Assessment of the Social Impact of Medical Equipment provided by West Bengal State Electricity Transmission Company Limited to different Health sectors of West Bengal under CSR Initiative

Prepared by

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Introduction

India has a growing healthcare structure, which has been augmented by the National Health Mission (NHM) launched in 2013. (Kumar, 2023) the NHM aims to improve the medical infrastructure across the country, in both urban and rural areas, by upgrading and supplying new machines, reducing costs, fostering research and development in medicines, and providing quality care to patients. COVID-19 has exposed the quality of healthcare services in India and laid bare that segment of the population who did not have access to affordable healthcare. (Sheth, 2022) mentions that only 1.5% of the GDP is used for healthcare in a country that has 1.3 billion people. According to a report by NITI Ayog (2021), 30% of the population remain outside the domain of accessing proper healthcare services. Moreover, the rural-urban divide in terms of proper infrastructural facilities at hospitals and the income disparity at the rural levels, pushes the marginalized sector into rural hospitals and primary healthcare sectors where free treatment is provided. (Sheth, 2022)

In India, women and elderly people face the maximum risk of mistreatment or being left without adequate treatment and care. (Sarojini, 2006) mentions that women have a lower status in family, face taboos regarding menstrual health, have a lack of asset and financial independence, especially in rural areas, which leads to a neglect of women's health. Most of the women in rural areas need to depend upon the local and rural hospitals for their needs. The widowed women or elderly women are sometimes abandoned by their children and labeled as "mad" due to lack of proper mental healthcare treatment for the elderly and female patients in our country. (Smith et al., 2012, pp. 378–380) mentions that 83% of the medical expenditures in India are out-of-pocket expenditures, hence leading to a burden upon the lower income groups of the society. India is a patriarchal country where the asset of an individual is based upon the land and property held by him, which is passed down to his sons. Insurance companies such as Mediclaims, issue insurance on the basis of yearly premiums received from the people. As a result, the lower socio-economic groups, such as farmers and daily wage labourers, remain deprived of the benefits of being insured (ibid.) In West Bengal, the Government has adopted the Swastha Sathi scheme, which provide health insurance cover of Rs. 5 lakh per year, to the marginalized society. This scheme was able to successfully uplift the level of healthcare in West Bengal to a great extent.

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Corporate Social Responsibility (CSR) is the concept of social good that brings business and social responsibility on the same ground. Businesses need to implement CSR policies to promote sustainable operations. This involves taking responsibility for the well-being of the community they operate in, through various means, such as providing environmental, economic, and philanthropic support. West Bengal State Electricity Transmission Company Ltd. (WBSETCL) is a notable example of a company that upholds these principles. WBSETCL is committed to fulfilling its social responsibilities by undertaking projects under Corporate Social Responsibility (CSR). WBSETCL has provided certain health sectors in West Benga with medical equipment such as CT Scan machines, Dialysis machine, Ventilator, AirVo, Multiparameter monitors, syringe and color infusion pumps, X-ray machines, Phototherapy units, Trial Box, DG Set, CR System, Autoclave machines, and PSA systems. Given the guidelines of the CSR policy implementation that entail the motive behind implementing the policies to be solely to uphold social good and benefit of the downtrodden, the task of the Impact Analysists would harp on deciphering the extent of the goal, of the projects undertaken, attained by WBSETCL. The Schedule VII of the Companies Act 2013 delineates the crux of implementing CSR policies, amidst which given the nature of the projects as stated by WBSETCL to be concentrating on Health Care, the conditions of – catering to the needs of the poor while aiding in accessing of health care facilities and welfare of the schedule caste, tribes, other backward classes, minorities, and women- become the prime standard of assessment for the Team. Therefore, the focus for assessment across the sectors can be noted as follows:

- **Health Care-**
  - *Financial assistance to procure CT Scan equipment for Ramakrishna Mission Seva Pratishthan Kolkata & Financial assistance for procurement of CT Scan Machine at Belur Sramajibi Swasthya Prakalpa Samity under CSR scheme of WBSETCL*: Conducting an evaluation of the impact of utilizing CSR funds to acquire CT Scan equipment for Ramakrishna Mission Seva Pratishthan and Belur Sramajibi Swasthya Prakalpa Samity is a crucial step. This evaluation will assess the effectiveness of the investment in serving the intended population as well as the operational efficiency of the project. Through an analysis of the social advantages

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derived from such investments, this impact assessment will facilitate the ongoing project.

- *Proposal for purchasing of medical equipment for Malda Medical College and Hospital & District Health and Family Welfare Administration & Financial assistance for procurement of medical instruments for Institute of Child Health-Health Care:* The Impact Assessment Study serves the function of analysing how organizations have allocated and distributed funding to sustain healthcare benefits while simultaneously increasing their capacity. This evaluation process entails an in-depth assessment of the degree of benefits that targeted beneficiaries of the healthcare provisions have received. By conducting a thorough analysis, we can ensure that all individuals have access to quality healthcare services that meet their needs.

Hence, the objective of Impact Assessment Analysis is to ensure that the funds employed in the projects are used to serve the desired purpose (i.e., to serve for social benefit). The Analysis has aimed to look at the social cause of the projects and thereby assess the degree of benefit the set of target populations can extract from them. Therefore, the rationale of the assessment analysis lies in the supervision and inspection of the implementation of the CSR projects taken up by the WBSETCL to fulfil its mandatory assignment of adhering to CSR.

The following chapters include a detailed report of the use of the machines, along with few case narratives to provide for an understanding of the background and environment of the places where the hospitals are located, a statistical calculation to show the impact assessment of the machines and a qualitative report that accompanies the statistical analysis. Finally, the report concludes with some suggestions that would further enhance the objective of providing medical treatment and institutionalized care to marginalized patients at a lower rate.

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METHODOLOGY

The team has assessed the projects through repetitive visits for inspection and supervision. The repetitive visits over one month has helped in collecting and comparing data from different perspectives; besides that, it has also enhanced the quality of assessment when the features of the projects are explored repetitively. The Impact Assessment Analysis tool plays a significant role in studying the implementation of projects, considering the broader and more granular aspects of society. The cost of the tests has been considered from several private hospitals across Kolkata to analyse the amount of subsidy provided by these hospitals. Its primary objective is to assess the effectiveness of the measures taken by WBSETCL and other organizations that have been granted resources, with a particular emphasis on the regional level. This approach guarantees that the positive societal outcomes derived from these initiatives are upheld over time.

The analysis involved the collection of data via interviews and surveys which provided the researchers with a set of data to rely upon. By conversing with the project management teams and other staff involved, the assessment team aimed to grasp the idea of the operation of the projects. Along with the set of quantitative traits, the data collected had the scope to explore the qualitative tenets of the operational projects, highlighting the nuances involved in rendering the services to the lower rungs of society. The analyst teams have thoroughly evaluated the project beneficiaries and analysed the distribution of benefits. This work has also involved in-depth study of beneficiary records, project equipment maintenance, and working conditions. The team has also carried out a detailed investigation of registration documents and relevant records to ensure that project stations are adequately maintained. By employing a combination of both qualitative and quantitative approaches, the analysts have conducted comprehensive impact assessments for all projects under WBSETCL.

WBSETCL has given CT Scan machines, Dialysis machine, Ventilator, AirVo, Multiparameter monitors, syringe and insution pumps, X-ray machines, DG sets, Phototherapy units, Trial boxes, PSA System and autoclave machines to 4 hospitals- Ramakrishna Mission Seva Prathisthan (Shishumangal), Belur Sramajibi Swastha Prakalpa Samity, Srerampore, Institute of Child Health and Malda Medical College, including 18 rural hospitals at different blocks in Malda. The 18 rural hospitals include Harischandrapur, Masshaldabazar, Chanchal super speciality hospital, Malatipur, Ratua , Samsi, Araidnaga, Hatimari, Gazole, Bamongola, R N Roy, Moulpur, Milki (English

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bazar), Manichak, Silampur, Sujapur, Bangitola and Bedrabad. A study was conducted from 24th of November to 20th of December, where all the hospitals were visited to collect quantitative data about the functioning of the machine, the cost of maintenance, daily number of patients it caters to, number of technicians involved in operating the machine, and a statistical method was employed to find the social impact of the machines.

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SOCIAL IMPACT OF MEDICAL EQUIPMENT ON GENERAL POPULATION

Several medical equipment have been provided by West Bengal State Electricity Transmission Company Limited to hospitals across West Bengal—Ramkrishna Mission Seva Prathisthan, Belur Sramajibi Swastha Prakalpa Samity Srerampore, Institute of Child Health and 18 rural hospitals of Malda.

Ramkrishna Mission Seva Prathisthan (Shishumangal) and Sramajibi Swastha Prakalpa Samity Srerampore Both the institutions have received CT Scan machine whose initial cost was Rs. 35000000 and Rs. 14000000 respectively. The machines were installed on 21st May 2022 and 18th January 2022, respectively. The CT Scan machine at Shishumangal has catered to a population of 600 on a monthly basis, while the CT Scan machine at Srerampore has catered to a population of 120 on a monthly basis. The cost of incurring the services of the CT scan at both the places is almost half of what is provided at private hospitals. Hence, the equipment caters to a large segment of the population who are in the low-income groups. Through the donation of CT Scan machines to these hospitals, WBSETCL incurs a cost of Rs. 3246 to each patient at Shishumangal and Rs. 5416 for each patient at Sramajibi, respectively.

Affordable CT scans enable early detection of diseases, improving chances for successful treatment. This can lead to better health outcomes, reduced suffering, and decreased mortality rates among low-income populations. This affordability can alleviate the economic burden on individuals and healthcare systems, ensuring that even those with limited financial means can benefit from crucial diagnostics. The availability of cost-effective CT scans encourages regular health check-ups, promoting a preventive approach to healthcare. The social impact of the equipment clearly suggests that individuals can now avail of efficient treatment and highly subsidized rates without travelling to other states.

In conclusion, the social impact of low-cost CT scan machines on poor people is multi-faceted, encompassing improved health outcomes, economic benefits, enhanced community well-being, and increased accessibility to advanced medical diagnostics for underserved populations.

Institute of Child Health

The social impact of low-cost ventilators, dialysis machines, and multi-parameter monitors on poor people is significant in several ways. Through the donation these equipment at ICH, WBSETCL incurs a cost of Rs. 819 per patient for X Ray machine, Rs.26 and Rs. 36 for syringe pump and infusion pump, respectively, Rs. 2655 for ventilator machine, Rs. 365 for AirVo, Rs. 82 for freezer

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and Rs. 467 per patient for dialysis machine. The Low-cost ventilators and dialysis machines provide life-saving interventions for individuals with respiratory or renal issues. Access to these machines can prevent premature deaths, ensuring a healthier and more productive life. Affordable ventilators, dialysis machines, and multi-parameter monitors reduce the financial burden on individuals and healthcare systems. This accessibility ensures that even those with limited financial resources can avail critical medical treatments, preventing catastrophic healthcare expenses.

Dialysis machines contribute to improved quality of life for individuals with kidney problems, allowing them to manage their condition effectively. This positively impacts daily functioning and enables people to lead more fulfilling lives despite health challenges. As per the accounts of the mother of a 13-year-old boy, ICH provided the best dialysis treatment at affordable costs. The family lives outside Kolkata but travels thrice a week all the way to the city in order to avail themselves of affordable treatments. Moreover, ICH has waived off a sum of Rs.1 crore in a turnover of Rs. 17 crore in the year 2022-23. The accessibility of low-cost medical equipment helps bridge healthcare disparities by ensuring that essential treatments are available to all, regardless of economic status. This contributes to a more equitable distribution of healthcare resources. Individuals with chronic health conditions, when provided with appropriate medical equipment like dialysis machines, can promote active lifestyle for all. This, in turn, positively impacts the economic productivity of communities.

In summary, the social impact of low-cost ventilators, dialysis machines, and multi-parameter monitors on poor people extend beyond immediate health benefits. It encompasses financial accessibility, community resilience, reduced disparities, improved quality of life, and empowerment through health monitoring, contributing to a more inclusive and healthier society.

Rural hospitals across Malda

Across 18 rural hospitals of Malda, several medical equipments such as horizontal autoclave machine, X-Ray machines with analogue cassettes, Trial boxes, DG Sets, CR Systems and phototherapy units have been provided. Each of the machines have been installed 2 years ago and have been catering to more than 600 patients on a monthly basis. The treatment is provided free of cost and the social impact assessment of the equipment show a positive impact upon the society since a huge segment of rural and tribal population are seen to gain benefit from it.

There is almost full institutional delivery at the hospitals since the families prefer safe and hygienic space which is obtained at the hospitals due to the presence of **Autoclave machines**. The autoclave machine ensures proper sterilization and cleaning of the medical equipment like forceps, trays, scissors, etc. By maintaining the sterility of reusable medical instruments, autoclaves contribute to

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cost-effectiveness in healthcare, as they allow for the reuse of equipment rather than consta repurchasing, making healthcare more financially accessible. Proper sterilization prevents tl spread of infectious diseases within communities, promoting public health and minimizing th burden on healthcare systems.

The **X-ray machines** aid in accurate and timely diagnosis, allowing healthcare providers to identif and address medical conditions early on, preventing complications and reducing long-ter healthcare costs. Malda has a high occurrence of Tuberculosis as observed from the reports of bloc medical officers and nurses across several hospitals, and the X-ray technology enables cost-effectiv screening for such conditions, facilitating early intervention and preventing the progression c diseases, which is particularly beneficial for individuals with limited financial resources.

Trial boxes are essential for testing and prescribing eyeglasses, addressing vision issues that ca impact daily life and employability. In almost all the hospitals, eye camps called *Chokher Alo*, West Bengal State Government initiative, are held every month, or more than once in each month Almost 50% of the population attend it where the trial box is utilized to its maximum capacity.

A low-cost **phototherapy unit** can have several positive social impacts on poor populations especially in the context of addressing neonatal jaundice in newborns. By addressing neonata jaundice early with low-cost phototherapy, the risk of severe complications and mortality associatec with untreated jaundice decreases. This can contribute to a reduction in infant mortality rates, positively impacting the well-being of families. When communities see that healthcare providers can address common health issues with accessible tools like low-cost phototherapy units, they may be more likely to seek medical care when needed, leading to improved community health outcomes. Narratives from the ground level show how efficiently the Block medical officers, nurses, ASHA workers are working in promoting the benefits associated with seeking treatment at medical hospitals. Their collaborative effort has culminated into a wide reaching positive impact on the rural and tribal society as people travel from as far as 40-50km to reach hospitals and get their treatment done on time. The patients narratives portrayed the level of satisfaction including the benefits and free treatment that they are receiving at the hospitals. The narratives revealed their faith in medical science and technology.

In summary, the various medical equipment as provided by WBSETCL to different hospitals across West Bengal show a positive impact as it caters to the needs of large segments of poor and marginalized populations of the State. Further, a comparative analysis of amount charged for using these equipment from different private hospitals, show a generous amount of revenue earned for each equipment which can be redistributed further in the society to generate more positive impact.

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STUDY REPORT OF MEDICAL EQUIPMENTS AS PROVIDED BY WBSETCL (IN KOLKATA)

Name of Hospital: Ramakrishna Mission Seva Prathisthan (Shishumangal)

Address: 88, Nandalal Jew Rd, Hazra, Kalighat, Kolkata, West Bengal 700026

Number of machines given by WBSETCL: 1 (CT Scan equipment)

Date of installation: 21st May, 2022

Date of study: 24th November, 2023



Background

Ramakrishna Mission Seva Prathisthan, also known as Ramakrishna Mission Shishumangal Prathisthan, is a branch centre of Ramakrishna Mission, Belur Math and was founded by Swami Dayanandaji Maharaj, a disciple of Sri Sarada Devi and established in July 1932, with the financial help of Miss Helen Rubel (Sister Bhakti). The hospital had started in a rented house and hosted Domiciliary maternity Service, Outdoor Antenatal and Post Natal clinic. The General Charitable Hospital is dedicated to the treatment of poor and less-privileged people, with a bed strength of 684. The following are the characteristics of the hospital--

i) In the Outdoor unit, all patients were given free consultation facilities, and a large number of them also got free & concessional treatment and investigation.

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ii) In the Indoor, free and part-free treatment was provided to many patients, solely at the discretion of the Maharaj.

iii) Generally, the outdoor clinics are held from 9 a.m. onwards and registration of patients is done from 8 to 9.30 a.m.

The Hospital has the following Departments & Units :-

a) Anaesthesiology, b) Cardiology including Cath Lab & CTVS OT, c)Dentistry d) Dermatology, e) Maxillo-Facial Surgery Unit, f)Endocrinology, g) E.N.T., h) General Surgery & its Units viz. PlasticSurgery, Paediatric Surgery, Neuro Surgery, i) Urology, j) General Medicine, k) Neurology, 1) Obs. & Gynaecology, m) Ophthalmology, n) Orthopaedics, 0) Postpartum Unit, p) Psychiatry, q) Medical Oncology, r) RNTCP Programme, s) Radiodiagnosis, t) Blood Centre, u) Laboratories including (Pathology, Bio-chemistry, Serology, Immunology, Histopathology etc.)

The hospital caters to the marginalized group since it offers scans at cheap rates, the lowest starting from Rs. 1500 for a brain scan to angioplasty Rs. 11200. Although the machines are provided at free of cost, this amount is charged form the patients to meet up the operational costs. The machine which is provided by West Bengal State Electricity Transmission Company Limited (WBSETCL) was installed on May 2022 and has been catering to 25-30 patients daily, and 550 patients monthly.

The mission of the hospital is to serve the people, especially people coming from financially weaker backgrounds and are unable to pay the charges of the scan. For that reason, a substantial amount is waived off from certain people.

