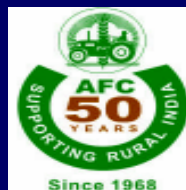


IMPACT ASSESSMENT COMPREHENSIVE COVID CARE PROJECT NANDURBAR, MAHARASHTRA



Submitted to:

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ABBREVIATIONS AND ACRONYMS

COVID	Corona Virus Disease of 2019
CSR	Corporate Social Responsibility
DHO	District Health Officer
MDL	Mazagon Dock Shipbuilders Limited
PHC	Primary Health Centre
PIA	Project Implementing Agency



EXECUTIVE SUMMARY

Mazagon Dock Shipbuilders Limited (MDL), Mumbai, an ISO 9001: 2008 Company is one of the leading shipbuilding yards in India. The History of Mazagon Dock dates back to 1774, when a small dry dock was constructed in Mazagon. Over the years, MDL has earned a reputation for quality work and established a tradition of skilled and resourceful service to the shipping world in general and the Indian Navy and Coast Guard. It was incorporated as a Private Limited Company in 1934.

MDL has been undertaking several CSR projects primarily in areas of Skill Development, Integrated Village Development, Health and sanitation, Nutrition, Education and projects under Swachh Bharat Abhiyaan etc. These projects are undertaken in different parts of Maharashtra like Mumbai, Thane, Raigad and the aspirational district of Nandurbar.

To assess the effectiveness of such CSR initiatives and their impact on target groups, MDL undertook an Impact Assessment through third-party agencies having adequate and relevant experience and expertise in the development/CSR sector and has entrusted the task of impact assessment to AFC India Ltd. through regular selection process.

Impact assessment study helps to ensure both compliance and social relevance. This can help entail undertaking CSR in programme mode with an objective to enhance the impact while ensuring the impact of CSR rules. To what extent has the intervention contributed to positive changes in the lives of beneficiaries. Have any unintended or negative changes that can be attributed to the intervention. Whether beneficiaries identify or notice the changes made by the intervention.

As per the MoU signed between the District Collector, Nandurbar and MDL, MDL has provided Ambulances, Hearse Vans and other medical items to strengthen the public health delivery system against COVID-19 and other diseases or ailments and thereby serve the rural/urban/tribal communities in the district, 23 Nos of Force Trax - Ambulances, four Force Traveller - Ambulances, one Refrigerated Vaccine Van, and two Shav Vahika (Hearse Van).

The following are the key findings, conclusions, and recommendations from the study:

- ⇒ The allocation of 27 ambulances from MDL CSR addressed the challenges posed by difficult terrain and poor road connectivity. These ambulances were strategically deployed across 310 villages, aiming to enhance accessibility to healthcare services, especially in remote and tribal areas.
- ⇒ The ambulances have played a pivotal role in ensuring swift transportation of patients from remote areas to Rural Hospitals.
- ⇒ Especially, the ambulances operate without imposing any charges on citizens of remote areas, making healthcare services accessible to all.
- ⇒ The availability of ambulances for urgent medical needs has likely contributed to a reduction in mortality rates, particularly among vulnerable groups such as mothers and children.



