

CSR Impact Assessment Report

Zydus Lifesciences Ltd.
FY 2024 - 2025



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ABBREVIATIONS

ZMCH	Zydus Medical College and Hospital
PPP	Public-Private Partnership
CSR	Corporate Social Responsibility
NGO	Non-Governmental Organisation
OECD	Organisation for Economic Co-operation and Development
IA	Impact Assessment
NRC	Nutrition Rehabilitation Centre
SAM	Severe Acute Malnutrition
OPD	Outpatient Department
LSCS	Lower Segment Caesarean Section
CT	Computed Tomography
MRI	Magnetic Resonance Imaging
PMJAY	Pradhan Mantri Jan Arogya Yojana
MLC	Medico Legal Case
RTA	Road Traffic Accident
COPD	Chronic Obstructive Pulmonary Disease
HBS AG+VE	Hepatitis B Surface Antigen Positive
SDG	Sustainable Development Goal
MIS	Management Information System
ASHA	Accredited Social Health Activist

01. EXECUTIVE SUMMARY

PROJECT BACKGROUND



ZYDUS MEDICAL COLLEGE AND HOSPITAL (ZMCH)

The Zydus Foundation, the CSR arm of Zydus Group, in collaboration with the Gujarat Government, established Zydus Medical College and Hospital (ZMCH) in Dahod in 2017. This project aimed to address healthcare challenges in the region by providing high-quality tertiary healthcare services to tribal and underserved populations across Eastern Gujarat and neighbouring districts of Madhya Pradesh and Rajasthan. With over 1,034 beds and a team of 350 doctors, 500 nursing staff, and paramedics, ZMCH offers comprehensive medical services free of cost.

KEY FINDINGS	KEY IMPACTS
96% of respondents prefer Zydus Hospital now	Zydus Hospital is a preferred choice for acute medical needs
100% positive feedback for doctors	Zydus Hospital is frequently accessed for chronic medical needs
96% positive feedback for nursing staffs	ZMCH's location is highly accessible
100% ratings in Cleanliness, Waiting Area, and Equipment demonstrate excellent hospital infrastructure	ZMCH provides a supportive environment
98% rating in Affordable Care highlights the hospital's commitment to accessibility	Emergency services at ZMCH are commendable
25% earn between ₹7,001-10,000 per month show that nearly quarter percentage of respondents earn relatively a very low income	Travel costs to ZMCH are reasonable
68% of the respondents belongs to Schedule Tribes	Doctors are patient-centred in their approach
36% of respondents visit the hospital for general medical attention	Doctors show empathy and compassion towards patients
52% of respondents previously preferred District Government Hospital, but now 75% prefer Zydus Hospital for Chronic Ailments	Doctors possess strong medical expertise
	Nursing staff are transparent in their communication
	Nursing staff deliver competent care
	ZMCH's medical staffing is exceptional
	ZMCH's capacity meets the needs of most patients



SCHOOL BUILDING REVIVAL

The Shri Bhurabhai Candabhai Secondary and Higher Secondary School in Changodar, Ahmedabad, was in a state of disrepair, affecting the quality of education and safety of students and staff. Zydus Lifesciences implemented a project to rebuild the school building, providing proper infrastructure and a platform for higher education for over 350 students. The project addressed waterlogging issues and created a conducive learning environment.

KEY FINDINGS	KEY IMPACTS
100% of the students actively used and benefited from smart boards, computer labs, and digital tools	Students universally demonstrated increased enthusiasm for learning
90.0% of the students reported better access to educational materials and learning resources	Enhanced sports facilities have promoted physical activity among all students
100% of the respondents benefited from science labs, computer labs, smart boards, and Wi-Fi	Infrastructure upgrades have led to improved attendance rates
100% of the respondents used and enjoyed the revived sports and play areas	Participation in activities has increased among a substantial majority of students
95% was satisfied with the availability of clean drinking water	Cleaner premises have boosted student confidence and comfort
	Upgraded security measures have ensured a safer environment for all students
	Students have developed a heightened sense of hygiene awareness



LAKE BEAUTIFICATION PROJECT

The Lake Beautification Project, initiated by Zydus Life Sciences, aimed to enhance access, usability, and the visual appeal of the historic Banganga Lake in Modasar village, Ahmedabad, Gujarat. Once in a dilapidated state, this ancient lake—believed to date back to the Pandava era—is a vital habitat for diverse species, including fish, freshwater turtles, and migratory birds. Spanning an area of 70,000 square meters, the project features a 1.5 km accessible pathway, the use of gabion stones, and the restoration of traditional ghats. Beyond improving the lake's aesthetics, the initiative plays a crucial role in protecting it from environmental degradation and external debris while actively fostering community involvement in water conservation efforts.

KEY FINDINGS	KEY IMPACTS
90% of the respondents visit Banganga Lake daily & weekly	Restoration efforts have had a profoundly positive impact on the environment and biodiversity, according to nearly all respondents
95% of the respondents noted that the boundary walls and ghats have been properly restored and maintained.	New pathways have been well-received by a majority of respondents
100% of the respondents appreciated the newly created pathways making movement around the lake easier	De-silting and cleaning significantly improved water quality, allowing for natural replenishment during monsoons and enhancing the lake's ecological health
100% respondents acknowledged the improvement in water cleanliness	The beautification efforts significantly enhanced the visual appeal and public usability of the lake, transforming it into a recreational asset for the community
96% of respondents reported that there is no foul smell from the water	Beautification and improved access have attracted more visitors and pilgrims, with most respondents reporting a rise in visitors
98% of respondents reported enhanced aesthetics and beautification of the lake area.	Conservation of historic structures such as ghats and temples strengthened the cultural identity of the precinct and upheld the sanctity of a 5 centuries-old pilgrimage site
100% of respondents cited repair of boundary walls as a key improvement.	Banganga Lake has garnered strong recommendations from a significant majority of respondents
100% of respondents appreciated the reconstruction of ghats.	Lake maintenance has been praised by most respondents
94% of respondents expressed high satisfaction with the play area.	Interventions promoted the return of aquatic life, especially turtles and bird species, suggesting an improvement in habitat quality and biodiversity
90% % of respondents reported an increase in visitors to Bangara Lake after intervention.	The project demonstrated a replicable model of public-private-community partnership for urban lake rejuvenation, inspiring similar efforts in other city lakes.



ZYDUS RED CROSS EXPERIENTIAL CENTRE

The Zydus Red Cross Experience Centre "NAVAH" was created at the request of the Red Cross Society, Ahmedabad. This immersive art installation raises awareness about the importance of blood donation, providing visitors with a unique and thought-provoking experience.

KEY FINDINGS	KEY IMPACTS
2,496 visitors, including the Governor of Gujarat, MPs, MLAs, and Red Cross officials, engaged with NAVAH's immersive storytelling in its first year.	Over 2,400 individuals were sensitised to blood and organ donation through NAVAH's experiential, emotional approach.
100% of the visitors praised the centre as a "seven-star facility", describing the experience as inspiring and emotionally impactful.	Strengthened public trust in the Red Cross and Zydus as leaders in community health awareness by blending art, science, and technology.
1,600 sq. ft. of fully accessible, technology-enabled space houses NAVAH, offering a 360° immersive environment with curved walls and calming design elements.	The school fostered greater community involvement by hosting dignitaries, educators, students, and health workers, promoting a sense of unity and co-operation.
The centre is designed to be fully accessible to people with disabilities, ensuring an inclusive visitor experience.	Boosted engagement among youth and students, creating early awareness about blood donation and organ donation responsibilities.
15-minute custom-designed content combines 3D projection mapping, synchronised sound, and interactive visuals to deliver a seamless educational journey.	Established a new benchmark for creative health education by replacing conventional campaigns with immersive, memorable experiences.
8 high-luminosity Barco projectors and 3 Hitachi projectors power the centre, controlled through one media server for efficient, minimal supervision operations.	Demonstrated scalability and sustainability, as NAVAH operates with low manual intervention, ensuring long-term visitor outreach with minimal resources.
Plug-and-play operations and multi-purpose hall design allow NAVAH to serve dual roles as an immersive experience centre and a venue for awareness seminars.	Inspired policy-level stakeholders and civic leaders to support and advocate for Red Cross initiatives.
Provided a unique educational experience about the human body, blood, and the value of life, especially for young audiences.	
NAVAH effectively aligned with the Red Cross and Zydus's core message of celebrating and safeguarding life.	

PROJECT DETAILS

Project Name	Location	Implementation Year	Implementing Organization	Beneficiaries
ZMCH	Dahod, Gujarat	2023-2024	Zydus Foundation	Tribal and underserved populations
Lake Beautification	Modasar Village, Ahmedabad	2023-2024	Zydus Lifesciences	Local community
School Building Revival	Changodar, Ahmedabad	2023-2024	Zydus Lifesciences	Annually 350+ students
Zydus Red Cross Experiential Centre	Ahmedabad	2023-2024	Zydus Lifesciences	General public



OUT PATIENT DEPARTMENT



CHAPTER 2

INTRODUCTION



Ortho Department

PROJECT BACKGROUND AND ITS NEED

Zydus Medical College and Hospital (ZMCH):

The Zydus Medical College and Hospital (ZMCH) was established in Dahod, Gujarat, in 2017 as a public-private partnership (PPP) between the Gujarat Government and Zydus Foundation, the CSR arm of Zydus Group. The project was implemented to address the significant healthcare challenges faced by tribal and underserved populations in Eastern Gujarat and neighbouring districts of Madhya Pradesh and Rajasthan. These communities lacked access to quality healthcare services, leading to poor health outcomes and limited opportunities for medical care.

The ZMCH project aims to bridge this gap by providing high-quality tertiary healthcare services free of cost. With a sprawling infrastructure equipped with advanced diagnostic and treatment facilities, over 1,034 beds, and a team of 350 doctors and 500 nursing staff and paramedics, ZMCH has become a beacon of hope for these communities. The project not only addresses immediate healthcare needs but also fosters long-term solutions for a healthier future through medical education, research, and community engagement.

Overall Objective of ZMCH: To improve healthcare outcomes and provide high-quality medical services to tribal and underserved populations, fostering a healthier community.

Lake Beautification Project:

The Lake Beautification Project was undertaken to improve the accessibility, usability, and aesthetics of the historic Banganga Lake in Modasar Village, Ahmedabad. The lake, a vital ecosystem supporting various species of fish, freshwater turtles, and migratory birds, had deteriorated boundary walls and ghats, necessitating urgent repair.

The project was implemented to restore the lake's heritage, maintain ecological balance, and promote community participation in water conservation. The reconstruction of the 70,000 m² project area, including a 1.5 km pathway, gabion stones, and a children's play area, aims to enhance aesthetics, protect the lake from external debris and environmental degradation, and provide a recreational space for the local community of around 7,000 people.

Overall Objective of the Lake Beautification Project: To restore the ecological and cultural significance of the Banganga lake, promote community participation in water conservation, and enhance recreational spaces.

School Building Revival:

The Shri Bhurabhai Gandabhai Secondary and Higher Secondary School in Changodar, Ahmedabad, was in a state of disrepair, affecting the quality of education and safety of students and staff. The school building was highly deteriorated and faced the persistent issue of waterlogging and flooding during the rainy season, rendering the school inaccessible and resulting in the closure of the school for 6-8 weeks.

The project was implemented to provide a conducive learning environment and address the need for proper school infrastructure. Zydus Lifesciences rebuilt the school building, benefiting over 350 students, and created a platform for higher education. The project aims to improve the quality of education, ensure student safety, and prevent dropouts.

Overall Objective of School Building Revival Project: To provide a safe, conducive, and quality learning environment, ensuring student safety, reducing dropouts, and promoting better educational outcomes.

Zydus Red Cross Experiential Centre:

The Zydus Red Cross Experience Centre "NAVAH" was created at the request of the Red Cross Society Ahmedabad to raise awareness about the importance of blood donation. The centre features an immersive art installation designed to provide visitors with a unique and thought-provoking experience.

The project was implemented to promote blood donation and create a culture of voluntary blood donation. By inspiring and educating visitors, the centre aims to increase blood donation rates and ultimately save lives. The project addresses the need for awareness and promotion of blood donation, contributing to a healthier community.

Overall Objective of Zydus Red Cross Experiential Centre: To raise awareness about blood donation, promote voluntary blood donation, and contribute to a healthier community by inspiring individuals to donate blood and save lives.

ABOUT ZYDUS LIFESCIENCES

Zydus Lifesciences Ltd. is a global, innovation-driven life sciences company committed to empowering people to live healthier and more fulfilled lives. With a legacy of over seven decades, the company originated in 1952 and has grown into a major healthcare provider with a presence in regulated markets like the US, Canada, UK, and several emerging economies. Formerly known as Cadila Healthcare Ltd., it rebranded to unify under the Zydus name. Zydus is known for its pioneering work in New Molecular Entities, including Lipaglyn for diabetic dyslipidemia, Saroglitazar for MAFLD and MASH, and other breakthrough treatments for rare and ultra-rare diseases. With advanced manufacturing units in India and abroad, a strong vaccine portfolio, and a growing footprint in MedTech, Zydus continues to drive innovation through its team of over 27,000 professionals, aiming to build healthier, happier communities around the world.

Dedicated to life in all its dimensions, Zydus Lifesciences is committed to innovation, addressing unmet healthcare needs, and creating healthier communities worldwide through its unwavering focus on research, development, and community engagement.

Commitment to CSR Initiatives:

The Company through its CSR programme, Zydus Srishti reaches out to make a difference in a myriad ways in the areas of Health-Swaasthya, Education-Shiksha, Research-Shodh, Skill Development - Saksham and Outreach-Saath. Through these initiatives, the group reaches out to the community that it forms a part of, finding new expressions for its mission to create healthier communities globally.

Zydus Lifesciences aim to create a positive impact on the lives of millions, promoting health, well-being, and social development in the communities they serve.



CHAPTER 3

RESEARCH METHODOLOGY



Hospital Pharmacy Unit

Research is a systematic and logical search for new and useful information on a specific subject matter. In the context of Social Science Research, this involves gaining new understanding through scientific principles and methods that minimise bias and subjectivity. While common sense and general observations may provide insights, they are not considered valid until obtained through a methodical and rigorous process that stands the test of time. This Social Impact Assessment Study adheres to the defining characteristics of scientific research, including objectivity, ethical neutrality, reliability, testability, and transparency. The methodology is carefully selected based on the study's objectives, aiming to assess the impact of services provided by Zydus Foundation and Zydus Lifesciences during the financial year 2023-2024 in a systematic and unbiased manner.

USE OF MIXED METHODOLOGY FOR MAXIMUM INSIGHTS

This study adopts a mixed-methods approach, integrating qualitative and quantitative research tools to gain maximum insights into the research problem. By combining these methodologies, the study aims to unravel as much information as possible, complement the limitations of a singular approach, and validate findings through triangulation, ultimately providing a comprehensive understanding of the impact of services provided by Zydus Foundation and Zydus Lifesciences.

APPLICATION OF QUANTITATIVE TECHNIQUES

This study employed a quantitative approach to present the research problem in numerical terms, utilising structured tools like interview schedules to collect data. With pre-planned questions, this method ensured accuracy, anonymity, and coverage of a larger sample population. Beneficiaries of various projects implemented by Zydus Foundation and Zydus Lifesciences were selected as respondents, and their responses were collected through a systematic interview schedule, enabling analysis of trends, frequencies, and percentages.

APPLICATION OF QUALITATIVE TECHNIQUES

This study employed a qualitative research approach to uncover enriched and hidden information, leveraging deeper probing and flexibility to gather nuanced insights. Through interviews and case studies, beneficiaries from diverse backgrounds shared their experiences, yielding rich and contextual data that provided a deeper understanding of the impact of Zydus Foundation and Zydus Lifesciences' initiatives. This approach allowed for the collection of detailed, unforeseen information, offering a more comprehensive perspective on the study's objectives.

ENSURING TRIANGULATION

Triangulation was employed to enhance the credibility and validity of research findings, ensuring the trustworthiness of the research process. By combining quantitative and qualitative research, the study verified findings through multiple lenses, integrating numerical data with nuanced insights. This approach strengthened the research, providing a comprehensive understanding of the impact of Zydus Foundation and Zydus Lifesciences' initiatives, and ensuring the accuracy and reliability of the results.

OBJECTIVES OF THE STUDY



Assess the impact: Evaluate the effectiveness and outcomes of Zydus Foundation and Zydus Lifesciences' initiatives.



Measure outcomes and identify areas for improvement: Quantify the benefits and changes resulting from the projects and determine strengths and areas for improvement.



Inform future initiatives: Provide insights to enhance future projects and programs, and evaluate the social impact on target communities.

RESEARCH DESIGN



Research design used

Descriptive Research Design



Sampling Technique

Purposive Sampling



Sample Size

ZMCH: 100 respondents for the Quantitative study and 50 respondents for the Qualitative study.
Lake Restoration program: 100 respondents were asked to participate in the quantitative study, and 50 respondents were asked to participate in the qualitative study.
School Revival program: 100 respondents for the Quantitative study and 30 respondents for the Qualitative study.

KEY STAKEHOLDERS



PRIMARY BENEFICIARIES

Communities, individuals, or groups directly impacted by the projects.



PARTNER ORGANISATIONS

NGOs, healthcare providers, and other collaborators working with Zydus Foundation and Zydus Lifesciences.



PROJECT PARTICIPANTS' FAMILIES

Family members of individuals directly benefiting from the projects.