Details of the Machine

WBSETCL had set up a new CT Scan Machine at Shishumangal on May 2022 which has so far catered to `almost 9,900 patients. The machine is kept in a room where entry is prohibited due to emission of radiations. The CT Scan room has three Air conditioners which operates all the time to keep the temperature optimal for the machine to run efficiently. The operational costs are met up by the nominal amount charged by the patients. In an adjacent separate room, a monitor is kept, which displays the images from the patients' bodies at a high resolution. WBSETCL extends a warranty for the first 3 years and a fixed amount of Rupees Thirty-Five Lakh plus GST for the next 3 years. The sum is escalated by 5% for the 7th year and 8th year, respectively. The machine is operated by students/interns and 4 technicians in the morning shift, from 9 am to 4 pm, and only

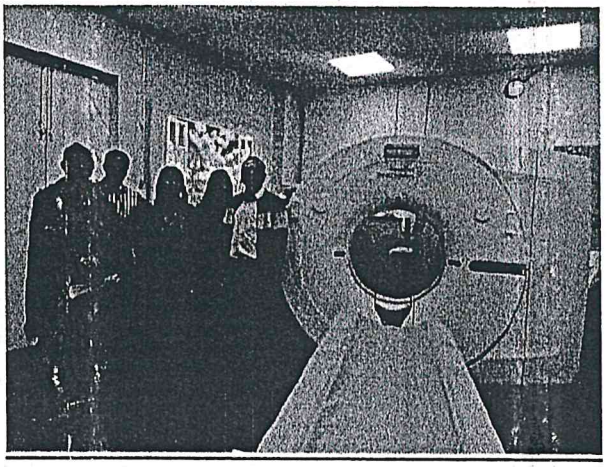
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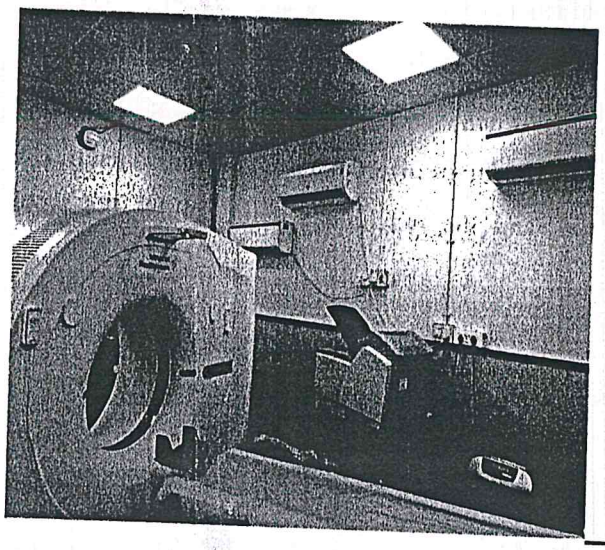
1 technician at night. There are 3 pairs of helping hands who help in bringing in stretchers, etc. and are attended by 2 doctors who take in a daily report of the patients. There is an option for UPS backup in case of power failure. Each of these staff has received training and qualified for their Diploma in Radio Diagnosis Technique (DRD-Tech) and Diploma in Medical Laboratory Technique (DMLT) which are part of paramedical courses offered in this institution itself. Hence, the efficiency of the staff in always ensured, and the machine remains under the constant surveillance of the institution itself.

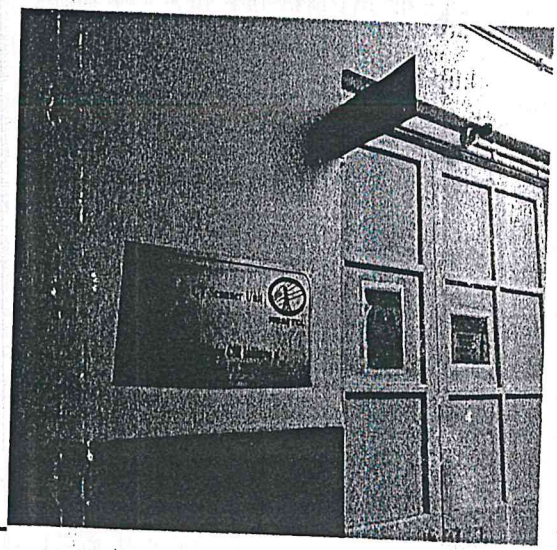
A register is maintained of the patients, which carries the details of their name, gender and age, the type of Scan required, and the amount and name of the referral doctor. Ramakrishna Mission Seva Prathishthan is known for providing affordable treatment, which attracts a lot of patients. A detailed chart rate is provided, which shows the rate of CT Scan for various organs. A slightly higher price is observed for patients who are admitted to the ICU, CCU, CW, ITU, HDU, or a Cabin than for those who are outdoor patients or have a general bed.

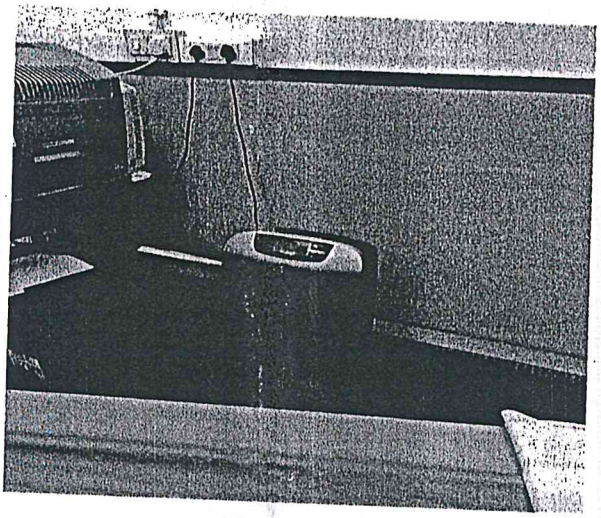


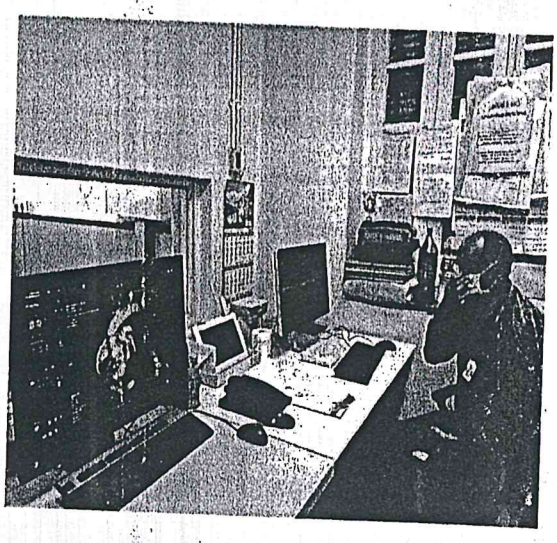
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Name of Hospital: Belur Sramajibi Swastha Prakalpa Samity, Srerampore

Address: Road No 31, Milki Badamtola, Piarapur P, West Bengal 712223

Number of machines given by WBSETCL: 1 (CT Scan equipment)

Date of installation: 21st May, 2022

Date of study: 8th December, 2023



Background

Belur Sramajibi Swastha Prakalpa Samity, Srerampore was initially an Indo Japan steel industry in 1982 which was converted into this hospital in 2010 and started functioning from 2012 onwards. Free surgical operations, health camps are some of the ways by which this institution reaches out to the masses, especially in the interior of villages. Sramajibi hospital had served as a COVID-19 hospital for the patients and several other foundation stones have been laid at Bally and Birbhum and the unit at Bally had started functioning as well. Sramajibi is a charitable hospital where the justified cost is taken from the patients which is used to run the hospital. This hospital caters to a large number of economically weaker patients coming from distant places such as Assam and Tripura in the hope of getting better treatment at cheaper rates. For instance, the outdoor doctor fees is Rs. 11, cost of general bed in Rs. 25 and Indoor doctor fees is Rs 30. ICU charges are Rs. 1000 which is cheap compared to many other private hospitals. Since the location of this hospital is

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near the National Highway 6, a lot of accident cases arrive for which the cost of treatment is waived off for the unidentified patient. The board of trust of this hospital follows a policy of Cross- Subsidy, which means that for crucial operations having higher costs, less amount of rate is charged and for operations which are less costly, higher amount is charged so that a balance is maintained. In case of doctors, the fee is less for them but they get to have a bulk of patients coming from all over West Bengal and other distant places, which compensates for their reduced fees.

Details of the Machine

WBSTECL gave the CT Scan machine at Sramajibi Hospital on 18th January 2022 and has catered to almost 2236 patients so far who mostly belong to the lower income group. A comparison of CT Scan charges of private hospitals with the charges at Sramajibi reveal the generation of a good revenue in each month. The lowest-ranging test is the brain scan, at Rs 750, and the highest is the CECT Abdomen scan, which is Rs. 4500 per scan. The revenue which is generated per month is used to meet up the operational costs of the CT Scan machine. There is 1 CT Scan machine, 1 Air conditioner which runs for the whole day, 1 monitor known as a console which gives a high-quality display of the patient's body and 2 stabilizers. There is an option for UPS backup in case of power failure. The CT Scan room is prohibited for all except for technicians and helping hands.

Each of the staff has received training from certified Government boards. There are 2 technicians during the day and 1 at night. The technicians have the duty of maintaining the machine. In the post-COVID-19 scenario, the daily number of patients have increased as many people have developed heart and lung problems. Moreover, accident patients are another major group who need to use this machine to get a clear picture of their injury. A substantial amount is waived off in case of such accident patients. The cost of installing this machine is Rs. 1,40,00000, while the annual maintenance charge is Rs. 2,73,000. No significant challenges were faced while operating the machine and the machine is delivering satisfactory performance, as per the reports of the technician team.

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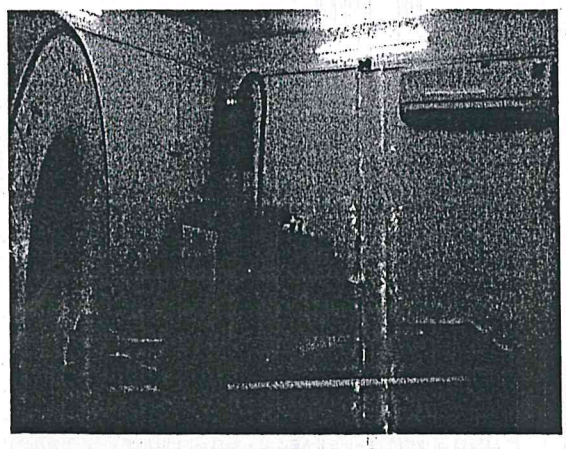
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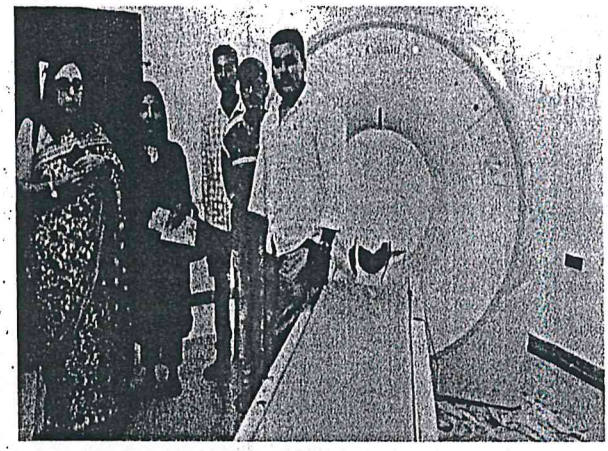
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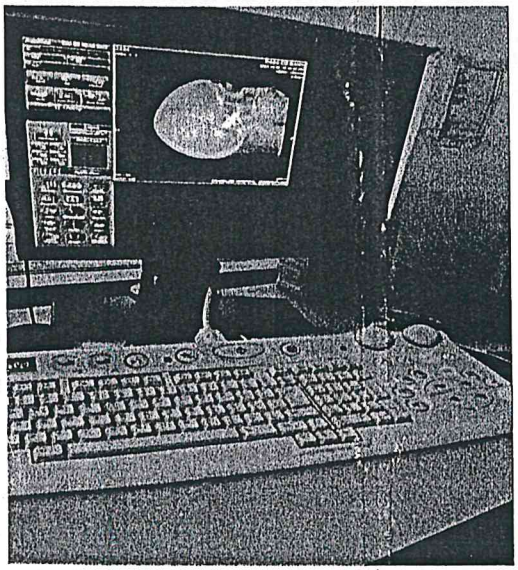
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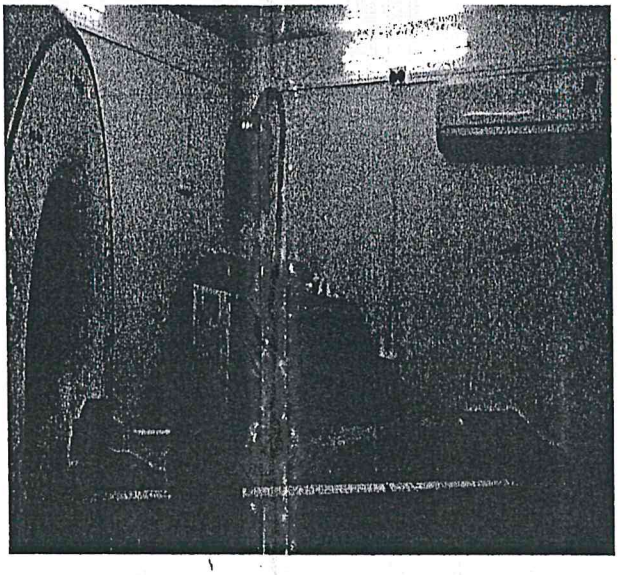












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Name of Hospital: Institute of Child Health

Address: 11, Dr Biresh Guha St, Park Circus, Ballygunge, Kolkata, West Bengal 700017

Number of machines given by WBSETCL: 17 (X-ray machine, Ventilator, Multichannel Patient Monitor, Syringe Pump, Infusion Pump, Humidified High flow nasal oxygen AirVo, Electrosurgical Unit for Gastroenterology Department, Eppendorf ULF Freezer, Hemodialysis System)

Date of installation: 21st May, 2022

Date of study: 30th November, 2023



Background

Institute of Child Health, Kolkata was the dream project of Dr K C Chaudhuri, who is considered to be the Father of Pediatrics in India. The institution was inaugurated by Pt. Jawaharlal Nehru, the First Prime Minister of India, in 1956. Since then, the institution has been known for catering to children of all categories, especially those belonging to the poor and marginalized sector of society. This is a no-profit, no-loss institution where a huge amount of subsidy is provided to needy patients who have fund limitations. 30% of the indoor beds, out of a total of 200 beds, are free of

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cost. Swastha Sathi card holders are also considered here, and the patients who have Swastha Sathi cards receive their due benefits.

The institution has a 24-hour power supply, power backup facilities, vaccination services for the children, and educational and research facilities which aim at improving the knowledge of child health. The doctors do not charge any fees here and the bed rates starts from Rs. 180 to Rs. 1800 (in ICU, NICU, PCU). Out of a turnover of Rs. 17 crore, Rs. 1 crore was waived off in the last year. The doctors charge a fee of Rs. 200 for outdoor patients. There is a board of trustees (board of directors) who make important decisions for the institution.

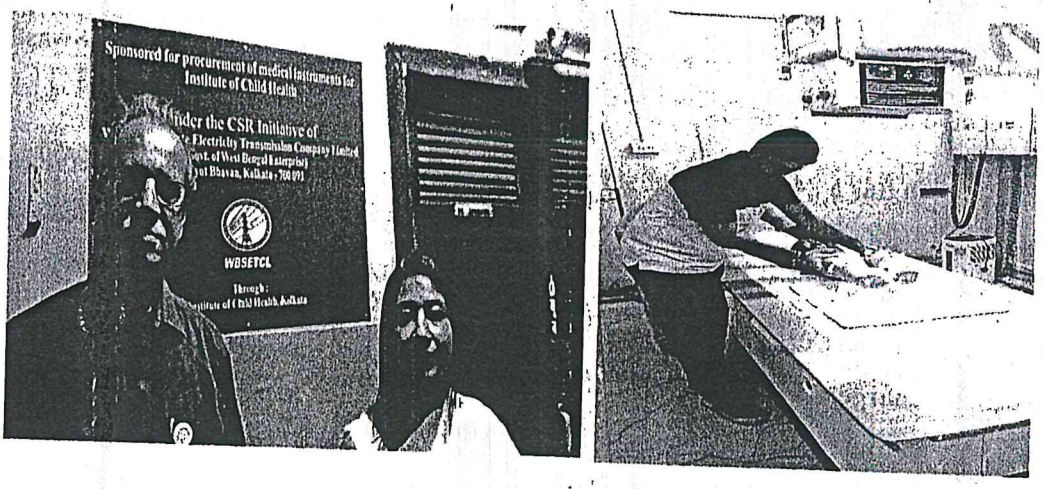
Details of the Medical Equipments

There are a total of 9 types of medical equipment that have been installed at the Institute of Child Health by the WBSETCL.

1. **Siemen's X-Ray machine-** The cost of installing the X-Ray machine is Rs. 95,00,000 and the annual maintenance charge is around Rs. 300,000 The machine has been installed on 6th October, 2022. The X-ray machine caters to over 31 patients daily and 928 patients monthly. The machine has catered to 32575 patients since the date of installation. The machine is kept in a room where it is operated by 4 technicians who are all trained and have got their degrees from West Bengal Medical Council. There is one Radiologist : Registered Under West Bengal Medical Council, One Biomedical Engineer from Calcutta University, One Techinician from Calcutta University / Kalyani University / Institute of Medical & Technological Research , and one Helper from WBCHSE. No major challenges have been reported in running the machine and the hospital administration is content with its working. Rs. 220 is charged from the patients for using the machine which is the revenue earned for meeting up with the operational costs. The longevity of the machine is approximately 15 years.