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- ⇒ The provision of ambulance services has likely built trust and confidence among the communities in the project villages.
- ⇒ A total of 340 villages have benefited from the timely delivery of vaccines facilitated by the Vaccination Van.
- ⇒ The positive impact of the Vaccination Van is evident in the widespread benefit it has brought to the communities.
- ⇒ The tangible benefits of timely vaccination are expected to manifest in a healthier population, particularly among the tribal communities that may have faced barriers to accessing healthcare services.
- ⇒ Vaccination Van has played a pivotal role in ensuring the timely delivery of vaccines, especially to remote areas.
- ⇒ Enabled targeted vaccination efforts, especially among the tribal population, contributing to higher vaccination coverage within the region in the controlled temperature.
- ⇒ The Comprehensive COVID Care Project's supply of the Refrigerated Vaccination Van intra and inter (from Nashik, Pune, Mumbai, etc.) to the Nandurbar district has demonstrated tangible improvements in vaccine transportation and mass vaccination campaigns.
- ⇒ The impact of the Vaccination Van extends beyond the technical aspects, influencing the work style of the health department.
- ⇒ The district authorities have confirmed that they received 2 Hearse Vans from MDL, which have benefited 21 villages in the region.
- ⇒ Hearse Vans has played a critical role in the safe and respectful disposal of deceased bodies of COVID-infected patients in the district.
- ⇒ The positive feedback on the adequacy and condition of the Hearse Vans indicates the success of this specific aspect of the project in Nandurbar district.
- ⇒ The maintenance schedule adheres to company norms, ensuring that all the Vans (Ambulances/Hearses) remain in optimal working conditions. The district authorities are committed to keeping the Vans well-maintained to ensure their continued functionality.
- ⇒ It is observed that the Name and logo of MDL are displayed on the Vans.
- ⇒ It is expressed by the District authorities that the positive responses from citizens indicate the significance of this facility, with community members expressing appreciation for the vital healthcare services provided.
- ⇒ The responses from the DHO convey a positive and satisfactory valuation of the Comprehensive COVID Care Project in Nandurbar district.



1. INTRODUCTION

1.1. BACKGROUND

Mazagon Dock Shipbuilders Limited (MDL), Mumbai, an ISO 9001: 2008 Company is one of the leading Shipbuilding Yard in India. The History of Mazagon Dock dates back to 1774, when a small dry dock was constructed in Mazagon. Over the years, MDL has earned a reputation for quality work and established a tradition of skilled and resourceful service to the shipping world in general and the Indian Navy and Coast Guard. It was incorporated as a Private Limited Company in 1934.

After its takeover by the Government in 1960, Mazagon Dock grew rapidly to become the premier war-shipbuilding yard in India, producing warships for the Navy and offshore structures for the Bombay High. It has grown from a single-unit, small ship repair company, into a multi-unit and multi-product company, with a significant rise in production, use of modern technology and sophistication of products. The company's current portfolio of designs spans a wide range of products for both domestic and overseas clients. Since 1960, MDL has built a total of 795 vessels including 25 warships, from advanced destroyers to missile boats and 3 submarines. MDL has also delivered cargo ships, passenger ships, supply vessels, multipurpose support vessels, water tankers, tugs, dredgers, fishing trawlers, barges and border outposts for various customers in India as well as abroad. MDL has also fabricated and delivered jackets, main decks of wellhead platforms, process platforms, jack-up rigs etc.

Mazagon Dock Shipbuilders Limited, aptly called "Ship Builder to the Nation", is one of India's leading Defense public sectors undertaking shipyard under the Ministry of Defense. The main activities are the construction of warships and submarines with facilities situated at Mumbai and Nhava (under development). We have the capability to build warships, submarines, merchant ships upto 40,000 DWT since 1979.

For outfitting work, the company has a large number of workshops with sophisticated equipment and machines specific to hull fabrication and ship construction work. The Company has qualified manpower to implement CAD/CAM/CIM using the latest ship design software's, operating from a number of work stations having the latest computer hardware to provide, up to date design and production support, commensurate with for the yard's capabilities. The workforce is well trained in various disciplines. Regular training programmes keep the men technologically abreast of the latest techniques of their profession.

1.2. MDL'S CORPORATE SOCIAL RESPONSIBILITY (CSR)

The Company is committed to all its stakeholders to conduct business in an economically, socially and environmentally sustainable manner as part of its CSR & Sustainability policy. MDL is committed to undertake various programs for integrating social and business goals in a sustainable manner through inclusive growth so as to make a positive impact for the society at large. The Company has adopted Corporate Social Responsibility & Sustainability Policy in compliance with Section 135 of the Companies Act 2013 and Rules framed there under.



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Mazagon Dock Shipbuilders Limited (MDL) is committed to undertake various programs for integrating social and business goals in a sustainable manner to create social impact through inclusive growth activities to bring about impact on people and society at large.

1.3. PROJECT AIMS AND PURPOSES

MDL has been undertaking several CSR projects primarily in areas of Skill Development, Integrated Village Development, Health and sanitation, Nutrition, Education and projects under Swachh Bharat Abhiyaan etc. These projects are undertaken in different parts of Maharashtra like Mumbai, Thane, Raigad and the aspirational district of Nandurbar.

