



Impact assessment of Comprehensive Healthcare project

IndusInd Bank

June 2025

Background and introduction

- Established in 1994 by the late Mr. Srichand P. Hinduja and members of the Indian diaspora, IndusInd Bank has emerged as a trusted and inclusive financial institution serving individuals, businesses, public sector entities, and development partners across India.
- The Bank is committed to delivering a seamless, efficient, and technology-enabled customer experience while staying anchored in the principles of responsible and sustainable banking. Its operations are closely aligned with Environmental, Social, and Governance (ESG) frameworks, underscoring a long-term commitment to ethical conduct and social impact.
- Guided by its vision “to be trusted, valued and respected for our financial, environmental and social performance,” the Bank places inclusivity at the core of its initiatives. It actively champions equity by facilitating access and participation for underrepresented groups, particularly women, persons with disabilities, and economically marginalized communities.



About the study

Grant Thornton Bharat LLP (GTB) was engaged by **IndusInd Bank** to conduct **impact assessment studies** for its **CSR Projects**. The assessment was conducted in **2024**.

The scope of work for the assignment included:

1. To assess the achievement of outcomes committed under the project MoU
2. To confirm the activity reports & utilization certificates provided to donors using available means of verifications.
3. To assess the project impacts and sustainability of benefits generated.
4. Document relevant success stories and challenges.

About the Project

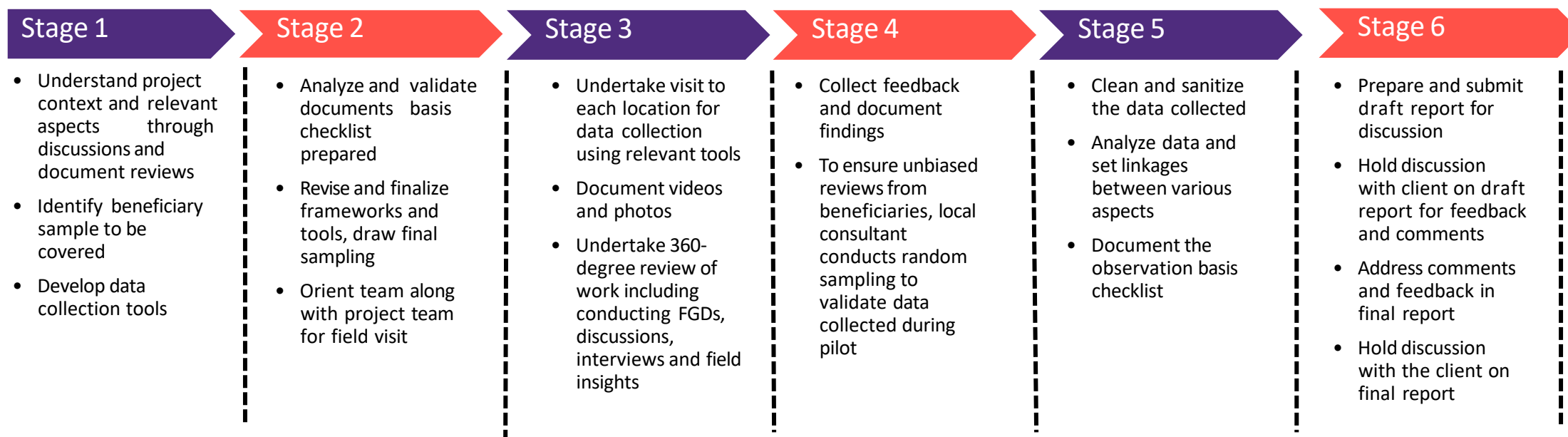
- The Comprehensive Healthcare project focused on improving sanitation, menstrual health, and preventive screening for adolescent girls and young women from underprivileged communities in Telangana's welfare residential institutions.
- It aimed to bridge critical healthcare gaps by providing structured awareness sessions and health checkups for girls aged 10 to 20.
- Implemented by Synergy India Foundation, the initiative worked in partnership with TGSWREIS, TGTWREIS, and MJPTBCWREIS to reach students from tribal, social welfare, and backward class communities.
- Over the span of three years (FY 2020–21 to 2022–23), the programme successfully reached 32,717 girls across 31 institutions in the districts of Medak, Jagtial, Sangareddy, Rangareddy, and Hyderabad.
- Beyond screening, the project emphasized knowledge-sharing to empower young girls with information about menstrual hygiene and general well-being, supporting healthier and more informed futures.