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2. **Maquet Servo U**- This is a ventilator used in the Paediatric Intensive Care Unit (PICU) which has been installed on 9th June, 2021 and has been functioning for more than two years. Only one patient can use the ventilator at a time and hence on a monthly basis, 30 patients can benefit from it. Till date, the machine has catered to over 655 patients and the charges of the ventilator is Rs. 2000. The cost of installing the machine was Rs. 2,205,000 and the annual maintenance charges are Rs. 68,004 people are involved at the start of the machine which includes One Doctor : Registered Under West Bengal Medical Council, one Biomedical Engineer from Calcutta University, one Nursing Staff from West Bengal Nursing Council, and one Helper : WBCHSE. After the start of the machine, only the nurse monitors the patient and looks after the proper functioning of the ventilator unit. No major challenges have been reported in running the machine and the hospital administration is content with its working. The longevity of the machine is for 15 years, approximately.

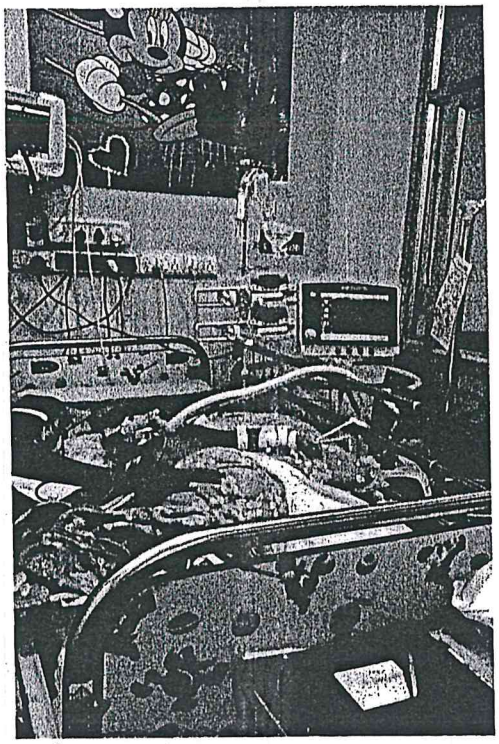
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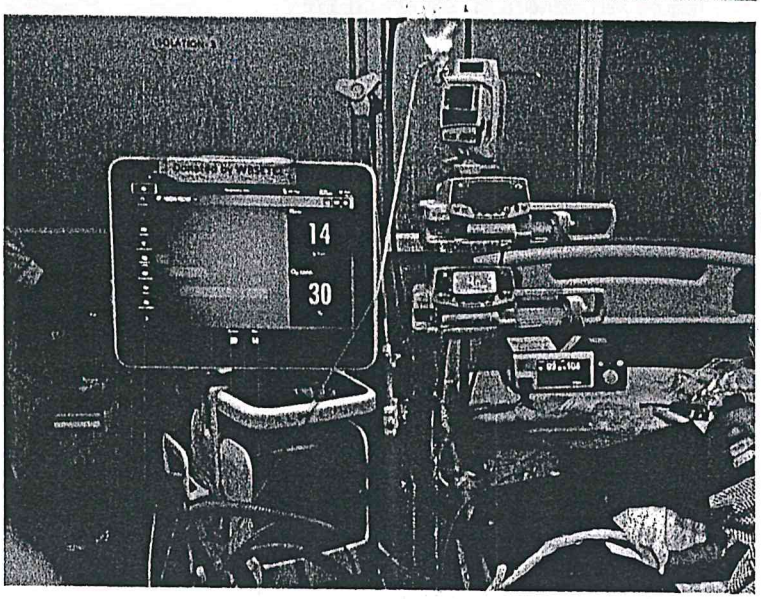


3. **PHILLIPS MX-430 (PATIENT MONITOR):** This is a multiparameter monitor used in the Paediatric Intensive Care Unit (PICU) for monitoring the vitals of the patient. It has been installed on 29th July, 2021 and has been functioning for more than two years. Only one patient can use the PICU bed and hence the monitor at a time. On a monthly basis, 30 patients can benefit from it. Till date, the machine has catered to over 655 patients and the amount charged for the monitor is Rs 150. The cost of installing the machine was Rs. 520,000 and the annual maintenance charges are Rs. 16,000. 3 people are involved at the start of the machine which includes one Doctor: Registered Under West Bengal Medical Council, one Biomedical Engineer from Maulana Abdul Kalam Azad University of Technology, and one Nursing Staff from West Bengal Nursing Council. Additionally, there is one Helper from WBCHSE who stays in the PICU at all times. After the start of the machine, only the nurse monitors the patient and looks after the proper functioning of the ventilator unit. No major challenges have been reported in running the machine and the hospital administration is content with its working. The longevity of the machine is for 15 years, approximately.

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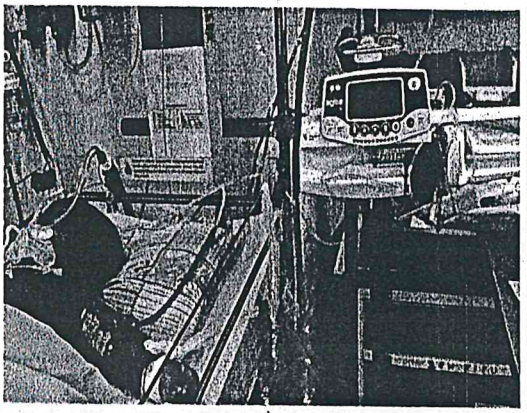
4. **AGILIA SYRINGE PUMP (5):** The syringe pump is used in the Nenatal Intensive Care Unit (NICU) for injecting measured amounts of fluids into the patient for over a measured period of time. Syringe pump is used for babies iess than 1 year of age. It has been installed on 28th September, 2021 and has been functioning for more than two years. Only one patient can use the PICU bed and hence the syringe pumps, at a time. However, since there are 5 syringe pumps, on a daily basis 10 patients can benefit from it and on a monthly basis, 280 patients can benefit from it. Till date, the machine has catered to over 2834 patients and the

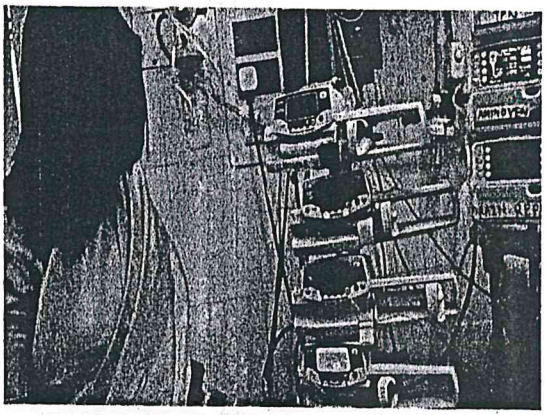
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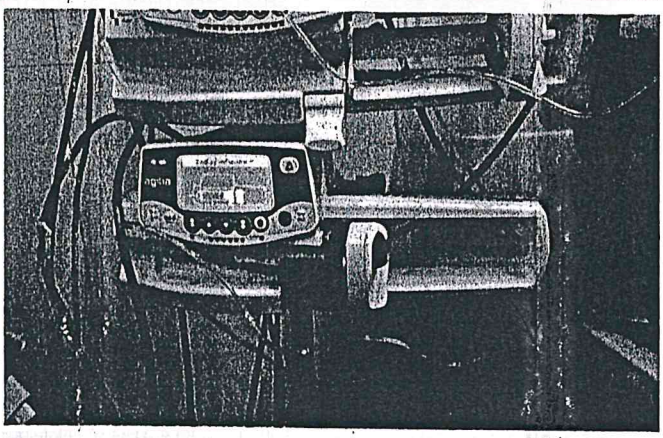
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amount charged for the syringe is nil. The cost of installing the pumps were Rs. 225,000 and the annual maintenance charges are nil. 2 people are involved at the start of the machine which includes one Biomedical Engineer from Maulana Abdul Kalam Azad University of Technology, and one Nursing Staff from West Bengal Nursing Council. After the start of the machine, only the nurse monitors the patient and looks after the proper functioning of the syringe pump. No major challenges have been reported in running the machine and the hospital administration is content with its working. The longevity of the machine is for 10 to 15 years, approximately.





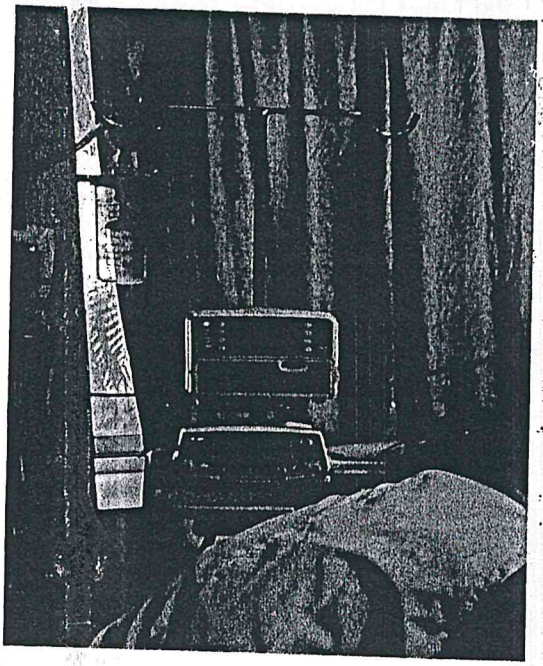


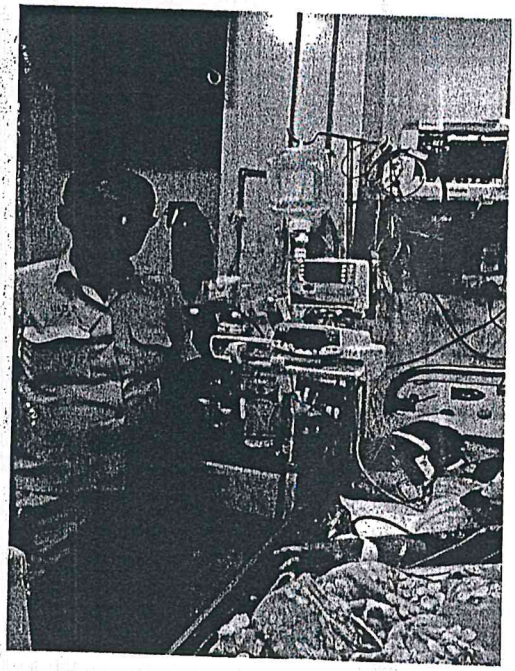
5. **COLOR VISION INFUSION PUMP X 5:** The infusion pump is used in the Paediatric Intensive Care Unit (PICU) for injecting measured amounts of fluids into the patient for over a measured period of time. Syringe pump is used for babies more than 1 year of age. It has been installed on 1st July, 2021 and has been functioning for more than two years. Only

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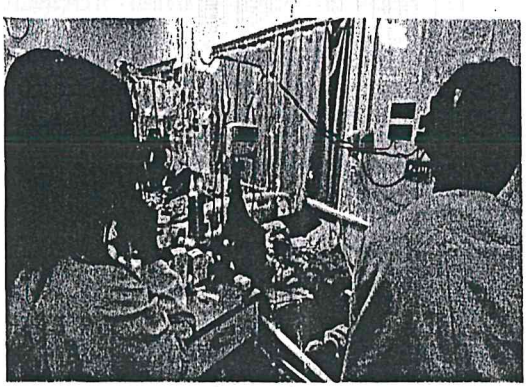
one patient can use the PICU bed and hence the infusion pumps, at a time. However, sinc there are 5 infusion e pumps, on a daily basis 10 patients can benefit from it and on monthly basis, 280 patients can benefit from it. Till date, the machine has catered to ove 2293 patients and the amount charged for the pump is nil. The cost of installing the pump were Rs. 275,000 and the annual maintenance charges are nil. 2 people are involved at th start of the machine which includes one Biomedical Engineer from Maulana Abdul Kalar Azad University of Technology, and one Nursing Staff from West Bengal Nursing Counci After the start of the machine, only the nurse monitors the patient and looks after the prope functioning of the pumps. No major challenges have been reported in running the machin and the hospital administration is content with its working. The longevity of the machin is for 10 to 15 years, approximately.

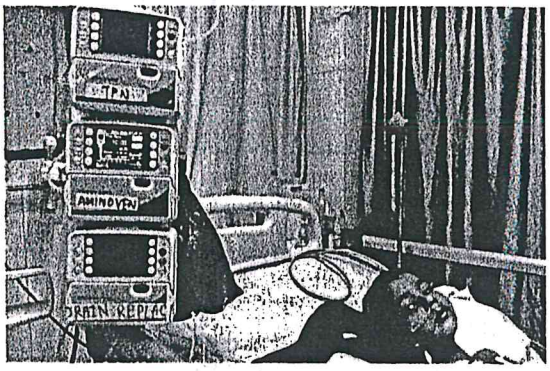




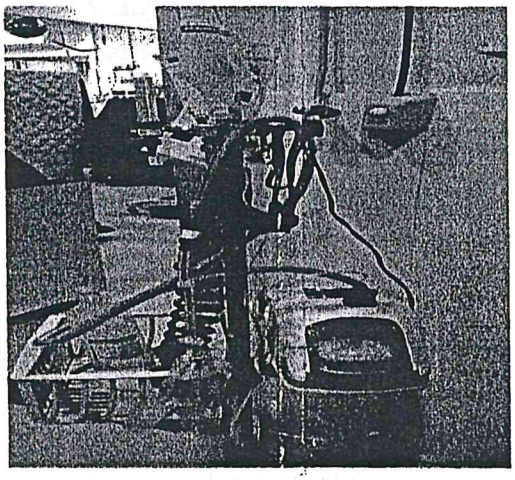
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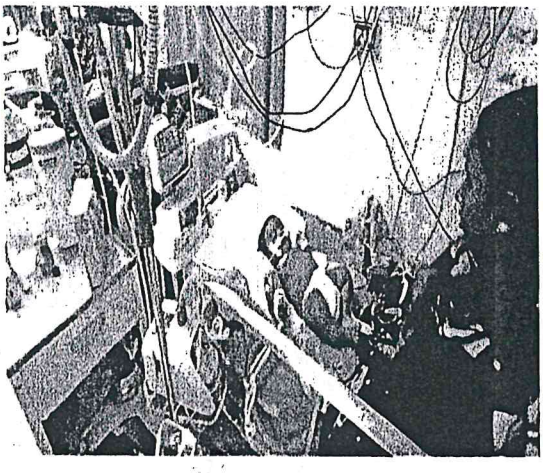
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6. **HHNFO (AIRVO):** This is a machine used for providing warm and humidified air to patients suffering from respiratory illness. The machine is used in the Paediatric Intensive Care Unit (PICU). It has been installed on 23rd December, 2020 and has been functioning for more than two years. Only 1 patient can use it at a time hence, on a monthly basis, 30 patients can benefit from it. Till date, the machine has catered to over 1293 patients and the amount charged for the AirVo is Rs 500. The cost of installing the machine was 336,000 RS. and the annual maintenance charges are Rs. 11,000. 3 people are involved at the start of the machine which includes one Doctor : Registered Under West Bengal Medical Council, one Biomedical Engineer from Maulana Abdul Kalam Azad University of Technology, and one Nursing Staff from West Bengal Nursing Council. After the start of the machine, only the nurse monitors the patient and looks after the proper functioning of the unit. No major challenges have been reported in running the machine and the hospital administration is content with its working. The longevity of the machine is for 10 to 15 years, approximately.

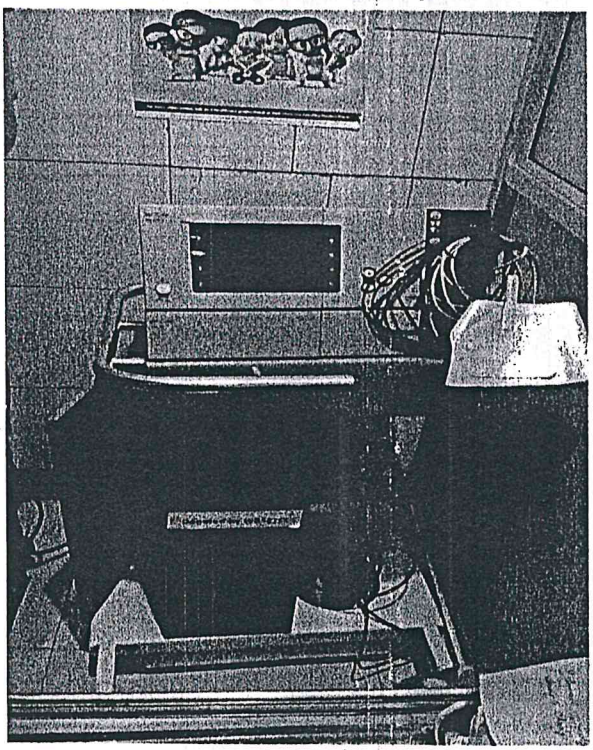




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7. **VIO22D:** This is a machine used in carrying out endoscopic procedure in PICU The machine is used in the Paediatric Intensive Care Unit (PICU). It has been installed on 19th August, 2021 and has been functioning for more than two years. 3 patients can use it daily and on a monthly basis, 45 patients can benefit from it. Till date, the machine has catered to over 536 patients and the amount charged for the machine is Rs 2200. The cost of installing the machine was Rs. 2,094,400 and the annual maintenance charges are Rs. 65,000. 4 people are involved at the start of the machine which includes one Doctor : Registered Under West Bengal Medical Council, one Biomedical Engineer from Calcutta University, one Nursing Staff from West Bengal Nursing Council, and one Helper from WBCHSE. No major challenges have been reported in running the machine and the hospital administration is content with its working. The longevity of the machine is for 10 to 15 years, approximately.