To assess the effectiveness of such CSR initiatives and their impact on target groups, MDL intends to undertake an Impact Assessment through third-party agencies having adequate and relevant experience and expertise in the development/CSR sector.

1.4. CSR ACTIVITIES UNDER THE OVERALL STUDY

MDL has entrusted the task of impact assessment of CSR activities to AFC India selection process and awarded seven such activities and are as below.

Sr. No.	Name of Project	Project Implementation Agency (PIA)	Location	Sector/Theme
1	Comprehensive COVID Care Project in Nandurbar District	District Administration, Nandurbar	Nandurbar District	Health
2	Providing Skill Training to Apprentices at MDL Apprentice Training School (ATS)	Apprentices Training School (ATS), Mumbai.	Mumbai	Skill Development

1.5. SCOPE OF WORK

To assess the effectiveness of such CSR initiatives and their impact on target groups, MDL intends to empanel Impact Assessment Agencies having adequate and relevant experience and expertise in the development/CSR sector. Qualified agencies will be empanelled for a period of five years, and MDL may engage the services of these agencies to conduct Impact Assessments of various CSR projects. A brief scope of work for Impact Assessment is listed below, however, this varied depending on the type of intervention made in the respective sector:

- i.** Impact Assessment/Evaluation of selected CSR projects taken up by MDL in different geographical areas within and outside Maharashtra.
- ii.** To define and list out the tools, methodology and system to be used for impact assessment/evaluation.
- iii.** To define and list out parameters of impact and indices of measurement for each project, using the above tools/methodologies/system.



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- iv.** To study the direct/indirect impact of MDL's CSR projects on the lives of communities/people within the periphery of MDL project areas and other locations concerned, using defined tools, methodology, and systems.
- v.** Evaluation of the level of awareness of CSR projects/ initiatives amongst the target beneficiaries/concerned stakeholders and the number of beneficiaries covered in improving their socioeconomic condition
- vi.** To know the consistency in the process of project implementation together with the fulfilment of stated objectives.
- vii.** To identify the gaps in the project identification, beneficiary's involvement, implementation of projects and recommendations for improvements.
- viii.** To interact with implementation agencies, govt. officials, organizations and other stakeholders to get inputs on the projects and their impact.
- ix.** To carry out a study on the effective utilization of funds allotted for each project.
- x.** To produce high-quality impact assessment reports for wider dissemination and future reference. Reports will be prepared through field visits, collation and analysis of input data on impact.
- xi.** Both Primary and secondary data collection from various stakeholders.



2. APPROACH AND METHODOLOGY

2.1 ASSESSMENT STRATEGY

Impact assessment determines the welfare changes from a given intervention on individuals, households and institutions and whether those changes are attributable to the project, programme, or policy intervention. The assessment of impact involves understanding the nature of the change that has taken place in the community and determining its significance in their life.

2.2 BROAD OBJECTIVES IMPACT ASSESSMENT STUDY

To what extent has the intervention contributed to positive changes in the lives of beneficiaries. Have any unintended or negative changes that can be attributed to the intervention. Whether beneficiaries identify or notice the changes made by the intervention.

2.3 TOOL DEVELOPMENT

The AFC team designed a suitable tool/questionnaire duly covering key impact parameters as indicated above through a primary survey by recall method. This data collected has been used to assess the impact of the project. A semi-structured interviews were undertaken and are a method of inquiry that combines a pre-determined set of closed-ended (with options) and open-ended questions (questions that prompt discussion) with the opportunity for the interviewer to explore particular themes or responses.

2.4 DATA ANALYSIS AND REPORT WRITING

The Survey data which was checked and cleaned has been exported and analyzed on various parameters by adopting relevant statistical methods/tools. The findings made by the experts from the field visits were analyzed and synthesized with a view to identify the key concerns and recommendations and finally, the report is presented in subsequent chapters as follows.

