
Gurhalpani Village, Dhule District

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Impact of Inadequate Facilities on Absenteeism

CHART 5: STUDENT ABSENTEEISM DUE TO POOR TOILET FACILITIES (BEFORE)

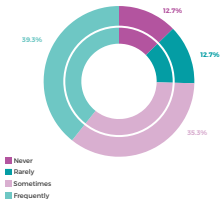
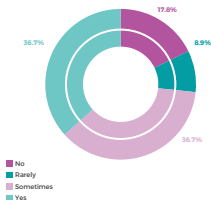


CHART 6: GIRLS' ABSENTEEISM DURING MENSTRUATION (BEFORE)



The findings highlight the impact of poor toilet facilities on student attendance and participation before the project intervention. Overall, the responses indicate that inadequate infrastructure contributed to varying levels of absenteeism, particularly affecting regular school participation.



Student Absenteeism Due to Poor Toilet Facilities

A significant proportion of respondents reported absenteeism linked to poor toilet facilities, with 39.3% indicating frequent absence and 35.3% reporting absence sometimes. Only 12.7% each reported never or rarely being absent. This suggests that inadequate facilities had a considerable impact on regular school attendance.

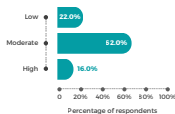


Girls' Absenteeism During Menstruation

Among girl respondents, 36.7% reported being absent during menstruation, while another 36.7% indicated absence sometimes. A smaller proportion reported being absent rarely (8.9%) or not at all (17.8%). This highlights that menstrual hygiene challenges significantly influenced girls' attendance and participation in school.

Levels of Health and Hygiene Among Students before Intervention

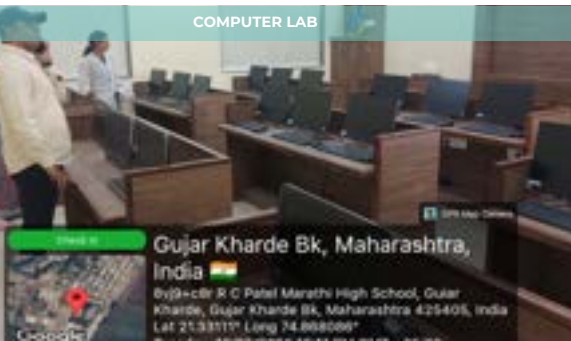
CHART 7: CHANGE IN STUDENTS' HYGIENE AWARENESS BEFORE THE PROJECT



The findings highlight the level of hygiene awareness among students before the project intervention, reflecting varying degrees of understanding and hygiene practices. Overall, the responses indicate that while a majority had moderate awareness, there was scope for further improvement.

A majority of respondents (62.0%) reported moderate hygiene awareness, while 22.0% reported low and 16.0% reported high. This suggests that although basic awareness was widespread among most students, there was a need to strengthen knowledge and hygiene practices to improve health outcomes.

COMPUTER LAB



Gujar Kharde Bk, Maharashtra, India

Bvlg+cbr R C Patil Marathi High School, Gujar Kharde, Gujar Kharde Bk, Maharashtra 425405, India
 Lat 21.531117° Long 74.698069°

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"Earlier, I had concerns about the school's basic infrastructure, especially sanitation facilities, as toilets lacked cleanliness, water, and privacy, making children uncomfortable and sometimes affecting their attendance. My daughter, who has been studying in the school for the past three years, was also hesitant to use the facilities and did not share much about her school experience. However, since the new toilet block was implemented, there has been a noticeable improvement. She now attends school regularly, feels comfortable using the toilets, and confidently shares her daily experiences. Cleanliness is better maintained, water supply has improved, and overall hygiene awareness among children has increased, leading to better health outcomes. The improved facilities have enhanced safety and dignity, especially for young students, and have also encouraged more parents to enrol their children in the school."

- Mr Naresh Kiran Pawar, Parent, Nimzari Village, Dhule District

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PROJECT INTERVENTION

Provision of Infrastructure and Hygiene Facilities

CHART 8: STATUS OF TOILET CONSTRUCTION/RENOVATION IN SCHOOL

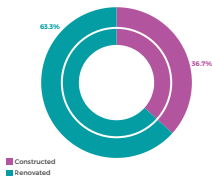


CHART 9: AVAILABILITY OF MENSTRUAL WASTE DISPOSAL FACILITIES

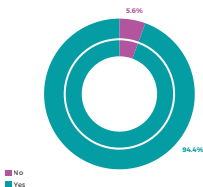
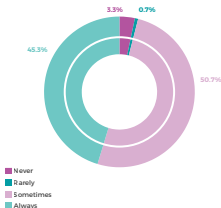


CHART 10: AVAILABILITY OF SOAP/HANDWASHING FACILITIES



The findings highlight key interventions in toilet construction and renovation, as well as the availability of essential hygiene facilities. Overall, the responses indicate significant improvements in infrastructure and increased access to basic sanitation and hygiene resources.



Status of Toilet Renovation in School (63.3%)

A majority of respondents (63.3%) reported that existing toilets were renovated, while 36.7% indicated that new toilets were constructed. This suggests a strong focus on upgrading existing infrastructure along with expanding facilities.