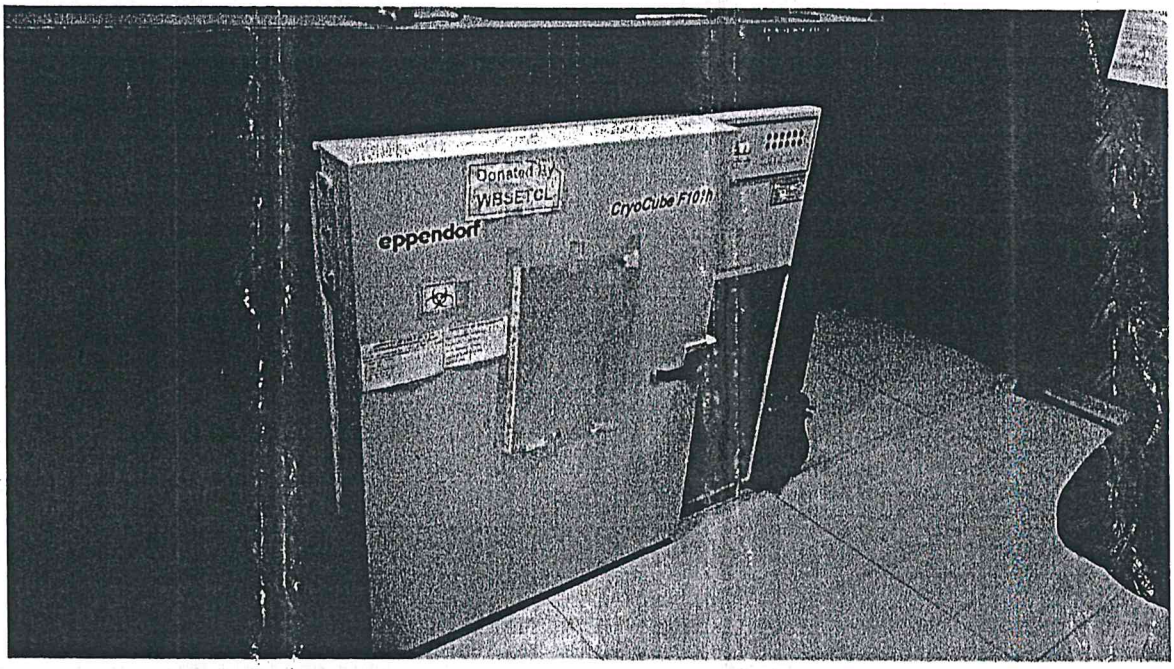


8. **EPPENDORF (ULF FREEZER):** This is a freezer used to preserve and store food products, medical equipment, blood samples, medicines and injections, etc. for a long period of time. It has been installed on 27th July, 2021 and has been functioning for more than

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two years. Samples of 10 patients can be stored in it on a daily basis and 240 patients on a monthly basis. Till date, the machine has catered to over 2885 patients and the amount charged for the freezer is nil. The cost of installing the freezer was Rs. 509,760 and the annual maintenance charges are Rs. 15,000 . 3 people are involved for the maintenance of the freezer which includes one Doctor : Registered Under West Bengal Medical Council, one Biomedical Engineer under Calcutta University, and one Technician from Vidyasagar University. No major challenges have been reported in running the machine and the hospital administration is content with its working. The longevity of the machine is for 15 years, approximately.



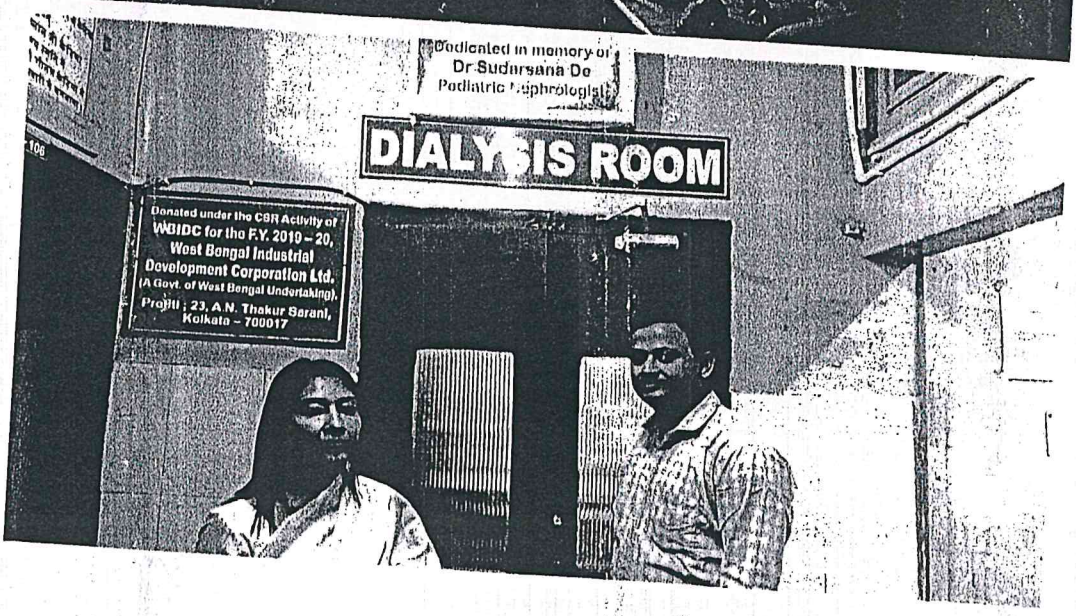
9. **NIKKISO (DIALYSIS):** This is a machine used for patients having kidney failures where the dialysis machine is used for the purification of blood. The machine is used in the Dialysis Room. It has been installed on 21st August, 2021 and has been functioning for more than two years. 2 patients use it on a daily basis and, on a monthly basis, 58 patients can benefit from it. Till date, the machine has catered to over 1175 patients and the amount charged for the unit is Rs. 600. The cost of installing the machine was Rs. 660,800 and the annual maintenance charges are Rs. 20,000. 4 people are involved at the start of the machine

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which includes one Doctor: Registered Under West Bengal Medical Council, one Biomedical Engineer under Calcutta University, Technician: one State Medical Faculty of West Bengal, and one Nursing Staff from West Bengal Nursing Council. No major challenges have been reported in running the machine and the hospital administration is content with its working. The longevity of the machine is for 15 years, approximately.





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STUDY REPORT OF 18 HEALTH CENTRES (INCLUDING RURAL HOSPITALS, SUPER SPECIALITY HOSPITALS, PRIMARY HEALTHCARE CENTRES AND BLOCK PRIMARY HEALTHCARE CENTRES) LOCATED ACROSS DIFFERENT BLOCKS OF MALDA

Name of Hospital: Sujapur Primary Health Centre, Malda

Address: Sujapur, Kalichak-1, Malda, West Bengal- 732206

Number of machines given by WBSETCL: 1 (Autoclave)

Date of installation: 15th February, 2021

Date of study: 18th December, 2023









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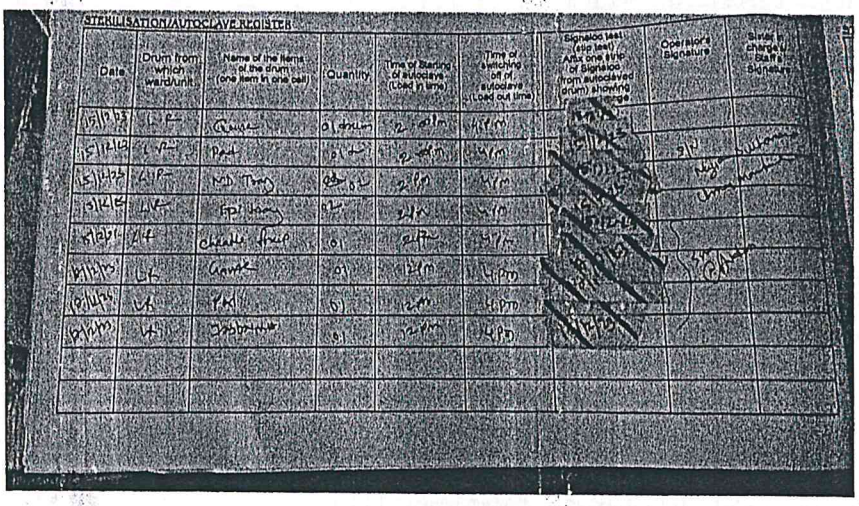
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Background

Sujapur Primary Health Center is a 10 bedded hospital where there is a maternity ward called Matri Ma, which has 50 beds. There are about 10-15 delivery cases per day, all being delivered in a normal process as C- Section is not done here. In the month of November, 227 babies were delivered in the normal delivery process. Other cases include fever, stomach aches, and injuries. The block has a population of 3 lakhs with 12 sub-centres. The most common occurrences of disease include fever, stomach aches, TB, and so on. The population is mainly farmers and small-scale businessmen with shops. The ASHA workers are efficient and have ensured a full institutionalized delivery in the hospital.

Details of medical equipment

1. **Autoclave:** There is 1 autoclave machine which has been installed on 15th February, 2021 and running for the past 2.5 years. The machine is used for the purpose of sterilization of normal delivery equipment trays, pads, gauze, cotton and gloves which are sterilized and reused. In other hospitals, there is no issue with the drying time. The registers for the autoclave are maintained and updated on a daily basis.


STERILISATION/AUTOCLAVE REGISTER

Date	Drum from which ward/unit	Name of the items of the drum (one item in one cell)	Quantity	Time of Starting of autoclave (Load in time)	Time of switching off of autoclave (Load out time)	Signatoc test (slip test) After one strip of Signatoc from autoclaved drum) showing change	Operator's Signature	Store in charge's / Staff's Signature

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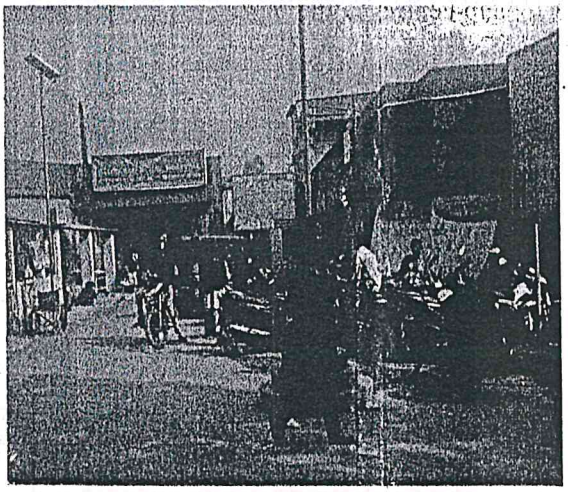
Name of Hospital: Bedrabad Rural Hospital, Malda

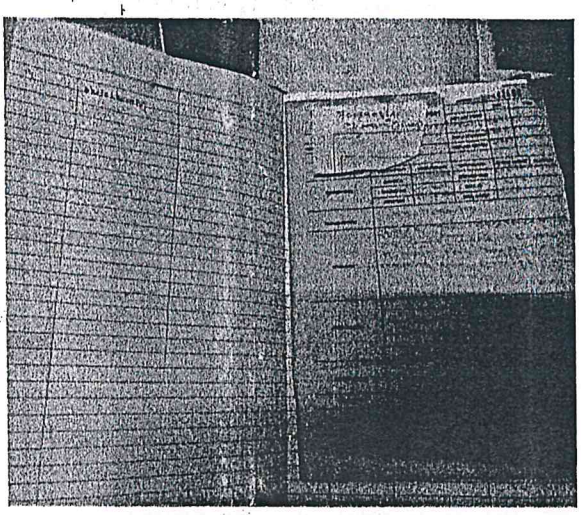
Address: Village Raribona, PO- Bedrabad, Malda, West Bengal- 732210

Number of machines given by WBSETCL: 5 (Horizontal Autoclave, Analog X- ray cassette, trial box, Phototherapy)

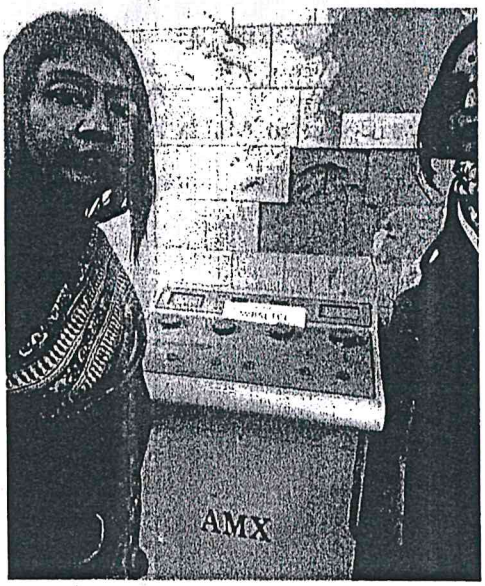
Date of installation: 15th February, 2021

Date of study: 18th December, 2023









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Background

The population of the block is 4.5 lakh as per the 2011 census. This is a 30 bedded hospital but 80-100 patients are admitted here daily. So beds are increased as per needs. Fever, diarrhea, and stomach aches are the common diseases that occur here. The patients are given free treatment here as they come from poor economic backgrounds. They are mostly farmers and migratory laborers who migrate to south India, Gulf countries, North India and so on. There are only 1% tribal population scattered across several villages. The tribal communities include Murmu, Kisku, etc. There are almost 200-250 deliveries monthly and 3000 deliveries per year. All the delivery cases are normal, without involving C- Section. There are 42 sub-centres in the block with 300 efficient ASHA workers who ensure mother and child health and have successfully ensured full institutionalized delivery in the hospital.

Details of the equipment

1. **X-ray machine**: the machine is physically present but it will be relocated to Manichak rural hospital.
2. **Trial Box**: A trial box is present and is in use.
3. **Autoclave Machine**: the machine is in daily use and functions well. There are no issues with drying. A log register is maintained and updated on a daily basis, which shows the time of use of the machine.
4. **Phototherapy Machine**: this is an important machine for jaundiced babies since every 1 out of 10 babies require this machine. For other babies requiring blood transfusion, they are sent to Malda as special referral cases. However, the "bulb" of the phototherapy machine is not functioning. They had registered a complaint to higher authorities regarding the issue.

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Name of Hospital: Silampur Rural Hospital, Malda

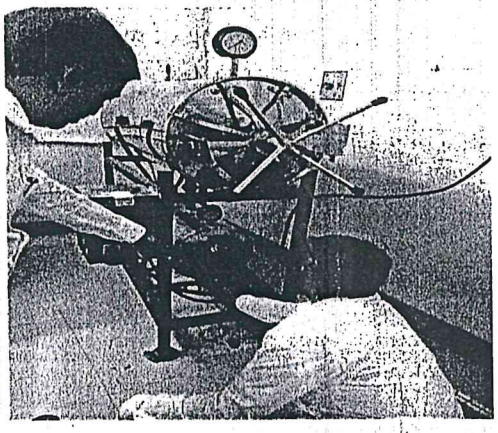
Address: Silampur, Kaliachak-1, Karari Chandpur, Malda, West Bengal- 732210

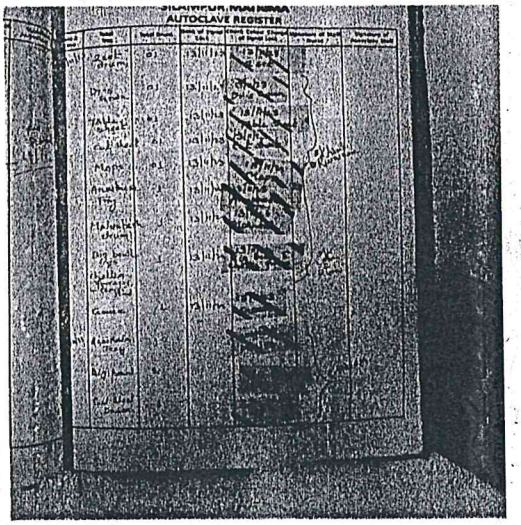
Number of machines given by WBSETCL: 2 (Horizontal Autoclave, trial box)

Date of installation: 15th February, 2021

Date of study: 18th December, 2023







Background

This is a 30 bedded hospital and is very important because it has an operation theatre equipped with C-Section facilities. A lot of C-section deliveries occur here at Matri Ma, which has 100 beds. All registers are maintained and updated regularly. The population of the block is 480000 and has 43 subcenters with 325 efficient ASHA workers. The most common occurrences of disease include fever, stomach aches, TB, and so on. The population are mainly farmers, migratory labourers and

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so on. The ASHA workers are efficient and have ensured a full institutionalized delivery in the hospital. However, there are still a few home delivery cases which occur due to great distances when the ambulance is unable to reach on time and the child is born in a vehicle en-route to the hospital. This is not a tribal belt and does not have a tribal population.

Details of medical equipment

1. **Autoclave machine:** This machine is in good condition and has a huge impact in society as it facilitates in the well-being of many patients. The machine helps in the assistance of delivery of babies and has helped the local rural population to a great extent.
2. **Trial Box:** the trial box is kept in the ophthalmology department and works in a fine condition. However, no pictures could be taken of it.