Objectives of the programme

- ✓ Ensure that children in social, tribal, and backward class welfare residential institutions have access to necessary healthcare services.
- ✓ Implement systems for continuous health monitoring and management to promptly address any health issues.
- ✓ Offer timely medical care for both emergency and chronic health conditions to prevent complications.
- ✓ Establish a dedicated health command center and field staff
- ✓ Conduct health screenings to identify and address health issues early.

Methodology

- The aim of the study was to assess the activities, outputs and impact of the projects through discussions with relevant stakeholders. The study also documented the stakeholder's perception and feedback on the outcomes and impact of the project. Additionally, it also focused on capturing their suggestions for improvement.
- The study was conducted through a pre-defined approach to assess the outcome/ impact of the project on the beneficiaries. Mixed methodology was used for the study including both qualitative and quantitative techniques of data collection and analysis.
- The study followed the OECD-DAC indicators which helped understand the project holistically and focuses on six (06) key principles



Key findings

Key findings

Social profile

- The survey included female students from schools and colleges across five districts in Telangana: Medak, Jagtial, Sangareddy, Rangareddy, and Hyderabad
- The project benefited girls aged 10-20, studying in residential schools from Class 5 to Class 12, all from BPL families in rural Telangana.



Relevance

- Addressed health-related needs of underprivileged children suffering from malnutrition and deficiencies



Effectiveness

- 10,648 health screenings were conducted through MMU
- 90% dental treatments achieved; another
- 100% for ophthalmic treatments



Sustainability

- 31 health supervisors/cadre of resources trained
- Initiation of documentation of SoP maintaining health records.



Efficiency

- Provided 4,465,440 sanitary napkins; installed 162 incinerators
- Achieved 95% of the target for anaemia treatments



Impact

- 36,467 students received necessary treatments
- 100% weekly iron supplementation provided



Coherence

- Aligns with government schemes like TGSWREIS, GTWREIS, and the National Health Mission (NHM), as well as Sustainable Development Goals (SDGs) 3, 4, and 6

Relevance

Majority of the health supervisors were ANM GNM or staff nurses, who had completed a/ basic degree in nursing most of them were not fully trained or well equipped to take care of the students during emergencies.

MBBS doctors stationed at a command center in Hyderabad provide round-the-clock medical advice and support remotely.

- Student background: The students came from different backgrounds from various rural and semi-urban locations. They belong to families living Below Poverty Line. Some of them were from broken families with a single or no parents. The students had limited support from their families for their health and well-being.
- Pre-existing health conditions: Common health problems include malnutrition, iron-vitamin deficiencies, refractive errors, dental issues, and menstrual concerns.

Project beneficiaries



Effectiveness

- The project emphasized setting up a 24/7 command centre, deploying the 'Aarogyadhoot' Mobile Medical Unit (MMU), building the capacity of school staff, and establishing wellness rooms in schools
- MMU provided dental care, eye care, blood testing, and addressed general health concerns

Training was provided to **31 health supervisors** and school staff to handle students' health needs, including emergency protocols.

- Field assistants support students during hospitalizations to ease logistics and boost confidence.
- MMU visited all 81 schools every three months, achieving 100% of the planned target.
- Health screenings for new 5th class students generated electronic health records, achieving 100% of the target with 10,648 screenings.
- 90% of the planned target for dental treatments and 100% for ophthalmic treatments were met.
- Wellness rooms were set up in schools for unwell students to rest and recover, with health supervisors available for support.
- Records of student usage were maintained to track health and recovery times.

Health Supervisor TGSWREIS
Ms Nikita

- Health supervisors connected with 24/7 command centre doctors via phone and video calls for real-time solutions.
- Electronic Medical Records maintained for all students, aiding in tracking health history, project KPIs, and achieving 95% of the target for anaemia treatments.
- Monthly distribution of 10 sanitary pads per girl, improving menstrual hygiene and reducing absenteeism, with 4,465,440 pads distributed.
- Installed 162 sanitary pad incinerators, promoting eco-friendly disposal and better menstrual hygiene management.