Availability of Menstrual Waste Disposal Facilities (94.4%)

Among girl respondents, a large majority (94.4%) reported the availability of menstrual waste disposal facilities, while only 5.6% indicated otherwise. This reflects a substantial improvement in the provision of gender-sensitive sanitation support.



Availability of Soap and Handwashing Facilities (50.7%)

About 50.7% of respondents reported that soap and handwashing facilities are available sometimes, while 45.3% indicated they are always available. A very small proportion reported rarely (0.7%) or never (3.3%) having access. This suggests that access to handwashing facilities has improved considerably, supporting better hygiene practices among students.

Availability of essential toilet infrastructure

CHART 11: AVAILABILITY OF WATER IN/NEAR TOILETS

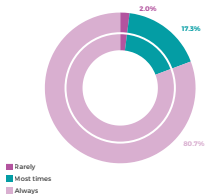
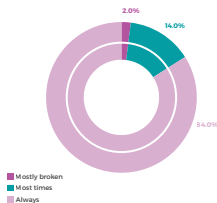


CHART 12: FUNCTIONALITY OF DOOR LOCKS



The findings highlight improvements in essential toilet infrastructure after the intervention, particularly in water availability and the functionality of safety features. Overall, the responses indicate a high level of reliability and usability of facilities.



Availability of Water in/Near Toilets (80.7%)

A large majority of respondents (80.7%) reported that water is always available in toilets, while 17.3% indicated it is available most of the time, and only 2.0% reported it is rarely available. This reflects a significant improvement in the consistency of the water supply for hygiene and usability.



Functionality of Door Locks (84.0%)

Most respondents (84.0%) reported that door locks are always functional, while 14.0% indicated they are functional most of the time, and only 2.0% reported them as mostly broken. This suggests significant improvements in safety and privacy features, contributing to a more secure and comfortable environment for students.

Improvements in Hygiene, Upkeep, and Monitoring

CHART 13: CLEANLINESS OF TOILETS ON A NORMAL SCHOOL DAY

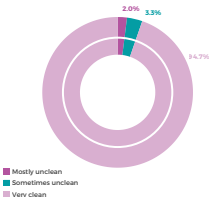
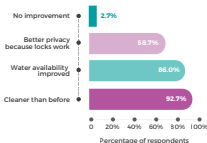


CHART 14: IMPROVEMENTS IN TOILET MAINTENANCE



The findings highlight the significant improvements in cleanliness, maintenance, and monitoring of toilet facilities after the intervention. Overall, the responses indicate a high standard of hygiene, better upkeep practices, and active involvement of school authorities in maintaining facilities.



Cleanliness of Toilets on a Normal School Day (94.7%)

A large majority of respondents (94.7%) reported that toilets are very clean on a normal school day, while 3.3% indicated they are sometimes unclean, and only 2.0% reported them as mostly unclean. This reflects a substantial improvement in cleanliness and regular maintenance.



Improvements in Toilet Maintenance (92.7%)

Most respondents (92.7%) reported that toilets are cleaner than before, while 86.0% noted improved water availability and 68.7% highlighted better privacy due to functional locks. Only a small proportion (2.7%) reported no improvement. This indicates comprehensive progress in multiple aspects of maintenance and usability.



Monitoring by School Authorities (70.7%)

About 70.7% of respondents reported that school authorities always monitor cleanliness and water availability, while 25.3% indicated monitoring occurs sometimes. A very small proportion reported rarely (0.7%) or never (3.3%). This suggests strong institutional involvement in sustaining hygiene and facility standards.



"The transformation brought by the toilet block project has been truly significant for our school. Today, we have clean, well-maintained, and accessible sanitation facilities, which have greatly improved students' hygiene, comfort, and overall school experience. I have observed a clear improvement in attendance, discipline, and classroom participation, especially among girls who now feel more confident and secure. The availability of proper water supply, regular cleaning, and hygiene support has addressed many earlier challenges, leading to better health and hygiene practices among students. With 21 years of teaching experience, I can confidently say that this intervention has created a more supportive and dignified learning environment. With continued maintenance and stakeholder involvement, its impact can be sustained in the long run."

- Ashok Pundlik Mali, Assistant Teacher, R. C. Patel Primary, Secondary & Higher Secondary Ashram School, Nimzari



POST-INTERVENTION SCENARIO AND IMPACT

Improvements in Toilet Access, Adequacy, and User Experience

CHART 15: ADEQUACY OF TOILETS AFTER THE PROJECT

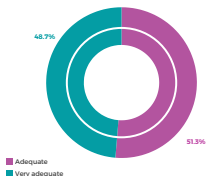


CHART 16: IMPROVEMENT IN ACCESS TO TOILETS DURING SCHOOL HOURS

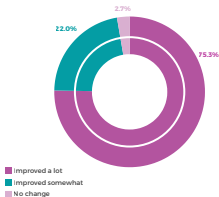


CHART 17: WAYS IN WHICH TOILET ACCESS IMPROVED

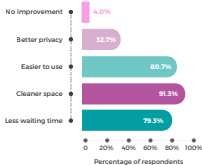
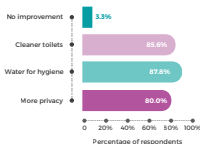


CHART 18: IMPROVEMENTS IN TOILET ACCESS FOR GIRLS



The findings highlight the significant improvements in toilet infrastructure and accessibility after the project intervention. Overall, the responses indicate enhanced adequacy, better access during school hours, and improved user experience, especially for girls.