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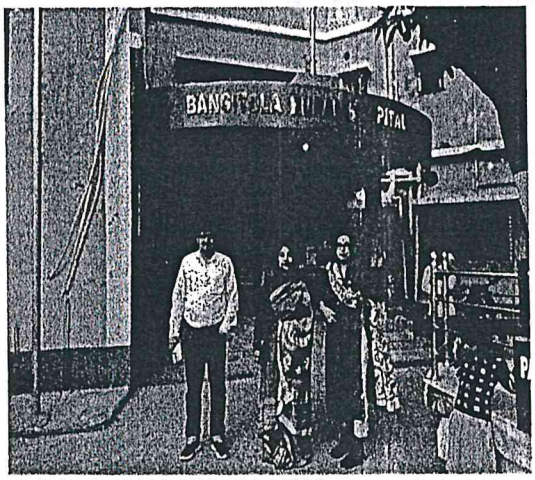
Name of Hospital: Bangitola Rural Hospital, Malda

Address: Kasimbazar, PO- Bangitola, Malda, West Bengal- 732210

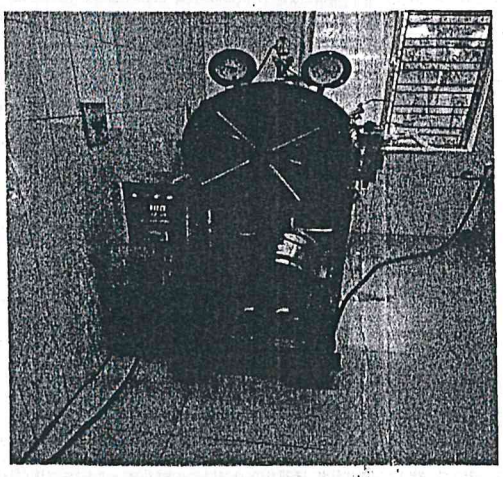
Number of machines given by WBSETCL: 6 (X-ray machine, Horizontal Autoclave, CR System, Analog X-ray cassette, trial box, DG Set)

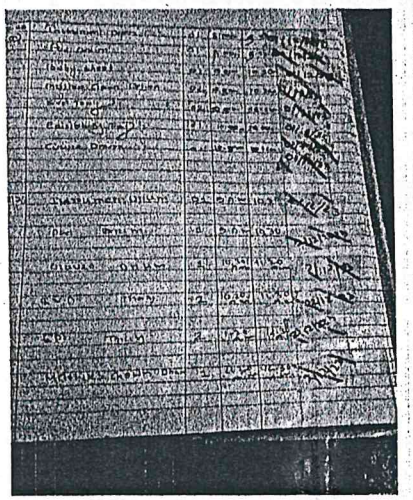
Date of installation: 15th February, 2021

Date of study: 18th December, 2023









Background

This is a well maintained 30 bedded hospital which is very clean and has a patient friendly environment. There are posters and signboards, which spread awareness about diseases and information. There are lot of greenery surrounding the hospital. Many patients visit here from

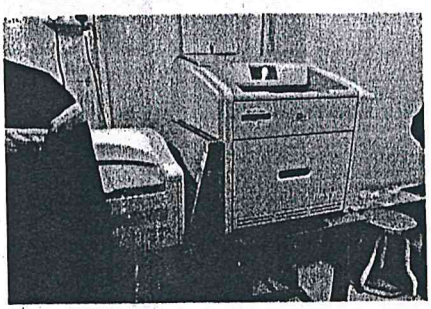
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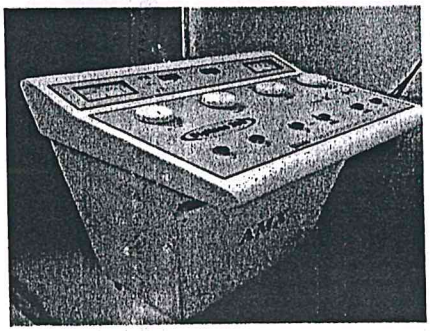
Jharkhand and most of the common occurrences of diseases are that of Tuberculosis. 20-25 cases of TB are found here every year. The block has a population of 246192 people with 35 sub-centres with 218 ASHA workers. Most common occurrence of disease include fever, stomach aches, TB, and so on. The population are mainly farmers, small scale businessmen having shops and migratory laborers. The patients travel from as far as 15 km to get treatment here. The ASHA workers are efficient and have ensured a full institutionalized delivery in the hospital.

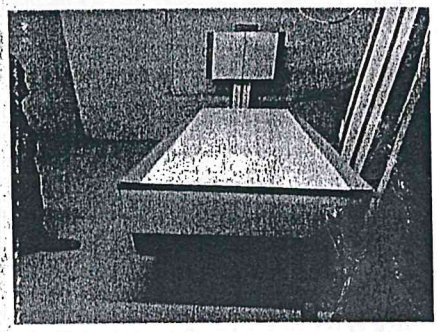
Details of medical equipment

1. **X-ray machine, CR system, Analog X-ray Cassette:** these equipment are present. The setting up of these machines have helped the local population as they can avail the X-Ray services without traveling to greater distances.
2. **Horizontal Autoclave:** it is in a fine working condition and registers are maintained and updated on a regular basis.
3. **Trial box:** this equipment works fine and is kept in the OPD section. Eye camps are held month which is attended by 35 people (approximately)
4. **DG Set:** this is in a fine condition and provides backup power for the entire unit.









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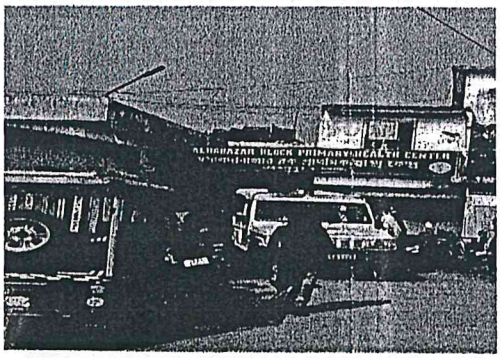
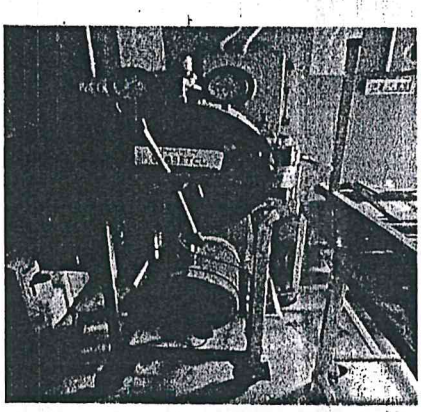
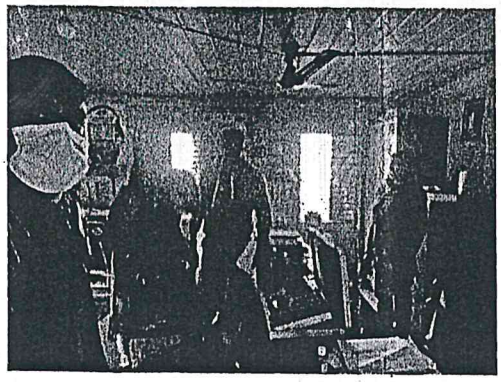
Name of Hospital: Masshaldahabazar Rural Hospital, Malda

Address: Village Karili, Harishchandrapur-2, Mashaldaha, Malda, West Bengal- 732210

Number of machines given by WBSETCL: 3 (Horizontal Autoclave, Phototherapy unit, trial box)

Date of installation: 15th February, 2021

Date of study: 19th December, 2023


Background

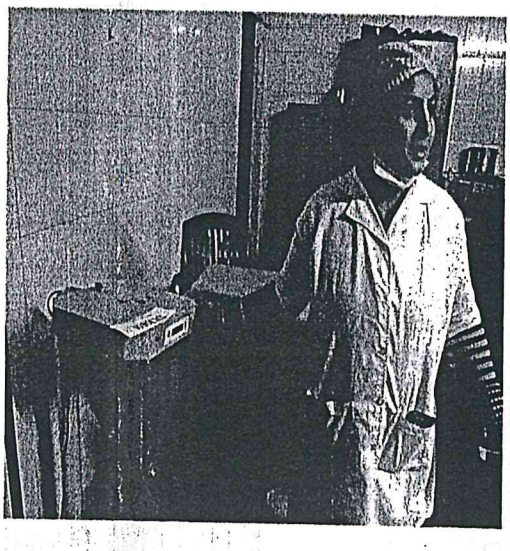
This is a 30 bedded hospital. The block has a population of 263075 with 34 sub-centres and 4 catering to tribal areas. There are 223 ASHA workers in total. Most common occurrence of disease include fever, stomach aches, TB, and so on. The population are mainly farmers, small-scale businessmen having shops and migratory labourers. The ASHA workers are efficient and have ensured a full institutionalized delivery in the hospital. Eye camps are held often and eye camp registers are maintained. Around 80 patients attend the camp each month.

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Details of medical equipment

1. **Horizontal autoclave:** the machine is in good condition. Pressure cooker is used for sterilization purposes. It needs to be checked whether the pressure cooker can adequately sterilize the medical equipment.
2. **Phototherapy unit:** it is present and functional but it will be relocated to Chanchal super specialty hospital.
3. **Trial Box:** it is present and in and the ophthalmic assistant comes from Harishchadrapur when the box is used.





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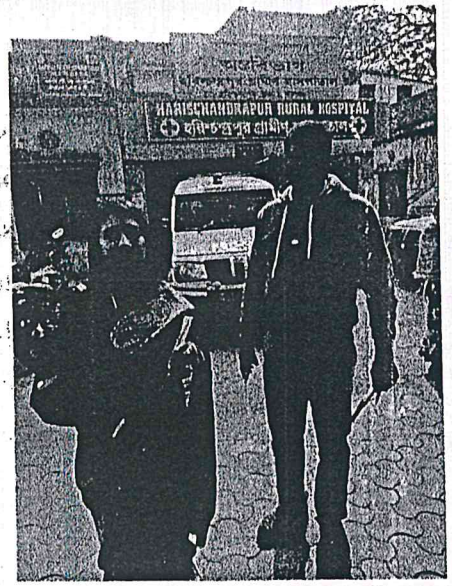
Name of Hospital: Harishchandrapur Rural Hospital, Malda

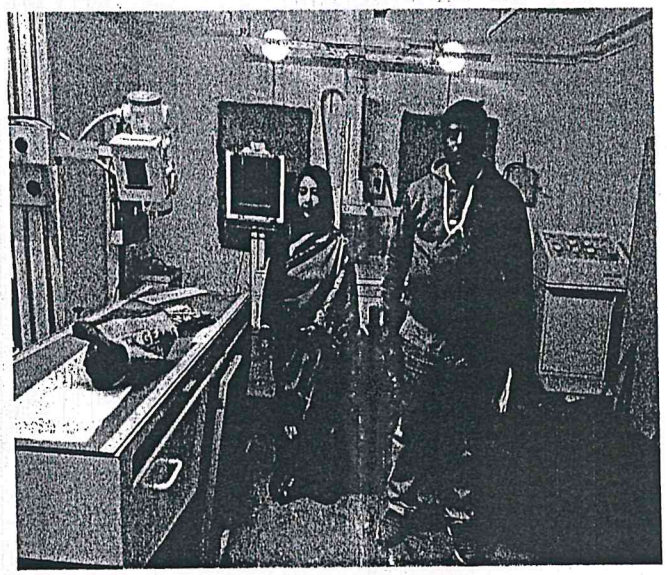
Address: Harishchandrapur-1, Malda, West Bengal- 732210

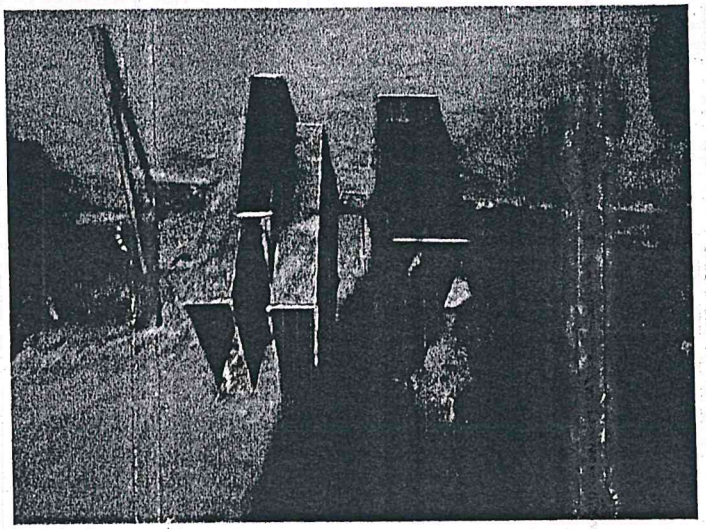
Number of machines given by WBSETCL: 5 (X-ray machine, Horizontal Autoclave, Phototherapy unit, Analog X-ray cassette, trial box)

Date of installation: 15th February, 2021

Date of study: 19th December, 2023

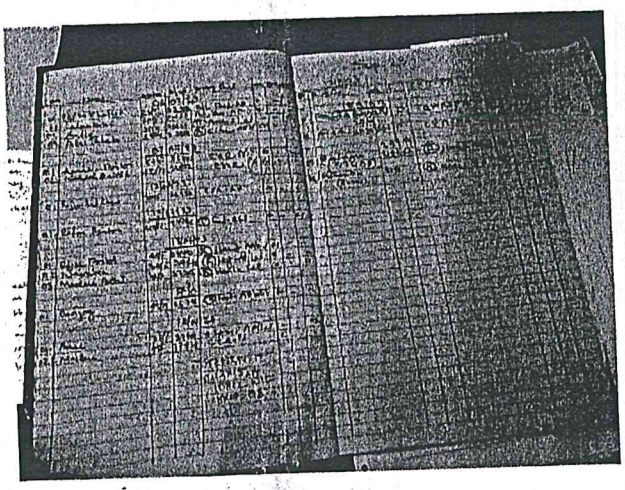


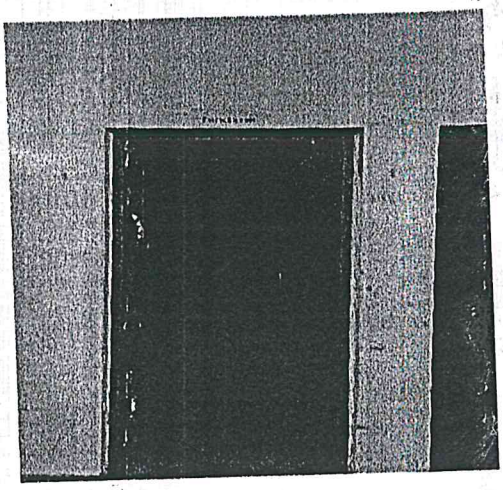




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Background

This is a 60-bed hospital with an extra 70-80 beds in provision for a high inflow of patients. The block has a population of 2,20,580 with 26 sub-centres and only 2 of them cater to tribal areas. The tribal populations are from Murmu, Orao, Mushahar communities. They come from villages of Wari, Biasa, Nayatola, Gargari. Most common occurrence of disease include fever, stomach aches, TB, accidental cases, legal and homicidal cases, cases of domestic violence which are maximum, and so on. The population are mainly farmers, small scale businessmen having shops and migratory laborers. There are 176 ASHA workers, all of whom are efficient and have ensured a full institutionalized delivery in the hospital.

Details of the Medical equipment

1. **X- ray machine with analog X-ray cassette**: it is installed but at present no other alternative machine is available. The machine provides service to the local people.
2. **Trial box:** present and in use. It is used in eye camps which are held every month and attended by 50 patients on an average.
3. **Horizontal Autoclave machine:** the machine takes a long time to start and work efficiently. It heats up easily. An engineer has been called.
4. **Phototherapy unit:** it is there but not used unless needed for jaundice cases.

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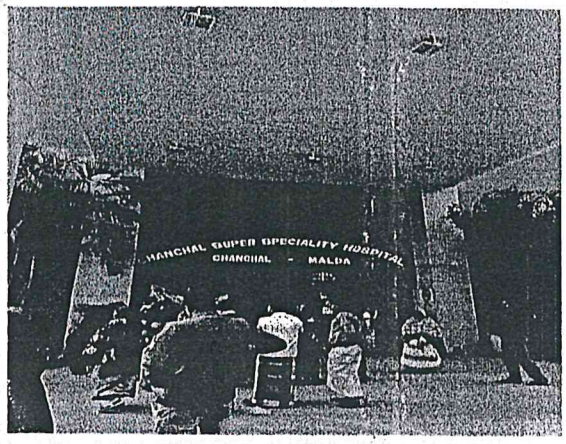
Name of Hospital: Chanchal super specialty hospital, Malda

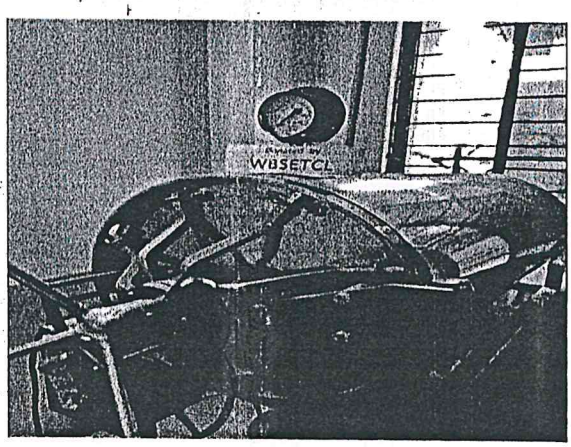
Address: Chanchal-1, Malda, West Bengal- 732210

Number of machines given by WBSETCL: 3 (Horizontal Autoclave, Biometric (A-Scan), trial box)

Date of installation: 15th February, 2021

Date of study: 19th December, 2023





Background

It is a 322 bedded super specialty hospital with a monthly flow of 4500 patients. The beds are increased with an inflow of patients who come from far away places such as Uttar Dinajpur, etc. Since it is a super speciality hospital, there is an oncology unit, EN department, radiology department and so on. 450 deliveries are done here monthly due to the availability of C-sections. Since it is a super-speciality hospital, there are no blocks or subcentres under this.

Details of equipment

1. **Horizontal Autoclave**: there is a horizontal autoclave machine which is in use
2. **Biometric (A-Scan):** it is present and is in use.
3. **Trial box:** is in use and is kept at the office of Chief Medical officer.it is taken out every month at eye camps which is attended by 2100 patients. The patients are satisfied with the ophthalmology department.