- ⇒ **Impact Assessment**
- ⇒ **Conclusions and Recommendations**



3. IMPACT ASSESSMENT

Enhancing the resilience of the public health delivery system in the district involves bolstering the provision of ambulances, hearses, and various medical supplies. This strategic initiative aims to fortify the healthcare infrastructure, specifically in response to challenges posed by COVID-19 and other diseases or health conditions. The overarching goal is to better cater to the healthcare needs of diverse communities, including those residing in rural, urban, and tribal areas within the district.

By optimizing the supply of ambulances and hearses, we aim to streamline emergency medical services, ensuring swift and efficient transportation for patients in critical situations. Additionally, the procurement and distribution of essential medical items further contribute to the overall preparedness and response capabilities of the healthcare system. These efforts are particularly crucial in the context of the then pandemic and the potential occurrence of other health-related challenges.

This comprehensive approach addresses the unique healthcare requirements of various communities, acknowledging the distinct characteristics and needs of rural, urban, and tribal populations. Through the reinforcement of the public health delivery system, DHO, Nandurbar strives to establish a more robust and adaptable framework that can effectively mitigate the impact of diseases and ailments on the well-being of individuals across the district.

The strategic undertaking by MDL has emerged as a pivotal force in revolutionizing the District Administration's approach to transporting COVID-19-infected patients to dedicated COVID care centers. The success of this initiative is underscored by its transformative impact, positioning it as a veritable game-changer in the realm of healthcare logistics.

An initiative by Mazagon Dock Shipbuilders Limited

The effectiveness and efficiency demonstrated in the management of COVID cases have prompted widespread recognition, prompting emulation in diverse geographical contexts. The emulation of this model signifies its broader applicability and effectiveness, extending beyond its initial implementation site.

The initiative's commendable success is a testament to its innovative and adaptable approach, highlighting its ability to address the evolving challenges posed by the COVID-19 pandemic. By showcasing a replicable model, the initiative has become a beacon of inspiration for districts seeking effective strategies in the comprehensive management of COVID cases. It underscores the potential for collaborative learning and the dissemination of successful practices to enhance the overall resilience of healthcare systems across the state.



I. Supply of Ambulances

Introduction:

The "Improving Connectivity" component of the Comprehensive COVID Care Project in Nandurbar district aimed to address the significant challenges posed by the difficult terrain and poor road connectivity in the region. The project, implemented in the fiscal year 2020-21 by Mazagon Dock Shipbuilders Limited (MDL), involved the deployment of ambulances and hearse vans to enhance accessibility to Primary Health Centres (PHCs) and facilitate the transportation of critical patients and deceased COVID patients.

Objective:

The primary objective was to overcome the obstacles created by the undulating terrain, Satpuda hills, and the Narmada River, making it difficult for Government Authorities to provide timely Public Health Services. By deploying ambulances and hearse vans, the project aimed to improve the connectivity of remote villages to PHCs, ensuring prompt healthcare services.

Implementation:

In the fiscal year 2020-21, MDL handed over 27 ambulances to the District Administration, Nandurbar. These ambulances were strategically deployed at PHCs facing connectivity challenges, enabling swift transportation of patients from remote areas to Rural Hospitals.

Outcomes:

The "Improving Connectivity" aspect of the Comprehensive COVID Care Project in Nandurbar district involved the **allocation of 27 ambulances from MDL CSR** to address the challenges posed by difficult terrain and poor road connectivity. These ambulances were **strategically deployed across 310 villages**, aiming to **enhance accessibility to healthcare services, especially in remote and tribal areas**. However, despite this significant contribution, it has been indicated that the received number of ambulances may not be deemed adequate to fully meet the needs of the region.

One of the primary purposes of these ambulances is **to cater to the urgent medical needs of residents in tribal areas**, with a specific focus on mothers, children, and serious patients. The ambulances have played a critical role in facilitating the transportation of patients from these remote regions to medical facilities. This vital service ensures timely healthcare interventions, particularly in emergency situations, potentially saving lives and improving overall health outcomes.

Notably, the ambulances operate without imposing any charges on citizens of remote areas, making healthcare services accessible to all. The inclusion of first aid facilities in the ambulances is confirmed, with the maintenance scheduled "as per need". The reported maintenance or recurring cost amounts to INR 565,537 units, reflecting the commitment to keeping the ambulances in optimal working condition.

The availability of these ambulances has brought about tangible changes in the lives of residents in remote areas during the COVID-19 pandemic. Immediate and timely medical assistance has become



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more accessible, addressing the pressing healthcare needs of the community. It is expressed by the District authorities that **the positive responses from citizens indicate the significance of this facility, with community members expressing appreciation** for the vital healthcare services provided.

The deployment of 27 ambulances by MDL to the District Administration, Nandurbar has had a significant and positive impact on the project villages, especially in the tribal areas. The strategic placement of these ambulances at Primary Health Centers (PHCs) facing connectivity challenges has addressed a crucial aspect of healthcare accessibility, leading to several noteworthy outcomes.

Improved Timely Healthcare Access:

The ambulances have played a pivotal role in ensuring swift transportation of patients from remote areas to Rural Hospitals. This has resulted in improved access to timely medical care, especially for residents in tribal villages who might face challenges in reaching healthcare facilities quickly.

Reduced Mortality and Improved Health Outcomes:

The availability of ambulances for urgent medical needs has likely contributed to a reduction in mortality rates, particularly among vulnerable groups such as mothers and children. Swift transportation allows for prompt medical attention, increasing the chances of positive health outcomes.

Increased Maternal and Child Healthcare:

With a specific emphasis on mothers and children, the ambulances have supported the delivery of maternal and child healthcare services. This includes timely transportation for pregnant women to health facilities for institutional delivery, as well as quick access to medical care for children with serious health conditions.

Community Confidence and Trust:

The provision of ambulance services has likely built trust and confidence among the communities in the project villages. Knowing that emergency medical assistance is readily available creates a sense of security and reassurance among residents.

Prevention of Health Deterioration:

The ambulances have played a preventive role by ensuring that patients, especially those with chronic illnesses or serious health conditions, receive timely medical attention. This proactive approach can prevent health deterioration and complications.

Strengthened Healthcare Infrastructure:

The deployment of ambulances contributes to the overall strengthening of healthcare infrastructure in the region. It complements existing medical facilities and services, creating a more comprehensive healthcare ecosystem.



Enhanced Emergency Medical Response:

The ambulances have played a pivotal role in ensuring swift transportation of patients from remote areas to Rural Hospitals. This has resulted in improved access to timely medical care, especially for residents in tribal villages who might face challenges in reaching healthcare facilities quickly.

Enhanced Access to Healthcare:

- The deployment of 27 ambulances has significantly improved access to healthcare services, particularly in remote villages with poor road connectivity.
- Residents can now reach PHCs more efficiently, ensuring timely medical assistance and reducing the challenges associated with the difficult terrain.

Swift Transportation of Critical Patients:

- Ambulances stationed at PHCs facing connectivity issues have played a crucial role in the timely transportation of critical patients to Rural Hospitals.
- The project addresses the previously existing barriers in accessing emergency healthcare services, potentially saving lives in critical situations.

Conclusion:

The "Improving Connectivity" component of the Comprehensive COVID Care Project in Nandurbar district has demonstrated notable successes in overcoming the challenges posed by difficult terrain and poor road connectivity. The deployment of ambulances and hearse vans has not only enhanced access to healthcare services but has also ensured the efficient transportation of critical patients and the dignified disposal of deceased COVID patients, contributing significantly to the public health infrastructure of the region.

This sub project has made substantial strides in improving connectivity through the provision of ambulances, it is crucial to assess the ongoing needs and potentially consider additional resources to fully meet the healthcare demands of the Nandurbar district. The positive impact on the lives of the residents is evident, emphasizing the importance of continued support and enhancement of healthcare infrastructure in such challenging terrains.



II. Supply of Refrigerated Vaccination Van to District Health Office, Nandurbar

Introduction:

The Comprehensive COVID Care Project in Nandurbar district aimed to enhance the vaccination infrastructure and overcome logistical challenges in the remote and tribal-dominated region. One key initiative of the project was the supply of a Refrigerated Vaccination Van to the District Health Office in June 2021.

Objective:

The primary objective of providing the Refrigerated Vaccination Van was to address the transportation challenges related to COVID-19 vaccines in a controlled temperature, particularly in the context of Nandurbar's remote location with poor connectivity.

Implementation:

The Refrigerated Vaccination Van was supplied to the District Health Office in June 2021. The van was equipped with refrigeration facilities to ensure the safe and effective transportation of vaccines across the district. This initiative aimed to facilitate mass vaccination campaigns, particularly focusing on the tribal population of Nandurbar.

Outputs and Outcomes:

The Comprehensive COVID Care Project in Nandurbar district has significantly improved the vaccination infrastructure, notably through the provision of a Refrigerated Vaccination Van to the District Health Office. In response to the question on the number of Vaccination Vans availed, the DHO indicated that one such van has been acquired for the district. This van has played a crucial role in enhancing the vaccination efforts across the region.

The positive impact of the Vaccination Van is evident in the widespread benefit it has brought to the communities. As stated by the DHO, a total of 340 villages have benefited from the timely delivery of vaccines facilitated by the Vaccination Van. This development is particularly noteworthy in the context of Nandurbar's remote and tribal-dominated landscape, where challenges related to connectivity can hinder the efficient transportation of vaccines.

Moreover, the DHO affirms that the Vaccination Van has played a pivotal role in ensuring the timely delivery of vaccines, especially to remote areas. **This is a significant achievement, considering the logistical challenges faced by the District Administration in collecting the different types of vaccines/ medicines/injections from inter-districts like Nashik, Pune, Mumbai, etc., and supplying it to the various centres within the district in the controlled required temperature.** The van's refrigeration capabilities have been instrumental in maintaining the required temperature for vaccine storage during transportation, overcoming a critical hurdle in the vaccination process.

The impact assessment extends beyond logistical improvements to the health outcomes of the citizens in Nandurbar. The DHO expressed that **a positive change in the health of citizens due to timely vaccination is observed.** The tangible benefits of timely vaccination are expected to manifest in a healthier population, **particularly among the tribal communities that may have faced barriers to accessing healthcare services.**



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Regarding the performance of the Vaccination Van, the DHO mentions that there have been **no reported cooling problems**. This is a positive indicator of the van's reliability and functionality, ensuring that vaccines are maintained at the required temperature throughout transportation in the intra and inter-districts.

Importantly, the impact of the Refrigerated Vaccination **Van extends beyond the technical aspects, influencing the work style of the health department**. The DHO affirms that the van has made a difference by enabling vaccines to reach their destinations in a timely manner, ensuring that quality vaccines reach every beneficiary. This speaks to the transformative impact of the project on the department's operations, emphasizing efficiency and effectiveness in service delivery.

Improved Vaccine Transportation:

- The refrigerated van significantly improved the transportation of vaccines in a controlled temperature.
- Overcame challenges related to poor connectivity, enabling the timely and secure delivery of vaccines to various centers within the district.

Efficient Mass Vaccination:

- The project facilitated the District Administration in efficiently executing mass vaccination campaigns.
- Enabled targeted vaccination efforts, especially among the tribal population, contributing to a higher vaccination coverage in the region.

Enhanced District Health Infrastructure:

- The supply of the refrigerated van contributed to strengthening the overall health infrastructure in Nandurbar district.
- Demonstrated the commitment of the project to address specific challenges unique to the region.

Positive Impact on Tribal Health:

- By addressing logistical hurdles, the project positively impacted the health outcomes of the tribal population.
- Increased access to vaccination services, leading to a potential reduction in COVID-19 cases within the tribal communities.

Challenges and Lessons Learned:

- Document any challenges faced during the implementation of the project and highlight key lessons learned that could inform future initiatives.



Conclusion:

- The Comprehensive COVID Care Project's supply of the Refrigerated Vaccination Van to Nandurbar district has demonstrated tangible improvements in vaccine transportation and mass vaccination campaigns. The project's impact extends beyond addressing immediate challenges, contributing to the overall enhancement of health infrastructure and positively affecting the tribal population.
- In conclusion, the responses from the DHO convey a positive and satisfactory valuation of the Comprehensive COVID Care Project in Nandurbar district, highlighting the tangible benefits brought about by the provision of the Vaccination Van.

III. Supply of Hearse Vans

Implementation:

Two hearse vans were provided to the District Administration, specifically designated for the safe disposal of deceased bodies of COVID-infected patients.

Outcomes:

The "Improving Connectivity" initiative under the Comprehensive COVID Care Project in Nandurbar district also included the provision of two Hearse Vans from MDL. These Hearse Vans have played a critical role in the safe and respectful disposal of deceased bodies of COVID-infected patients in the district.

The district authorities have confirmed that they received 2 Hearse Vans from MDL, which have benefited 21 villages in the region. According to their assessment, the received number of Hearse Vans is considered adequate to meet the requirements of the district, indicating that the project has successfully addressed the essential need for dignified disposal of deceased bodies during the pandemic.

Moreover, the district authorities report that the provided Hearse Vans are currently in good condition. This is a positive indicator, ensuring that the vehicles remain reliable for their intended purpose, contributing to the effective and respectful handling of the deceased.

In terms of maintenance, the district authorities have adopted a responsive approach, scheduling maintenance "as per need." The reported maintenance cost is INR 12,000 reflecting a commitment to keeping the Hearse Vans well-maintained to ensure their continued functionality.

Safe Disposal of Deceased COVID Patients:

- The provision of 2 hearse vans has facilitated the safe and dignified disposal of deceased bodies of COVID-infected patients.
- This measure is crucial in maintaining public health standards and ensuring the respectful handling of those who succumbed to the virus.

Conclusion:

In conclusion, the provision of Hearse Vans has addressed a crucial aspect of the public health infrastructure, ensuring the respectful handling and disposal of deceased bodies during the COVID-19 pandemic and presently being used for carrying the corpse. The positive feedback on the adequacy and condition of the Hearse Vans indicates the success of this specific aspect of the project in the Nandurbar district.



IV. Other aspects

Man power

The District Administration has systematically allocated and sustained a dedicated workforce specifically designated for the vehicles procured. This allocation of manpower ensures that there is an ample and appropriate human resource complement to manage and operate the received vehicles effectively.

By designating a specialized team, the DHO aims to optimize the utilization of the allocated vehicles, whether they are ambulances, hearses, or other types of medical transport. This dedicated manpower is trained and equipped to handle the unique requirements and responsibilities associated with the operation and maintenance of these vehicles

Maintenance

Maintenance is a critical aspect of sustaining the effectiveness of the Refrigerated Vaccination Van. According to the DHO, the maintenance schedule adheres to company norms, ensuring that the **van remains in optimal working condition**. This commitment to regular maintenance reflects a proactive approach to addressing any potential issues and upholding the van's performance standards.

Community response

The citizens' response to this initiative has been noteworthy. The project has generated a positive reaction among the community, evoking a sense of appreciation and approval. Feedback from citizens underscores their satisfaction and acknowledgment of the project's merits, reflecting its positive impact on their lives. This favorable reception indicates that the initiative aligns well with the community's needs and expectations, fostering a feeling of confidence and support among the citizens.

Community Expectations

- a. One of the citizens' expectations is the strategic allocation of additional ambulances to locations demonstrating a clear demand within the framework of the project. This anticipation stems from the belief that enhancing the ambulance fleet in areas with discernible needs will contribute significantly to bolstering emergency medical services and improving overall healthcare accessibility.
- b. The acquisition of 15 new medical vehicles to address the healthcare needs of the hilly area in the region. This request is rooted in the identified demand for additional healthcare resources, with a specific emphasis on vehicles designed to manage and mitigate various diseases.

Observations of the Study Team

- All the vans/vehicles are found in good condition and immediate operative mode;
- The name and logo of the MDL are displayed on the vans/vehicles;
- All the vehicles have played a vital role in safeguarding lives as well as improving the health care of the community.



4. RECOMMENDATIONS

The primary survey with students trained and analysis of the responses lead to the following conclusions and recommendations/action points emerged based on the FGDs/feedback undertaken by the supervisors/team members suggestions given by Trainees during the study, along with experience of the key staff involved in data collection from the previous cross learning's from similar studies etc.

1. 27 ambulances from MDL CSR addressed the challenges posed by difficult terrain and poor road connectivity. These ambulances were strategically deployed across 310 villages, aiming to enhance accessibility to healthcare services, especially in remote and tribal areas
2. The deployment of ambulances contributes to the overall strengthening of healthcare infrastructure in the region. It complements existing medical facilities and services, creating a more comprehensive healthcare ecosystem.
3. Ambulances stationed at PHCs facing connectivity issues have played a crucial role in the timely transportation of critical patients to Rural Hospitals.
4. The ambulances operate without imposing any charges on citizens of remote areas, making healthcare services accessible to all.
5. The availability of ambulances for urgent medical needs has likely contributed to a reduction in mortality rates, particularly among vulnerable groups such as mothers and children.
6. A total of 340 villages have benefited from the timely delivery of vaccines facilitated by the Vaccination Van.
7. Vaccination Van has played a pivotal role in ensuring the timely delivery of vaccines, especially to remote areas.
8. The tangible benefits of timely vaccination are expected to manifest in a healthier population, particularly among the tribal communities that may have faced barriers to accessing healthcare services.
9. Regarding the performance of the Vaccination Van, the DHO mentions that there have been no reported cooling problems
10. The Comprehensive COVID Care Project's supply of the Refrigerated Vaccination Van to Nandurbar district has demonstrated tangible improvements in vaccine transportation and mass vaccination campaigns.
11. The district authorities have confirmed that they received 2 Hearse Vans from MDL, which have benefited 21 villages in the region.
12. These 2 hearse vans have facilitated the safe and dignified disposal of deceased bodies of COVID-infected patients and presently being used for carrying the corpse.
13. The Nandurbar hilly area has requested the acquisition of 15 new medical vehicles to address the healthcare needs of the region. This request is rooted in the identified demand for additional healthcare resources, with a specific emphasis on vehicles designed to manage and mitigate various diseases.

5. HIGHLIGHTED CASE-STUDIES

Mazagaon Dockyard Shipbuilders Limited (MDL) CSR department donated 27 Ambulances, 1 Vaccine Van and 2 Hearse vans in the year 2021 under the MDL CSR activities through the Hon District Collector Nandurbar for Covid-19 pandemic remedial services and I'm thankful to MDL CSR.

With the help of MDL CSR activity, we managed this very serious situation, 27 ambulances like angels to serve the patients in the remote and hilly areas of the Nandurbar district, vaccine vans transporting life-saving vaccines, and Hearse vans for the unfortunately deceased patients.

As a result, we could save the lives of more than 50 critical patients and COVID-19 vaccine transportation and with these ambulances till date, we served more than 1.50 lakh patients from remote areas. Furthermore, these services are continuously going on.

**DR. R.B. SONAWANE,
DISTRICT HEALTH OFFICER, NANDURBAR**



Rakaswadi Primary Health Center, Rakaswadi, Taluka Dist. Nandurbar has a population of 40473 with coverage of 22 villages by with 6 sub-centres under this PHC. till 2021 we had operated on all these area's patients with one ambulance. In 2021 we got the Force Trax Ambulance with all facilities through the MDL CSR by the Collector office and DHO Nandurbar

**Dr. Ajay Krishna Vinchurkar,
Medical Officer**



6. VISIT TO SITE AND INFRASTRUCTURE FACILITIES PROVIDED UNDER MDL-CSR.







Latitude: 21.38324
Longitude: 74.24842
Elevation: 211.41±7 m
Accuracy: 4.3 m
Azimuth: 327° (NW)
Pitch: -4.5° (-3.1°)
Time: 29-11-2023 12:24
Note: MDL CSR TRAVELLER SHAVVAHIKA
NAGAR PARISHAD
NANDURBAR

Powered by AngleCam



Latitude: 21.345306
Longitude: 74.224907
Elevation: 259.94±17 m
Accuracy: 6.7 m
Azimuth: 54° (NE)
Pitch: -12.0°
Time: 29-11-2023 10:49
Note: MDL CSR VACCINE VAN
DHO ZP NANDURBAR

Powered by AngleCam