DRINKING WATER STATION TO STAY HYDRATED



Check in

Dhule, Maharashtra, India 

C3ph+vpr, District Court Rd, Amba, Dhule,
Maharashtra 426405, India

Lat 21.437303° Long 75.078907°

Tuesday, 10/03/2026 02:37 PM GMT +05:30

Google



Adequacy of Toilets After the Project (100.0%)

A majority of respondents (51.3%) reported that toilets are adequate, while 48.7% rated them as very adequate. This indicates that the facilities are now meeting students' needs.



"The transformation brought by the toilet block project has been remarkable for our school. Today, we have clean, safe, and well-maintained sanitation facilities that have significantly improved student attendance, hygiene practices, and overall confidence, especially among girls. This initiative has not only enhanced the school environment but has also strengthened community trust and created a more dignified and supportive space for every child."

- Mr Nitin Eknath Chaudhary, Head Teacher, R. C. Patel Primary, Secondary and Higher Secondary School, Khambale



Improvement in Access to Toilets During School Hours (75.3%)

A large proportion of respondents (75.3%) reported that access to toilets has improved a lot, while 22.0% indicated some improvement and only 2.7% reported no change. This reflects a strong enhancement in accessibility during school hours.



Ways in Which Toilet Access Improved

Most respondents highlighted multiple improvements, indicating comprehensive progress in usability and comfort:

- ➔ Cleaner Spaces (91.3%): 91.3% of respondents reported improved cleanliness
- ➔ Ease of Use (80.7%): 80.7% stated that toilets are easier to use
- ➔ Reduced Waiting Time (79.3%): 79.3% noted shorter waiting periods
- ➔ Increased Privacy (94.0%): 94.0% experienced better privacy



Improvements in Toilet Access for Girls (87.8%)

A majority of girl respondents reported multiple positive changes following the intervention, particularly in water availability, cleanliness, and privacy.

- ➔ Improved Water Availability (87.8%): 87.8% of girl respondents reported better access to water for hygiene
- ➔ Cleaner Toilets (85.6%): 85.6% noted improved cleanliness
- ➔ Enhanced Privacy (80.0%): 80.0% experienced better privacy
- ➔ No Improvement (3.3%): Only 3.3% reported no improvement

“

"The transformation brought by the toilet block project has been truly significant for our school. Today, we have clean, well-maintained, and accessible sanitation facilities, which have greatly improved students' hygiene, comfort, and overall school experience. I have observed a clear improvement in attendance, discipline, and classroom participation, especially among girls who now feel more confident and secure. The availability of proper water supply, regular cleaning, and hygiene support has addressed many earlier challenges, leading to better health and hygiene practices among students. With 21 years of teaching experience, I can confidently say that this intervention has created a more supportive and dignified learning environment. With continued maintenance and stakeholder involvement, its impact can be sustained in the long run."

- Ashok Pundlik Mali, Assistant Teacher, R. C. Patel Primary, Secondary & Higher Secondary Ashram School, Nimzari

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"The toilet block project has brought a transformative change in our school environment. With clean, well-maintained, and separate facilities along with a continuous water supply, students, especially girls, now feel comfortable, safe, and confident, which has significantly improved their attendance and hygiene practices. As a teacher, I actively participated in monitoring the implementation, coordinating with staff, and ensuring proper usage and maintenance of the facilities, which has helped create a more hygienic, disciplined, and positive learning environment for all students."

- Mrs Sunanda Rohidas Nikam, Assistant Teacher (Grade 6), RC Patel Primary, Secondary & Higher Secondary School, Khurde Bk.

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HAND WASHING FACILITY FOR GIRLS



Improvements in Toilets' Condition and User Comfort

CHART 19: CHANGE IN TOILET CONDITIONS AFTER THE PROJECT

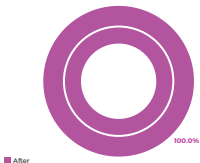


CHART 20: CHANGE IN COMFORT LEVEL OF TOILET USAGE AFTER THE PROJECT



The findings highlight improvements in the condition and user experience of toilet facilities following the project intervention. Overall, the responses indicate a positive shift in quality and comfort, contributing to a better and more acceptable sanitation environment for students.



Condition of Toilets After the Project (100.0%)

All respondents reported the condition of toilets as good.

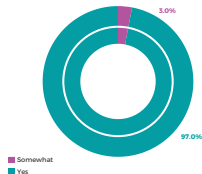


Comfort in Using Toilets After the Project (100.0%)

All respondents reported comfort in using the toilets.