STUDY TOOLS

Interview Schedules and Interview Guides were employed to gather in-depth, qualitative insights from key stakeholders across the three studies—ZMCH, Lake Restoration, and School Revival projects. These tools enabled structured yet flexible conversations, allowing for the exploration of perceptions, experiences, and contextual factors. They facilitated a deeper understanding of the processes, challenges, and community impact unique to each intervention. The tools also ensured consistency across interviews while allowing room for probing and clarification where necessary.

COMMITMENT TO RESEARCH ETHICS



INFORMED CONSENT

Participants were fully informed about the study's goals, procedures, risks, and benefits.



CONFIDENTIALITY

Robust measures protected participants' privacy, and data was securely stored and anonymised.



VOLUNTARY PARTICIPATION

Participation was completely voluntary, with no coercion or undue influence.



ETHICAL TREATMENT

Participants were treated with respect, dignity, and impartiality, prioritising their well-being and rights.



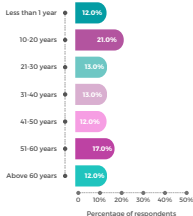
CHAPTER 4

ZYDUS MEDICAL COLLEGE AND HOSPITAL

COMPREHENSIVE HEALTHCARE ACROSS AGES

This section provides major key findings for the ZMCH Project for the years 2023-2024.

CHART 1: AGE DISTRIBUTION OF PATIENTS AT ZMCH



AGE CATEGORIES



Infants & Toddlers (Less than 1 year): 12%



Children & Teens (10-20 years): 21%



Early Adulthood (21-30 years): 13%



Adulthood (31-40 years): 13%



Middle-aged Adulthood (41-50 years): 12%



Mature Adulthood (51-60 years): 17%



Late Adulthood (above 60 years): 12%

The study team interacted with different age groups of patients/caregivers to understand the purpose of the visit to the hospital.

INFANTS & TODDLERS

Key Health Concerns:



Neonatal and postnatal care



Respiratory infections (e.g., bronchiolitis, pneumonia)



Congenital conditions



Nutritional support and immunizations



Diarrheal diseases

CHILDREN & TEENS (10–20 YEARS) – 21%

Key Health Concerns



Communicable diseases
(measles, mumps, etc.)



Seasonal illnesses



Growth and developmental
disorders



Gastrointestinal issues



Skin problems



Accidental injuries



Menstrual health



Early onset of lifestyle diseases
(e.g., diabetes, hypertension)



Family planning services

ADULTHOOD (31–40 YEARS) – 13%

Key Health Concerns:



Increasing cases of hypertension
and diabetes



Gynaecological issues in women



Musculoskeletal disorders



Occupational health problems



Mental health concerns (stress,
depression)

EARLY ADULTHOOD

Key Health Concerns:



Reproductive and sexual health
(STIs, maternal care)



Lifestyle-related stress and
anxiety



Accidents and trauma

MIDDLE-AGED ADULTHOOD (41–50 YEARS) – 12%

Key Health Concerns:



Cardiovascular diseases



Metabolic disorders

EARLY ADULTHOOD



Joint and back pain



Preventive screenings (e.g., cancer screenings, cholesterol checks)



Liver and kidney disorders

MATURE ADULTHOOD (51–60 YEARS)

Key Health Concerns:



Chronic diseases (e.g., heart disease, diabetes, arthritis)



Eye and hearing impairments



Gastrointestinal issues



Post-menopausal complications in women



Regular health check-ups and maintenance medications

LATE ADULTHOOD (ABOVE 60 YEARS) – 12%

Key Health Concerns:



Geriatric care and age-related degeneration



Alzheimer's and dementia



Osteoporosis and fall-related injuries



Polypharmacy management and follow-ups.

The availability of multiple specialities, expert doctors, facilities and advanced equipment for diagnosis and care has made it possible to provide comprehensive treatment for all age groups.

“

Aryan Dineshbhai Sangara, a 2-month-old baby, was recently admitted to Zydus Hospital for pneumonia and a cold cough.

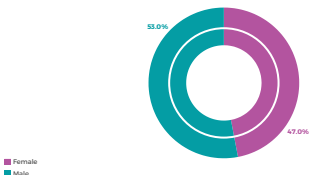
His parents travelled 35km to get there; under the PMJAY scheme, Aryan received good treatment, and his parents appreciated the efforts of the hospital staff to help him recover. Their experience with Zydus Hospital was positive, and they would recommend it to others.

”



GENDER REPRESENTATION AND HEALTH NEEDS

CHART 1B: GENDER-WISE PERCENTAGE OF PATIENTS



The chart titled 'Gender' shows a relatively balanced distribution of respondents—47% female and 53% male—indicating that nearly half of the patients at ZMCH are women. This significant female presence reflects the trust women place in the institution for addressing their health needs and the growing awareness of the importance of regular healthcare access among women.

COMMON HEALTH ISSUES AMONG WOMEN PATIENTS

The study team interacted with the women patients who visited ZMCH and came to know of some of the health concerns for which they approached the hospital:



The role of ZMCH is to provide better access to health care for women patients.

ZMCH plays a critical role in ensuring affordable and accessible healthcare for women, particularly in underserved or economically vulnerable communities.

Cost-effective services allow women, especially from low-income backgrounds, to seek timely care without a financial burden.



Specialised departments in gynaecology, obstetrics, and oncology support the early detection and treatment of women-centric illnesses.



Outreach programs and awareness drives by ZMCH help in educating women about hygiene, nutrition, reproductive health, and preventive care.



Adolescent and maternal care services improve outcomes for young girls and pregnant women.



Female-friendly infrastructure and the availability of women's healthcare professionals promote comfort and encourage regular visits.

With nearly half of its patients being women, ZMCH serves as a vital lifeline for women's health, addressing both routine and complex health issues while removing barriers related to cost and access. This gender-sensitive approach ensures that women not only receive treatment but also empower themselves with knowledge and care for long-term well-being.

WHY ZMCH MATTERS: AS REPORTED BY FEMALE PATIENTS

AFFORDABLE CARE



Female patients highlighted that ZMCH offers low-cost medical services, enabling them to access treatment without financial strain.

ACCESS TO SPECIALISED SERVICES



Many women appreciated the availability of departments focused on gynaecology, maternity care, and cancer screenings, addressing critical women's health needs.

COMFORTABLE AND SUPPORTIVE ENVIRONMENT



The presence of female healthcare providers and a women-friendly atmosphere made it easier for patients to discuss sensitive health issues openly and confidently.

TRUST AND RELIABILITY



Women described ZMCH as a dependable healthcare option where they feel safe, heard, and respected.

SUPPORT FOR UNDERSERVED POPULATIONS



Several women emphasized that ZMCH bridges the gap for those who cannot afford private care, especially in rural or economically disadvantaged areas.

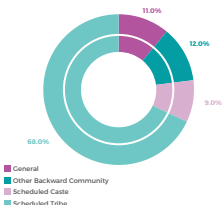
EMPOWERMENT THROUGH HEALTH ACCESS



By offering timely and respectful care, ZMCH empowers women to prioritise their health and make informed choices for their well-being.

THE ROLE OF ZMCH IN ENSURING EQUITABLE HEALTH ACCESS FOR SOCIALLY BACKWARD COMMUNITIES

CHART 2: SOCIAL CATEGORY



HIGH REPRESENTATION OF SCHEDULED TRIBES (68%)

The overwhelming presence of Scheduled Tribe (ST) respondents highlights ZMCH's critical reach into marginalised communities. It indicates that ST populations view ZMCH as an accessible and trusted healthcare provider.



INCLUSIVE HEALTHCARE FOR OBCS AND SCs (21%)

Together, respondents from Other Backward Communities (12%) and Scheduled Castes (9%) form a significant portion of the patient base, further emphasising ZMCH's role in serving socially and economically disadvantaged groups.



BREAKING BARRIERS TO HEALTH ACCESS

Many individuals from socially backward categories face systemic barriers such as financial hardship, lack of transportation, and limited health awareness. ZMCH helps bridge these gaps by offering low-cost, culturally sensitive, and geographically accessible healthcare services.



FIRST POINT OF CONTACT FOR UNDERSERVED POPULATIONS

For many from ST, SC, and OBC backgrounds, ZMCH is often the first—and sometimes only—point of access for medical help, preventive screenings, and maternal or child health services.



TRUST BUILT ON AFFORDABILITY AND RESPECT

Patients from these communities shared that they felt respected and welcomed at ZMCH, without fear of discrimination or neglect—a key factor in their continued reliance on its services.



CATALYST FOR HEALTH EQUITY

ZMCH's ability to reach and serve a diverse patient population, especially those from underrepresented communities, makes it an important instrument of social justice and health equity in the region.

NRC - KEY PERFORMANCE INDICATORS

The Nutrition Rehabilitation Center (NRC) plays a critical role in managing severe acute malnutrition (SAM) cases among children under five through medical and nutritional intervention.

Total Children Admitted	272
Total Bed Strength	10 beds
Admission Rate	115%, indicating high service demand
Bed Occupancy Rate	103.39%, showing optimal use of available beds
Treatment Outcomes	Children completing full 21/14-day stay: 252
Completion Rate	92.46%
Defaulters (left before completion)	5
Average Length of Stay	13.5 days
Average Weight Gain per Child	1,687.3 grams annually (Varies monthly between 99 and 192 grams)
Follow-Up & Community Linkage	4/3 Follow-Up Visits Conducted: 250
Children achieving 15% weight gain in follow-up	244
ASHA Pramanpatra Issued	Documentation by community health workers verifying follow-up
Highest Admissions	June & August (30 children each)
Highest Avg. Weight Gain	June (192.34 g)

Conclusion:

The NRC Dahod has demonstrated effective case management with high bed utilization, successful treatment completion, and strong post-discharge follow-up. This reflects robust coordination between facility staff, ASHA workers, and caregivers to combat malnutrition.

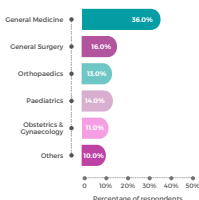
PURPOSE OF VISIT TO DAHOD HOSPITAL



BENEFICIARY INTERACTION

Mushkan Lakhara, a 29-year-old woman, recently gave birth at Zydus Hospital under the PMJAY scheme via a C-section delivery. What's remarkable is that she travelled 70km to receive care, showing her dedication to her health. During her stay, the Zydus Hospital team provided her with exceptional support and comfort, which clearly made a positive impact on her experience. She was impressed with the high-quality care and treatment she received and appreciated the financial assistance provided by the hospital. Overall, her experience was that Zydus Hospital is a trustworthy and caring healthcare provider.

CHART 3: DEPARTMENT/SPECIALITY VISITED AT ZYDUS



The bar graph, titled 'Department /Speciality Visited at Zydus', presents the distribution of respondents across various departments/specialities visited at Zydus. The data reveals a diverse range of departments/specialities utilised by the respondents.

GENERAL MEDICINE



36%

General Medicine is the most frequently visited department, with 36.0% of respondents seeking care in this area. This suggests that a significant proportion of respondents require general medical attention.

GENERAL SURGERY



16%

Respondents who visited the General Surgery department accounted for 16.0% of the study participants. This department is the second most commonly visited speciality.

ORTHOPAEDICS



13%

The Orthopaedics department is visited by 13.0% of the respondents, indicating a notable demand for orthopaedic care.

PAEDIATRICS



14%

Paediatrics is another significant department, with 14.0% of respondents seeking care for children's health issues.

OBSTETRICS & GYNAECOLOGY



11%

The Obstetrics & Gynaecology department is visited by 11.0% of the respondents, highlighting the importance of reproductive health services.

OTHERS



10%

A small proportion of respondents, 10.0%, visited other departments, including TB & Chest DS, ENT, Dentistry, and Dermatology, indicating a range of specialised healthcare needs.



DENTAL EXAMINATION

THE MLC REPORT (2024–2025) FROM ZYDUS MEDICAL COLLEGE & HOSPITAL, DAHOD COVERS MEDICO-LEGAL INCIDENTS RECORDED OVER 12 MONTHS

ZYDUS MEDICAL COLLEGE & HOSPITAL, DAHOD								
(From April 2024 - March 2025 Last 12 Month Report)								
Sr. No.	Month 2024-2025	Total MLC Case	Dog Bite	Snake Bite	Poisoning	Assault (Injury)	Hanging	RTA (Accident)/ Trauma
1	April	644	888	7	40	93	5	230
2	May	524	825	10	27	90	3	168
3	June	600	677	17	22	43	9	145
4	July	665	741	34	33	24	5	161
5	August	645	641	32	44	35	4	105
6	September	454	662	23	32	12	3	53
7	October	703	636	18	16	11	6	175
8	November	781	213	22	22	24	5	245
9	December	740	309	3	26	17	1	72
10	January	736	341	3	41	37	1	117
11	February	673	255	4	21	30	6	165
12	March	1011	249	5	58	56	5	132
	Total	8176	6437	178	382	472	53	1768

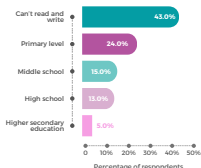
Importance of MLC Reporting:

MLC documentation is essential for:

- Ensuring legal compliance in cases with criminal or suspicious elements.
- Providing evidence in judicial proceedings.
- Supporting public safety initiatives by identifying trends in violence, accidents, and hazardous exposure.

EDUCATION, OCCUPATION AND ECONOMIC STATUS OF THE RESPONDENTS

CHART 4: PERCENTAGE DISTRIBUTION OF RESPONDENTS BY EDUCATION STATUS



The chart, titled 'Percentage Distribution of Respondents by Education Status,' presents the educational background of the respondents. The data reveals a varied distribution of educational levels among the respondents.

“

Vishal Rameshbhai Parmar, a 15-year-old boy, received life-saving treatment at Zydus Hospital for post-viral encephalitis and generalized tonic-clonic seizures.

Despite being a student who had to drop out of school due to his medical condition, Vishal is grateful for the excellent care he received at the hospital. His family, who are daily wage workers earning ₹12,000 per month, appreciate the support provided by the hospital staff. Vishal had to visit the hospital 7-8 times, but the short travel distance of 1.5km made it manageable. He is fully satisfied with his experience and hopes to continue his education soon

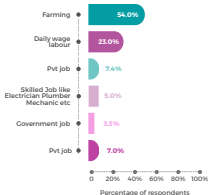
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The chart shows that 43% of respondents are illiterate and only 5% have completed higher secondary education.

This indicates limited access to information, employment opportunities, and financial resources among the less literate population. Free services at ZMCH Dahod are therefore crucial in providing accessible healthcare to economically and educationally disadvantaged groups.

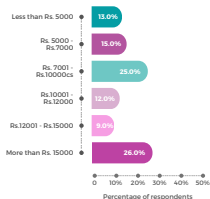
They help reduce health inequalities by removing financial barriers to treatment. Overall, such services improve health outcomes and promote trust in public healthcare systems.

CHART 5: OCCUPATION STATUS OR FAMILY OCCUPATION



The chart, titled 'Percentage of Distribution of Respondents by Occupation,' presents the occupational background of the respondents or respondents' families. The data reveals a diverse range of occupations among the respondents.

CHART 6: MONTHLY INCOME OR MONTHLY FAMILY INCOME



The chart titled 'Monthly Family Income' presents the monthly income of respondents or the family income of the respondents. The data reveals a varied distribution of income levels among the respondents.

INCOME CATEGORIES

The chart shows that 54% of respondents' families depend on farming, and 23% rely on daily wage labour, indicating a predominantly agrarian and low-income background. Only a small fraction is engaged in private jobs (7.4%), skilled jobs (5%), or government jobs (3.3%), reflecting limited access to stable and well-paying employment.

This suggests that most families face economic vulnerability and seasonal income fluctuations, which can limit their ability to afford healthcare. In this context, free services at ZMCH Dahod become essential, helping families manage health needs without financial strain.

The services likely improve community well-being by supporting those dependent on informal and uncertain livelihoods.

The chart on income levels shows that 63% of respondents have a monthly family income below ₹10,000, indicating significant economic vulnerability. Only 26% earn above ₹12,000, highlighting a limited capacity to afford private healthcare. This underlines a strong need for free health services from ZMCH to ensure equitable healthcare access for low-income families.



WHY ZMCH MATTERS FOR THE ECONOMICALLY VULNERABLE POPULATION?

ZMCH AS A LIFELINE FOR THE ECONOMICALLY DISADVANTAGED



For individuals and families with limited or unstable incomes, the cost of healthcare in private hospitals is often unaffordable. ZMCH offers accessible, affordable, and reliable medical care, becoming a vital support system for their health needs.

REDUCES FINANCIAL BURDEN DURING MEDICAL EMERGENCIES



Low-income households are disproportionately affected by even minor health issues due to the associated costs. ZMCH helps ease this burden by providing free or subsidised consultations, medicines, diagnostics, and surgeries, ensuring that economic hardship does not delay or deny treatment.

ENABLES PREVENTIVE AND REGULAR HEALTH CHECK-UPS



Affordable services at ZMCH allow patients from poorer income groups to seek care proactively rather than only during emergencies, which contributes to better overall community health outcomes.

PROMOTES HEALTH EQUITY



ZMCH plays a critical role in bridging the healthcare access gap between the economically privileged and the underprivileged, making sure that quality healthcare is not a privilege but a right for all.



WHAT PATIENTS SHARED?



"We cannot afford private clinics."

Most patients shared that they belong to low-income families, with many earning less than ₹10,000 a month. They expressed how hard it is to manage medical expenses, especially when there are multiple members in the family needing care.



"ZMCH is a lifeline for people like us."

Patients repeatedly mentioned that ZMCH is their only option for treatment. They feel grateful that the hospital offers affordable or free care, which they could never access elsewhere due to financial constraints.



"Private hospitals ask for money we just don't have."

Several patients said they had earlier delayed seeking treatment because of cost. At ZMCH, they feel relieved from the financial burden during illnesses and emergencies.



"Here, we can get medicines and tests without spending anything."

Many respondents shared how ZMCH helps them by providing free medicines, diagnostics, and even surgeries. They believe this is essential for them, especially when income is irregular or insufficient.



"This hospital allows us to get check-ups regularly."

With the low-cost care at ZMCH, some patients said they've started coming in for regular check-ups rather than waiting for serious symptoms. They feel this has helped them manage their health better.



"Poor or rich, everyone is treated equally here."

The patients appreciated that ZMCH treats everyone with dignity, regardless of their income or background. For them, this sense of fair treatment and respect means as much as the medical care they receive.





“

Jambugodavala Faridaben, aged 63 years, says, I've been dealing with diabetes and hypertension for a while now. Earlier, I used to get my meds from Lifeline Private Hospital, which cost me Rs 2,000 every month. But for the past three years, I have been taking my meds from Zydus Hospital, and it has made a huge difference for me. Not only have I gotten excellent care, but I have also saved Rs 2,000 every month. I visit the hospital twice a month, and I have been really impressed with the overall experience. My son supports me financially, and I'm super grateful to have found a reliable and affordable healthcare option at Zydus Hospital.

”

KEY HIGHLIGHTS FROM MANAGEMENT INFORMATION SYSTEM (MIS) REPORT (APRIL 2024 TO MARCH 2025)

Total OPD visits	4.2 lakh+
New Admissions	44,176
Major Surgeries	8,746
Minor Surgeries	40,237
Deliveries	5,895 (3,504 normal, 2,391 LSCS)
X-Rays	1.7 lakh+
Pathology	19.1 lakh+
Biochemistry	18.2 lakh+
Microbiology	2.6 lakh+
Dialysis Sessions	6,636
CT scans	8,371 MRI: 2,357

Source: ZMCH Dahod

Conclusion:

Zydus Medical College & Hospital maintained high patient throughput, comprehensive diagnostics, and strong surgical capacity over the year.

PREFERRED HEALTHCARE FACILITIES AND MEDICAL EXPENSES BEFORE ZMCH

CHART 7: PREFERRED HEALTHCARE FACILITY FOR ACUTE ILLNESS BEFORE VISITING ZMCH



The bar graph titled 'Preferred Healthcare Facility for Acute Illnesses Before Visiting ZMCH' presents preferred healthcare facilities for acute illnesses among the respondents before visiting ZMCH. The data revealed a varied distribution of preferences among the respondents.

PREFERRED HEALTHCARE FACILITIES FOR ACUTE AILMENTS BEFORE ZMCH

PHC/SUB CENTRES



58%

A significant proportion of respondents, 58%, preferred PHC/Sub Centres, indicating that a substantial segment of the population relied on primary healthcare services for acute illnesses.

PRIVATE CLINIC



40%

Respondents who preferred private clinics accounted for 40% of the study participants, demonstrating that a notable proportion of individuals opted for private healthcare services for acute illnesses.

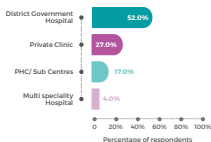
DISTRICT GOVERNMENT HOSPITAL



2%

A very small proportion of respondents, 2%, preferred district government hospitals, indicating that a limited number of individuals relied on government hospitals for acute illnesses.

CHART 8: PREFERRED HEALTHCARE FACILITY FOR CHRONIC ILLNESS BEFORE VISITING ZMCH



The chart titled 'Preferred Healthcare Facility for Chronic Ailments Before Visiting ZMCH' presents the preferred healthcare facilities for chronic ailments among respondents before visiting ZMCH, revealing a varied distribution of preferences.

PREFERRED HEALTHCARE FACILITIES FOR CHRONIC AILMENTS BEFORE ZMCH

DISTRICT GOVERNMENT HOSPITAL



52%

More than half of the respondents preferred district government hospitals, indicating a substantial reliance on government healthcare services for chronic ailments.

PRIVATE CLINIC



27%

Respondents who preferred private clinics accounted for 27% of the study participants, demonstrating a notable proportion of individuals opting for private healthcare services for chronic ailments.

PHC/SUB CENTRES



17%

A smaller proportion of respondents, 17%, preferred PHC/Sub Centres, indicating some reliance on primary healthcare services for chronic ailments.

MULTI-SPECIALITY HOSPITAL



4%

A limited number of respondents, 4%, preferred multi-speciality hospitals, suggesting a smaller segment of the population seeks specialised care for chronic ailments.

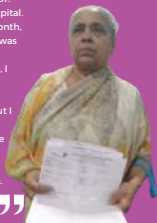
This data highlights the diverse healthcare preferences for chronic ailments, with district government hospitals being the most popular choice, followed by private clinics and PHC/Sub Centres.

“

Lajvantiben Harish Jethvani, aged 64 years, shares her experience,

I've been dealing with high blood pressure and used to get my medication from Dr. Singh Saheb's private hospital. It cost me Rs 1,500 per month, and my monthly income was 15,000. After switching to Zydus Hospital a year ago, I have had a much better experience. Not only do I receive top-notch care, but I also save Rs 1,500 every month. I'm grateful for the compassionate care and financial relief that Zydus Hospital has provided me.

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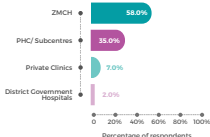


**OPHTHALMOLOGY
DEPARTMENT**

HEALTH FACILITY UTILISATION FOR ACUTE AND CHRONIC DISEASES: PATIENT-REPORTED TRENDS AND INSIGHTS

Patterns of Health Facility Utilisation for Acute Illness: Insights from Patient Responses

CHART 9: CURRENT HEALTHCARE FACILITY ACCESSED FOR ACUTE MEDICAL NEEDS



The chart titled, 'Current Healthcare Facility accessed for Acute Medical Need' presents the preferred healthcare facilities accessed by the respondents currently for Acute Medical Needs.

ZMCH AS THE PRIMARY CHOICE



58%

A majority of respondents (58%) reported seeking care at ZMCH for acute medical needs. This reflects the hospital's critical role in providing specialised and reliable acute care, particularly for serious and urgent health issues. Importantly, many patients travel over 50 km, including from neighbouring states like Rajasthan and Madhya Pradesh, to reach ZMCH. Their reliance on the hospital highlights ZMCH's reputation and trust, especially for high-stakes medical attention that requires better infrastructure and specialist availability.

PHCS/SUBCENTRES FOR LOCAL ACCESS



35%

About 35% of respondents reported visiting Primary Health Centres or Subcentres for acute illnesses. This group often includes those with less severe conditions or those residing in remote locations where travel to ZMCH is not feasible for every health concern. These centres serve as the first point of contact for basic acute care needs.

PRIVATE CLINICS



7%

A smaller proportion of patients (7%) opted for private clinics, often due to proximity, faster service, or personal preferences, especially for minor illnesses or follow-ups. However, this group is limited, likely due to cost considerations for economically weaker patients.

DISTRICT GOVERNMENT HOSPITALS



2%

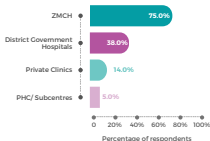
Only 2% of respondents reported accessing district government hospitals, suggesting limited perceived capacity or availability of acute care services in these facilities. This underscores a gap in the strength and reach of district-level healthcare infrastructure.

KEY INSIGHT

While ZMCH remains a central and trusted hub for acute medical care, especially among patients from distant and underserved regions, accessibility and travel distance often influence healthcare-seeking behaviour. For less severe conditions, patients understandably choose more local and convenient facilities, reserving ZMCH for serious, urgent, or specialised care needs.

CURRENT HEALTHCARE FACILITIES ACCESSED FOR CHRONIC DISEASES

CHART 10: HEALTH FACILITY UTILISATION FOR CHRONIC DISEASES: PATIENT-REPORTED TRENDS AND INSIGHTS



The chart titled, 'Current Healthcare Facility accessed for Chronic Medical Need' presents the preferred healthcare facilities accessed by the respondents currently for Acute Medical Needs.

ZMCH is the Preferred Hub for Chronic Disease Management (75%).



An overwhelming 75% of respondents reported accessing ZMCH for chronic and lifestyle-related diseases. This high percentage reflects not only the trust and reputation the hospital holds but also the need for specialised consultation, diagnostics, and follow-up care those chronic illnesses demand—such as for diabetes, hypertension, asthma, or cardiac conditions.



Given the long-term and recurring nature of chronic diseases, patients prefer ZMCH for its comprehensive facilities, availability of specialists, and the possibility of receiving subsidised or affordable care compared to private setups.



Many of these patients travel from neighbouring districts and states, emphasizing the scarcity of equivalent services in their home areas.

District Government Hospitals as a Supplementary Option (38%).



A significant 38% of respondents also access district-level government hospitals, often for continued check-ups, medication refills, or lab tests. This trend suggests that patients may initiate care at ZMCH and subsequently use closer government hospitals for follow-up, reducing travel burden and managing costs.

Private Clinics for Affordability-Convenience Trade-off (14%).



Around 14% of patients turn to private clinics for chronic disease management. This is likely when proximity and quick access are prioritized, especially when patients are unable to make repeated long-distance visits to ZMCH. However, the cost of prolonged care in private clinics likely limits usage, particularly among lower-income groups.

Low Utilisation of PHCs/Subcentres (5%)



Only 5% reported using Primary Health Centres/Subcentres for chronic conditions. This low usage reflects the limited infrastructure, medication stock, and specialist access at these facilities—making them less viable for conditions requiring regular monitoring and adjustments in treatment.

KEY INSIGHT

Chronic disease care demands continuity, affordability, and specialised oversight—which makes ZMCH the most relied-upon facility for a large section of the population, including those from rural and remote areas.

However, for cost-effective maintenance care and logistical convenience, many patients adopt a hybrid approach, alternating between ZMCH and district hospitals, with minimal reliance on PHCs or private clinics unless absolutely necessary.

“

Harish Harilal Jethvani, aged 68, shares his experience

I was managing diabetes with medication from Dr. Singh Saheb's private hospital, but it was costing me Rs 2,200 per month and causing constipation. However, after switching to Zydus Hospital three years ago, I have had a much better experience. Not only do I receive top-notch care, but I also save Rs 2,200 every month. I'm really happy to have found a trustworthy and affordable healthcare option at Zydus Hospital.



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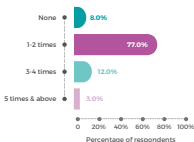
A 35-year-old man, Vanraj Bhabhor, shares his experience

I've been living with Sickle Cell Anemia, and it's been a challenge. I have been admitted to Zydus Hospital three times under the PMJAY scheme - first in 2020 for 15 days, then in 2022 for 7 days, and most recently in 2025 for 4 days. Each time, I have received excellent care and treatment. As a labourer, it is not easy to take time off, but the team at Zydus Hospital has always made me feel supported and understood. I'm grateful for the compassionate care and financial relief that Zydus Hospital has provided me and my family.



”

CHART 11: NUMBER OF HOSPITAL VISITS IN THE PAST YEAR



The chart titled 'Number of Hospital Visits in the Past Year' reveals the frequency of hospital visits among respondents in the past year, highlighting a notable trend in healthcare utilisation.

FREQUENCY OF HOSPITAL VISITS AMONG RESPONDENTS

1-2 TIMES



77%

A significant majority of respondents visited hospitals 1-2 times, suggesting a moderate level of healthcare utilisation.

3-4 TIMES



12%

A smaller proportion of respondents visited hospitals 3-4 times, indicating a higher level of healthcare needs or utilisation.

5 TIMES & ABOVE



3%

A very small proportion of respondents visited hospitals 5 times or more, suggesting a high level of healthcare needs or chronic conditions.

NONE



8%

A small proportion of respondents reported no hospital visits in the past year, indicating a segment of the population with minimal healthcare needs or utilisation.

Implications:



A varied distribution of hospital visits exists among respondents, with a significant majority opting for 1-2 visits.



This may indicate a moderate level of trust and satisfaction with healthcare services or a relatively healthy population.



Respondents with multiple hospital visits may require more attention and support for their healthcare needs.



Johar Bhabhra Wala, aged 70, diagnosed with Sickle Cell Anaemia, shares his experience,

I've been undergoing dialysis and had to manage my health carefully. For the past three years, I have been receiving treatment at Zydus Hospital under the PMJY scheme.

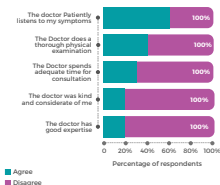


I visit the hospital twice a week, and I am satisfied with the care I have received. The medical team has been supportive and understanding, and I am grateful for the treatment that has helped me manage my condition.



OPINIONS ON VARIOUS SERVICES OF ZMCH

CHART 12A: OPINION ON THE SERVICES OF ZMCH DOCTORS



The data reveals a unanimous level of satisfaction among respondents regarding the services of ZMCH doctors, highlighting a notable trend in patient satisfaction.

PATIENT SATISFACTION WITH ZMCH DOCTORS

PATIENT-CENTERED COMMUNICATION



Doctors at ZMCH are praised for actively listening to their patients without rushing or interrupting. This helps patients feel valued and heard, which is particularly important in communities where patients may struggle to express their symptoms clearly due to limited literacy or language barriers.



I was nervous when I came in, but the doctor sat down and listened to everything I had to say, even the small things. I felt heard for the first time in a long time.

- Smitaben, 37 years old, from Ratlam, Madhya Pradesh, visited the Orthopaedic speciality.



THOROUGH PHYSICAL EXAMINATION



Every patient reported that doctors performed comprehensive physical check-ups rather than making assumptions based on minimal interaction. This contributes to more accurate diagnoses and strengthens patient trust in the medical system.



The doctor didn't just give me medicine after hearing my complaints. She checked my blood pressure and heart and even asked me to walk a little to check my movement. It showed she cared about treating me right.

- Krishna Lal Babu Lal, 70, from Jobat, Alirajpur, Madhya Pradesh, General Medicine



ADEQUATE CONSULTATION TIME



Respondents felt that doctors did not rush through appointments. This allows for more effective diagnosis and treatment, and it also reassures patients who may have several health concerns or questions.



I was surprised how the doctor didn't hurry. He explained my sugar test results slowly and answered all my doubts. I didn't feel like just another patient.

- Jerawabai Abesingh bai Thawkar, 82, Dahod, Gujarat



EMPATHY AND COMPASSION



Beyond clinical treatment, the emotional support offered by doctors plays a crucial role, especially for women and elderly patients. Patients reported feeling emotionally reassured and respected during their consultations.



When I cried about my pain, the doctor held my hand and told me not to worry. He made me feel like I mattered, not just my illness.

- Ramila, 20, Alirajpur, Madhya Pradesh, ENT



MEDICAL EXPERTISE



Respondents across the board expressed confidence in the doctors' diagnostic ability and treatment outcomes. Many patients have shown improvement or recovery, further reinforcing this trust.

“

I went to many clinics for my kids' fever, but only here did the doctor correctly diagnose it as Jaundice. He's healthy now, and we only trust ZMCH.

- Dimplaben Parmar, 23 years old, Dahod, Gujarat Paediatrics

”

These insights highlight how trust, time, respect, and accurate care define the patient-doctor relationship at ZMCH, making it a preferred and dependable healthcare facility for underserved communities.

Implications:



ZMCH doctors' services are viewed overwhelmingly positively by respondents, with 100.0% agreement across all aspects of care.



This suggests a high level of trust and satisfaction with the healthcare services provided by ZMCH doctors, which can lead to improved health outcomes and patient loyalty.



The findings highlight the importance of maintaining and enhancing the high standards of care and patient-centred approach demonstrated by ZMCH doctors.

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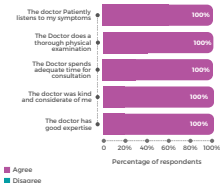
Geravabai Abhesingbhai Thakar, an 82-year-old woman, has been receiving care at Zydus Hospital for various health issues, including lower respiratory tract infections, LVF, and hypertension. Despite her advanced age, she has had an excellent experience at the hospital, having visited 10-12 times previously.

The short travel distance of just 1km made it convenient for her to receive treatment. She appreciates the care and support provided by the hospital staff, and her overall experience has been outstanding.

”



CHART 12B: OPINION ON THE SERVICES OF ZMCH DOCTORS



The data reveals a unanimous level of satisfaction among respondents regarding the services of ZMCH Nursing staff, highlighting a notable trend in patient satisfaction.

RESPECTFUL CARE



96%

Almost all the respondents shared that nursing staff treat them with respect, regardless of their background, age, or appearance. This is especially crucial in a diverse district like Dahod, where many patients come from tribal or economically disadvantaged communities. Respectful interactions build trust and reduce fear or hesitation in seeking care.



The nurse always spoke to me politely, never shouted or scolded me, even when I couldn't understand something. I felt treated like a human being.

- Mansi Dawar, 52, Alirajpur, M.P., Obstetrics and Gynaecology



EMPATHETIC CARE



96%

Patients described the nursing staff as not just medically helpful but emotionally supportive. When patients are anxious, in pain, or afraid—especially during injections, IVs, or wound care—the calm and compassionate presence of nurses makes a big difference in their healing journey.



The nurse gently consoled me when I was crying in pain. She wiped my tears and said, 'Don't worry, we are here for you.' That gave me strength.

- Sheetalben Damor, 21 years, from Limkheda, Gujarat, visiting the Ob & Gynaecology



TRANSPARENT COMMUNICATION



95%

Most of the respondents appreciated how nurses clearly explained what treatments or procedures were being done. This reduced confusion, fear, and misinformation and made patients feel included in their care process.



Before I was taken to the operating theatre, the nurse told me what it was for and how it would help. I felt safe because I knew what was happening.

- Vishal bhai Samudabhai, 19, Dungri saliya, from Dahod, General Surgery.



COMPETENT CARE



97%

All respondents expressed confidence in the nurses' skills—from dressing wounds, giving injections, managing IVs, and handling medical equipment. Many patients equated their smooth recovery to the efficient and capable nursing staff.



I experienced the truly competent care of the nurse during my treatment. She was alert, quick to respond, and knew exactly what needed to be done. Her support gave me confidence and helped me recover faster.

- Rupa ben Gula bhai, 50, Kalakhunt, Dahod, Gujarat (TB and Chest)



PATIENT EDUCATION



95%

Nurses consistently explained how and when to take medicines, dietary instructions, and warning signs to watch for post-discharge. This empowered patients to take charge of their own recovery and helped reduce readmissions.

“

The nurse wrote down the names of all my tablets and what time to take them, and explained it to my daughter, too. We were clear about what to do at home.

- Leelaben Damod, 26, Dhanpur, Gujarat, OB& Gynaec.

”

These findings reflect how the nursing staff at ZMCH not only provide clinical care but also build a foundation of trust, compassion, and patient empowerment—especially important in a high-volume public hospital catering to vulnerable populations.



ENT OPD

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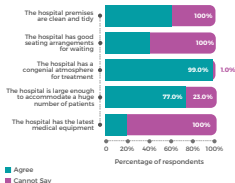
Maganbhai Ninama, a 65-year-old labourer from Santranpur, Mahisagar district, Gujarat,

received treatment at Zydus Hospital for HBS Ag+ve, liver disease, and portal hypertension. He travelled 70km, incurring expenses of ₹150-200, to receive care. Despite his limited monthly income of ₹5,000-7,000, Maganbhai is satisfied with the care he received. This was his fifth visit to the hospital, and he appreciated the support provided by the staff. Maganbhai values the care he received at Zydus Hospital



”

CHART 12C: OPINION ON ZMCH INFRASTRUCTURE AND FACILITIES



The data reveal an overwhelmingly positive perception of ZMCH infrastructure and facilities among respondents, with high levels of satisfaction reported across most aspects of care.

PATIENT SATISFACTION WITH ZMCH INFRASTRUCTURE AND FACILITIES

“

I recently visited ZMCH for treatment and was thoroughly impressed. The hospital premises were spotless and well-maintained, which immediately gave me a sense of comfort. The waiting area had ample seating and was very comfortable, making the experience a lot less stressful. The staff were supportive, and the overall environment was calm and congenial – it really made a difference in my recovery. I also noticed that the hospital is equipped with modern medical technology, which gave me confidence in the care I was receiving.

- Maneesha Ben Ramesh Bhai Chouhan, 29 years old, Dahod, Orthopaedic.

”

CLEANLINESS AND HYGIENE



100%

of respondents reported that the hospital premises are clean and tidy, indicating a high level of attention to maintenance and hygiene.

COMFORTABLE WAITING AREA



100%

of respondents reported that the hospital has good seating arrangements for waiting, suggesting a comfortable and convenient experience for patients and visitors.

SUPPORTIVE ENVIRONMENT



99%

of respondents reported that the hospital has a congenial atmosphere for treatment, highlighting a strong emphasis on creating a supportive and calming environment for patients.

ADEQUATE CAPACITY



77%

of respondents reported that the hospital is large enough to accommodate a huge number of patients, indicating a generally positive perception of the hospital's capacity.

MODERN MEDICAL EQUIPMENT



100%

of respondents reported that the hospital has the latest medical equipment, suggesting a high level of confidence in the hospital's ability to provide modern and effective care.

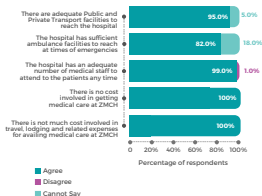
“

ZMCH truly lives up to its reputation. From the moment I entered, I was struck by how clean and organized everything was. The environment was so welcoming and peaceful, which helped ease my anxiety about the treatment. The hospital is equipped with the latest medical equipment, and the staff ensures everything runs smoothly. Although the hospital was quite busy, it still managed to accommodate everyone efficiently. I would highly recommend ZMCH to anyone seeking quality healthcare.

- Bhuriben Kalsingh bhai Palas, 70, Nenki, Dahod, General Medicine.

”

CHART 12D: OPINION ON ACCESSIBILITY, MEDICAL STAFF, AND COST OF CARE AT ZMCH



The data reveals a positive perception of ZMCH in terms of accessibility, medical staff, and cost of care.

PATIENT SATISFACTION WITH ACCESSIBILITY, MEDICAL STAFF, AND COST OF CARE AT ZMCH

ACCESSIBLE LOCATION



95%

of respondents reported that there are adequate public and private transport facilities to reach the hospital, indicating a high level of accessibility, while 5% were unsure.

EMERGENCY SERVICES



82%

of respondents reported that the hospital has sufficient ambulance facilities to reach at times of emergencies, suggesting a generally positive perception of emergency services, while 18% were unsure.

“

Khujibhai Mohanbhai Patel, a young farmer, recently underwent surgery at Zydus Hospital for a right leg bone fracture after a bike accident. He travelled 25km to receive care and was impressed with the treatment he received under the PMJAY scheme. The orthopaedic team provided excellent care, and Khujibhai was satisfied with the outcome of his surgery, which took place on February 24, 2025. His experience with Zydus Hospital was very good, and he is grateful for the service.

”

ADEQUATE MEDICAL STAFFING



99%

of respondents reported that the hospital has an adequate number of medical staff to attend to patients at any time, indicating a high level of confidence in the hospital's staffing, while 1% disagreed.

FREE OF COST MEDICAL CARE



100%

of respondents reported that there is no cost involved in getting medical care at ZMCH, suggesting that the hospital provides free or affordable medical care.

REASONABLE TRAVEL AND LODGING COSTS



82%

of respondents reported that there is not much cost involved in travel, lodging, and related expenses for availing medical care at ZMCH, indicating a generally positive perception of the overall cost of care, while 9% disagreed and 9% were unsure.

“

Mansing Kaliya Tadvi, a 45-year-old farmer, recently received treatment at Zydus Hospital for abdominal pain and gastritis. He travelled 40km to get there but was grateful for the care and support he received from the hospital team. The fact that the treatment was free was a big help, and he appreciated the efforts of the hospital staff to alleviate his symptoms. His experience with Zydus Hospital was positive, and he would recommend it to others.

”

“

Ramvhand Limbabhai Rathod, a 54-year-old farmer earning a monthly income of ₹7,000-8,000, has been receiving care at Zydus Hospital for hypertension, COPD, and a lower respiratory tract infection. He has visited the hospital 4-5 times and is satisfied with the treatment he has received. M Ramvhand is satisfied with the care and support provided by the hospital staff. His overall experience has been good, and he appreciates the efforts of the hospital to help him manage his health conditions.

”

FINAL REFLECTIONS



The development of Zydus Medical College and Hospital (ZMCH) has brought a profound shift in the healthcare landscape of Dahod and surrounding regions. By providing quality, affordable, and accessible medical services, ZMCH has improved health outcomes, empowered underserved communities, and built lasting confidence in institutional healthcare. The success of ZMCH demonstrates that well-planned healthcare initiatives can significantly strengthen community well-being and bridge long-standing gaps in healthcare access.

05. OECD FRAMEWORK



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

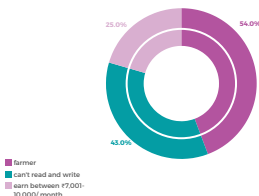


RELEVANCE

Alignment with felt needs of the region.

The Zydus Medical College and Hospital (ZMCH) in Dahod addresses significant healthcare disparities in the region. Prior to 2017, the area lacked tertiary healthcare services, exacerbating the vulnerability of the local population.

CHART: KEY HIGHLIGHTS OF THE DEMOGRAPHY OF THE RESPONDENTS



The experiences of the respondents clearly highlight the relevance and importance of ZMCH services in their lives:



REACHING MARGINALISED COMMUNITIES

With 68% of the respondents belonging to Scheduled Tribes, the services offered by ZMCH have proven effective in reaching communities that have traditionally remained underserved. The centre's presence has helped overcome barriers related to geographic isolation and cultural exclusion by offering accessible, community-based care.



SERVING LOW-INCOME HOUSEHOLDS

All respondents reported monthly earnings below ₹15,000, making affordability a key concern. In this context, the support provided through ZMCH has been vital. By delivering services that are either free or low-cost, ZMCH has addressed a critical gap in healthcare access for economically vulnerable families.



SUPPORTING LESS LITERATE POPULATIONS

With 43% of the population being illiterate, the way ZMCH communicates and engages with the community has been crucial. Respondents shared how they have benefited from the use of simple language, visuals, and direct community outreach efforts, making health and related services more understandable and usable.



FOCUSING ON WOMEN'S NEEDS

Nearly half of the respondents (47%) are women, many of whom have accessed services related to maternal health, childcare, nutrition, and hygiene. The centre's efforts to create a safe, inclusive, and responsive environment for women have been especially appreciated by female respondents.

The study observed that at ZMCH, treating people with kindness and respect is at the heart of everything the hospital does.

The staff aren't just skilled - they've been trained to truly care and connect with patients. They speak the local language, understand the community's culture, and make sure people feel seen and heard.



COHERENCE

The Zydus Medical College and Hospital (ZMCH) has demonstrated coherence in its operations, aligning with national goals, health infrastructure, and community programs.

Alignment with National Goals

ZMCH is aligned with national goals, such as the Pradhan Mantri Jan Arogya Yojana (PMJAY) and Sustainable Development Goals 3, 1, 10 and 4 (SDG 3, SDG 10, SDG 1, SDG 4), ensuring that its services contribute to broader healthcare objectives.



List of Sustainable Development Goals (SDGs) and sub-goals aligned with the Zydus Medical College & Hospital (ZMCH) Project:



SDG 3: Good Health and Well-being

Goal: Ensure healthy lives and promote well-being for all at all ages.

3.1 – Reduce maternal mortality

ZMCH provides free maternity services, including C-section deliveries under PMJAY. It reduces maternal deaths through institutional deliveries and emergency obstetric care.

3.2 – End preventable deaths of newborns and children under 5

Through pediatric services and the Nutrition Rehabilitation Centre (NRC), ZMCH treats pneumonia, SAM, and other childhood diseases.

3.3 – End epidemics of AIDS, tuberculosis, malaria, and neglected tropical diseases

ZMCH screens and treats communicable diseases like TB and hepatitis, especially among tribal populations.

3.4 – Reduce premature mortality from NCDs

Chronic conditions like diabetes, hypertension, and COPD are managed through regular OPD, diagnostics, and medications.

3.8 – Achieve universal health coverage

ZMCH provides completely free tertiary medical services under government schemes like PMJAY, ensuring access to underserved communities.

3.9 – Increase health workforce and capacity

As a medical college, ZMCH trains doctors, nurses, and paramedics, increasing the number of skilled health personnel in the region.



SDG 1: No Poverty

Goal: End poverty in all its forms everywhere

Aligned Sub-goals:

1.4 – Ensure access to basic services for all

ZMCH reduces out-of-pocket medical expenses through free diagnostics, surgeries, and consultations for marginalised populations.

1.5 – Build resilience of the poor to climate-related and health shocks

Access to quality healthcare allows poor families to recover from illness faster without falling deeper into poverty.



SDG 10: Reduced Inequalities

Goal: Reduce inequality within and among countries

10.2 – Empower and promote the inclusion of all

68% of ZMCH patients are from Scheduled Tribes. The hospital bridges health access gaps for marginalised communities.

10.3 - Ensure equal opportunity and reduce inequalities of outcome

Free access to healthcare and diagnostics at ZMCH improves health outcomes regardless of social or economic status.



SDG 4: Quality Education

Goal: Ensure inclusive and equitable quality education.

4.4 - Increase relevant skills for employment

ZMCH trains future healthcare workers, equipping them with the skills needed in rural and underserved areas.

Policy and Programmatic Synergy

NRC Alignment with ICDS and POSHAN Abhiyaan: The Nutrition Rehabilitation Centre (NRC) aligns with the Integrated Child Development Services (ICDS) and POSHAN Abhiyaan, ensuring that its services are integrated with broader nutrition and health initiatives.

In conclusion, ZMCH operates as a coherent, integrated facility that harmonizes with health policy frameworks and enhances system-wide performance. Its alignment with national goals, integration with health infrastructure, and commitment to community-based care demonstrate its commitment to providing high-quality, patient-centred services that meet the needs of the community it serves.



EFFECTIVENESS

The Zydus Medical College and Hospital (ZMCH) has demonstrated significant effectiveness in achieving its health goals, as evident from the following key performance indicators:

Achievement of Health Goals

OPD Footfall: Over 4.2 lakh patients visited the hospital in 2023-24, indicating a high demand for healthcare services.

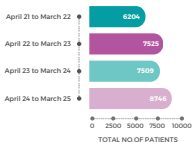
Admissions: 44,176 new patients were admitted, showcasing the hospital's capacity to provide inpatient care.

Surgeries: 8,746 major and 40,237 minor surgeries were performed, highlighting the hospital's surgical capabilities.

Deliveries: 5,895 deliveries were conducted, including 2,391 Lower Segment Caesarean Sections (LSCS), demonstrating the hospital's maternity services.

The data shows a steady increase in major surgeries performed at ZMCH over the past four years, with a slight dip in the third year.

CHART: MAJOR SURGERIES COUNT TREND



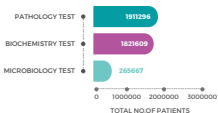
Yearly Breakdown

- April 21 to March 22: 6,204 patients underwent major surgeries.
- April 22 to March 23: The number increased to 7,525 patients, representing a 21% rise from the previous year.
- April 23 to March 24: The number slightly decreased to 7,509 patients, a minor 0.2% drop.
- April 24 to March 25: The number surged to 8,746 patients, marking a 16% increase from the previous year and a 41% rise since the first year.

Overall Trend

The total number of major surgeries performed at ZMCH has consistently increased over the four-year period, with a significant overall growth of 41% from the first year to the last. This upward trend suggests an expanding healthcare capacity and possibly an increasing reliance on ZMCH for major surgical procedures in the region.

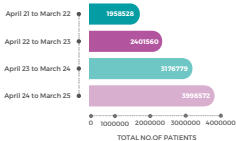
CHART: LAB INVESTIGATIONS BREAKDOWN



Lab Investigation Breakdown.

- **Pathology Test:** 1,911,296 patients underwent pathology tests, accounting for approximately 47.8% of the total lab investigations.
- **Biochemistry Test:** 1,821,609 patients underwent biochemistry tests, accounting for around 45.6% of the total lab investigations.
- **Microbiology Test:** 265,667 patients underwent microbiology tests, making up about 6.6% of the total lab investigations.

CHART: LAB INVESTIGATION COUNT TREND



The data shows a steady increase in lab investigations over the past four years.

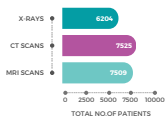
Yearly Breakdown

- April 21 to March 22: 1,958,528 patients underwent lab investigations.
- April 22 to March 23: The number increased to 2,401,560 patients, representing a 22.5% rise.
- April 23 to March 24: The number further increased to 3,176,779 patients, a 32.3% rise.
- April 24 to March 25: The number surged to 3,998,572 patients, marking a 25.8% increase.

Overall Trend

The total number of lab investigations has consistently increased over the four-year period, with an overall growth of 104% from the first year to the last.

CHART: RADIOLOGY INVESTIGATIONS BREAKDOWN



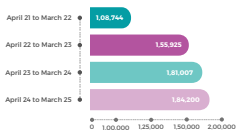
X-Rays: 173,562 patients underwent X-ray investigations.

CT scans: 8,371 patients underwent CT scans.

MRI Scans: 2,357 patients underwent MRI scans.

The total number of radiology investigations conducted is 22,550.

CHART: RADIOLOGY INVESTIGATIONS TREND



Radiology Investigations Trend

The data shows a steady increase in radiology investigations over the past four years.

Yearly Breakdown

April 21 to March 22: 108,744 patients underwent radiology investigations.

April 22 to March 23: The number increased to 155,925 patients, representing a 43.5% rise.

April 23 to March 24: The number further increased to 181,007 patients, a 16.1% rise.

April 24 to March 25: The number slightly increased to 184,290 patients, a 1.8% rise.

Overall Trend

The total number of radiology investigations has consistently increased over the four-year period, with an overall growth of 69.5% from the first year to the last.

Clinical Services Use

General Medicine: 36% of visits were for general medicine, indicating a high demand for primary care services.

Paediatrics: 14% of visits were for paediatrics, showcasing the hospital's focus on child healthcare.

General Surgery: 16% of visits were for general surgery, highlighting the hospital's surgical capabilities.

Special Programs - NRC Impact

Severe Acute Malnutrition Treatment: 272 children were treated for Severe Acute Malnutrition, demonstrating the hospital's focus on addressing critical health issues.

Bed Occupancy: 103.39% bed occupancy rate indicates high demand and trust in the hospital's services.

Treatment Completion Rate: 92.46% treatment completion rate showcases the hospital's effectiveness in providing quality care.

Discharge Weights and ASHA Linkage: Consistent monthly improvements in discharge weights and ASHA linkage indicate systemic success in addressing health issues.

Satisfaction Ratings

Doctors: 100% of respondents provided positive feedback for doctors, highlighting the hospital's focus on patient-centred care.

Nurses: 96% of respondents provided positive feedback for nurses, showcasing the hospital's commitment to quality nursing care.

Recommendation: 93% of respondents would definitely recommend ZMCH to others, indicating high patient satisfaction.

To conclude, ZMCH has effectively fulfilled its objectives across clinical services, preventive health, patient satisfaction, and capacity-building, demonstrating its commitment to providing quality healthcare services to the community.



EFFICIENCY

The Zydus Medical College and Hospital (ZMCH) demonstrates remarkable efficiency in service delivery through strategic planning, staffing, and patient-centric processes. Key aspects of its efficiency include:

PUBLIC-PRIVATE SYNERGY

Resource-Sharing: The Public-Private Partnership (PPP) between the Gujarat Government and Zydus Foundation enables resource-sharing, reducing duplication of efforts and costs.

Efficient Capital Investment: The PPP model allows for efficient capital investment, ensuring that resources are utilised effectively.

Minimised Duplication: The partnership minimises duplication of services, ensuring that patients receive comprehensive care without unnecessary repetition.

Financial Efficiency: Treatments under PMJAY and CSR Support: Treatments under Pradhan Mantri Jan Arogya Yojana (PMJAY) and Corporate Social Responsibility (CSR) support ensure minimal to zero out-of-pocket expenditure for patients.

Average Savings: Patients save an average of ₹1,500-2,000 per month, especially for chronic conditions like diabetes and hypertension.

Reduced Financial Burden: The hospital's financial model reduces the financial burden on patients, making healthcare more accessible and affordable.

Staffing and Service Load:

350 Doctors and 500 Nurses: The hospital has a team of 350 doctors and 500 nurses, ensuring adequate staffing to manage over 1,000 beds.

Structured Workforce Utilisation: The hospital's staffing model is structured and efficient, allowing for optimal workforce utilisation.

High Footfall and Minimal Wait Times: The hospital's operational excellence is reflected in its high footfall and minimal wait times, indicating efficient service delivery.

MANAGEMENT INFORMATION SYSTEM

Real-Time Data Monitoring: The hospital uses real-time data monitoring to track patient care and services.

Patient Feedback Systems: Patient feedback systems are in place to ensure that patient concerns are addressed promptly.

Digital Diagnostics: Digital diagnostics streamline decision-making and performance tracking, enabling the hospital to respond quickly to changing patient needs.

COST-BENEFIT FOR COMMUNITY

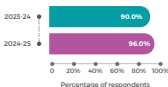
Fewer Repeat Visits: The hospital's efficient service delivery model reduces the need for repeat visits, saving patients time and money.

Decreased Private Clinic Dependence: The hospital's services reduce dependence on private clinics, resulting in significant social cost savings for the community.

ZMCH exhibits remarkable efficiency in service delivery through strategic planning, staffing, and patient-centric processes. Its public-private synergy, financial efficiency, staffing and service load, MIS use, and cost-benefit for the community all contribute to its operational excellence.

**IMPACT****Health Impact**

Dramatic Improvement in Treatment: ZMCH has led to a dramatic improvement in the treatment of acute and chronic conditions, ensuring that patients receive timely and effective care. This is evident in the hospital's high patient satisfaction rates and improved health outcomes, which have significantly reduced morbidity and mortality rates in the region.

CHART: PATIENT SATISFACTION TREND

Patient satisfaction is trending upward, with a notable increase from 90% in 2023-24 to 96% in 2024-25. This 6% rise suggests significant improvements in patient care and experience.

NRC's Impact on Malnutrition: 244 children achieved >15% weight gain during follow-up (a positive nutritional recovery marker)

The Nutrition Rehabilitation Centre (NRC) has significantly lowered the malnutrition burden in tribal children, addressing a critical health issue in the region. The NRC's comprehensive approach, which includes nutritional counselling, medical care, and follow-up support, has helped to improve the health and well-being of these vulnerable children.

Emergency Services: The hospital's emergency services are well-utilised, particularly for trauma, Road Traffic Accidents (RTA), and maternal emergencies, providing critical care to those in need. The hospital's emergency department is equipped with state-of-the-art facilities and staffed by experienced healthcare professionals, ensuring that patients receive prompt and effective treatment.

ECONOMIC IMPACT

Major Cost Savings: Patients have experienced major cost savings, with an average reduction of Rs. 1500 per outpatient visit, making healthcare more affordable and accessible. This significant cost savings has helped to reduce the financial burden on households, enabling them to allocate their resources more effectively.

Replacement of Expensive Private Options: For many patients, accessing care at ZMCH has replaced expensive private options, reducing the financial burden on households. The hospital's affordable pricing model has made it possible for patients to receive high-quality care without breaking the bank.

SOCIAL IMPACT

Overcoming Literacy Constraints: The hospital's empathetic communication and outreach efforts have overcome literacy constraints, ensuring that patients can understand and navigate the healthcare system. The hospital's healthcare professionals use simple and clear language to communicate with patients, making it easier for them to understand their treatment options and make informed decisions.

Strengthened ASHA and Community Linkages: ZMCH has strengthened linkages with ASHA workers and the community, promoting health awareness and education. The hospital's community outreach programs have helped to build trust and rapport with the community, enabling them to access healthcare services more effectively.

SYSTEMIC IMPACT

Shift in Healthcare-Seeking Behaviour: There has been a significant shift in healthcare-seeking behaviour, with ZMCH now accounting for 96% of patient preference, replacing district hospitals and Primary Health Centres (PHCs). This shift is a testament to the hospital's commitment to quality healthcare and its reputation for providing effective and compassionate care.

The program's health, economic, and social impacts are profound, contributing to systemic transformation in regional health-seeking behaviour and service expectations. ZMCH's efforts have led to improved health outcomes, increased access to care, and significant cost savings, making it a model for healthcare delivery in the region. The hospital's commitment to quality healthcare, community engagement, and patient-centred care has earned it a reputation as a trusted healthcare provider, and its impact will continue to be felt for years to come.



SUSTAINABILITY

The sustainability of Zydus Medical College and Hospital (ZMCH) is crucial to ensuring the long-term benefits of its healthcare services. Sustainability is defined as the likelihood that the benefits of ZMCH will continue over the long term.

Institutional Sustainability: Creating Local Health Professionals: As a medical college, ZMCH is well trained health professionals, ensuring higher Doctor- patient ratio availability in the region and providing Quality health care to the community.

Institutional Partnerships: As a Brown Field model, ZMCH gets Government's support for the first five years of its operations only. But the infrastructure and the resources created continue to offer benefits to the people of Dahod and the nearby places.

POLICY SUSTAINABILITY

National Healthcare Schemes: ZMCH also offers Healthcare schemes like the Pradhan Mantri Jan Arogya Yojana (PMJAY), ensuring cost recovery to the Hospital to an extent. This support enables the hospital to provide affordable healthcare services to a larger population.

TUITION FEE FOR THE MEDICAL STUDENTS

The Tuition fee collected from the medical students also offers a stream of revenue for sustaining the operations of the ZMCH.

Through the above mechanisms, ZMCH ensures sustainability of its operations to a certain extent.



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

CHAPTER 6

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

MAJOR FINDINGS

This section highlights the major findings of school renovation based on quantitative and qualitative studies with the students, parents, teachers, and management of B.G. Chavda Senior Secondary School, Changodhar.

CONDITION OF THE SCHOOL BEFORE RE-CONSTRUCTION

The Managing Trustee of the Shri B.G. Chavda Secondary and Higher Secondary School recalled the school's dire condition before the re-construction work undertaken by Zydus. "The school's infrastructure was in shambles - the roof was crumbling, windows and doors were broken, and there were no fans, lights, or toilets. The lack of benches forced students to sit on the floor, and the noise from adjacent classrooms made teaching challenging. We had to use the cultural hall as a makeshift classroom. However, with the help of Zydus, we were able to revive and reconstruct the school, providing a conducive learning environment for our students. The re-construction was a collaborative effort, and I am grateful for the support from the staff, teachers, and parents. Today, our school is thriving with 362 students and a dedicated staff of 9.

BEFORE RENEWAL



AFTER RENEWAL



SDGs aligned with the project



STUDENT PROFILE: RESPONDENTS' GENDER DISTRIBUTION

GIRLS



51.3%

of the study participants were girls. It shall be noted here that the re-construction of the school building was reported to have resulted in many gender-specific benefits to the girl students, which are discussed in the study.

BOYS



48.8%

An almost equal percentage of boys participated in the study, and the study recorded multifarious benefits as they reported.

“

We used to feel shy and uncomfortable because there were no separate toilets. Now we have new, clean, private toilets, and I do not worry anymore. I can attend school every day, even during my period.

- Student of Class 9

”

SOCIAL CATEGORY OF STUDENTS: EMPOWERING HISTORICALLY DISADVANTAGED COMMUNITIES

The data reveals that a significant majority (85%) of the students belong to historically disadvantaged communities—Scheduled Castes, Scheduled Tribes, and Backward Communities. These groups have traditionally faced systemic barriers to quality education and infrastructure.

The school renovation thus represents a critical step in bridging educational inequalities. Improved classrooms, sanitation, and access to technology provide an enabling environment for these students. As reported, this intervention has boosted their attendance, confidence, and sense of inclusion in mainstream education.

FAMILY MONTHLY INCOME: ECONOMIC DIVERSITY AMONG RESPONDENTS

The data reveals a predominantly low to lower-middle-income demographic, with 61.2% earning Rs. 10,000–20,000 monthly. 30% fall into the Rs. 20,000–30,000 range, reflecting modest middle-income representation. Only 8.8% of families report earnings above Rs. 30,000, indicating fewer upper-middle and high-income respondents. This distribution suggests economic vulnerability among most respondents, with limited financial mobility.

NEW SCHOOL BUILDING: ENABLING ACCESS TO ESSENTIAL AMENITIES

When participants were asked about the essential amenities introduced through the construction of the new school building, the following responses were recorded.

BETTER CLASSROOMS



100%

The new building offered better-designed classrooms with appropriate seating and learning spaces, which were previously lacking. This has made classroom learning more organised and student-friendly.

SCIENCE AND COMPUTER LABORATORIES



95%

A significant majority of respondents reported improvements in science and computer laboratories, indicating a strong focus on enhancing facilities for hands-on learning experiences.

CLEAN DRINKING WATER FACILITIES AND RENOVATED TOILETS/SANITATION FACILITIES



88.8%

Clean drinking water stations and proper toilets with sanitation facilities became available after the construction of the new building.

LIBRARY WITH BOOKS AND READING MATERIALS



76.3%

A new library stocked with books and reading materials was established as part of the new building setup. This has provided students with access to resources for reading and self-learning, which was previously unavailable.

Top 3 Improvements

- Better Classrooms: 100%
- Science Labs: 95.0%
- Renovated Toilets and Sanitation Facilities: 88.8%

“

I'm really happy to see the changes in my school. The new classrooms, toilets, and labs are super cool. I am enjoying learning more now, and the atmosphere feels more positive. I feel safe and comfortable coming to school. This initiative has made a big difference for my friends and me. I'm giving it a 5-star rating.

- A student of the 11th standard

”

REIMAGINED LEARNING SPACES: ENHANCING AESTHETICS AND AMBIENCE

When participants were asked about the changes in aesthetics and ambience after re-construction, the following responses were recorded:

WELCOMING CLASSROOMS



96%

The re-construction has led to more organised and vibrant classrooms, highlighting the development of a welcoming and engaging learning environment.

CLEAN AND WELL MAINTAINED



94%

The school appears cleaner and better maintained, indicating a focus on improving the overall appearance and ambience of the school.

POSITIVE FIRST IMPRESSION



92%

The school looks more visually appealing and welcoming, highlighting the importance of creating a positive first impression through modernisation.

REBUILT FOR SAFETY: A SECURE LEARNING ENVIRONMENT

When participants were asked about the impact of re-construction on school safety, the following key aspects emerged:

STRENGTHENED INFRASTRUCTURE

**96%**

The re-construction of classrooms and building structures has resulted in stronger walls and safer roofs, significantly enhancing the overall safety of the school premises.

SAFE PLAY AREAS

**88%**

Well-maintained playgrounds and open spaces have been a major contributor to improved safety, promoting a healthy environment that encourages physical activity and recreation.

ENHANCED SECURITY

**88%**

The installation of a proper compound wall has notably improved safety, ensuring a secure environment for students and staff.

HEALTHIER FACILITIES

**90%**

The provision of cleaner and more hygienic facilities have ensured safety, creating a healthy environment that supports the well-being of students and staff.

ENHANCED ACADEMIC EXPERIENCE

The new school building has made it easier for students to access books, computers, and other learning materials. This has helped them do better in their studies.

ACCESS TO EDUCATIONAL RESOURCES

**92%**

The new school building has made it easier for students to access books, computers, and other learning materials. This has helped them do better in their studies.

CONDUCTIVE LEARNING ENVIRONMENT

**88%**

The improved school setting has helped students concentrate more and learn better. It has created a space that supports good academic performance.

INCREASED ENGAGEMENT

**84%**

More students are now attending school regularly and taking part in activities. They feel more interested and involved in their learning.

INCREASED SENSE OF COMFORT

**88%**

The new building has made students feel more comfortable at school. This comfort has helped them study better and enjoy learning in a positive environment.

REVITALISED HYGIENE STANDARDS: A HEALTHIER SCHOOL ENVIRONMENT

When participants were asked about the changes in school hygiene after re-construction, the following responses were recorded:

BETTER SANITATION



86%

The re-construction efforts have led to better sanitation facilities, including improved toilets and handwashing stations, enhancing student health and well-being. This upgrade has significantly contributed to a healthier environment.

CLEANER PREMISES



88%

Cleaner classrooms and school premises have been reported, highlighting the importance of maintaining a clean and healthy learning environment. This change has positively impacted students' overall experience.

CLEAN DRINKING WATER



96%

The availability of clean drinking water has been reported, providing students with access to safe and healthy drinking water. This amenity is essential for students' health and well-being.

HYGIENE AWARENESS



86%

Increased awareness and promotion of hygiene practices among students and staff have been noted, encouraging healthy habits and behaviours. This awareness is vital for sustaining a clean and healthy school environment.

BOOSTING ATTENDANCE: THE IMPACT OF SCHOOL RE-CONSTRUCTION

When students were asked about the impact of the school re-construction intervention on their absenteeism, the following responses were recorded:

IMPROVED STUDENT ATTENDANCE



96%

A significant majority reported a reduction in absenteeism following the intervention. Students attributed this improvement to the enhanced school environment, which motivated them to attend school more regularly. The upgraded facilities created a more welcoming and engaging atmosphere that positively influenced daily attendance.

NO CHANGE



4%

A small proportion of students reported no noticeable change in their absenteeism. However, overall feedback strongly indicated that the intervention was highly successful in improving student attendance rates.

“

I'm really happy with the safety improvements in school. The better lighting, safety measures, and clean drinking water make me feel secure. We are loving the new and improved school vibe!

- Testimony of an 11th grader

”

PARENTS' PERSPECTIVES ON SCHOOL REVIVAL

The reconstruction of the school has brought about a substantial transformation, not only in the physical infrastructure but also in the overall atmosphere of learning, safety, and student well-being. With new facilities and an improved environment, parents have witnessed a positive shift in their children's educational experiences and emotional development.

MODERN INFRASTRUCTURE AND ENHANCED LEARNING TOOLS

With the development of new and enhanced classrooms, science and computer laboratories, and access to educational materials, students are now exposed to hands-on, modern learning that nurtures curiosity and boosts academic performance.

FROM THE PARENTS' PERSPECTIVE

Now the school has a proper science and computer lab. My child is more interested in studying and tells me about experiments they do.

The classrooms and other places look advanced and nice after reconstruction, which helps the children study better.

Newly built classrooms with better lighting, ventilation, and seating have created a more comfortable environment conducive to learning. Interactive tools and better resources have made Science subjects more accessible and enjoyable.

IMPROVED PHYSICAL AND OUTDOOR INFRASTRUCTURE

A newly built playground, upgraded sports facilities, and landscaped areas with greenery and shade have contributed to students' physical health and emotional balance.

FROM THE PARENTS' PERSPECTIVE

They have made a new playground and a better sports area, and my child plays more and is very happy.

My child is calmer and happier. The shaded places and trees make the school feel peaceful.

FOCUS ON CLEANLINESS, HYGIENE, AND SANITATION

Rebuilt toilets and sanitation facilities, along with clean drinking water stations, have ensured better hygiene especially beneficial for girl students and younger children.

FROM THE PARENTS' PERSPECTIVE

The rebuilt toilet in school has been very helpful! With clean water, a tidy campus, and proper toilets, the kids are safe and healthier and it gives us a peace of mind. They are now able to attend the school comfortably without missing school.

There are more books and computers for the children, which is very helpful and everything is being kept dusted and clean, which I like.

These changes have not only improved student health but have also reduced absenteeism and created a more dignified environment for all students.



I'm very happy with the changes in the school. They have made new science and computer rooms - my child enjoys using them a lot. The school is also much cleaner now, which is good for the children. They have made a new playground and a better sports area - my child plays more and is very happy. The classrooms and other places look neat and nice, which helps the children study better. They have also made a strong wall around the school, so I feel my child is safer now. There are more books and computers for the children, which is very helpful. And everything is being kept clean, which I like. They also planted trees and made shaded areas - it feels nice. Overall, the school is much better now, and our children are learning well.

- Mukeshbhai Parmar, a parent of a 9th grader



ENHANCED SAFETY MEASURES: A SECURE LEARNING ENVIRONMENT

Safety upgrades such as sturdy buildings, well-lit premises, and secure boundaries have given parents greater peace of mind.

FROM THE PARENTS' PERSPECTIVE

As a parent, it gives me peace of mind to see the improved security measures at my child's school. Now, I feel better that my child is safe and secure while at school.

The sturdy boundaries makes the school a secure environment and it has significantly increased parental trust and satisfaction.

The sturdy building with gate and boundary walls makes the school secure and it gives the parents some relief when thinking about their children's safety in school.

BOOST IN STUDENT PARTICIPATION AND LEARNING OUTCOMES

The enhanced environment has directly impacted student participation, regular attendance, and classroom engagement.

FROM THE PARENTS' PERSPECTIVE

My child is more regular in school now. He enjoys being there and is doing better in studies.

There is more enthusiasm to go to school. Before, he would make excuses. Now, he's excited every morning.

Parents observed improvements in their children's concentration, interest in learning, and overall behaviour reflecting the impact of a supportive and welcoming environment.

PARENTAL SATISFACTION WITH THE RECONSTRUCTED SCHOOL BUILDING

Satisfaction Level	Percentage of Parents
Excellent	86%
Good	10%
Neutral	4%

FROM THE PARENTS' PERSPECTIVE

I am extremely pleased with the overall infrastructural development of our school... I would rate it as Excellent.

I am impressed with the new infrastructural development and I would definitely recommend this school to other parents based on the improvements made



The school revival has gone beyond bricks and mortar—it has reshaped the way children learn and grow. Parents overwhelmingly appreciate the transformation, particularly in terms of safety, hygiene, and academic engagement. The few neutral responses indicate areas for further expectations and highlight the importance of ongoing improvement to meet evolving expectations and sustain long-term impact.

“

As a parent, it gives me peace of mind to see the improved security measures at my child's school. The new compound wall, safer roofs and fixed lights have made a good difference - Now, I feel better that my child is safe and secure while at school.

- Vinaben Parmar

”

SOME MORE GRATEFUL PARENT'S TESTIMONIALS

“

I'm very happy with the changes in the school. They have made new science and computer rooms - my child enjoys using them a lot. The school is also much cleaner now, which is good for the children. They've made a new playground and better sports area - my child plays more and is very happy. The classrooms and other places look neat and nice, which helps the children study better. They have also made a strong wall around the school, so I feel my child is safer now. There are more books and computers for the children, which is very helpful. And everything is being kept clean, which I like. They also planted trees and made shaded areas - it feels nice. Overall, the school is much better now, and our children are learning well.

- Mukeshbhai Parmar, parent of a 9th grader

”

“

I am extremely pleased with the overall infrastructural development of our school. The improvements are truly exceptional and have greatly enhanced the learning environment. I would rate it as Excellent.

- Pravinbhai Chauhan, a parent of an 11th grader

”

“

I am impressed with the new infrastructural development at our school. The upgrades have been good, and I am confident that our children are receiving a better education. I would definitely recommend this school to other parents based on the improvements made.

- Kanubhai Bhalidiya

”

“

One of the satisfied parents, Kanubhai Bhalidiya, shares his thoughts on the school's new infrastructural development:

I am impressed with the new infrastructural development at our school. The upgrades have been good, and I am confident that our children are receiving a better education. I would definitely recommend this school to other parents based on the improvements made.

- Kanubhai Bhalidiya

”



**B.G. CHAVDA, SECONDARY AND HIGHER SECONDARY
SCHOOL, CHANGODHAR**

TEACHER'S PERSPECTIVE ON THE SCHOOL RECONSTRUCTION

CREATING A CONDUCTIVE ENVIRONMENT FOR LEARNING: THE TRANSFORMATION OF SHRI B.G. CHAVDA SECONDARY AND HIGHER SECONDARY SCHOOL, CHANGODHAR

The re-construction of Shri B.G. Chavda Secondary and Higher Secondary School has ushered in a remarkable transformation—not just in terms of physical infrastructure but in the spirit of learning and teaching as well. With the support of Zydus, the school has been equipped with modern educational tools and a cleaner, safer, and more engaging environment, contributing significantly to improved learning outcomes and enhanced educational experiences



MODERN INFRASTRUCTURE AND ENHANCED LEARNING TOOLS

With the construction of new classrooms, the provision of Smart Classrooms has become possible, which is a significant step towards integrating technology in the classroom.

From the Teachers' Perspective:

- "We are now able to show videos and presentations to explain complex topics. Students understand better and ask more questions."
- "Earlier, students used to get bored easily. Now, with smart TVs and interactive boards, they are more involved during class."

This shift has made learning more visual and interactive, catering to diverse learning styles and increasing comprehension and retention.



IMPROVED ATTENDANCE AND STUDENT ENGAGEMENT

The school has witnessed a 20-25% increase in student attendance, a testament to the impact of a positive school environment. The improved facilities have also encouraged parents, who previously preferred private schools, to choose this government school for their children.

From the Teachers' Perspective:

- "Students are more regular now. They enjoy coming to school because it feels fresh, organised, and welcoming."
- "Even weaker students are now showing more interest in learning—they don't skip classes like before."

Better infrastructure has led to greater student engagement, not just academically but also in extracurricular areas like sports and technology-based learning.



FOCUS ON CLEANLINESS AND OWNERSHIP

The formation of cleanliness committees involving students and teachers has instilled a sense of ownership and pride in the school's upkeep.

From the Teachers' Perspective:

- "Involving students in cleanliness makes them more responsible. They treat the school like their own home."
- "We hold regular meetings with students on cleanliness. It has improved discipline and respect for the environment."

This initiative has not only kept the premises hygienic but has also taught students life skills such as teamwork, responsibility, and leadership.



BOOSTING TEACHER MORALE AND TEACHING QUALITY

The reconstructed school environment has positively impacted the morale of teachers, making them feel more valued and motivated.

From the Teachers' Perspective:

- "When the school looks good and functions well, we also feel proud to work here. It reflects in our teaching."
- "There's a sense of teamwork among staff. Everyone wants to contribute more because we can see the positive changes."

Modern classrooms and supportive administration have helped teachers adopt innovative teaching methods, resulting in more effective and engaging lessons.



EFFICIENT SCHOOL MANAGEMENT AND COLLABORATION

The supervision and maintenance of the school are currently managed through a collaborative effort between the trust and staff, ensuring accountability and timely action.

From the Teachers' Perspective:

- "We have regular discussions with the principal and trust members. It is not just top-down – our feedback is taken seriously."
- "Earlier, even small repairs took a long time. Now everything is streamlined."

This efficient management system ensures that improvements are sustained, and the school continues to evolve.

FINAL REFLECTIONS

The re-construction of Shri B.G. Chavda Secondary and Higher Secondary School is more than just a facelift – it is a comprehensive reform that has transformed the learning environment, boosted student enthusiasm, enhanced teaching quality, and fostered community trust. The teachers' perspectives highlight that the revival effects are deeply felt in the day-to-day classroom experience, confirming that infrastructure, when thoughtfully implemented, can lead to lasting educational impact.

07. OECD FRAMEWORK



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability



RELEVANCE

The school re-construction directly addresses key community concerns—quality education, infrastructure gaps, cleanliness, and safety. Introduction of smart classrooms, Wi-Fi-enabled computer labs, and better educational equipment has addressed the need for modern learning experiences. Enhanced security of the school has met parental concerns about student safety, especially for girls. The creation of shaded areas and playgrounds supports the physical and mental well-being of students. The project has effectively addressed students' concerns around hygiene and sanitation, which are critical for maintaining health, ensuring comfort—especially for girl students during menstruation—and significantly reducing absenteeism.

The project has also addressed the concerns of the students for better hygiene and sanitation, which are essential for preventing illnesses and discomfort for girl students, especially during their periods and reducing absenteeism.

The school re-construction was found to be very high in its relevance to the local context and educational needs of the students and their families.



COHERENCE

The intervention aligns with the National Education Policy (NEP) 2020, which emphasises digital learning, experiential learning, safety, and cleanliness. Supports SDG 4 (Quality Education) and SDG 6 (Clean Water and Sanitation) by focusing on digital tools, infrastructure, and hygiene. Collaboration between school staff, trust, and Zydus shows coherence with community-based, public-private partnership models. Hence, the project was found to be very high in its coherence with state, national, and global education priorities.



EFFECTIVENESS

Attendance has increased by 20–25%, indicating higher student engagement and satisfaction. Parents from private schools are now enrolling their children, indicating a perception shift in the quality of government education. Teachers reported better learning outcomes due to interactive tools like smart boards and TVs. Cleanliness committees have ensured a disciplined, healthy, and respectful school environment. The project was found to be high in its effectiveness in achieving educational improvement, safety, and student motivation goals.

**EFFICIENCY**

The trust and staff manage the operations, maintenance, and cleanliness internally, showing resource optimisation and local ownership. Smooth implementation with "everyone's cooperation" suggests efficient use of time and stakeholder engagement. No reported delays or wastage; new infrastructure is fully functional and already yielding benefits (e.g., increased attendance). Efficient use of funds and human resources with minimal overheads and maximum output. The project has been found to be high in its efficiency.

**IMPACT**

Learning outcomes have improved as students understand lessons better and are more engaged. Parental trust has increased, reversing the trend of choosing private schools. Teacher morale is significantly boosted, leading to more creative and dedicated teaching practices. Enhanced infrastructure has created a more equitable learning space, giving underprivileged children access to high-quality facilities. The project has been found to have a high impact.

**SUSTAINABILITY**

The high-quality infrastructure created has ensured a conducive learning environment on par with Private schools for the economically underprivileged children in the community who are largely dependent on Government schools. The infrastructure that has been created can be expected to last for 30 years and more providing benefits to numerous cohorts of students year after year. In light of the sustainability of the benefits, the project can be said to be highly sustainable in nature.

CHAPTER 8

LAKE BEAUTIFICATION PROJECT

MAJOR KEY FINDINGS

This section provides major key findings from the Lake Beautification Project that was implemented in the years 2023-2024.

SDGs Aligned with the project:

- **SDG 6 -Clean Water and Sanitation:** The project's efforts to protect the lake from debris and promote water conservation align with this goal.
- **SDG 11- Sustainable Cities and Communities:** Enhancing the lake as a community space and promoting its sustainable use contributes to this goal.
- **SDG 14: Life Below Water:** Protecting and conserving aquatic ecosystems.
- **SDG 15: Life on Land:** Restoring and protecting the lake's ecosystem relates to conserving biodiversity and natural habitats.



ભારત માતા કી જય

વંદે માતરમ



सत्यमेव जयते

ગ્રાયડસ લાઈફસાયન્સીસ લિમિટેડ તથા ગ્રાયડસ ફાઉન્ડેશનના સહયોગથી
રૂ.૬૯૯.૦૦ લાખના ખર્ચે મોડાસર ગામના તળાવ ઓયુટીફિકેશન અંતર્ગત
નવીનીકૃત રિટેઈલિંગ વોલ, ઘાટ, એન્ટ્રન્સ પ્લાઝા તથા વોક-વેનું
લોકાર્પણ

માન.ગાંધીનગર લોકસભા સાંસદ અને માન.કેન્દ્રીય ગૃહ તથા સહકાર મંત્રી

શ્રી અમિતભાઈ શાહ

ના વરદ હસ્તે

તથા

શ્રી કનુભાઈ પટેલ

શ્રીમતી કંચનબા વાઘેલા

માન.ધારાસભ્યશ્રી, સાણંદ જિ.અમદાવાદ

માન.પ્રમુખશ્રી જિલ્લા પંચાયત, જિ.અમદાવાદ

ની પ્રેરક ઉપસ્થિતિમાં કરવામાં આવ્યું.

તા.૧૩-૦૨-૨૦૨૪, મંગળવાર, વિક્રમ સંવત ૨૦૮૦, મહા સુદ-૦૪, સ્થળ : મોડાસર, તા.સાણંદ

DEMOGRAPHY OF THE RESPONDENTS

The study shows that diverse age groups in the village have benefited in multifarious ways thanks to the lake restoration carried out by ZyduS.

RESPONDENTS AGE GROUPS BENEFITED THROUGH LAKE RESTORATION

BELOW 18 YEARS



12%

This group consists of children and teenagers, and children were reported to be greatly benefitting from the dedicated play area in the lake. Prior to the intervention, children did not have a separate play area in the community. It was shared that the lake restoration has provided safe recreational spaces, promoting outdoor activities and social interaction among children.

18-30 YEARS



12%

Young adults reported using the lake area for morning and evening walks, exercise, and chatting with their friends.

31-50 YEARS



42%

This is the largest respondent group, likely consisting of working and middle-aged people. These groups reported being impacted by improved cleanliness, accessibility, and social gathering spaces around the lake. The walking path and temple area provide them with a healthier lifestyle option and a place for community bonding.



ABOVE 50 YEARS



34%

Elderly individuals form a significant portion of respondents, and they reported benefitting from improved infrastructure, such as walking paths and benches near the temple.

The lake restoration has encouraged them to adopt a more active lifestyle, enhancing their physical and mental well-being.

The availability of sitting spaces near the temple makes it a peaceful and social environment for senior citizens.

Overall Impact of Lake Restoration Based on Age Groups



Health and Well-being: All age groups benefit from walking spaces, reducing sedentary lifestyles.



Community Engagement: Elderly and middle-aged respondents enjoy socializing near the lake.



Children's Development: The garden provides safe and structured play opportunities.



Environmental Benefits: Clean surroundings contribute to a better quality of life for all age groups.

GENDER INCLUSIVE IMPACT

Our study sample consisted of almost equal representation of men and women to have a balanced perspective, as benefits can vary according to gender.

The male respondents (51%), especially middle-aged and elderly, expressed their appreciation for the walking paths and the clean surroundings.

Women respondents (49%) highlighted the addition of steps for washing clothes has made their daily chores more convenient. The installation of lights around the periphery of the lake was reported to have improved the accessibility of women during night times, which was not common earlier.



VILLAGE BENEFICIARY

How the lake restoration impacted the Genders



The lake restoration has made the lake area more usable for both men and women for different purposes.



While men benefit from walking tracks and sitting areas, women appreciate better washing facilities and a safe environment for children.



The balanced gender representation in the feedback indicates that both men and women are actively engaging with the restored lake, making it a true community space.



Overall, the lake restoration project has improved the quality of life for both genders, creating a cleaner, safer, and more functional environment for everyone in the village.



A woman respondent shared that earlier, washing clothes at the lake was difficult, but ever since the steps were built, it has become so much easier and safer for us. Now, I do not have to struggle on slippery edges, and I can comfortably do my work without any hassle. The lake renovation has made a big difference in our daily lives, and I am truly grateful for it.



SUSTAINED COMMUNITY ENGAGEMENT

The data on the frequency of respondents visits to Banganga Lake highlights the significant impact of its restoration on the daily lives of villagers. The high percentage of daily and weekly visitors suggests that the lake has become a vital part of the community.

FREQUENT VISITORS (DAILY & WEEKLY)



90%

- Elderly villagers and farmers have incorporated the lake into their morning and evening routines, using the walking paths for exercise and the temple area for social interactions.
- Women benefit from cleaner surroundings and the new steps, making washing clothes easier and more comfortable.
- Children have safe and dedicated play areas, making the lake an attractive daily visit spot for families.

OCCASIONAL VISITORS (MONTHLY & RARELY)



10%

- The small percentage of villagers visiting the lake rarely (7%) or monthly (3%) may include those who are less dependent on it for daily activities, such as those living farther away or engaged in other work.
- However, their visits indicate that the lake remains an important landmark and is valued for occasional recreational or cultural purposes.

Overall Impact of Restoration



The high frequency of visits (90% visiting daily at least weekly) shows that the lake has transitioned from being an underutilized, dirty space to a vibrant and essential community hub.



The cleaner environment, walking paths, and improved access points have encouraged people to use the lake for both physical and social well-being.



The restoration has positively influenced the lifestyle, health, and community bonding of villagers, proving that infrastructure improvements directly enhance community engagement and quality of life.

“

An elderly respondent aged over 80 years shared that after the lake was restored, I came here every morning and evening for a walk with my friends. The clean surroundings, walking path, and peaceful temple space have made it a part of my daily routine. At this age, spending time here keeps me active, relaxed, and connected with others in the village.

”



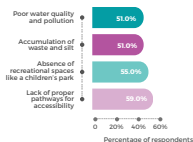


“

Digvijay Singh Solanki, a local resident, says about the recent restoration: My name is Digvijay Singh Solanki; I am a resident of this village. The lake in our village is very old. Earlier, there was a lot of dirt around the lake, which caused a bad smell. Zyds has built a concrete wall around our village lake, which has reduced the dirt. I like to sit in the temple near the lake because there is no dirt. Thank you very much to the Zyds company for this.

”

CHART 1: MAJOR ISSUES NOTICED AT BANGANGA LAKE BEFORE RESTORATION (PRE-INTERVENTION)



LACK OF PROPER PATHWAYS FOR ACCESSIBILITY



59%

Many respondents (59%) highlighted the absence of well-constructed pathways, making it difficult for elderly visitors, women, and children to access the lake conveniently.

ABSENCE OF RECREATIONAL SPACES



55%

Over half of the respondents (55%) felt that the lack of recreational spaces, such as a children's park, limited the social and leisure activities around the lake.

POOR WATER QUALITY AND POLLUTION



51%

Half of the respondents (51%) pointed out that the lake suffered from poor water quality due to pollution, making it unsuitable for various uses, including washing, bathing, or religious activities.

ACCUMULATION OF WASTE AND SILT



51%

An equal percentage (51%) reported the accumulation of waste and silt, which contributed to the degradation of the lake and reduced its depth and water-holding capacity.

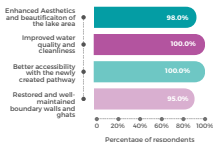
These issues collectively showcase the poor condition of the lake before restoration, and they also present the rationale and need for the intervention.

“

One of the elderly residents of the village shared that before the restoration, the lake was in a terrible state – full of dirt, waste, and foul smell. There were no proper paths, making it hard for us to even walk around safely. Children had no place to play, and the water was too polluted to use. We had stopped going there altogether, but now it is completely transformed.

”

CHART 2: CONDITION OF THE LAKE (POST-INTERVENTION)



The graph titled 'Current Condition of Banganga Lake Post-Restoration' highlights the significant improvements observed by respondents at Banganga Lake after restoration.

OVERALL IMPRESSION



The data reveals significant improvements observed at Banganga Lake after restoration, with a strong consensus among respondents regarding the positive impact of the efforts.

PERCEPTION OF IMPROVEMENT



These categories reflect the various improvements observed by respondents after the restoration of the lake.

RESTORED AND WELL-MAINTAINED INFRASTRUCTURE



95%

The majority of respondents noted that the boundary walls and ghats have been properly restored and maintained. This suggests that the intervention not only improved the lake's aesthetics but also enhanced its structural integrity.

IMPROVED ACCESSIBILITY



100%

More than half of the respondents appreciated the newly created pathways, making movement around the lake easier, especially for the elderly and those with mobility issues.

IMPROVED CLEANLINES



100%

respondents acknowledged the improvement in water cleanliness, likely making the lake safer for traditional and community uses such as bathing and washing.

ENHANCED AESTHETICS OF THE LAKE AREA



98%

A substantial number of respondents. 98% reported enhanced aesthetics and beautification of the lake area.

Implications in the Context



The significant improvements observed at Banganga Lake after restoration suggest that conservation efforts can be effective in promoting community engagement and quality of life. The results also indicate that the restoration project is an important community initiative that enhances the overall appeal and usability of the lake.

TANGIBLE IMPACT OF RESTORATION EFFORTS

The significant improvements observed at Banganga Lake after restoration suggest that conservation efforts can be effective in promoting community engagement and quality of life. The results also indicate that the restoration project is an important community initiative that enhances the overall appeal and usability of the lake.

PERCEIVED CHANGE IN CLEANLINESS & INFRASTRUCTURE (BEFORE VS. AFTER)

Jayveersinh Solanki recalls how the entire area was previously filled with garbage, foul smells, and fear due to darkness and pests. Now, he and his friends visit regularly, sit peacefully, and enjoy a cleaner environment.



Here is what Jayveersinh says and requests

My name is Jayveersinh Solanki, and I am a resident of this village. I work here and do some farming. To be honest, our village pond was in really bad shape before. It was all dirty and dark at night, so we could not go near it because of all the snakes and other creepy crawlies. The old washing area was broken, which made it tough for our sisters to do their laundry. And the elderly folks did not have a nice spot to sit and relax, while the kids had nowhere to play.

But then Zydus came in and completely changed things around. They built a new wall, a walking path, a new washing area, and even a garden with some fun stuff for the kids. It has made a big difference in our village. Our sisters can now wash clothes much easier, and the kids love playing in the garden in the evenings. The elderly folks can even take a nice walk around the lake at night now that it is all lit up, and they like to sit on the bank in the morning and evening, too.

Personally, I love the walking path and take a stroll around the lake every day. We are really grateful for all the progress that has been made, but there is still a bit more work to be done, like building a wall on the back side of the lake. So, I would appreciate it if that could be done soon. Thanks a lot, Zydus company, for being so kind and committed to our community. You have really helped us out a lot.



INDICATORS OF IMPROVED WATER QUALITY AT BANGANGA LAKE

Post Intervention: Beneficiary Perception on the Improvements in Water Quality of Banganga Lake

The study presents data on the percentage of respondents who observed various improvements in water quality following restoration efforts.

PERCEPTION OF IMPROVEMENT

These categories reflect a strong consensus among respondents:

NO FOUL SMELL FROM THE WATER



96%

A majority of respondents reported that there is no foul smell from the water, indicating an improvement in water quality. The absence of foul smell implies a significant reduction in pollution and enhanced water quality.

EFFORTS TO PREVENT EXTERNAL DEBRIS



95%

A quarter of the respondents reported that efforts have been made to prevent external debris from entering the lake, indicating a proactive approach to maintaining water quality. The efforts to prevent external debris underscore a commitment to maintaining the lake's water quality.

Implications in Context



With No Foul Smell from the Water ranking as the top improvement (reported by 60%), it underscores the well-rounded success of the restoration. This strong response suggests that efforts to improve water quality may have been well-executed. It may also reflect a shift in how environmental protection is being prioritized.

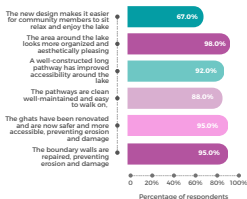
A HEALTHIER ECOSYSTEM

A substantial majority of respondents acknowledge that the restoration efforts have improved the lake's ecosystem, making it a healthier environment for aquatic life and wildlife. This shows that the restoration went beyond mere infrastructure upgrades and successfully integrated elements of environmental protection and conservation.

ECOSYSTEM ENHANCEMENT

A substantial majority of respondents acknowledge that the restoration efforts have improved the lake's ecosystem, making it a healthier environment for aquatic life and wildlife. This shows that the restoration went beyond mere infrastructure upgrades and successfully integrated elements of environmental protection and conservation.

CHART 3: RESPONDENTS PERCEPTION ON THE IMPROVEMENTS IN GHATS AND PATHWAYS OF MODASAR LAKE



Community members reported the following improvements in the Ghats and pathways of the Modasar Lake.

PERCEPTION OF IMPROVEMENT

These categories reflect a strong consensus among respondents:

BOUNDARY WALL REPAIRS



95%

The most cited improvement is the repair of boundary walls, which is critical for preventing erosion and damage, indicating a strong environmental and structural impact.

RENOVATED GHATS



95%

Re-construction efforts made ghats safer and more accessible, which is essential for both cultural practices and general use.

CLEAN, WELL-MAINTAINED PATHWAYS



88%

More than half found the pathways easy to walk on, clean, and well-maintained – enhancing usability and safety.

PATHWAY CONSTRUCTION



92%

The construction of a long pathway improved accessibility – a functional and important change.

ORGANISED AND AESTHETIC LAKE AREA



98%

A quarter of the respondents appreciated the visual and organisational improvements, reflecting enhanced aesthetic value.

VISITOR COMFORT



90%

of the respondents felt that the new design made it easier for visitors to sit, relax, and enjoy the lake, suggesting the integration of elements of public utility.

TOP 3 IMPROVEMENTS OBSERVED

- Organized and Aesthetic Lake Area (98%)
- Boundary Wall Repairs (95%)
- Visitor comfort and ease of enjoying the lake (90%)

A HOLISTIC APPROACH TO LAKE RESTORATION

The restoration project has proven to be highly effective, demonstrating significant improvements in structural safety, environmental protection, and accessibility. The graph clearly illustrates the success of the restoration efforts, particularly in the renovation of Modasar Lakega Lake's ghats and pathways. By enhancing both infrastructure and environmental safety, the restoration has made the space more liveable and enjoyable for daily users. This balanced approach, combining functionality with comfort, positions the Modasar Lakega Lake restoration as a model for holistic lake rejuvenation.

“

Pravinbhai Solanki praises the planning and structure of the development. Here is what he says:

Our village pond used to be in a really bad state. During the monsoon season, it was almost unbearable to be near the pond because it was so dark at night and there were no lights, making it scary to go near due to poisonous insects. The washing area was also broken, which made it tough for our women to do their laundry. And there was nowhere for the kids to play.

But then Zydus stepped in and made some amazing improvements. They built a strong concrete wall around the pond, a walking path, new basins for sisters to wash clothes, a garden with play equipment for kids.

These improvements have been a huge help to our community. I am really grateful to the Zydus company for their kindness and hard work. They have made a big difference in our village, and we are all thankful for their efforts.

”



CHILDREN GARDEN

COMMUNITY ENGAGEMENT AND USAGE

FREQUENCY OF WALKING PATHWAY USAGE

The data presents the percentage of respondents who reported various frequencies of walking pathway usage.

PERCEPTION OF USAGE

These categories reflect a strong consensus among respondents regarding the frequency of walking pathway usage.

OCCASIONAL USAGE



15%

The pathway is a popular feature among respondents, with many using it occasionally, suggesting that it is a well-liked and frequently visited area.

WEEKLY USAGE



45%

The pathway is well-utilized and incorporated into regular routines, with respondents using it on a weekly basis, indicating a strong level of engagement with the community space.

DAILY USAGE



40%

A significant number of respondents use the walking pathway on a daily basis, indicating a strong level of engagement with the community space and a high level of commitment to using the pathway.

TOP USAGE PATTERNS

- Occasional Usage: (15%)
- Weekly Usage: (45%)
- Daily Usage: (40%)

IMPACT OF THE WALKING PATHWAY

The pathway appears to be a highly effective initiative that enhances the overall quality of life for residents and highlights the importance of incorporating community spaces and initiatives that promote engagement and usage.

OVERALL, HEALTH & WELL-BEING PERCEPTION



Jagmal Sinh Solanki, aged 62, says that walking around the lake daily helps him stay healthy, both physically and emotionally.

For many elders and working farmers, the ability to rest by the lake or walk peacefully is a valuable health resource. He also talks about sitting near the temple and ties his use of the space to peace and freshness – key for mental well-being.



SATISFACTION WITH THE CHILDREN'S PLAY AREA

The data presents percentage of respondents who reported various levels of satisfaction with the children's play area.

OVERALL IMPRESSION

The feedback reveals a strongly affirmative response from the community, with an overwhelming majority expressing satisfaction with the play area, highlighting its safety, accessibility, and inclusivity.

PERCEPTION OF SATISFACTION

These categories reflect strong consensus among respondents regarding their satisfaction with the play area.

VERY SATISFIED

**94%**

An overwhelming 94% of respondents expressed that they are very satisfied with the play area, highlighting it as safe, well-maintained, and engaging for children of all ages. This reflects the success of efforts to create a vibrant and inclusive recreational space.

SATISFIED

**5%**

of respondents reported being satisfied with the play area, recognising it as a generally good space that supports enjoyable and accessible play for children.

NEUTRAL

**1%**

of respondents felt the space meets basic needs, indicating that the infrastructure is in place and functioning to serve children's core recreational requirements.

OVERWHELMING COMMUNITY APPROVAL

With 99% of respondents expressing satisfaction, the children's play area stands out as a positive, appreciated, and well-utilised space within the community. It clearly contributes to the health, joy, and development of children while earning the community's trust and approval. This high level of satisfaction is a testament to the thoughtful design and effective maintenance of the facility.

Jalubha Chauvan vividly described this vibrant children's activity, saying that "in the evening, all the children of the village come to play." Vikrambhai Pujak also mentions that children now feel safe and joyful playing near the water, a stark contrast to the earlier situation where the area was dangerous and lacked secure boundaries. These testimonials highlight how infrastructure, when designed inclusively, can support the healthy development of children while enhancing the community's relationship with nature.

FREQUENCY OF WALKING PATHWAY USAGE

The study reveals the percentage of respondents who reported post-restoration visitors' trends

OVERALL IMPRESSION

The data reveals a significant increase in visitors to Banganga Lake after restoration, with an overwhelming majority reporting a positive response.

PERCEPTION OF INCREASE

These categories reflect a strong consensus among respondents regarding post-restoration visitors Trends.

SIGNIFICANT INCREASE IN VISITORS



90%

A large majority of respondents reported an increase in visitors to Banganga Lake after restoration, indicating a positive impact of restoration efforts on tourism and community engagement. This increase in visitors implies that the restoration efforts have enhanced the overall appeal of the area.

MINIMAL NO INCREASE RESPONSE



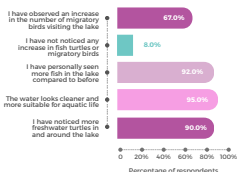
10%

A small proportion of respondents reported no increase in visitors, indicating a relatively low level of dissatisfaction or indifference to the restoration efforts. This minimal response suggests that the restoration efforts have been well-received by the majority of respondents.

RESTORATION DRIVES VISITOR GROWTH

The restoration efforts at Banganga Lake have been highly effective in attracting more visitors, with 90% of respondents reporting an increase. This suggests that investing in restoration projects can have a significant positive impact on tourism and community engagement, making it a valuable strategy for promoting local development.

CHART 4: INCREASED PRESENCE OF FISH, TURTLES, AND MIGRATORY BIRDS AFTER THE LAKE RESTORATION



The study reveals the percentage of respondents who reported signs of increased presence of fish, turtles, and migratory birds after the lake restoration.

PERCEPTION OF INCREASE

These categories reflect strong consensus among respondents regarding post-restoration ecological trends:

INCREASED PRESENCE OF AQUATIC LIFE



90%-95%

- 90.0% noticed more freshwater turtles in and around the lake.
- 95.0% observed that the water looks cleaner and more suitable for aquatic life.
- 92.0% personally saw more fish in the lake compared to before.

These figures demonstrate that the restoration efforts have effectively enhanced aquatic biodiversity and water quality.

MIGRATORY BIRD ACTIVITY



67%

of respondents observed an increase in the number of migratory birds visiting the lake, suggesting a notable return of avian life due to improved habitat conditions.

MINIMAL PERCEPTION OF NO CHANGE



8%

of respondents reported no noticeable increase in fish, turtles, or migratory birds, indicating that the vast majority experienced positive ecological outcomes.

RESTORATION REVIVES LOCAL BIODIVERSITY



The restoration of Banganga Lake has yielded strong ecological benefits. High percentages of respondents have witnessed the return of turtles, fish, and migratory birds, with over 90% reporting improvements in aquatic life. These results affirm the restoration's success in reviving local biodiversity and creating a healthier, more vibrant ecosystem.



TEMPLE ADJOINING
THE LAKE

“

Vikrambhai describes how farmers now enjoy relaxing by the water, appreciating the breeze and clean environment. Here's what Vikrambhai says:

"Our village pond used to be in a really bad state. It was all dirty and smelly around there. The women would wash their clothes on the banks, but it was broken, so it was tough for them. There was no wall around the pond, so parents would not let their kids play near it because they were worried, they would fall in.

But now, after building a brick wall around the pond, new washing areas, and a garden for the kids to play, it has been a huge help to our community. In the afternoons, we farmers can sit on the bank, relax, and enjoy the cool breeze, which really helps us unwind after a long day of work. We are really grateful to the Zydus company for their kindness and hard work. They've done a great job improving our village."

”

FINAL REFLECTIONS

The Lake Beautification Project at Banganga Lake has gone beyond physical restoration to create a vibrant community space that promotes environmental conservation, cultural heritage, and public engagement. By improving accessibility, preserving ecological balance, and enhancing the visual appeal of the lake, the project has revitalised both the natural ecosystem and community spirit. The outcomes demonstrate that thoughtfully executed environmental initiatives can foster lasting stewardship, pride, and sustainable development within local communities.

“

Here is what Jalubha Chauvan says:

The new washing area with steps has been super helpful for our sisters. It has given them better facilities and made it easier for them to do their laundry. Plus, they have built a garden with play equipment near the pond, which is a great spot for kids to play. In the evenings, all the village kids come here to have fun. I personally love taking a walk around the pond every day. I am really grateful to the Zydus company for making these improvements.

”



09. OECD FRAMEWORK LAKE BEAUTIFICATION PROJECT



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability



RELEVANCE

The project addressed a long-standing need by rejuvenating a neglected and polluted lake and transforming it into a vibrant and meaningful public space. The intervention directly responded to the environmental, recreational, and social priorities of the community.

It offered a multifaceted solution by:

- Improving the environmental quality of the village.
- Providing a safe and beautiful space for community gatherings, exercise, and relaxation.
- Reinstating the lake's cultural and emotional significance for the villagers.

This aligns seamlessly with rural development needs and contributes meaningfully to long-term community well-being.



COHERENCE

The project aligns perfectly with Zydus' CSR vision and with state and national priorities on environment and community development.

It reflects coherence with:

- National goals such as Swachh Bharat Abhiyan and Jal Shakti Abhiyan.
- The global Sustainable Development Goals (SDGs), notably:
 - SDG 11 – Promoting inclusive, safe, and green public spaces.
 - SDG 13 – Taking action on climate and ecosystem restoration.

By bringing together corporate responsibility and grassroots needs, the project exemplifies effective partnerships for sustainable community development.



EFFECTIVENESS

The beautification and restoration of the lake have led to tangible, visible outcomes. Key features such as:

- Cleaned and landscaped the lake area.
- Walking tracks, sit-outs, and fencing.

...have revitalised community interest in the space. Residents now actively use the area for morning walks, play, and social activities—enhancing both physical and emotional well-being. The restored lake has become a central point for community interaction and a visual symbol of progress.

**EFFICIENCY**

The project was implemented in a time-bound and cost-effective manner. Efficient use of resources, strong planning, and community involvement ensured that:

- The work was completed smoothly and within schedule.
- CSR funds were optimally utilised.
- Local labour and materials supported the rural economy.

The high-impact results delivered through modest investment highlight the project's excellent return on effort and visibility.

**IMPACT**

The transformation has generated wide-ranging positive outcomes:

- Environmental revival through ecosystem restoration and improved biodiversity.
- Health and wellness through accessible recreational space.
- Social impact by fostering community pride and encouraging positive collective behaviour.

The lake now serves not just as a restored water body but as a living public space, contributing to lifestyle improvement, environmental awareness, and village identity.

**SUSTAINABILITY**

The project enjoys strong local sentiment and ownership. The community's daily engagement with the space ensures regular upkeep and continued interest.

There is a visible culture of care and pride, reinforcing long-term maintenance. The beautified lake has been fully integrated into the social fabric of the village, ensuring that its benefits are preserved for future generations.

**BANGANGA LAKE INAUGURATION**

CHAPTER 10

ZYDUS RED CROSS EXPERIENCE CENTRE - NAVAH



Navah Life Through Immersive Art Zyduz Red Cross Experience Centre

NAVAH INITIATIVE OVERVIEW

In celebration of its centenary, the Ahmedabad Red Cross inaugurated the Ahmedabad Red Cross Shatabdi Bhavan, featuring NAVAH - a unique experience centre supported by Zyduz. Located on the third floor of the Shatabdi Bhavan, NAVAH occupies a 1600 sqft fully accessible space specifically tailored to deliver a multisensory experience. NAVAH exemplifies a forward-looking approach to public engagement through immersive digital art, promoting blood and organ donation, and elevating awareness of the sanctity of life.

OVERVIEW

The Zyduz Red Cross Experience Centre, NAVAH, is dedicated to the people in the city of Ahmedabad and the message that the Red Cross inspires - life is beautiful, a creation that lives through time and leaves its imprint in myriad ways.

It is, therefore, our collective responsibility to reach out and make every effort to save lives through blood donation and organ donation.

LOCATION & DIMENSIONS

The Ahmedabad Red Cross Shatabdi Bhavan is located in a central part of the city of Ahmedabad and is easily accessible to donors and visitors.

The space allocated for the Zyduz Red Cross Experience Centre is 1600 sq. Ft. with a ceiling height of 12 ft. The centre is located on the third floor of the Red Cross Bhavan and is fully accessible to people with disabilities.

NAVAH - ZYDUS RED CROSS EXPERIENCE CENTRE

The multi-purpose hall of the new Ahmedabad Red Cross Shatabdi Bhavan has been envisioned to create an interesting, evocative experience centre for anyone who walks in. As Zydus is dedicated to life and the Red Cross offers hope in life, the common thread connecting the two organisations is 'life' itself. Keeping this as the central theme, the Zydus Red Cross Experience Centre will create an exciting visual experience through an immersive art installation which wows and inspires at the same time. Christened NAVAH, the Zydus Red Cross Experience Centre will also be converted into a space where people can congregate and conduct programmes and seminars.

NAVAH - THE CONCEPT

The concept of NAVAH is to look at life through an artistic and immersive experience. There are multiple ways of examining the relationship between art, science, and technology. The Zydus Red Cross Experience Centre focuses on the use of technology in the creation of new media art. Living in a highly digital world, our lives are becoming more and more inseparable from the use of technology. The Zydus Red Cross Experience Centre leverages digital technology to connect life, well-being, and expansiveness and convey the message of how precious life is.

Conceptualised through many collaborative sessions with artists NAVAH, visually and digitally takes science and data and brings it to life artistically in a way that's never been done before. The aim is to make art more accessible to a wider audience. With the creation of our unique, inclusive digital experiences based on video, music, and interactivity, Zydus and Red Cross want to welcome visitors of all backgrounds on a fascinating, immersive journey into the artistic universe.

The Experience of creating content for 3D projection mapping is the art and science of using any physical space as a surface for a projection instead of a conventional screen. Visually striking 3D animation content is specifically designed with lights and sound to create a surreal experience and also to narrate a compelling story to the masses.

The installation is designed inspired by the human body and its nurturing form. The immersive zone contains only curved walls and smooth edges to recreate a sense of calmness and comfort. Using strategically placed projectors, the audience can experience 360-degree immersive informative content. Minimal props and minimal spatial modification allow the space to be used for other purposes, such as seminars.



MULTIDIMENSIONAL IMPACT OF NAVAH

The Zydus Red Cross Experience Centre – NAVAH has had an impact across multiple dimensions.

SOCIAL IMPACT



Significantly increased awareness about the importance of blood and organ donation, resulting in a rise in voluntary donors.



Established a culture of compassion and civic responsibility aligned with the Red Cross's mission of saving lives.



Effectively bridge the gap between science, art, and community engagement by transforming complex health and life concepts into accessible experiences.

PSYCHOLOGICAL IMPACT



Created a serene, calming environment through gentle design elements and immersive visuals, promoting emotional well-being.



Deepened empathy and emotional engagement through powerful storytelling focused on the preciousness of life.



Provided a reflective space where visitors could explore themes of life, continuity, and personal meaning.



Successfully reduced anxiety around medical subjects like donation by portraying them in a positive, artistic, and welcoming manner.



Served as a therapeutic setting for individuals dealing with stress or grief, offering comfort, hope, and emotional resilience.



Regularly evoked inspiration and awe, positively influencing mental health and uplifting visitors' moods.

EDUCATIONAL IMPACT



Functioned as a dynamic interactive learning hub for students, educators, and the public on topics such as health, wellness, and life sciences.



Sparked curiosity and engagement in younger audiences through the seamless integration of technology, biology, and art.



Fostered critical thinking and creativity by showcasing new media art and immersive storytelling techniques.



**NAVAH LIFE THROUGH
IMMERSIVE ART ZYDUS
RED CROSS EXPERIENCE
CENTRE**

TECHNOLOGICAL IMPACT



Demonstrated the effective use of technology in public education, particularly in promoting health awareness.



Advanced digital literacy among visitors through projection mapping, immersive installations, and interactive experiences.



Emerged as a benchmark model for future digital exhibitions in areas like environmental education and mental health advocacy.

HEALTH IMPACT



Encouraged healthy practices and informed decision-making regarding blood and organ donation.



Contributed to a measurable increase in life-saving donations, directly impacting community health outcomes.



Offered an emotionally uplifting environment that actively supported the mental wellness of visitors.

CULTURAL IMPACT



Cultivated a wide appreciation for digital and contemporary art within a culturally diverse and inclusive space.



Strengthened community identity and connection through shared values around life and well-being.



Successfully hosted inclusive events that brought together people from various backgrounds for collective experiences.

ECONOMIC AND ORGANISATIONAL IMPACT



Boosted the brand image and credibility of the Red Cross and Zydus as leaders in social responsibility and public engagement.



Attracted visitors and tourists, generating indirect economic benefits for local businesses and services.



Successfully operated as a venue for health seminars, awareness programs, and collaborative events, driving engagement and generating value.

ACCESSIBILITY AND INCLUSION IMPACT



Achieved full accessibility for people with disabilities, establishing a high standard for inclusive public design.



Ensured that health and artistic experiences were accessible to all, breaking down barriers related to age, ability, or background.

SDGS ALIGNED WITH NAVAH

SDG 3: Good Health and Well-being



NAVAH reminds people that saving a life is within their reach – through a simple act like donating blood or registering as an organ donor. It brings health and survival closer to home, making it personal, emotional, and real for every visitor.

SDG 4: Quality Education



NAVAH turns education into an experience, not a lecture. It makes people who are young and old truly feel why blood and organ donation matters, making learning memorable, meaningful, and deeply connected to real-life action.

SDG 10: Reduced Inequalities



NAVAH opens its doors to everyone, regardless of age, ability, or background. By making its messages and spaces accessible to all, it quietly but powerfully shows that saving lives is everyone's right and everyone's responsibility.

SDG 17: Partnerships for the Goals



NAVAH represents a successful collaboration between the Ahmedabad Red Cross, Zydus, artists, technologists, and healthcare professionals. This multi-sector partnership demonstrates effective cooperation toward achieving humanitarian and health goals.

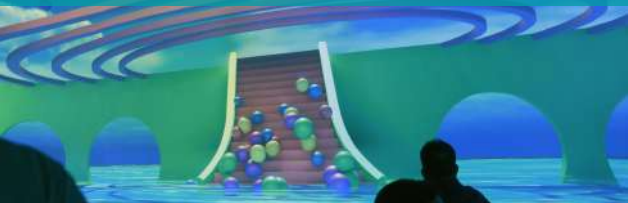
NAVAH VISITORS' TESTIMONIALS

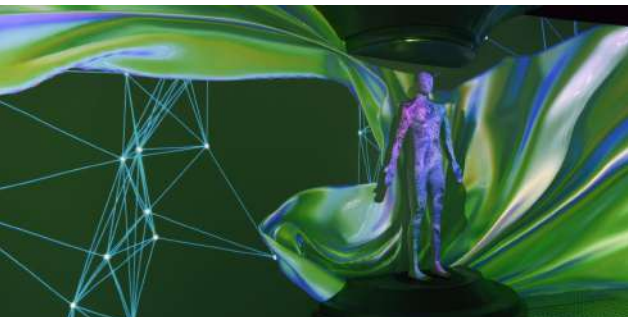
"Visiting NAVAH felt like experiencing a seven-star facility." - Visitors

"The centre is inspiring and innovative." - Visitors

"NAVAH leaves a lasting impression of excellence and innovation." - Visitors

NAVAH LIFE THROUGH IMMERSIVE ART ZYDUS RED CROSS EXPERIENCE CENTRE





**NAVAH LIFE THROUGH IMMERSIVE ART ZYDUS RED CROSS
EXPERIENCE CENTRE**



11. EVALUATION OF NAVAH PROJECT BASED ON OECD FRAMEWORK



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability



RELEVANCE

SAVING LIVES THROUGH AWARENESS

NAVAH addresses a deeply important societal need, increasing awareness about the importance of blood and organ donation. In a time where public health awareness often competes with many other priorities, NAVAH brings critical life-saving messages into focus through a medium that feels fresh, accessible, and emotionally engaging. Its focus on life, health, and human connection ensures it remains highly relevant to both community needs and the mission of the Red Cross and Zydus.



COHERENCE

INTEGRATED HUMANITARIAN APPROACH

The project integrates seamlessly with the broader humanitarian and public health frameworks promoted by the Red Cross Movement. NAVAH's themes of life, donation, and community support are consistent internally across its partnerships, artistic expressions, and educational aims. Externally, it complements existing national and international initiatives around voluntary blood and organ donation without duplication, thereby strengthening the overall ecosystem for health and humanitarian advocacy. The project also aligns with Global SDGs -SDG 3, SDG 4, SDG 10, and SDG 17.



EFFECTIVENESS

INSPIRING ACTION, SAVING LIVES

NAVAH has proven highly effective in achieving its objectives. With 2,496 visitors recorded in its first operational year – including high-ranking officials, students, and members of the public – the centre has consistently delivered powerful messages about donation and life-saving acts. Feedback from visitors describes the experience as “inspirational” and “transformative,” indicating that NAVAH is not only informing visitors but also leaving a lasting emotional impact that may influence future decisions about donation and public service.

**EFFICIENCY****MAXIMISING IMPACT, MINIMISING COSTS**

From the outset, NAVAH was designed for maximum efficiency – both in construction and operation. The use of automated media systems, centralised control, and minimal manual supervision reduces daily operational costs significantly. Furthermore, the centre's flexible layout allows the same physical space to support immersive exhibitions, educational seminars, and public gatherings, maximising usage without requiring significant additional investment. This smart use of resources ensures a high return on effort and expenditure.

**IMPACT****TRANSFORMING LIVES, SHAPING FUTURES**

NAVAH's impact extends beyond visitor numbers. It has helped reshape perceptions about blood and organ donation by making these causes feel personal, urgent, and meaningful. By hosting government representatives, educators, and community leaders, NAVAH has positioned itself as an important space for influencing public dialogue around health and life-saving acts. It has strengthened the Red Cross's public image as an innovator, enhancing its role as a bridge between humanitarian needs and modern audiences.

**SUSTAINABILITY****LASTING IMPACT FOR YEARS TO COME**

NAVAH's sustainable design requires minimal daily staffing, paired with durable technological infrastructure, which ensures its ability to operate consistently with low ongoing costs. Its thematic focus on life and giving is timeless, ensuring continued relevance. With occasional content updates and expanded partnerships with educational institutions and community groups, NAVAH can maintain a vibrant flow of visitors and continue inspiring future generations for many years to come.

CHAPTER 12

CONCLUSION

The Zydus CSR projects undertaken in the Dahod district during the years 2023-2024 represent a holistic, high-impact approach to rural development, demonstrating how targeted investments in key sectors—healthcare, education, and the environment—can significantly uplift community well-being. Each initiative was carefully aligned with ground realities, government priorities, and the Sustainable Development Goals (SDGs), showcasing the organisation's deep commitment to inclusive growth and long-term sustainability.

At the heart of this transformation lies the Zydus Medical College & Hospital (ZMCH), which has emerged as a vital public health institution not only for Dahod but also for surrounding tribal and rural regions. The hospital's extensive reach—serving over 4.2 lakh OPD patients, conducting 44,176 admissions, and executing nearly 49,000 surgeries within a year—highlights its effectiveness and operational excellence. The availability of advanced diagnostics such as CT scans, MRIs, and dialysis, combined with services in pathology, biochemistry, and microbiology, has created a one-stop healthcare ecosystem that is affordable, accessible, and trusted. This has had a measurable impact on the health outcomes of underserved populations, significantly reducing their dependency on expensive private medical services. Moreover, the hospital's role as a teaching institution ensures a continuous pipeline of trained professionals, further enhancing its sustainability and long-term contribution to the health system.

The School Building Revival Project stands out as a model for educational infrastructure renewal in government schools. The complete transformation of Shri B.G. Chavda Secondary and Higher Secondary School has directly contributed to a 100% improvement in learning spaces, including classrooms, science labs, computer rooms, and sports facilities. This revival has not only increased student attendance and participation but has also led to a dramatic shift in parental perception and trust, with 95% of parents expressing willingness to recommend the school and 75% rating the infrastructure as excellent. Students reported increased comfort, focus, and enthusiasm for learning, aided by the introduction of digital tools like smart boards and Wi-Fi-enabled computer labs. While challenges remain—particularly the unresolved issue of waterlogging, with 70% of parents and 48.8% of students reporting no improvement in this area—the project has already proven its potential to drive long-term educational upliftment when such concerns are addressed proactively.

The Lake Beautification Project in Kharwasa village highlights Zydus' commitment to environmental sustainability and community enrichment. Once a neglected dumping ground, the lake area has been revitalised into a clean, green public space with sit-outs, walking paths, fencing, and tree plantations. This transformation has had a ripple effect—enhancing the ecological health of the area, creating recreational space for villagers, and fostering a sense of civic pride and environmental awareness among the local population. The project reflects a low-cost, high-visibility intervention that not only improved aesthetics but also strengthened the community's relationship with its natural resources. Its success, however, depends on sustained local engagement and maintenance, pointing to the need for formal upkeep mechanisms to ensure its longevity.

The Zydus Red Cross Experience Centre - NAVAH project showcases the organisation's commitment to inclusive growth and community well-being by promoting blood and organ donation awareness through immersive digital art and technology. Engaging over 2,400 individuals, NAVAH has reshaped perceptions, strengthened the Red Cross's public image as an innovator, and inspired kindness and generosity. With its sustainable design and minimal staffing requirements, NAVAH is poised to maintain a lasting impact, serving as a model for future CSR initiatives that emphasise community engagement, innovative approaches, and partnerships.

Together, these four flagship projects underscore Zydus' visionary approach to corporate social responsibility—one that goes beyond token efforts and seeks to embed positive change into the everyday lives of communities. By directly addressing the intersecting needs of health, education, and environment, community awareness projects have improved not only material conditions but also the social and emotional well-being of beneficiaries. The participatory model adopted in implementation, which included community feedback, collaboration with local institutions, and responsiveness to grassroots realities, played a key role in ensuring relevance and acceptance.

In conclusion, the Zydus CSR projects of 2023-2024 serve as a blueprint for integrated rural development, reflecting how sustained, well-planned, and community-aligned interventions can yield measurable, meaningful, and lasting outcomes. The projects achieved high scores across the OECD evaluation framework, particularly in relevance, impact, and coherence. Moving forward, focusing on sustainability planning, periodic monitoring, and replicability will be essential not only to preserve the gains made but also to scale these models in other regions. Zydus has set a powerful example of how the private sector can act as a true development partner in nation-building—one village, one school, one hospital at a time.



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