

Date: 11-04-2023

To
Infosys BPM Ltd,
Plot no 26, 3, 26/4, 26/6,
Hosur Rd, Suryanagar Phase I,
Electronic City, Bengaluru,
Karnataka 560100

Subject: Independent Programmatic Evaluation of Infosys Grant (1 report)

LEAD at Krea University (IFMR) was commissioned in the financial year 2022-23 to undertake programmatic evaluation of Infosys CSR project completed in the financial year 2021-22.

A team of researchers from LEAD has independently carried out the assessment. The aim was to measure the impact created by the CSR investment. To this end, the evaluation team assessed a grantee, who had undertaken a project in the area of healthcare. The financial reports and administrative data for the evaluation was provided by the Foundation and the respective grantee.

The methodology for the assessment included 4 major components:

- Key informant interviews with relevant persons in the grantee organization;
- Project site observation;
- Analysis of data related to project implementation and output shared by the grantee;
- Beneficiary surveys for an understanding of end-user perspective.

The information gathered through all the above methods was collated and the findings were triangulated to assess the impact created by the project.

The impact report presents key information like grant objective, the impact created, end-user satisfaction, SDG-mapping, and ESG-mapping. The programmatic evaluation highlights the contribution made towards achieving their outcomes/objectives as well as identifies areas for improvement.

Best regards
For LEAD



Sharon Buteau
Executive Director

National Cancer Institute, Jhajjar

INFOSYS FOUNDATION VISHRAM SADAN

Introduction

The National Cancer Institute (NCI), a campus of All India Institutes of Medical Sciences (AIIMS) Delhi at Jhajjar, Haryana, is a specialty healthcare institute that provides cancer care and treatment. The Jhajjar extension campus of AIIMS is planned to be developed as the largest medical education center for medical super-specialties.

Need

Cancer patients usually need to make multiple visits to the hospital in the course of the treatment and costs of accommodation for patients and their family members, in addition to the cancer treatment expenses, act as a serious barrier to accessing sustained medical care.

Grant

The project relates to the construction of Infosys Foundation Vishram Sadan, an accommodation facility to provide low-cost accommodation to cancer patients and their attendants seeking care at NCI, Jhajjar. The duration of the construction was 2 years (2019–2021). The total grant amount is Rs 93 Crores.

Methodology

- **Key Informant Interviews (KIIs):** The senior doctors, hospital administrators and the third-party service provider shared the details on the relevance of the building, current operations, and plans for sustainability.
- **Observation and checklist:** Observations from the site visit and checklist to assess the building structure and operations on nine broad domains ranging from building, rooms, services, amenities, and management, among others. The checklist was triangulated by observations, secondary data and surveys.
- **Secondary data analysis:** Data from the facility was analyzed for details related to the project implementation and operations.
- **End-user survey:** A sample of 100 current users of the facility were surveyed to capture the beneficiary profile and feedback on the operational functionality.

Results

Program Execution

- **Relevance of the grant:** The grant addresses the needs of cancer patients by providing subsidized accommodation facilities for patients and their family members within the NCI Jhajjar campus.
- **Case selection:** Admission to the facility is provided upon submission of a relevant set of documentation proving 1. Patient status (OPD Card), 2. Proof of identity, and 3. Against payment of one week's tariff.
- **Operation management:** A third-party organization manages the operations. The service delivery includes furnishing, housekeeping, security, reception, and meals.

- **Profile of end-users:** Patients from Uttar Pradesh (37%) and Bihar (23%) form the bulk of those accommodated, with most (58%) coming from rural areas. At least half (50%) of the patients are likely to belong to extremely poor households.
- **End-users satisfaction:** ¹



96%

Stay in Vishram Sadan



95%

Registration process



97%

Staff behaviour



95%

Vishram Sadan is affordable



85%

Utilized shared dormitory



93%

Quality of drinking water



87%

Availability of essential amenities

- **Scalability:** Not applicable.

Main Outcomes

Accommodation for cancer patients and families: The 10-storeyed building with a total area of 2,71,250 sq. ft has the estimated capacity to accommodate 806 beds within the NCI campus at Jhajjar. NCI was turned to an exclusive Covid treatment centre during the pandemic and cancer patients were begun to be housed from September 2022.

Operational functionality: The current capacity is 686 beds and the current average occupancy is 373 (November 2022). Three floors are yet to be operational due to delayed initiation because of the pandemic. Full operationalization would expand the total capacity to 806 beds. The function of providing long-stay accommodation is reached with a median stay duration: of ~12 days.

Low-cost to patients: Most of the beds are provided at low cost with shared dormitories (8 beds/room) – 584 beds (85%) made available at Rs 60 per day. The food is provided at a subsidized cost, with the total cost averaging at ~Rs 120 per day.

Long-term impact: The investment made in constructing the building is estimated to benefit more than 12.3 Lakh cancer patients and their attendants during the lifetime of the building. For every Lakh of grant spent on the building, over 132 patients and families will be housed at NCI Jhajjar (at current rates).

Impact

The construction of the Vishram Sadan has successfully offered affordable accommodation facilities to the patients and their family members for sustained medical care and treatment, especially so for the underprivileged sections of society. The project aligns with the Social ESG goals and supports the commitment towards SDG 3, SDG 9, SDG 10, and SDG 11.