Improvement in Girls' Toilet Usage, Privacy, and School Participation

CHART 21: FREQUENCY OF TOILET USAGE BY GIRLS AFTER THE PROJECT



The findings highlight the intervention's positive impact on girls' access to and use of toilet facilities, as well as improvements in privacy, safety, and confidence in attending school. Overall, the responses indicate significant improvements in both usage patterns and comfort levels among girls.

CHART 22: PERCEPTION OF PRIVACY AND SAFETY FOR GIRLS

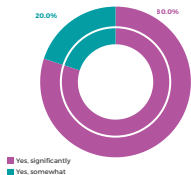
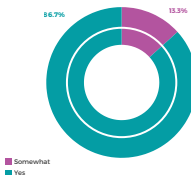


CHART 23: CONFIDENCE OF GIRLS TO ATTEND SCHOOL DURING MENSTRUATION



The findings highlight the intervention's positive impact on girls' access to and use of toilet facilities, as well as improvements in privacy, safety, and confidence in attending school. Overall, the responses indicate significant improvements in both usage patterns and comfort levels among girls.



Frequency of Toilet Usage by Girls After the Project (90.0%)

A large majority of girl respondents (90.0%) reported always using toilets, while 10.0% reported using them most of the time. This reflects a significant improvement in regular usage, suggesting increased accessibility and comfort.



Perception of Privacy and Safety for Girls (80.0%)

Most respondents (80.0%) reported a significant improvement in privacy and safety, while 20.0% indicated some improvement. This highlights the intervention's effectiveness in addressing gender-specific concerns.

- ➔ Bathrooms also created in the block .
- ➔ How many urinals/ washrooms/ bathroom created in each block
- ➔ Drinking facilities
- ➔ Cleaning how many times, is dedicated person kept for cleaning in each school



Confidence to Attend School During Menstruation (86.7%)

A majority of respondents (86.7%) expressed confidence in attending school during menstruation, while 13.3% reported being somewhat confident. This indicates a strong positive impact on girls' participation and a reduction in barriers related to menstrual hygiene.



Sr. No.	School Name	Boys Toilet	Girls Toilet	Boys Urinals	Girls Urinals	Boys Batha room	Girls Batharom	Boys Hand Washing Station (Tap)	Girls Hand Washing Station (Tap)	Boys Drinking Water Facility (Tap)	Girls Drinking Water Facility (Tap)	Maintenance
1	R C Patel Primary, Secondary & Higher Sec. School, Khambale	8	5	9	9	1	1	8	8	12	12	Cleaning is Carried out Three Times a Day
2	R C Patel Primary, Secondary & Higher Sec. School, Kharde B.	8	11	12		2	2	8	6	18	18	Cleaning is Carried out Three Times a Day
3	R C Patel Primary, Secondary & Higher Sec. Ashram School, Nimjhari	7	9	8		8	8	8	8	4	4	Cleaning is Carried out Three Times a Day
4	R C Patel Primary, Secondary & Higher Sec. Ashram School, Waghadi	3	7	9		1	1	2	3	4	4	Cleaning is Carried out Three Times a Day
5	R C Patel Primary, Secondary & Higher Sec. Ashram School, Waghadi	14	16	16	10	9	13	16	4	12	12	Cleaning is Carried out Three Times a Day

Improvements in Girls' School Attendance and Overall Well-being

CHART 24: REDUCTION IN ABSENTEEISM AFTER TOILET IMPROVEMENTS

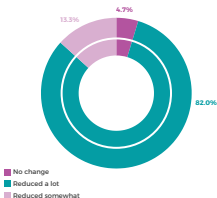


CHART 25: IMPROVEMENT IN GIRLS' ATTENDANCE DURING MENSTRUATION

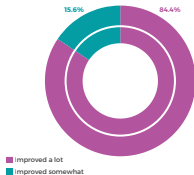
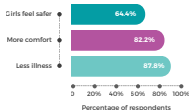


CHART 26: WAYS IN WHICH ATTENDANCE IMPROVED



findings highlight the positive impact of toilet improvements on student attendance and participation, particularly among girls.

Overall, the responses indicate a significant reduction in absenteeism and enhanced comfort, safety, and health, contributing to regular school attendance.



Reduction in Absenteeism After Toilet Improvements

A large majority of respondents (82.0%) reported that absenteeism has decreased significantly, while 13.3% reported a reduction and 4.7% reported no change. This reflects a substantial improvement in regular school attendance following the intervention.



Improvement in Girls' Attendance During Menstruation

Among girl respondents, 84.4% reported that attendance has improved a lot during menstruation, while 15.6% indicated some improvement. This highlights the strong positive impact of improved facilities on girls' consistent school attendance.



Ways in Which Attendance Improved

Most respondents attributed improved attendance to multiple factors, indicating that improvements in health, hygiene, and safety collectively contributed to better attendance.