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Name of Hospital: Malatipur rural hospital, Malda

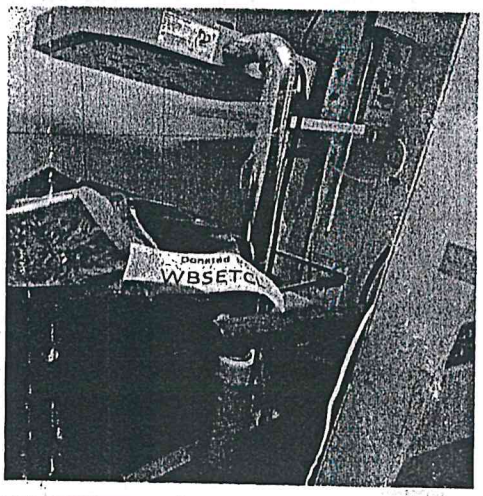
Address: Malatipur, Chanchal-2, Malda, West Bengal- 732210

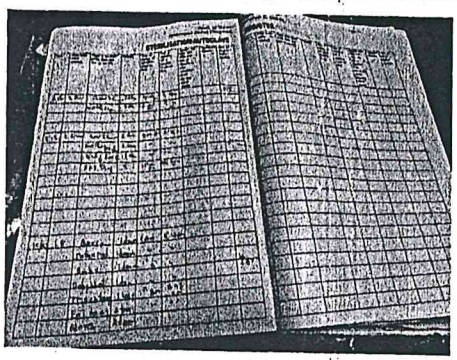
Number of machines given by WBSETCL: 3 (Horizontal Autoclave, Phototherapy Unit, trial box)

Date of installation: 15th February, 2021

Date of study: 19th December, 2023







Background

This is a 30 bedded hospital where extra beds are added in case of emergency. The block has a population of 204700 with 26 sub-centres and 5 subcentres catering to tribal areas. There are 185 ASHA workers who work efficiently. The tribal populations are from Hemrom, Soren, and Tudu communities. They come from villages of Khandaroh, Khmepur, Jilapur, Kaloganj and so on. Most common occurrence of disease include fever, stomach aches, diarrhea, and so on. The population are mainly farmers, small-scale businessmen having shops and migratory labourers. The ASHA workers are efficient and have ensured a full institutionalized delivery in the hospital. There are 170 delivery cases

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in a month, with mostly young females being first- time mothers at the age of 18-21.

Details of equipment

1. **Horizontal Autoclave:** the machine is in use and register is maintained.
2. **Phototherapy Unit:** it is kept in the store and is not in use.
3. **trial box:** the trial box is kept.

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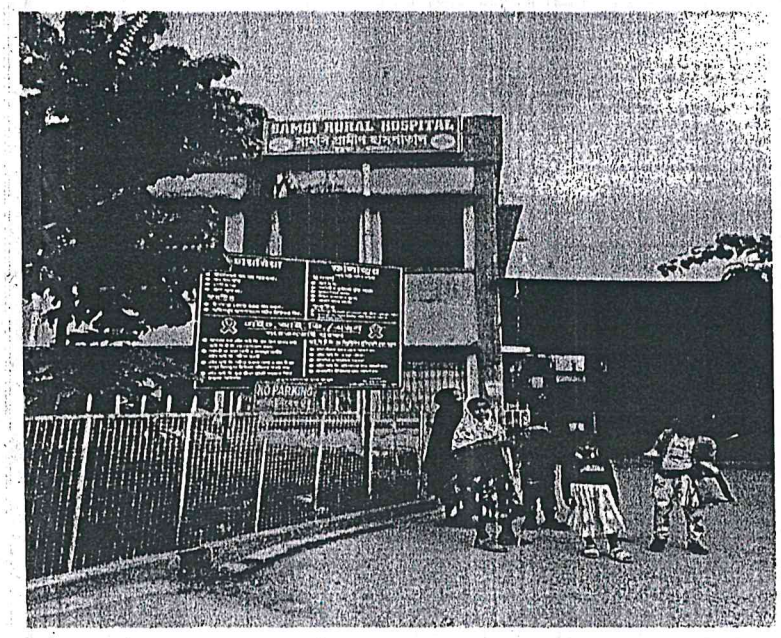
Name of Hospital: Samsi primary health centre, Malda

Address: Village- Samsi, Malda, West Bengal- 732210

Number of machines given by WBSETCL: Autoclave

Date of installation: 15th February, 2021

Date of study: 19th December, 2023



Background

This is a 30 bedded hospital, but can accommodate extra beds if needed. A few of the population is tribal here as 1-2% patients taking admission here come from tribal backgrounds. The tribal populations are from Murmu and Orao, communities. They come from villages of Kandaram mostly. There are 36 subcentres in the block. Most common occurrence of disease include fever, stomach aches, edgy, diarrhea, and so on. The population are mainly farmers, small-scale businessmen having shops and migratory labourers. The ASHA workers are efficient and have ensured a full institutionalized delivery in the hospital.

Details of the equipment

1. **Autoclave:** The machine is present and functional.

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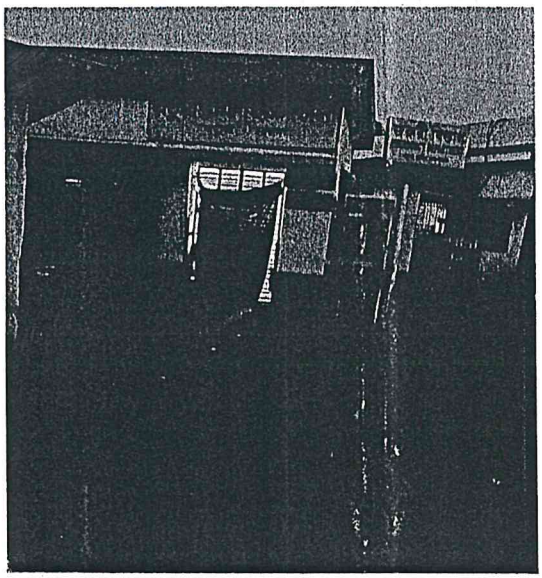
Name of Hospital: Ratua rural hospital, Malda

Address: Village- Ratua, Malda, West Bengal- 732210

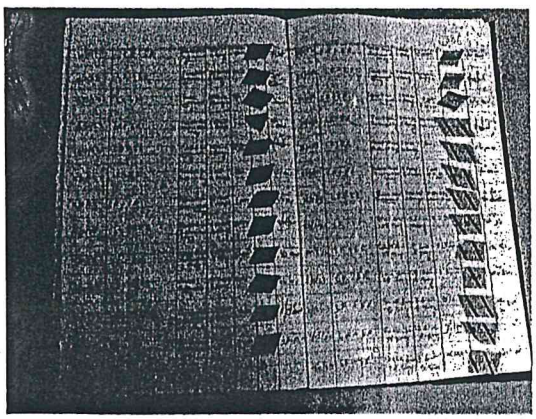
Number of machines given by WBSETCL: 5 (Horizontal Autoclave, Phototherapy unit, Analog trial box)

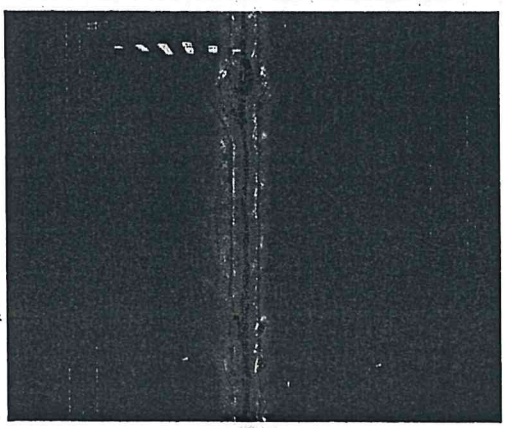
Date of installation: 15th February, 2021

Date of study: 19th December, 2023









Background

It is a 30 bedded hospital. which is increased to 40 due to high inflow of patients. The block has a population of 3.5 lakhs with 40 sub-centres and 2 in tribal areas. The tribal populations are from Murmu,

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Orao, etc. communities. They come from villages of Bihari, Soladebpur, Ratua 2. Most common occurrence of disease include fever, stomach aches, respiratory distress, TB, and so on. The population are mainly farmers, small-scale businessmen having shops and migratory laborers. There are 23 6 ASHA workers who are efficient and have ensured a full institutionalized delivery in the hospital. there are 1 delivery cases per day, and the mothers are provided with a testing kit for the testing of HIV positive cases.

Details of medical equipment

1. **Horizontal Autoclave:** it is in working condition and registers is maintained and updated. 20 trays can be inserted in the machine at a time. The machine can be used for efficient sterilization of medical equipments and at the same time protects against HIV viruses and bacteria from spreading to other patients.
2. **Trial box:** it is kept
3. **Phototherapy Machine:** The machine is present and functional.

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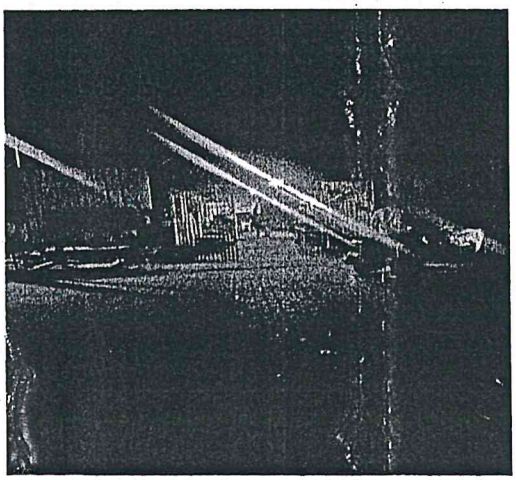
Name of Hospital: Araidanga rural hospital, Malda

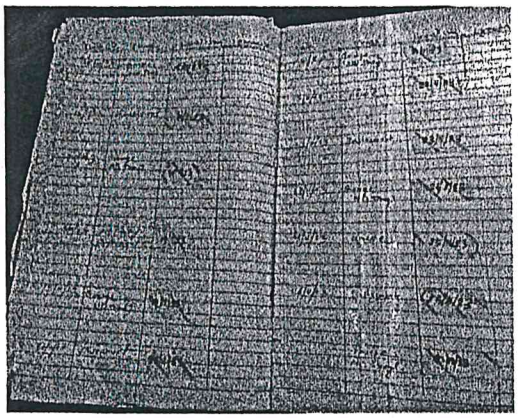
Address: Village- Araidanga, Malda, West Bengal- 732210

Number of machines given by WBSETCL: (Autoclave, trial box)

Date of installation: 15th February, 2021

Date of study: 19th December, 2023






Background

This is a 60 bedded hospital but an addition of 45-50 beds can be added if under pressure. The block has a population of 2022000 with 25 sub-centres and 5 in tribal areas. The tribal populations are from Khamar communities. These people are either highly educated and working in government jobs or are poor farmers. They come from villages of Haripur, Musorpara, Mondal para, Sripur and so on. Most common occurrence of disease include fever, stomach aches, TB, respiratory illness and so on. The population are mainly farmers, small scale businessmen having

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shops and are migratory laborers. The ASHA workers are efficient and have ensured institutionalized delivery in the hospital.

Details of the equipment

1. **Autoclave:** Prior to the installment of Autoclave machine, a pressure cooker was used purpose of sterilization. Now, with the installation of an autoclave machine, the proces sterilization is much quicker, easier, and more effective than before.
2. **Trial box:** is kept and used.

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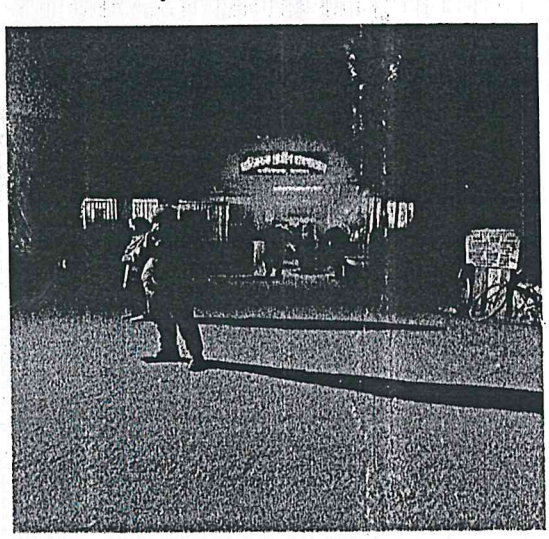
Name of Hospital: Manichak rural hospital, Malda

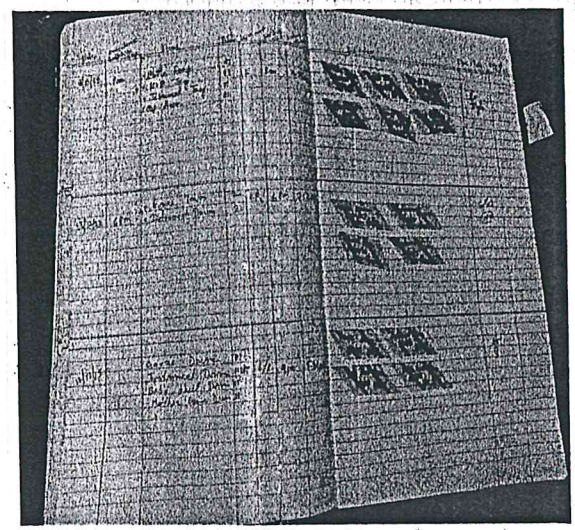
Address: Village- Manichak, Malda, West Bengal- 732210

Number of machines given by WBSETCL: 3 (Autoclave, phototherapy, trial box)

Date of installation: 15th February, 2021

Date of study: 19th December, 2023





Background

It is a 30-bedded hospital where the bed capacity is increased in times of emergency. Extra 10 beds have been added for post-natal mothers recently. The block has a population of 2097000 with 35 sub-centres and only 2 belonging to tribal areas. There are 15000 tribal populations coming from Najerpur village, all the tribals are migrant laborers who migrate to South India for work. The most common occurrences of the disease includes fever, stomach aches, diabetes, hypertension, anaemia in the case of females and so on. The rest of the village population are mainly farmers, small scale businessmen having shops and migratory laborers. The 197 ASHA workers are efficient and have ensured a full institutionalized delivery in the hospital.

Details of the equipment

1. **Autoclave:** it is in working condition and a register is maintained and updated. There are nearly 7-8 deliveries per day for which sterilization is needed.
2. **Phototherapy:**. It is located Bhutni PHC which comes under Manikchak.
3. **Trial Box:** it is present.

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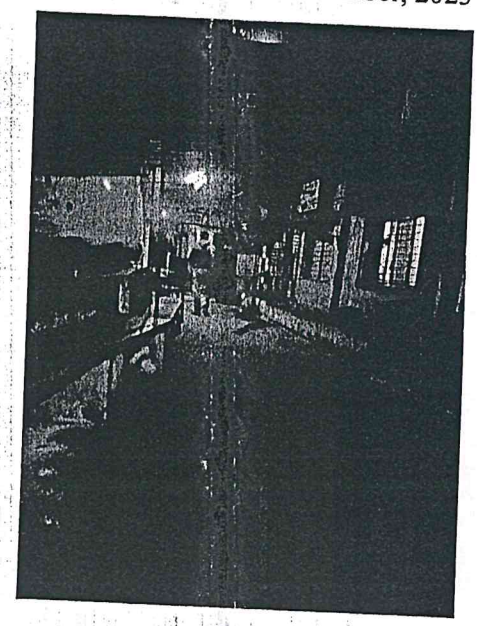
Name of Hospital: Milki Block primary healthcare centre, Malda

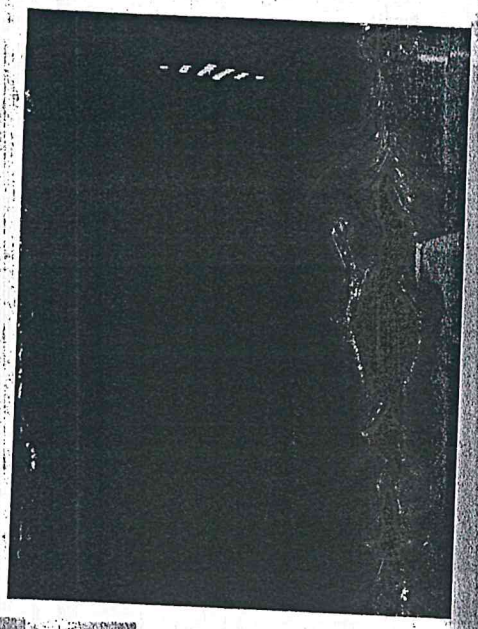
Address: Hospital, Bus Stand, Milki, Malda, West Bengal 732209

Number of machines given by WBSETCL: 3 (Autoclave, phototherapy, trial box)

Date of installation: 15th February, 2021

Date of study: 19th December, 2023







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Background

This is a 30 bedded hospital but the number of beds are increased under pressure. This is not a tribal belt. There are monthly 900 patients admitted due to reasons like respiratory distress, fever, edgy, diarrhea and so on. The population are mainly farmers, small scale businessmen having shops and migratory laborers. The ASHA workers are efficient and have ensured a full institutionalized delivery in the hospital. there are 180 delivery cases on a monthly basis here with the young mothers ranging from 18-21 years of age.