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Coherence

- Overall, the project demonstrates **strong coherence** with **government policies** and significantly contributes to achieving the **SDGs**, fostering a holistic and supportive environment for students' well-being and development

The Comprehensive Healthcare project aligns with **state and central government schemes and policies**, as well as the **Sustainable Development Goals (SDGs)**.

- At the state level, it complements initiatives like TGSWREIS and TGTWREIS, which provide quality education and healthcare to underprivileged students.
- The project supports the state's efforts to improve the well-being and educational outcomes of economically disadvantaged students.
- At the central level, it aligns with the National Health Mission (NHM), focusing on strengthening healthcare delivery systems and ensuring equitable access to quality healthcare.
- The project's real-time health monitoring, timely medical interventions, and health command centre align with NHM's objectives.
- The project supports SDG 3 (Good Health and Well-being) by improving student health, SDG 4 (Quality Education) by enhancing education through better health, and SDG 6 (Clean Water and Sanitation) by promoting sanitation with sanitary pad incinerators.

TGSWREIS- Telangana Social Welfare Residential Educational Institutions Society

TGTWREIS- Telangana Tribal Welfare Residential Educational Society

Sustainable Development Goal

Impact

"I have been actively involved in this project since its inception, designing its activities and helping set up the command centre.

As the principal, my primary responsibility is to fulfill my students' educational and developmental needs. Healthcare is crucial, and this project brought it into focus with regular health checkups to identify deficiencies. Routine follow-ups and emergency support in Hyderabad have greatly benefited our students.

The Aarogyadhoot MMU provided eye and dental testing with state-of-the-art equipment, which was otherwise unavailable in remote areas. Parents are pleased with the healthcare attention and treatment their children receive at c oo "

Principal of TGSWREIS

Mrs. Prashanti

Successfully identified and treated health issues in **36,467 students.**

- The project significantly improved students' health, leading to regular class attendance and better academic progress.
- Iron Folic Acid Supplementation achieved 100% of the planned target among adolescent girls, ensuring enhanced nutritional support.
- The project successfully cured 100% of the girls who received treatment, meeting the planned target and demonstrating its effectiveness.
- Health supervisors felt better equipped after training, able to assess, diagnose, and treat students confidently leading to increased knowledge.
- Staff reported increased confidence in handling medical emergencies due to reliable support systems.
- The components of the helped in successfully identifying and treating health issues in 36,467 students.
- Parents felt relieved and grateful for healthcare services at school, reducing the need for long journeys and financial burdens.

Sustainability

TGSWREIS School in Soan, Nirmal, Telangana



A total of **31 health supervisors** were **trained under the project**. They continue to provide services to the residential schools across Telangana.

- The project aimed to provide reliable healthcare to students in government residential schools in Telangana.
- Wellness rooms were set up as safe spaces for students needing treatment or rest, equipped with beds, chairs, privacy curtains, medicines, and general healthcare equipment.
- Health supervisors received in-person training to build their knowledge, confidence and develop a supportive network for emergencies.
- A practice of maintaining health records was established, allowing staff to track student progress. This practice continues post-project.
- Health information collected in registers is shared with district and state officials to provide aggregate data for informed decision-making.
- The project' practices help improve health conditions in schools, supporting better student well-being and development.

SROI Analysis

- Social Return on Investment (SROI) analysis helps to measure and account for change, with respect to social, economical & environmental outcomes that are relevant to the stakeholders
- It enables a ratio analysis of benefits to costs incurred, making it easier for an organization to communicate the overall value of their projects to external stakeholders
- To establish the impact, the cumulative monetized value of impacts was adjusted against the deadweight, displacement, attribution and drop-off factor

SROI result	
SROI	Net Social Value Created / Investment
Total Investment	INR 5,02,23,329
SROI Ratio	1.20

Recommendations

To further strengthen the programme and ensure its long-term impact, GT team proposes the following recommendations:

- **Data Management:** Enhance practices for easy retrieval of archived EMRs and dashboard information.
- **Sustained Capacity Building:** Increase training frequency and focus on technology and dashboard usage for health supervisors.
- **Resource Utilization:** Develop a plan for post-project use of the Arogya Dhoot MMU and command centre, including training local healthcare centres.
- **Local Health Department and Parent Involvement:** Strengthen collaborations with Primary Healthcare Centres and scale up doctors' camps to boost visibility and outreach.

Thank You.