- ➔ Less Illness (87.8%): 87.8% of respondents reported reduced illness among students
- ➔ Increased Comfort (82.2%): 82.2% noted improved comfort in attending school
- ➔ Improved Safety (64.4%): 64.4% indicated that girls feel safer

Improvements in Health and Hygiene Awareness, Practices, and Outcomes

CHART 27: CHANGE IN STUDENTS' HYGIENE AWARENESS AFTER THE PROJECT

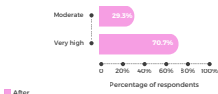


CHART 28: IMPROVEMENT IN HANDWASHING HABITS

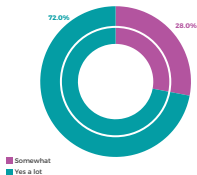
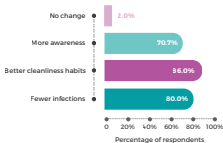


CHART 29: IMPROVEMENTS IN HEALTH AND HYGIENE PRACTICES



The findings highlight the intervention's positive impact on students' hygiene awareness and practices. Overall, the responses indicate a substantial improvement in awareness, handwashing habits, and health and hygiene outcomes.



Hygiene Awareness Among Students After the Project (70.7%)

A large majority of respondents (70.7%) reported very high hygiene awareness, while 29.3% indicated moderate awareness. This reflects a significant improvement in students' understanding of hygiene practices.



Improvement in Handwashing Habits (72.0%)

About 72.0% of respondents reported a significant improvement in handwashing habits, while 28.0% indicated some improvement. This suggests that students' hygiene practices have strengthened considerably.



Improvements in Health and Hygiene Practices

Most respondents reported multiple positive outcomes, indicating significant overall improvement in health and hygiene practices following the intervention.

- ➔ **Better Cleanliness Habits (86.0%):** 86.0% of respondents reported improved cleanliness practices
- ➔ **Fewer Infections (80.0%):** 80.0% noted a reduction in infections
- ➔ **Increased Awareness (70.7%):** 70.7% indicated higher awareness of health and hygiene
- ➔ **No Change (2.0%):** Only 2.0% reported no change

Improvements in Comfort, Dignity, and Usability of Toilets

CHART 30: CURRENT LEVEL OF PRIVACY IN TOILETS

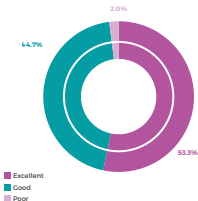


CHART 31: REDUCTION IN EMBARRASSMENT OR HESITATION IN USING TOILETS

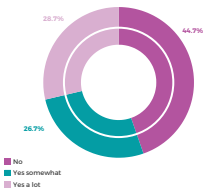
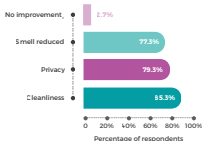


CHART 32: IMPROVEMENTS IN USER EXPERIENCE



The findings highlight improvements in privacy and the overall user experience following the project intervention.

Overall, the responses indicate enhanced comfort, improved hygiene, and a more positive experience when using toilet facilities.



Excellent to Good Level of Privacy in Toilets (98.0%)

A majority of respondents (53.3%) rated privacy as excellent, 44.7% as good, and only 2.0% as poor. This reflects a significant improvement in ensuring users' privacy and dignity.



Reduction in Embarrassment or Hesitation in Using Toilets (55.4%)

About 28.7% of respondents reported a significant reduction in embarrassment or hesitation, while 26.7% indicated some reduction. However, 44.7% reported no change. This suggests that while improvements have positively impacted many students, some may still be adjusting to the changes.



Improvements in User Experience

Most respondents highlighted multiple improvements, indicating a comprehensive enhancement in the overall usability and comfort of toilet facilities.

- ➔ Better Cleanliness (85.3%): 85.3% of respondents reported improved cleanliness
- ➔ Improved Privacy (79.3%): 79.3% noted better privacy
- ➔ Reduced Smell (77.3%): 77.3% indicated a reduction in unpleasant odour
- ➔ No Improvement (2.7%): Only 2.7% reported no improvement

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"Managing hygiene during my periods has become much easier now. The improved facilities make me feel safe, comfortable, and less embarrassed. I can attend school regularly without any disruption."

- Raveena Santosh Pavra, Student

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"The bathing areas are now clean, functional, and much more convenient. An adequate water supply has made our daily routine faster and more comfortable. I feel more hygienic and at ease while using the facilities."

- Lakshmi Nagu Pavra, Student

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"Water is now easily accessible throughout the day without long waiting times. This has helped us maintain better hygiene and improve our overall health. I also feel more energetic and can focus better on my studies."

- Pagita Narsingh Pavra, Student

”

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"There has been a significant improvement in our daily lives after the changes. The facilities are clean, safe, and easy to use, which has made a big difference. I feel happier, healthier, and more confident every day."

- Manju Anna Pavra, Student

”

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"With better hygiene and facilities, my health has improved significantly. I attend school more regularly and feel more comfortable throughout the day. This has helped me concentrate better and perform well in my studies."

- Sanjana Anna Pavra, Student

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"The facilities are now safer and more accessible for all students. Proper infrastructure and lighting have reduced fear, especially during early morning and evening hours. I feel confident moving around and using the facilities independently."

- Nikita Kantilal Pavra, Student

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"The improved environment has made me feel more respected and confident. I no longer feel stressed or uncomfortable while using the facilities. It has positively impacted my overall well-being and sense of dignity."