Details of the equipment

1. **Autoclave**: Prior to the installment of Autoclave machine, a pressure cooker was used for purpose of sterilization. Now, with the installation of autoclave machine, the process of sterilization is much quicker, easier and effective than before.
2. **Phototherapy**: the machine is functional
3. **Trial Box:** it is used

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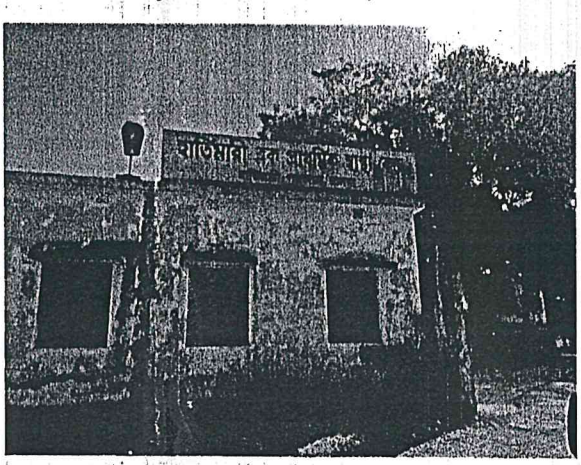
Name of Hospital: Hatimari rural hospital, Malda

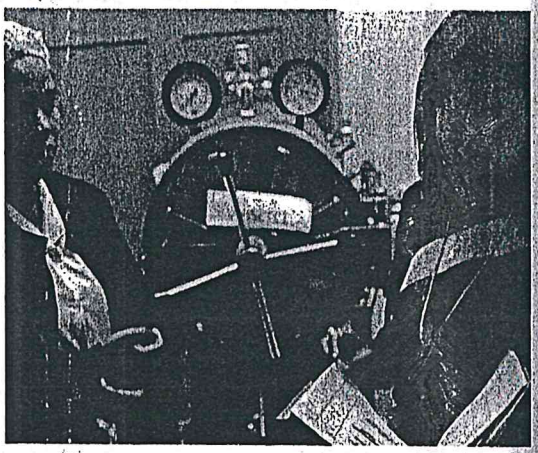
Address: Hatimari, Malda, West Bengal- 732210

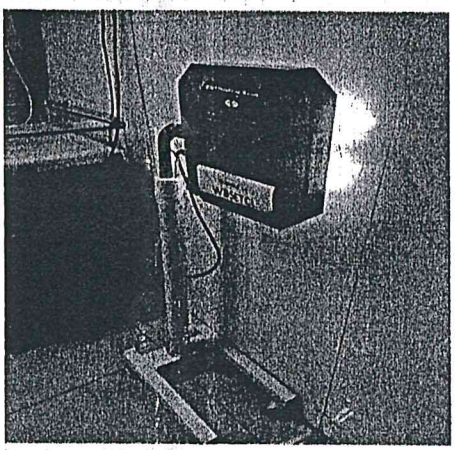
Number of machines given by WBSETCL: 3 (Autoclave, phototherapy, trial box)

Date of installation: 15th February, 2021

Date of study: 20th December, 2023



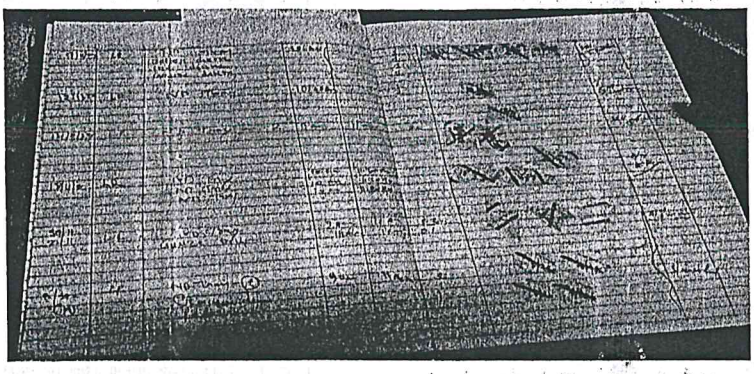






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Background

The patient strength is not so high with only 1-2 delivery cases per day. It is a tribal area. The tribal populations are from the Hansda, Soren, and Tudu communities. They come from villages of Lakhripir, Mlancha, Parul, Basuda, Thikakitha and so on.The installation of the machines have a positive impact since the local tribal people can now have access to improved technology for attaining better healthcare services. The Occurrence of Sepsis has declined with the use of such autoclave machines. The population are mainly farmers, small-scale businessmen having shops and migratory labourers. The ASHA workers are efficient and have ensured a full institutionalized delivery in the hospital. the tribal mothers are very young ranging from 18-21 years of age.

Details of the equipment

1. **Autoclave:** the machine is in use and is operated twice daily. Register is maintained and updated.
2. **Phototherapy:** this machine has never been used and will be relocated to Gazoler rural hospital
3. **Trial Box:** the box is used for healthcare eye camps which are held every month. The box was received recently, although it was purchased in 2021.

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Name of Hospital: Gazole rural hospital, Malda

Address: Gazole, Malda, West Bengal- 732210

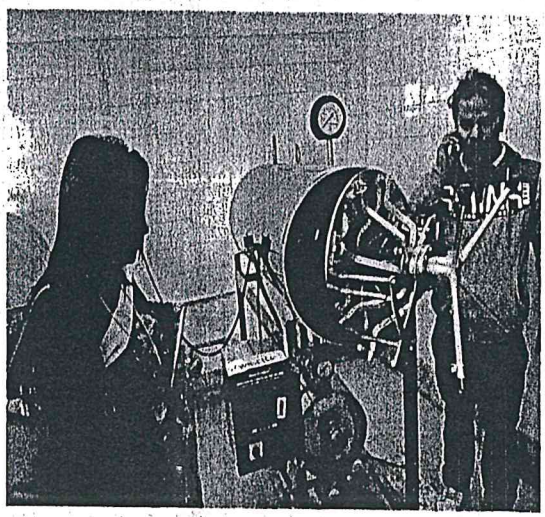
Number of machines given by WBSETCL: 5 (X-ray machine, Horizontal Autoclave, Analog X-ray cassette, CR System, trial box)

Date of installation: 15th February, 2021

Date of study: 20th December, 2023



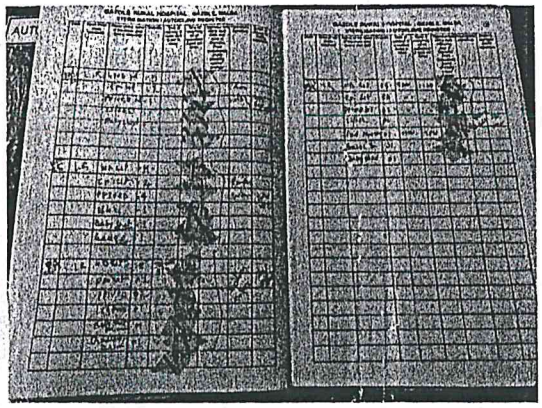


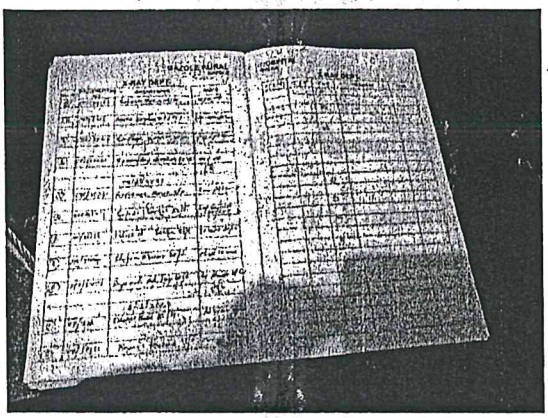




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Background

This is under Hatimari block. This is a 30 bedded hospital now but it will become a SGH in near future. SGH is a 100 bedded hospital. This is a tribal area and caters to the needs of tribal population. 55 subcentres out of 65 caters to tribal areas. The tribal populations are from Murmu, Orao, Hemrom, Hansda, Soren and other communities. They come from villages of Laxmipur, Buzmurk, Bahrail, Saidpur, etc. A SGH will properly cater to the tribal needs. A super is posted here.

The block has a population of 3027200 with total 65 sub centres. Most common occurrence of disease include fever, stomach aches, TB, and so on. The population are mainly farmers, small scale businessmen having shops and migratory laborers. The ASHA workers are efficient and have ensured a full institutionalized delivery in the hospital. 1 out of 3 delivery cases are from families belonging to tribal communities. There is a tribal ASHA worker who goes around spreading awareness on proper health practices and family planning in tribal areas which has a population of 5000.

Details of the equipment

1. **X- Ray machine, CR System, Analog X-ray cassette:** 20 patients use it per day, especially those with road accident cases and TB.
2. **Autoclave:** There are 2 machines, one of which has been donated by WBSETCL. The Autoclave machine is serving the purpose of healthcare. The register for that machine is maintained and updated.
3. **Trial Box:** The box is present and is used mainly in eye camps.

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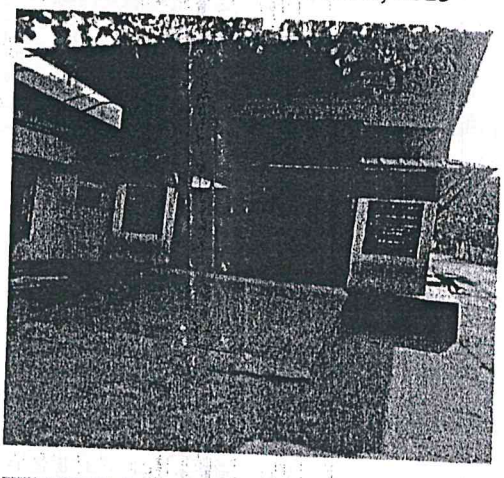
Name of Hospital: Bamongola rural hospital, Malda

Address: Mudipukur, P.O- Maheshpur, Bamangola, Malda, West Bengal

Number of machines given by WBSETCL: 4 (Autoclave, phototherapy, PSA system, trial box)

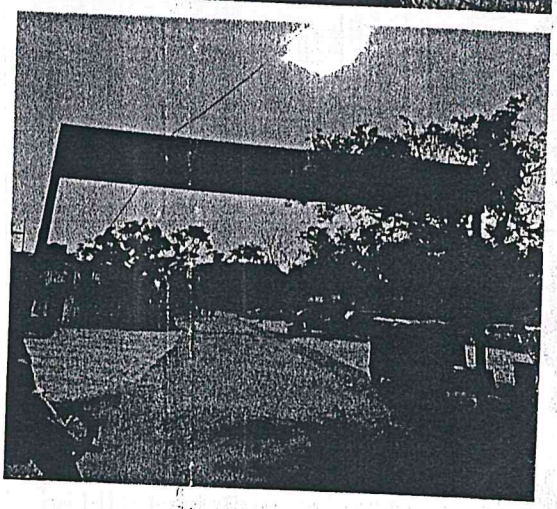
Date of installation: 15th February, 2021

Date of study: 20th December, 2023









Background

Generally, patients come here with fever, poison consumption, accidents. It is a 30 bedded hospital where beds are increased in case of high flow of patients. 50% of the population is tribal. The tribal populations are from Murmu, Soren, Hansda, and Hemrom communities. They come from villages of Nimdanga, Chatia, Paikatdanga, Dangi, Haspukur, Ashrampur and so on. 30% of the patients come for normal delivery with 80 deliveries on an average per month. The efficient ASHA workeers have guaranteed almost full institutional delivery. During winter the admission falls to 20 patients

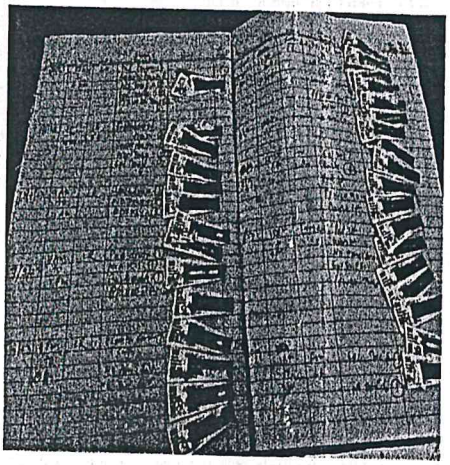
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per day. During monsoon, due to dengue, the cases rise to 50-60 admissions daily. The block has a population of 1,055,000. Most common occurrence of disease include fever, stomach aches, TB, and so on. The population are mainly farmers, small scale businessmen having shops and migratory laborers.

Details of the equipment

1. **Autoclave:** it is functional and register is updated.
2. **Trial Box:** it is in use and present in the ophthalmology department.
3. **Phototherapy**: it is in use
4. **PSA System:** the machine is used to generate oxygen. Rs. 2 lakhs is required for maintenance per annum. It is used only when the patient load is higher. Otherwise, when not in use, there is no maintenance cost. At present, it has electrical wire connection problems but the machine is in running condition. It is a joint collaboration between Punjab National Bank and WBSETCL.







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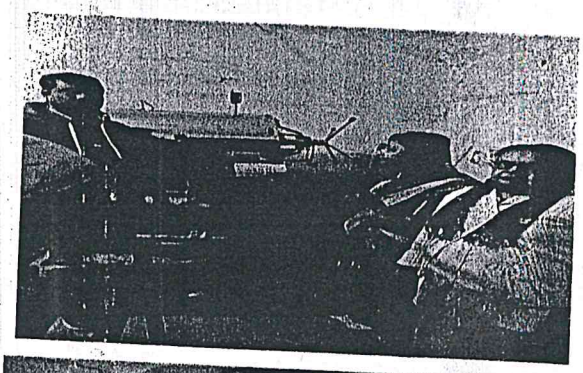
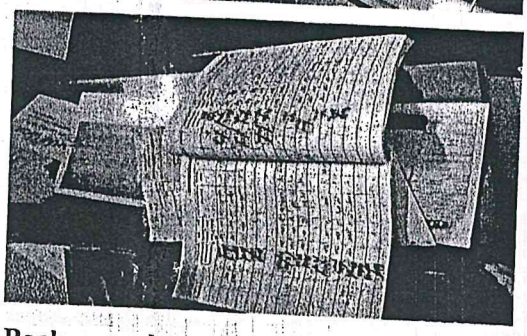
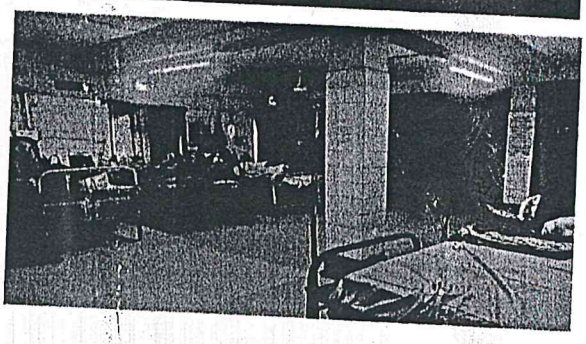
Name of Hospital: R. N. Roy rural hospital, Malda

Address: Kachu Pukur, Bulbulchandi, West Bengal 732122

Number of machines given by WBSETCL: 2 (Autoclave, trial box)

Date of installation: 15th February, 2021

Date of study: 20th December, 2023

Background

There are 30-35 patients daily and around 12-15 patients in the labor room. During winter the number falls to 9-12 labor patients. It is a tribal area. There are only 30 beds here but number of beds are increased during pressure. Out of 346 villages, 330 village has tribal population. The tribal people are generally migratory laborers and their daily income is Rs. 300-350. They come to their village during off season. The tribal populations are from Murmu, Soren, Hansda comunitities . They come from villages of Manoharpur, Dumpur, Khujipur, Srerampore, Janki Bati, Krishnnapur and so on.

The ASHA workers have worked efficiently to spread awareness in these areas. In the accounts of Rakhi, an ASHA worker who had joined in 2008, there has been a lot of changes in the belief and mentality of people. Instead of going to local village religious heads such as *ojhas* or *gunin,* during childbirth, the families now come to the hospital as they get free treatment, vaccines and medicines.

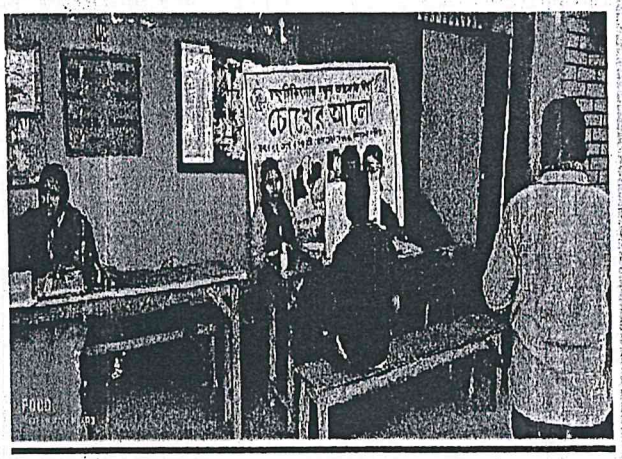
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The hospital is also clean and hygienic which reduces chances of mother and child infections. The declining presence of *Dai Maa*, who are midwifes helping in home delivery of babies, show the increasing faith of people in the hospitals and the service it provides to them. The patients come for getting medicines of fever, stomach issues, diarrhea, dengue and so on. Many children suffer from respiratory distress in this area and come to the hospital for medicine. The women who become first time mothers are generally from the age group 18-21 years of age and each family has more than 2 children.

Details of the equipment

1. **Autoclave:** it is in use due to inflow of labor patients.
2. **Trial Box:** it is present and in use. The trial box is used mainly at the eye checkup camps Which are held every month.



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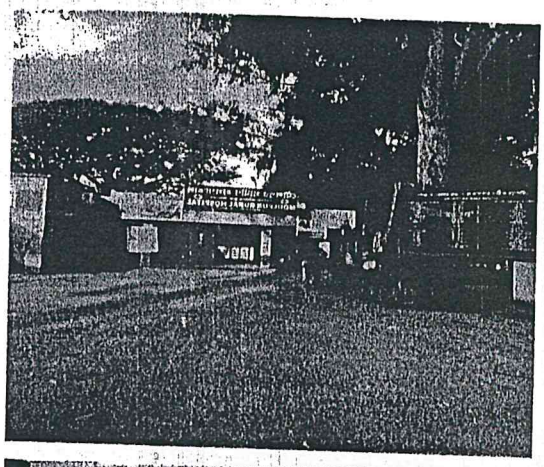
Name of Hospital: Moulpur rural hospital, Malda

Address: Ramchandrapur, Old Malda road, Malda

Number of machines given by WBSETCL: 2 (Autoclave, trial box)

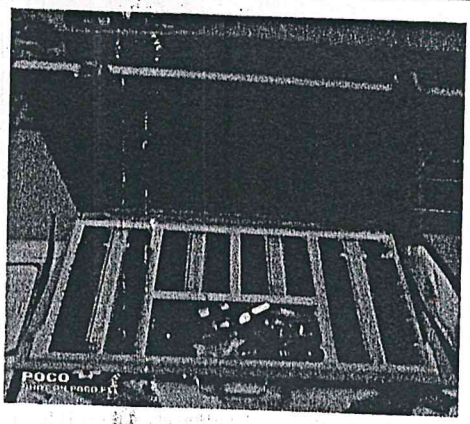
Date of installation: 15th February, 2021

Date of study: 20th December, 2023









Background

The block has a population of 181241 people with 26 sub-centres and 16 subcentrtes in tribal areas. There are 160 ASHA workers in total who cater to this population. Most common occurrence of disease include fever, stomach aches, cataract problem of eye, ENT, COPD and so on. The population are mainly farmers, small scale businessmen having shops and migratory laborers. The ASHA workers are efficient and have ensured a full institutionalized delivery in the hospital. Out of 89 delivery cases, 51 are from tribal families. The tribal populations are from Murmu, Hansda, Rajbanshi, Hemram, Tudu communities. They come from villages of Bhbauk, Jatradanga, Mahishbathani, Muchia and Sahapur GP.