- Kartiki Tukaram Bheel, Student

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Overall Satisfaction, Perception of Improvement, and Student Engagement in School Sanitation Facilities

CHART 33: OVERALL SATISFACTION WITH TOILET BLOCK

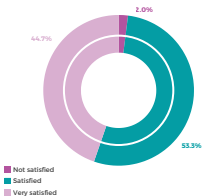


CHART 34: PERCEPTION OF IMPROVEMENT IN SCHOOL ENVIRONMENT

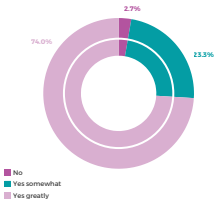


CHART 35: AWARENESS OF FEEDBACK/COMPLAINTS ON TOILET FACILITIES

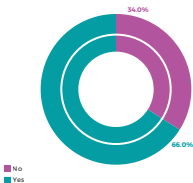
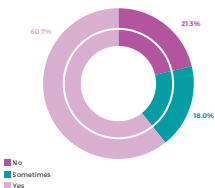


CHART 36: STUDENT PARTICIPATION IN MAINTAINING TOILET CLEANLINESS



The findings highlight the overall satisfaction with toilet facilities and the broader school environment after the intervention. Overall, the responses indicate high levels of satisfaction, positive perceptions of improvement, and increased student awareness and participation.



Overall Satisfaction with Toilet Block (98.0%)

A majority of respondents (53.3%) reported being satisfied with the toilet block, with 44.7% very satisfied and only 2.0% not satisfied. This reflects a high level of overall satisfaction with the improved facilities.



Perception of Improvement in School Environment (97.3%)

A large proportion of respondents (74.0%) reported that the school environment had greatly improved, while 23.3% reported some improvement and 2.7% reported no change. This suggests a strong positive perception of the intervention's impact.



Awareness of Feedback and Complaint Mechanisms (66.0%)

About 66.0% of respondents were aware of feedback or complaint mechanisms for toilet facilities, while 34.0% were not. This indicates a good level of awareness, with scope for further strengthening communication channels.

NEW TOILET BLOCKS CONSTRUCTED





Student Participation in Maintaining Cleanliness (60.7%)

A majority of respondents (60.7%) reported actively maintaining toilet cleanliness, while 18.0% reported sometimes participating and 21.3% did not participate. This reflects a positive level of student engagement in maintaining hygiene and facilities.

PERSPECTIVES OF GIRL STUDENTS ON TOILET BLOCK CONSTRUCTION.

Sanitation Facilities in Residential Schools for Girls

Living with Constraints: Pre-Intervention Realities

Girl students recalled that earlier conditions were unhygienic, inconvenient, and discouraging, making even basic daily activities stressful. Toilets were often dirty (82.0%) and lacked water, while long waiting times (66.0%) made access difficult. Many reported waiting long periods or avoiding the facilities altogether.

Access to bathing and drinking water further burdened them, with overcrowding, irregular supply, and poor quality affecting their comfort and routine.

TABLE 1: KEY PRE-INTERVENTION CHALLENGES

Issue	%	Student Reflection
Unclean toilets	82.0%	"It was difficult to use the toilets because they were always dirty."
Long waiting time	66.0%	"We had to stand in long queues, which wasted time."
Lack of water in toilets	58.0%	"Sometimes there was no water, so we avoided using them."
Poor water access	72.0%	"Getting drinking water itself took a lot of time."

These conditions made sanitation facilities unreliable and uncomfortable, affecting daily routines.

Student Voice

"Earlier, the toilets were very dirty, and there was no water... sometimes we avoided using them."

Struggles with Dignity: Menstrual Hygiene and Emotional Stress

Girl students described menstrual hygiene management as particularly challenging. The absence of disposal systems and unhygienic conditions (62.0%) made them feel uncomfortable and anxious. Many reported missing school (46.0%) or hesitating to participate fully.

These challenges were not just physical—they deeply affected emotional well-being, with students experiencing stress (78.0%) and embarrassment (72.0%).

TABLE 2: MHM AND EMOTIONAL CHALLENGES

Issue	%	Student Reflection
Lack of disposal facilities	62.0%	"There was no proper way to dispose of sanitary waste."
Absenteeism during menstruation	46.0%	"I sometimes stayed home during periods."
Stress due to poor hygiene	78.0%	"The surroundings made us feel uncomfortable and stressed."
Avoiding water intake	42.0%	"I avoided drinking water to avoid using toilets."

The lack of facilities directly affected dignity, confidence, and school participation.

Student Voice

"I even avoided drinking water to reduce the need to use the toilets."

Impact on Health, Attendance, and Learning

Students linked poor sanitation conditions to frequent illness (84.0%) and irregular attendance (66.0%). Many shared that discomfort and hygiene issues made it difficult to concentrate in class.

TABLE 3: IMPACT ON DAILY LIFE AND EDUCATION

Impact Area	%	Student Reflection
Frequent illness	84.0%	"I used to fall sick often because of poor hygiene."
Poor attendance	66.0%	"Sometimes I missed school because of these problems."
Difficulty concentrating	30.0%	"It was hard to focus in class when feeling uncomfortable."

Infrastructure gaps translated into direct educational and health consequences.

A Shift Towards Comfort and Accessibility: Post-Intervention Improvements

Following the intervention, girl students described a clear and visible improvement in sanitation facilities. Toilets are now cleaner (94.0%), with consistent water availability and reduced waiting time. Separate toilets for girls (100.0%) have significantly improved privacy.

Bathing facilities and access to drinking water have also improved, making daily routines more efficient.

TABLE 4: IMPROVEMENTS IN FACILITIES

Improvement	%	Student Reflection
Clean toilets	94.0%	"The toilets are now clean and easy to use."
Water availability in toilets	100.0%	"Water is always available now."
Reduced waiting time	72.0%	"We don't have to wait like before."
Separate toilets for girls	100.0%	"We feel more comfortable and secure."

Facilities are now usable, reliable, and student-friendly.

Student Voice

"I feel comfortable and can use the facilities with dignity and confidence."

Feeling Safe and Respected: Improvements in Safety and Privacy

Girl students emphasised that safety improvements have changed their experience of the school environment. Functional locks (88.0%) and better lighting (84.0%) have reduced fear and increased confidence.

TABLE 5: SAFETY AND PRIVACY IMPROVEMENTS

Improvement	%	Student Reflection
Functional locks	88.0%	"Now we feel safe using the toilets."
Adequate lighting	84.0%	"It is easier to move around even in the evening."
Separation of spaces	62.0%	"We feel more comfortable with proper separation."

These changes have strengthened confidence, dignity, and independence.

Student Voice

"I feel confident moving around and using the facilities independently."

Improved Menstrual Hygiene and Continuity in Education

Post-intervention, girl students reported better access to sanitary pads (80.0%) and water (94.0%), making menstrual hygiene easier to manage. Toilets are now usable during menstruation (96.0%), reducing absenteeism.

TABLE 6: MHM IMPROVEMENTS

Improvement	%	Student Reflection
Availability of sanitary pads	80.0%	"Pads are available when needed."
Water for cleaning	94.0%	"Water is always there for hygiene."
Usability during menstruation	96.0%	"We can use toilets comfortably."
Reduced absenteeism	80.0%	"I don't miss school during periods anymore."

Improved facilities have enabled educational continuity and reduced stigma.

Student Voice

"I can attend school regularly without any disruption."

Transformation in Well-being, Confidence, and Behaviour

Girl students described a shift in both physical and emotional well-being. With reduced illness (86.0%) and better hygiene, they feel healthier and more comfortable.

Behaviourally, they no longer avoid drinking water and feel at ease using facilities. Emotional improvements include reduced stress (74.0%) and increased confidence.

TABLE 7: WELL-BEING AND BEHAVIOURAL CHANGES

Change	%	Student Reflection
Reduced illness	86.0%	"I don't fall sick as often now."
Reduced stress	74.0%	"I feel more relaxed in school."
Improved confidence	64.0%	"I feel more confident and comfortable."
Feeling respected	66.0%	"The environment makes us feel valued."

The intervention has led to a holistic transformation in well-being and self-perception.

Student Voice

"The improved environment has made me feel more respected and confident."

Impact on Learning, Attendance, and Daily Life

Improved facilities have positively influenced academic engagement. Students reported better attendance (82.0%), improved concentration (84.0%), and more efficient daily routines.

TABLE 8: EDUCATIONAL AND DAILY LIFE OUTCOMES

Outcome	%	Student Reflection
Better attendance	82.0%	"I come to school regularly now."
Improved concentration	84.0%	"I can focus better in class."
Easier daily routine	70.0%	"Daily activities are now quicker and easier."
Improved energy levels	60.0%	"I feel more active during the day."

Students now experience a supportive environment that enables both learning and well-being.

Conclusion: From Discomfort to Dignity

As described by girl students, the transformation is not limited to infrastructure; it reflects a shift from discomfort, fear, and hesitation to confidence, dignity, and ease.

The improvements have created an environment where students feel:

- Safe and respected
- Comfortable managing their daily needs
- Motivated to attend and participate in school

Overall, the intervention has contributed to a holistic improvement in quality of life, education, and well-being, making the school a space where girl students can thrive with confidence and dignity.

INTERACTION WITH SCHOOL TEACHER



INTERACTION WITH SCHOOL COMMITTEE MEMBER DURING FIELD VISIT



OECD FRAMEWORK



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability



RELEVANCE

The sanitation intervention is highly relevant to students' needs in Shirpur district, particularly given the previously inadequate, poorly maintained, and insufficient toilet facilities. Baseline findings indicate that a significant proportion of students reported limited access to usable toilets, poor hygiene, and discomfort when using them. For girls, the lack of privacy, water availability, and menstrual hygiene facilities further restricted regular usage and school attendance.

The project appropriately addressed these critical gaps by focusing on toilet construction and renovation, improving water availability, ensuring functionality (locks, cleanliness), and incorporating menstrual hygiene management facilities. The intervention aligns well with adolescents' needs, especially girls', for safe, private, and hygienic sanitation infrastructure in schools.