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Details of the equipment

1. **Autoclave:** Prior to the installment of Autoclave machine, a pressure cooker was used for purpose of sterilization. Now, with the installation of autoclave machine, the process of sterilization is much quicker, easier and effective than before.
2. **Trial Box:** it is present in the ophthalmology department. It is used in eye camps which are held every month and attended by 191 people on average.

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AN OVERVIEW OF EQUIPMENT FOUND AT MALDA

Serial Number	Name of the Hospital	Name of the equipments (supply from DM Office)	Date of installation	Working condition
1	Harishchandrapur RH	X-ray machine, Horizontal Autoclave, Phototherapy unit, Analog X-ray cassette, trial box	15.02.2021	Present
2	Masshaldabazar RH	Horizontal Autoclave, Phototherapy unit, trial box	28-05-2023	Present
3	Chanchal SSH	Horizontal Autoclave, Biometric (A-Scan), trial box	15.02.2021	Present
4	Malatipur RH	Horizontal Autoclave, Phototherapy unit, trial box	15.02.2021	Present
5	Ratua RH	X-ray machine, Horizontal Autoclave, Phototherapy unit, Analog X-ray cassette, trial box	2021	Present
6	Samsi RH	Autoclave	2021	Present
7	Araidnaga RH	Autoclave, trial box	22-1-2022	Present
8	Hatimari RH	Autoclave , trial box, phototherapy,	15.02.2021	Present
9	Gazole RH	Horizontal Autoclave, trial box, CR System, X-Ray, Analog X-ray cassette	07-01-2023	Present
10	Bamongola RH	Autoclave, phototherapy , PSA system, trial box	15.02.2021	Present
11	R.N.Roy RH	Autoclave, trial box	15.02.2021	Present
12	Moulpur RH	Autoclave, trial box	15.02.2021	Present
13	Milki BPHC	Autoclave, phototherapy , trial box	15.02.2021	Present

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14	Manikchak RH	Autoclave, phototherapy , trial box	16/10/2022	Present
15	Silampur RH	Autoclave, trial box	15.02.2021	Present
16	Sujapur PHC	Autoclave	15.02.2021	Present
17	Bangitola RH	X-ray machine, Horizontal Autoclave, CR System, Analog X-ray cassette, trial box, DG Set	15.02.2021	Present
18	Bedrabad RH	X-ray machine, Horizontal Autoclave, Analog X-ray cassette, trial box, Phototherapy	15.02.2021	Present

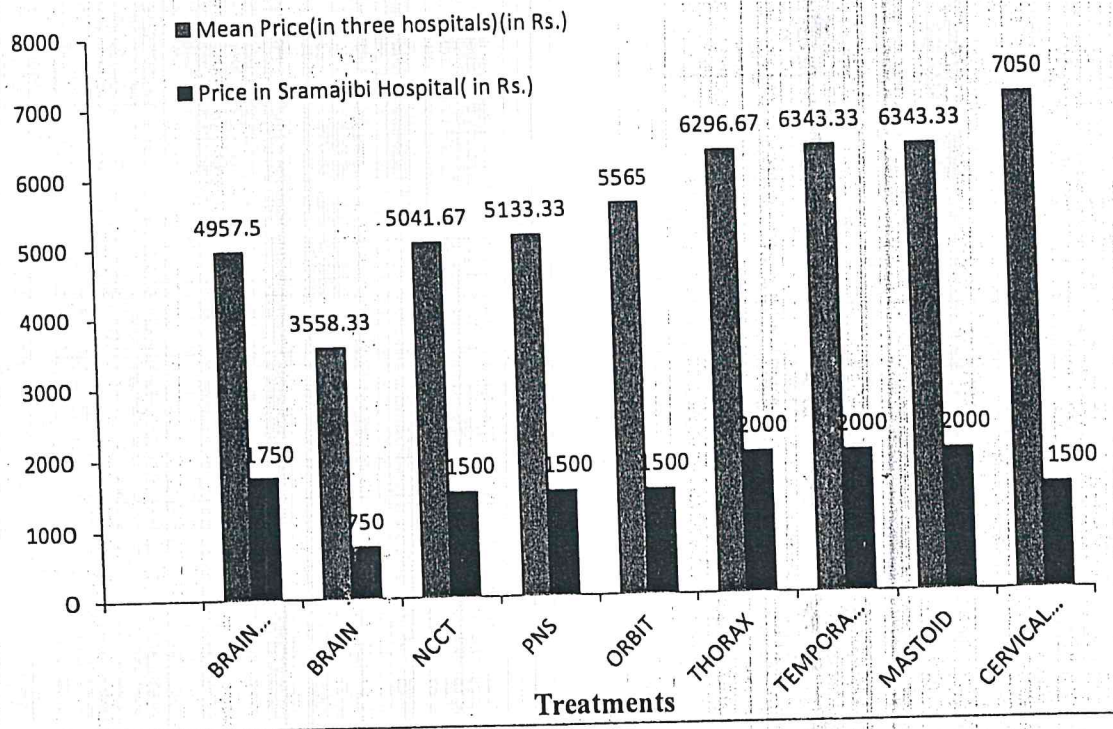
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STATISTICAL IMPACT ANALYSIS
Belur Sramajibi Swastha Prakalpa Samity, Srerampore

Name of service	Mean Price(in three hospitals in Rs.)	Price in Sramajibi Hospital (in Rs.)	Tentative benefits extended to per patient (in Rs.)
BRAIN CONTRAST	4957.5	1750	3207.5
BRAIN	3558.33	750	2808.33
NCCT	5041.67	1500	3541.67
PNS	5133.33	1500	3633.33
ORBIT	5565	1500	4065
THORAX	6296.67	2000	4296.67
TEMPORAL BONE	6343.33	2000	4343.33
MASTOID	6343.33	2000	4343.33
CERVICAL SPINE	7050	1500	5550

Comparison of prices of various treatments between Sramajibi hospital and mean price of three private hospital



- **Remarks:** From the multiple bar diagram it is seen that for each and every treatment machine usage

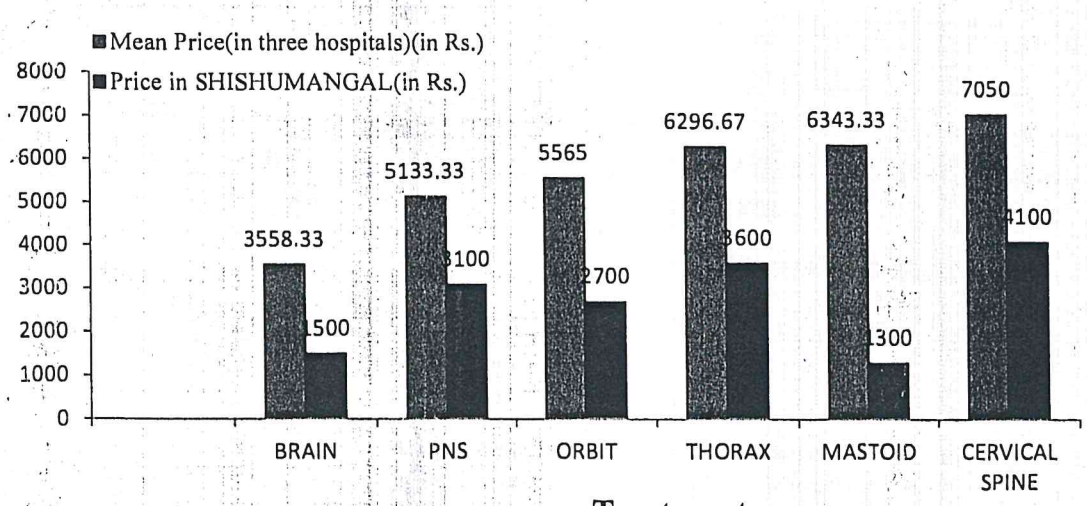
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price is lower in Sramajibi Hospital, which has a great impact on the society, and at the same time very much beneficial for the patients.

Ramakrishna Mission Seva Prathisthan (Shishumangal)

Name of service	Mean Price(in three hospitals in Rs.)	Price in Shishumangal (in Rs.)	Tentative benefits extended to per patient (in Rs.)
BRAIN	3558.33	1500	2058.33
PNS	5133.33	3100	2033.33
ORBIT	5565	2700	2865
THORAX	6296.67	3600	2696.67
MASTOID	6343.33	1300	5043.33
CERVICAL SPINE	7050	4100	2950

Comparison of prices of various treatments between Shishumangal hospital and mean price of three private hospitals



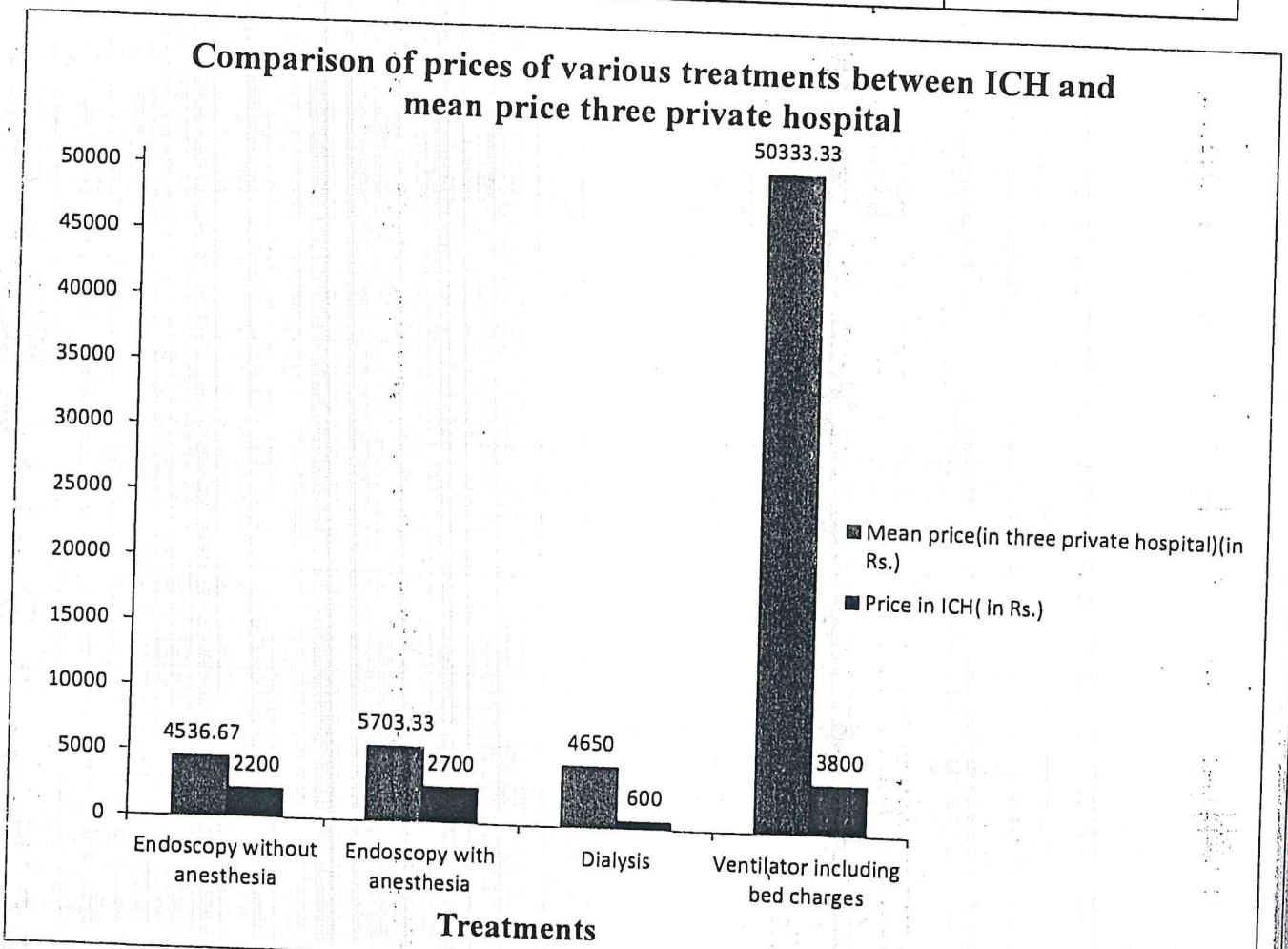
- **Remark: From the multiple bar diagram it is seen that for each and every treatment machine usage price is lower in Sishumangal Hospital, which has a great impact on the society, and at the same time very much beneficial for the patients.**

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Institute of Child Health (ICH)

Treatment	Mean price(in three private hospital in Rs.)	Price in ICH(in Rs.)	Tentative benefits extended to per patient (in Rs.)
Endoscopy without anesthesia	4536.67	2200	2336.67
Endoscopy with anesthesia	5703.33	2700	3003.33
Dialysis	4650	600	4050
Ventilator including bed charges	50333.33	3800	46533.33



Remark: From the multiple bar diagram it is seen that for each and every treatment machine usage price is very much lower in ICH, which has a great impact on the society, and at the same time very much beneficiary for the patients.

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OVERALL IMPACT ASSESSMENT

The objective of Impact Assessment Analysis was to ensure that the funds employed in the projects are used to serve the desired purpose (i.e., to serve for social benefit of the needy people.) Impact Assessment Analysis report is a tool for monitoring the progress in the projects' functioning. Therefore, the process holds relevance in aiding and in assessing the socio-economic, environmental, and in stitutional impacts of the initiatives in practice. This further helps to improve the policies and the execution of the plans as taken up with the motive of social welfare, establishing the ground for CSR's intentions for society. The micro-level analysis and periodic examination of the execution of project terms has enabled WBSETCL in identifying the benefits extracted out of its CSR project.

The impact assessment for the four healthcare institutions have been discussed in details:-

1. Ramakrishna Mission Seva Prathisthan (Shishumangal)- The CT Scan machine caters to almost 600 patients on an average monthly basis at the cost of Rs.1400. Upon comparison with the cost of CT Scan at various corporate hospitals, it was found that Shishumangal offers a much lower rate for the tests to be carried out. Many poor patients with valid income proof are waived off from paying the total amount which is decided by the Maharaja in charge at the hospital. Hence, for the socio-economically poor, the lower costs and subsidized rates, along with the advantages given to the staffs, show that the machines are being used for a positive purpose in society.
2. Belur Sramajibi Swastha Prakalpa Samity, Srerampore- WBSTECL gave the CT Scan machine at Sramajibi Hospital on 18th January 2022 and has catered to almost 2236 patients so far. The lowest-ranging test is the brain scan, at Rs 750, and the highest is the CECT Abdomen scan, which is Rs. 4500 per scan, which is comparatively very less than the market price. These are noted as positive impact factors. Also, in cases of accidents, the patient is provided free of cost treatment, hence a significant segment is getting benefitted from the CT Scan machines.

3. Institute of Child Health- The doctors do not charge any fees here and the bed rates starts from Rs. 180 to Rs. 1800 (in ICU, NICU, PCU). Out of a turnover of Rs. 17 crore, Rs. 1 crore was waived off in the last year. The doctors charge a fee of Rs. 200 for outdoor patients. For instance, the family of a 2-year-old child needing major operation due to sepsis in his body was able to get the operation done without any costs. The additional bed and ventilator charges were also waived off on the basis of valid income proof certificate. The

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statistical analysis confirmed that all treatments price in ICH is very less than price in corporate hospitals. Hence, in overall measures a strong positive impact of the machines is present in ICH.

4. Hospitals Across Malda- there were 18 hospitals in Malda, including primary health centres and rural hospitals, which were given various machines such as X-ray machine, Horizontal Autoclave, Phototherapy unit, Analog X-ray cassette, trial box, and CR System. Malda predominantly caters to a rural population, some of whom are also tribal, and mostly free of cost treatments are provided. With the installation of these machines, a large segment of the tribal and rural population are getting benefitted at low costs. For instance, a State General Hospital (SHG) is being set up at Gazole, which is primarily a tribal area, where the work of setting up a 100 bedded hospital is already in progress. This SHG would require new machines to efficiently cater to the needs of the tribal population.

In conclusion, it can be seen that the objective of the WBSETCL in keeping with the policy of CSR in providing social welfare to the marginalized segment of West Bengal, has been met successfully.

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CONCLUSION

The assessment and inspection of Corporate Social Responsibility (CSR) policies are undeniably crucial for the improvement of the social conditions of the less privileged population in India. The country's social structure is characterized by a web of complexities, including issues of subjugation based on class, caste, tribe, and gender. The report has successfully identified the social impact which the marginalized communities have received from the CSR policies. The CT Scan machine donated by WBSETCL to Ramakrishna Mission Seva Prathisthan (Shishumangal) and Belur Sramajibi Swastha Prakalpa Samity, Srerampore, have catered to many patients and provided them with a subsidized rate for undergoing the CT Scan. The mean market price of several private hospitals who provide CT Scan services, was taken into account to draw a comparison in the rates at which Ramakrishna Mission Seva Prathisthan (Shishumangal) and Belur Sramajibi Swastha Prakalpa Samity, Srerampore provides the same facility, and it was found that both of these hospitals charge a much lower amount from the patients as compared to its private counterparts. For Institute of Child Health and Malda rural hospitals, a wide range of other equipment such as Autoclave Machine, Phototherapy unit, Trial Box, Ventilator, Syrine and Infusion pumps, Freezer, Dialysis machine, Multiparameter monitor and an endoscopic machine was donated by WBSETCL. Each of those machines have catered to huge number of people from the date of installation and a lot of patients have been waived off for being unable to afford the cost of treatment. A comparison with the market price revealed that these institutions too charge a lesser amount of money and aim to provide more people with the proper treatment. Overall, the equipment donated by WBSETCL has had a positive impact where many marginalized people such as women or aged persons, are benefitting due to the low costs incurred at these places.

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