COHERENCE

The intervention is well aligned with broader development priorities and education-linked sanitation goals.

Strong alignment with SDGs:



The intervention is also aligned with key Government of India initiatives, including:

- ➔ Swachh Bharat Mission (SBM): promoting sanitation, cleanliness, and elimination of open defecation
- ➔ Swachh Vidyalaya Abhiyan: ensuring functional and gender-segregated toilets in schools
- ➔ Rashtriya Bal Swasthya Karyakram (RBSK): supporting child health and hygiene awareness

The intervention complements school-level systems through monitoring (70.7%) and student participation (60.7%), ensuring alignment with institutional practices.

Overall, the project demonstrates strong internal and external coherence by integrating infrastructure, health, gender, and education outcomes.



EFFECTIVENESS

The intervention has been highly effective in achieving its intended outcomes:

From the parents' perspective:

- ➔ 100.0% of respondents reported toilets as either adequate (51.3%) or very adequate (48.7%) post-intervention.
- ➔ 97.3% of students reported improved access to toilets (75.3% improved a lot, 22.0% improved somewhat).
- ➔ Toilet conditions improved drastically, with 96.7% reporting good (50.0%) or very good (46.7%) conditions, compared to 0.0% before.
- ➔ 94.7% reported toilets as very clean, and 80.7% reported water availability always.
- ➔ 84.0% reported door locks are always functional, ensuring privacy.

For girls:

- ➔ Toilet use increased significantly, with 100.0% using toilets regularly (90.0% always, 10.0% most of the time).
- ➔ 80.0% reported significant improvement in privacy and safety, while the remaining 20.0% reported some improvement.
- ➔ 94.4% confirmed availability of menstrual waste disposal facilities.
- ➔ 94.4% confirmed availability of menstrual waste disposal facilities.



EFFICIENCY

These findings clearly indicate that the intervention achieved substantial improvements in both infrastructure and usability.

- ➔ The intervention demonstrates efficient resource utilisation by converting inputs (toilet construction and renovation) into high levels of functional and user-centric outcomes.
- ➔ Effective Infrastructure upgrades ensured optimal use of existing infrastructure while addressing gaps.
- ➔ Significant improvements in multiple dimensions were achieved simultaneously:
 - 92.7% reported cleaner toilets
 - 86.0% reported improved water availability
 - 84.0% reported functional door locks
- ➔ Operational efficiency is reflected in user outcomes such as:
 - 79.3% reduction in waiting time
 - 80.7% ease of use

Overall, the project reflects a strong input-output relationship, delivering substantial improvements across access, functionality, and hygiene within the same investment framework.



IMPACT

The intervention has led to significant and measurable impacts:

- ➔ 95.3% of students reported a reduction in absenteeism (82.0% reduced a lot, 13.3% reduced somewhat).
- ➔ Among girls, 84.4% reported a significant improvement in attendance during menstruation, while 15.6% reported a moderate improvement.
- ➔ Key drivers of improved attendance include:
 - Less illness (87.8%)
 - More comfort (82.2%)
 - Increased safety among girls (64.4%)

Health and hygiene outcomes also improved:

- 86.0% reported better cleanliness habits
- 80.0% reported fewer infections
- 70.7% reported increased awareness
- Hygiene awareness shifted significantly, with 70.7% reporting very high awareness post-intervention, compared to 0.0% before.
- 72.0% reported significant improvement in handwashing habits

User experience improved considerably:

- Comfort increased from 37.3% comfortable/very comfortable before to 98.0% after.
- 98.0% reported good to excellent privacy (53.3% excellent, 44.7% good).
- 85.3% highlighted improved cleanliness, and 79.3% improved privacy.

Overall, the majority of respondents perceived a great improvement in the school environment, reflecting broader institutional impact.



SUSTAINABILITY

Strong maintenance and participation mechanisms support the sustainability of the intervention:

- ➔ 70.7% reported that school authorities always monitor cleanliness and water availability, while only 3.3% reported no monitoring.
- ➔ 50.7% of students actively participate in maintaining cleanliness, indicating behavioural ownership.
- ➔ 66.0% are aware of feedback/complaint mechanisms, enabling continued accountability.
- ➔ Continued availability of water (80.7% always) and functional locks (84.0% always) support sustained usability.

These factors collectively indicate a strong foundation for long-term sustainability, though continued monitoring and reinforcement of student participation will remain important.

CONCLUSION

The sanitation infrastructure intervention has significantly strengthened hygiene, safety, and dignity within school environments by addressing longstanding gaps in toilet facilities and sanitation systems. The provision of clean, functional, and gender-sensitive toilets has improved accessibility and usability, particularly for girls, thereby supporting their comfort, privacy, and regular school attendance.

The availability of water, improved cleanliness, and appropriate sanitary disposal systems have contributed to better hygiene practices among students, reducing health risks and enhancing overall well-being. The intervention has also helped create a more inclusive and supportive school environment, minimising disruptions in daily routines and residential life.

Overall, the project has made a meaningful contribution to improving sanitation standards in schools, fostering behavioural change, and laying the foundation for a healthier, more conducive learning environment.



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability