



# Impact Assessment of GIC Re's CSR Project with Smile Foundation



Submitted by,  
**Centre for Market Research and Social  
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## Acknowledgements

We would like to express our gratitude to General Insurance Corporation of India (GIC Re) for supporting us throughout the course of this study.

A very warm thanks also to Smile Foundation for cooperating with us at every step of the study.

## Executive Summary

### Background

General Insurance Corporation of India (GIC Re) has sanctioned Rs.4.95 crores for 40 months to Smile Foundation under its Corporate Social Responsibility (CSR) mandate for Smile on Wheels (Mobile Medical Unit) in four locations including Kullu (Himachal Pradesh), West Singhbhum (Jharkhand), Bilaspur (Chhattisgarh) and Mumbai (Maharashtra). The Project was approved on 2nd November 2018. The project was sanctioned based on the project proposal for “Smile on Wheel” services submitted by Smile Foundation to improve the health status of community residing in the operational geography through a Mobile Medical Unit and providing promotive, preventive and curative healthcare services to the underprivileged. GIC Re has engaged Centre for Market Research and Social Development Private Ltd. (CMSD) to carry out an impact assessment of the project.

In this context Dr. Manmath K. Mohanty, Mr. Nagendra Kumar Acharya, Dr. Syed Tariq Ahmed and Ms. S. Pradhan from CMSD have visited four locations and made the social audit of the impact assessments. Besides, Mr. J.P. Pant and Mr. Nimai Patra has visited head office of Smile Foundation at New Delhi for making financial audit of the impact assessment during the month of February 2022.

### Main Findings

#### Assessment of Project Reach

Smile on Wheel (SOW) project has reached to 133201 patients including 36, 823 children between June 2019 to December 2021 (31 months of service delivery phase) in spite of nationwide lock down owing to COVID-19 and movement restrictions.

- 190 villages/slums in four locations
- 133201 patients including 36,823 children (28%)
- 835 ANCs
- 905 PNCs
- 5799 community members were sensitized through 224 IEC activities

SoW services are provided once in a week or twice in a month as per the roster. The services provided are captured through a Digital Patient Management System (online MIS).

## Assessment of Financial Achievements

The Smile on Wheel project of Smile foundation has received from GIC Re, Rs. 3,87, 13,159/- out of which utilised a total fund of Rs.3, 91,99,310/- from November 2018 to December 2021. The overall financial utilization is 101.26%.

Against total funding approval of Rs. **49,577, 004/- (Indian Rupees Four Crore Ninety-five Lakh Seventy-Seven Thousand and Four Only)** the Smile on Wheel project of Smile foundation has received Rs. 3,87, 13,159/- out of which utilised a total fund of Rs.3,91,99,310/- from November 2018 to December 2021. A balance of Rs. 4, 86,151 is receivable by December 2021 under the project as per the utilization certificates and audit report submitted verified by CMSRD assessment team.

*The funds have been utilised appropriately in alignment with the Project Objectives. The utilisation certificates and supporting documents were found to be in order.*

## Assessment of Social Impact

The project has benefitted 133201 needy patients. During interview with 870 patients, 100% were found to be satisfied with the services provided by the SOW project. The reason for their satisfaction owing to multiple benefits received by them and their family members through the Smile on Wheels project supported by GIC-Re. The details of benefits received by the patients and their family members were as follows.

- Free treatment services
- Treatment at doorstep
- Family expenditure on health has reduced
- Health condition of beneficiaries' family members has improved
- Awareness on health and sanitation has improved
- Free referral services
- Beneficiaries are of the opinion that it is easier for women to consult doctors during pregnancy and after delivery.

## Summary of Findings

During the **Impact Assessment** it was found that

- a. The funds have been utilised appropriately in alignment with the Project Objectives
- b. The utilisations certificates and supporting documents were found to be in order
- c. 100% patients, with whom interaction was carried out were found to be satisfied with services provided by SoW
- d. The internal systems were found to be adequate
- e. The equipment are found in order and in functional condition utilized for the service delivery
- f. The out-of-pocket expenses has been reduced
- g. The project has been able to reach the target groups (needy and marginalized) in spite of nationwide lockdown and movement restrictions

## Conclusion

The entire amount of Rs. 3, 87, 13,159/- provided by GIC Re has been utilized in alignment with the project objectives by Smile Foundation and benefited the needy and marginalized populations through its unique intervention of Smile on Wheels (SOW) project by increasing access to health service.

## List of Team Members

Technical Advisor	:	Dr. Girija Bhushan Nanda
Team Leader	:	Dr. Manmath K. Mohanty
Financial Assessment	:	Mr. J. P. Pant
		Mr. Nimai Patra
Field Team	:	
Bilaspur	:	Mr. Nagendra Kumar Acharya
		Ms. Susanna Pradhan
Kullu	:	Dr. Syed Tariq Ahmed
Mumbai	:	Dr. Manmath K. Mohanty
West Singbhum	:	Mr. Nagendra Kumar Acharya
		Mr. Raghunath Pati
Telephonic Interview	:	Ms. Bijayalaxmi Nayak
		Ms. Jalpana Rout
		Ms. Gayatri Mohanty
		Ms. Joshna Sethi
		Ms. Jasmin Sethi
		Ms. Kabita Pradhan
		Mr. Chandan Kumar Maity
Data Entry and Analysis	:	Ms. Deepmala Tripathy



## Introduction

### Background

General Insurance Corporation of India (GIC Re) has sanctioned Rs.4.95 crores for 40 months to Smile Foundation under its Corporate Social Responsibility (CSR) mandate for Smile on Wheels (Mobile Medical Unit) in four locations including Kullu (Himachal Pradesh), West Singhbhum (Jharkhand), Bilaspur (Chhattisgarh) and Mumbai (Maharashtra). The Project was approved on 2nd November 2018. The project was sanctioned based on the project proposal for “Smile on Wheel” services submitted by Smile Foundation to improve the health status of community residing in the operational geography through a Mobile Medical Unit and providing promotive, preventive and curative healthcare services to the underprivileged. The objectives of the project was:

- ❖ To improve the access to qualitative healthcare services and increase access to health care in the desired area of intervention in the district
- ❖ To create awareness among the general population about the importance of good health and bring a positive behaviour change among them by seeking health care services in a timely manner
- ❖ To build and capacitate a cadre of community health workers/volunteers to provide quality healthcare services at the doorsteps of the desired population

It was proposed to undertake following activities to achieve the abovementioned objectives.

- ❖ Community Mobilization
- ❖ Regular Clinic OPDs through SOWs
- ❖ IEC & BCC Activities
- ❖ Advocacy Meetings
- ❖ Referral
- ❖ Branding of the Project Supporting Partner
- ❖ Monitoring & Reporting

Smile foundation has submitted to provide services to approximately 15000 patients through one Mobile Medical Unit in an identified location over a period of one year of operation. Thus, it was proposed to provide primary health care services to approximately 1,80,000 treatments (15000 patients/MMU/year) through four Mobile Medical Units during three years of operation.

Smile Foundation has further submitted that they will be providing mobile health care services in desired areas where the basic access to health service is lacking. To accomplish the objectives, Smile Foundation has submitted that these Mobile Medical Units under the Smile on Wheels – SoW project – will have fully equipped unit with first aid kit, oxygen cylinder, nebulizer, examination table, refrigerator, power backup (inverter), projector for IEC/BCC activities, public address system.

Smile Foundation has further submitted that there would be an increased access to health care in underserved areas as an impact of the implementation of the project.

In the above context, GIC Re has engaged Centre for Market Research and Social Development (CMSRD) to carry out an impact assessment i.e. financial and social audit of the project with particular focus on the following aspects:

1. To study financial outgo of Smile Foundation for the project
2. Fulfilment of the objectives of the project
3. Verification of the Utilization certificate.
4. Status of books of accounts/ vouchers
5. Utilization of the sanctioned fund for the purpose it is allotted
6. To study the direct/ indirect impact of the project
7. Checking audit reports with respect to this project.
8. Photos of the beneficiaries.
9. Details of beneficiaries' history
10. Interaction with the beneficiaries
11. Complete details of the beneficiaries (At least 20%)
12. Details of benefits realised by the underprivileged
13. To study consistency of the project implementation
14. The level of awareness and consciousness of the project amongst the beneficiaries

## Study Methodology

In alignment with the objectives of the Impact Assessment Study, CMSRD adopted the following methodology to conduct the Impact Assessment Study

### A. Financial Audit

- a. Examination of the Utilisation Certificates and Supporting Documents to understand the fund utilisation
- b. Examination of audit reports

### B. Social Audit

#### 1. Interaction with the Smile Foundation Project Team to understand

- a. Internal Processes Protocols
- b. Patient Profiles
- c. Supports being provided
- d. Monitoring & Reporting process including MIS

#### 2. Assessment of the Patient History/Record to understand

- a. Profile of the patients
- b. Benefits Received
- c. Changes in disease pattern

#### 3. Interaction with patients

- a. During their visit to MMU (individually),
- b. At their doorstep
- c. Remote area surveys (Telephonic interviews) and
- d. Groups discussion in the community (FGDs) to understand
  - The benefits received
  - Awareness of the Project and the Donor
  - Changes in their health seeking behaviour
  - Satisfaction Level

The study adopted a mixed method approach both qualitative and quantitative methods were included. During the process the study team visited 5 locations

- 1. Kullu (Himachal Pradesh),
- 2. West Singbhum (Jharkhand),
- 3. Bilaspur (Chhattisgarh)
- 4. Mumbai (Maharashtra)
- 5. New Delhi (Head office of Smile Foundation)

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Besides, four locations where Smile on Wheels (SoW) MMUs are providing services head office, New Delhi (where the financial records are available) visited by the team for verification and conduct of financial audit. The current impact assessment study covered

32,117 number of patient records (25% of patients served between 2018-2022) were analysed for patient profile, prevalence of disease and disease pattern.

870 Patient interactions/interviews were conducted including

407 Telephonic interviews

463 Face to face interview with patients

16 number of FGDs were conducted including 311 patients, ASHA, Anganwadi Workers and village/ward level leaders.

## About Smile Foundation

Smile Foundation, is a social development organisation working for the poor and unprivileged and directly benefitting over 15 lakh children and their families every year all over the country. The foundation has more than 400 live welfare projects on education, healthcare, livelihood, and women's empowerment in over 2,000 remote villages and urban slums across 25 states of India.

Smile Foundation through its MMU called Smile on Wheels (SoW) provides a comprehensive range of health care to underprivileged community in remote rural areas and slums. Currently, the Foundation is running 56 Smile on Wheels across 16 states and reaching out to more than 950 urban slums and rural areas.

The Smile on Wheel project aims at running Mobile Medical Unit (MMU) in area of operation. The MMU provides reproductive health care services to women, children and adolescent girls along with general health care services to the resident population.

### Services of SoW Project

The services at MMU includes

- ❖ Physical examination,
- ❖ Curative treatment of general ailments,
- ❖ Routine blood investigations (Blood sugar, HB, test for Malaria, Dengue etc),
- ❖ Specialized ANC - PNC services to pregnant & lactating mothers,
- ❖ Child health services (immunization, general paediatric services),
- ❖ Counselling services pertaining to family planning, nutrition for children, pregnant mothers and lactating mothers, Pregnancy care etc.

### Project Reach

As per the records provided by Smile Foundation it was revealed that over a period of 3 years (Since June 2019 to December 2021: excluding the period of pre-operational activities during November 2018 to May 2019) the project has reached to

- ❖ 190 villages/slums in four locations
- ❖ 133201 patients including 36,823 children (28%)
- ❖ 835 ANCs
- ❖ 905 PNCs
- ❖ 5799 community members were sensitized through 224 IEC activities

SoW services are provided once in a week or twice in a month as per the roster. The services provided are captured through a Digital Patient Management System (online MIS).

## Impact Assessment Findings

### Achievement of Target

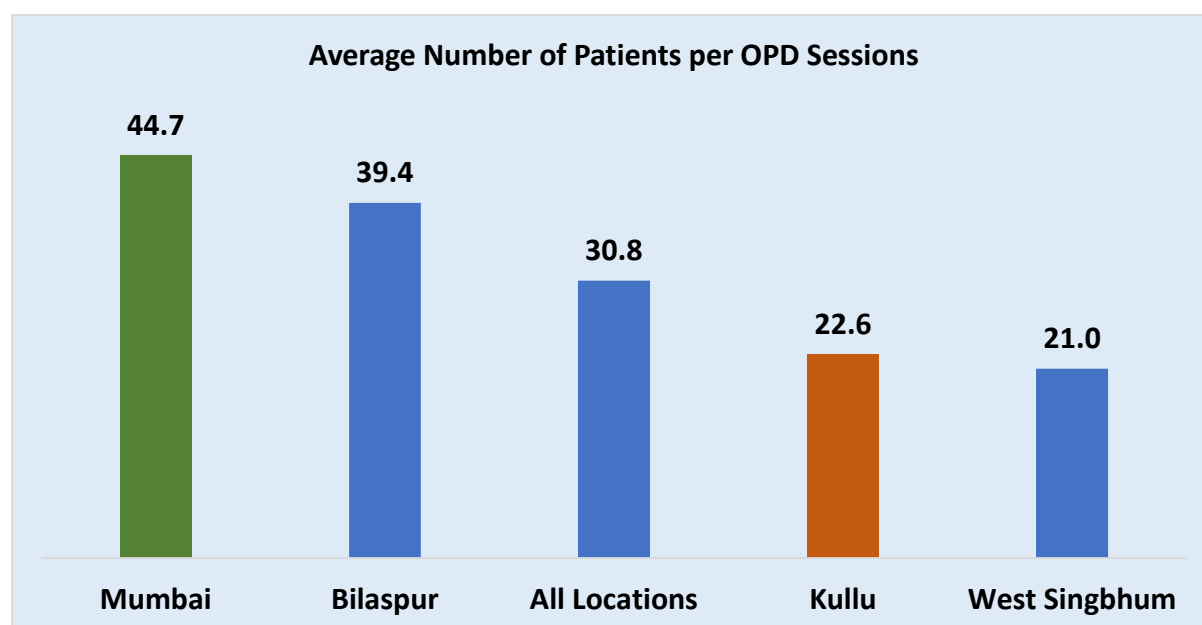
As per the proposal a total of 1,80,000 number of patients to be covered in 36 months of service delivery with approximately 5000 patient coverage per month. However as per the records provided by the Smile Foundation a total of 133201 patients were covered between June 2019 to December 2021 (31 months of service delivery phase).

### OPD Sessions

A total of 4328 OPD sessions were held between June 2019 to December 2021 against 5510 sessions planned during the reporting period.

Table-1: Average number of patient coverage per OPD session by location

Indicators	Mumbai	Bilaspur	West Singbhum	Kullu	Total
No. of OPD sessions held	883	1086	1466	893	4328
No. Of OPD	39435	42798	30817	20151	133201
Average number of patients per OPD sessions	44.7	39.4	21.0	22.6	30.8



## Point of Care Tests

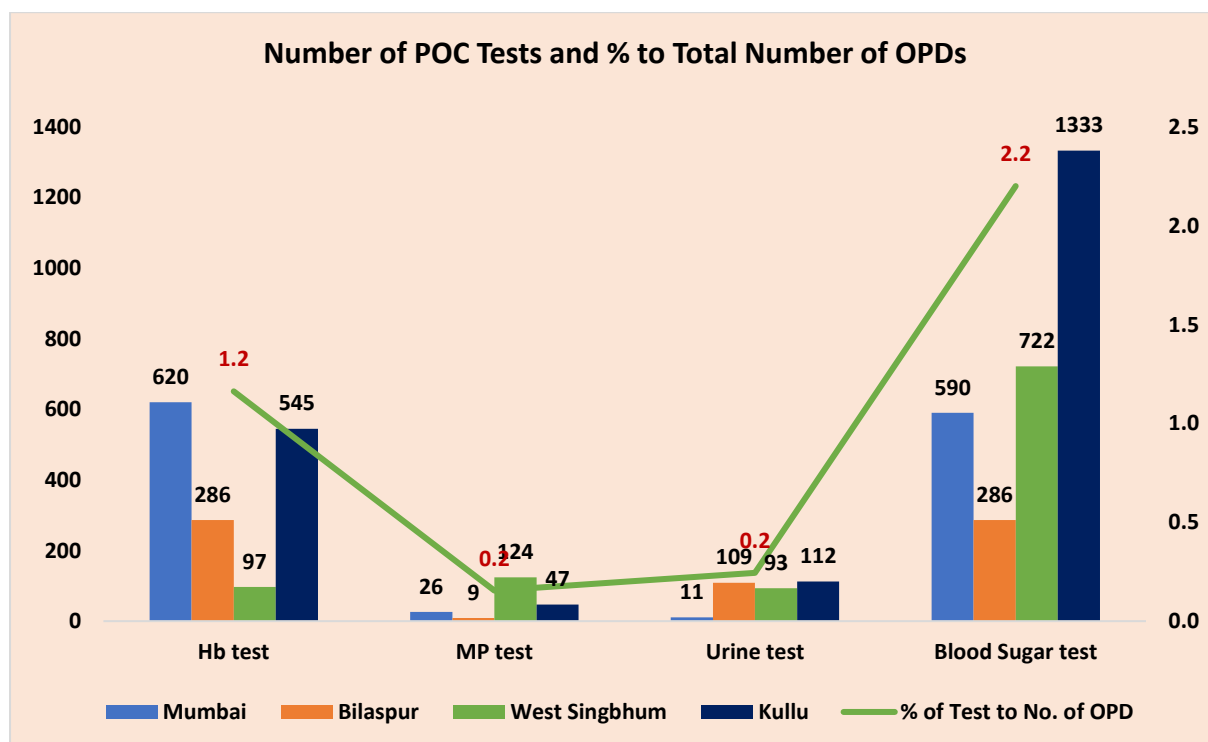
In total 5010 Point of Care (POC) tests were conducted during the reporting period. The point of care test included 1548 Haemoglobin tests, 206 Malaria Parasite tests, 325 urine test and 2931 blood sugar tests.

Table-2: Number and type of point of care tests provided by locations under SoW project

POC Tests	Mumbai	Bilaspur	West Singbhum	Kullu	All Locations	% of Test to No. of OPD
Hb test	620	286	97	545	1548	1.2
MP test	26	9	124	47	206	0.2
Urine test	11	109	93	112	325	0.2
Blood Sugar test	590	286	722	1333	2931	2.2
Total number of tests	1247	690	1036	2037	5010	3.8
No. Of OPD	39435	42798	30817	20151	133201	

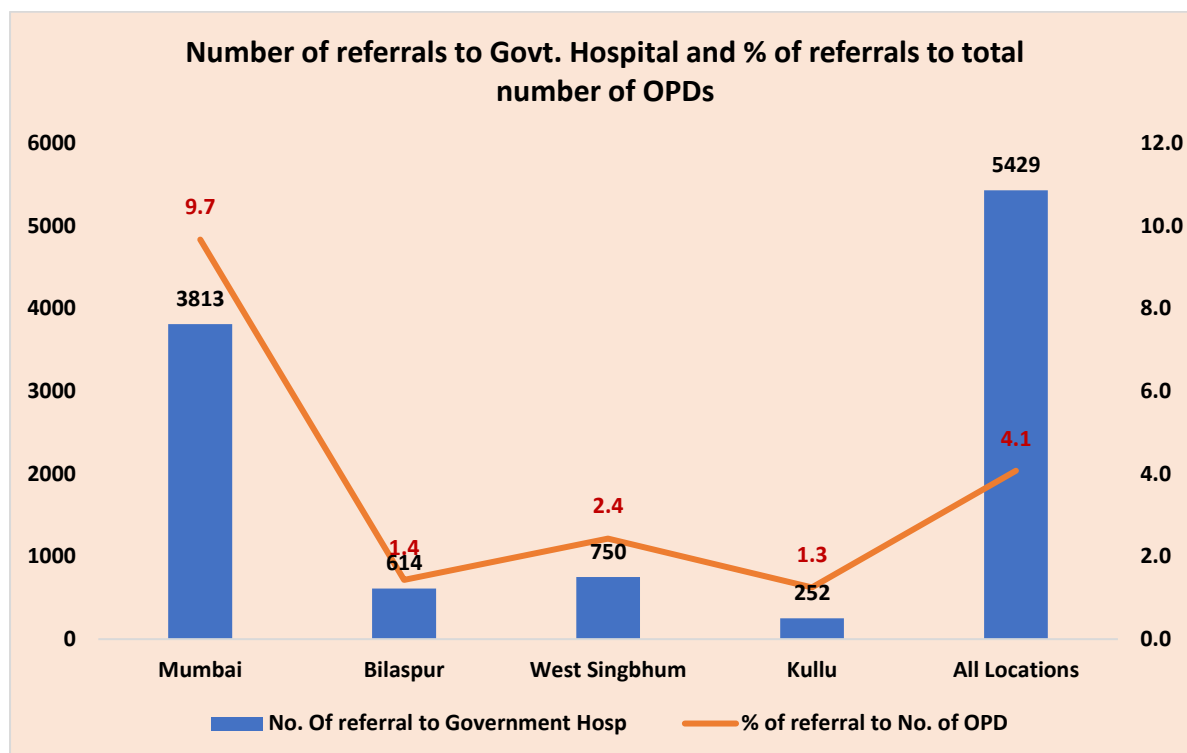
*Thus 3.8% of total number of patients attended OPD have received benefits of point of care tests provided under the project (Table-2).*

Figure below suggest out of total number of patients treated in each location highest 2.2% patients have received benefits of blood sugar and lowest 0.2% of patients have received the benefits of MP test and urine test (0.2%). The percentage of Hb test is 1.2% to the total number of OPDs held during the reporting period.



## Referrals

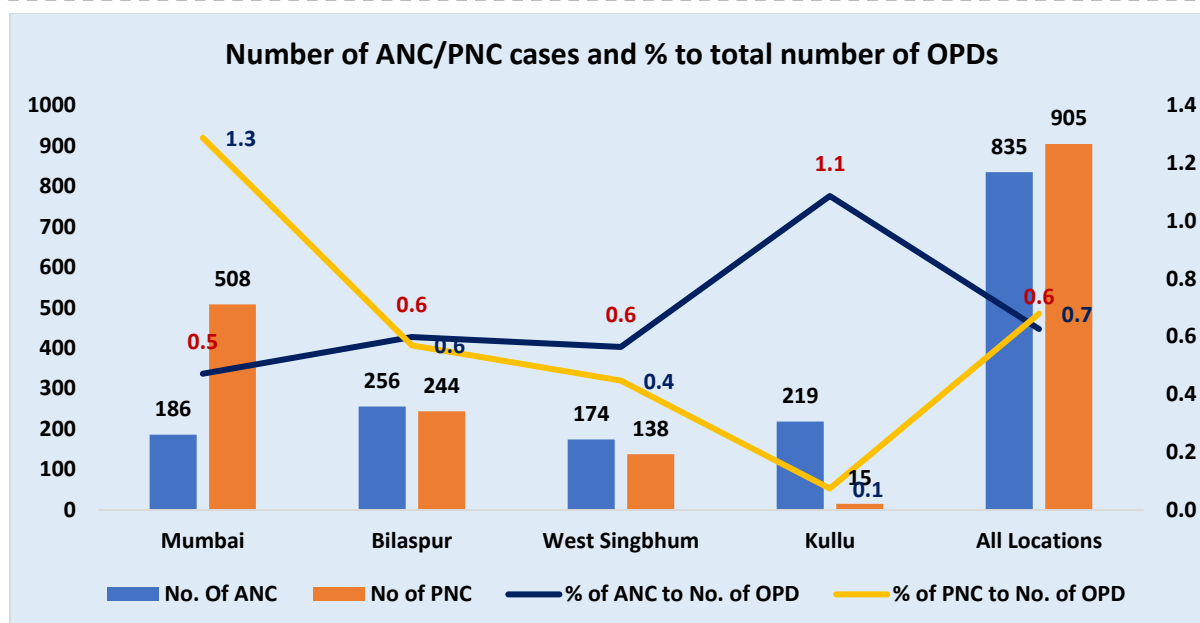
One of the important indicators is referral services for the patients to Govt hospitals. Smile on wheels catered to 78 different types of diseases across all the locations but some cases needed further investigations and treatments. Figure below reveals a total of 5429 referrals were made during the reporting period and the 4.1% of the total number of OPDs are referred to Govt. hospitals for further treatment and investigations. The percentage of referral is highest for Mumbai (9.7%) and lowest for Kullu (1.3%).



## MCH Services

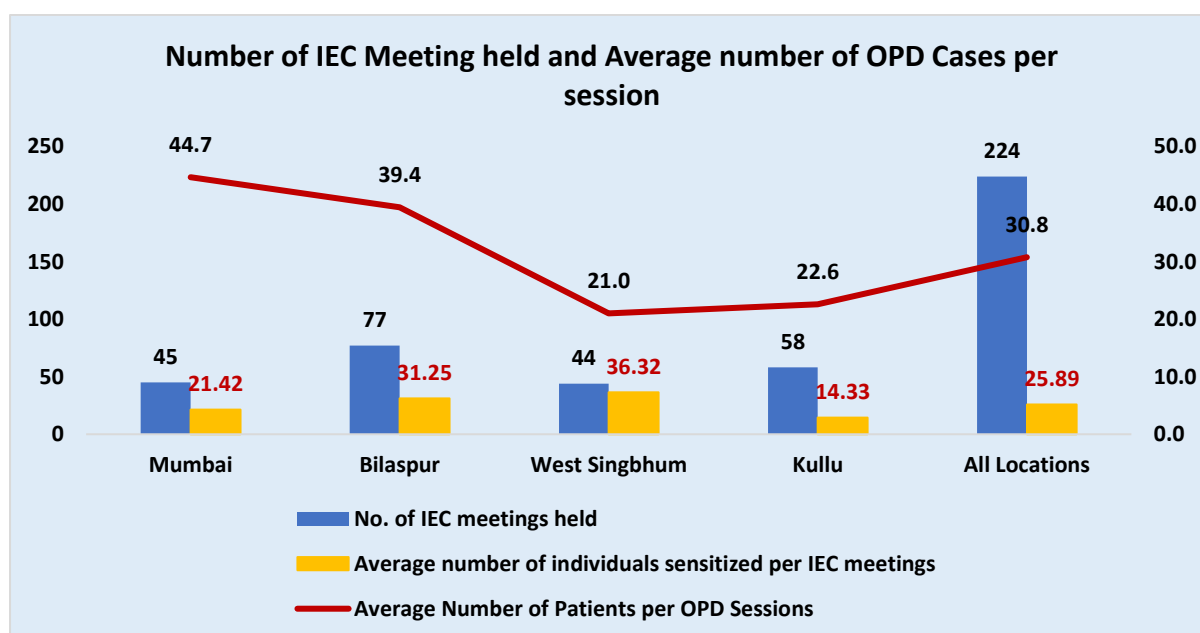
Neo-natal and post-natal care plays a key role in the nourishment of a children and the mother. During the reporting period, a total number of **835 ANCs** and **905 PNCs** were done across the four locations. Further it is found that the percentage of ANCs and PNCs are less than 1% taking all location together (0.6% ANC and 0.7% PNC). Mumbai has the lowest 0.5% ANC cases and Kullu has highest ANC Cases (1.1%) to total number of OPD cases. The figure bellow suggests Kullu has the distinction of having lowest 0.1% of PNC cases and Mumbai having 1.3% of PNC cases to the number of corresponding OPD figures of these locations.





## IEC Activities

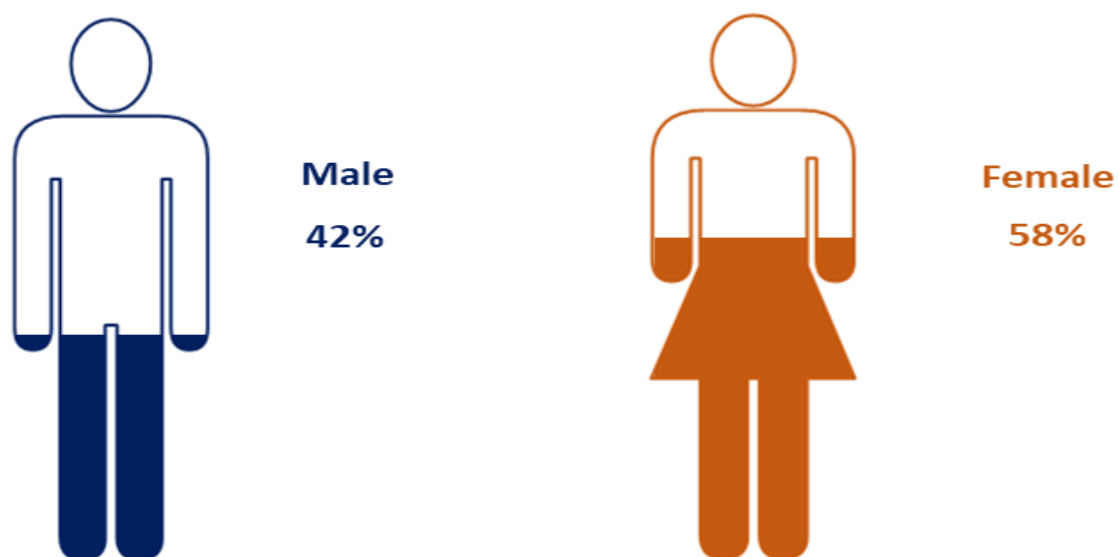
The study found that 224 IEC meetings were held at community level sensitizing 5799 individuals on various health issues including COVID-19 percussions.



## Profile of Patients

Out of 128457 number of patient database received from Smile Foundation from their digital patient management system a total of 32117 (25%) of patient details were selected at random for further analysis to understand the profile of patients.

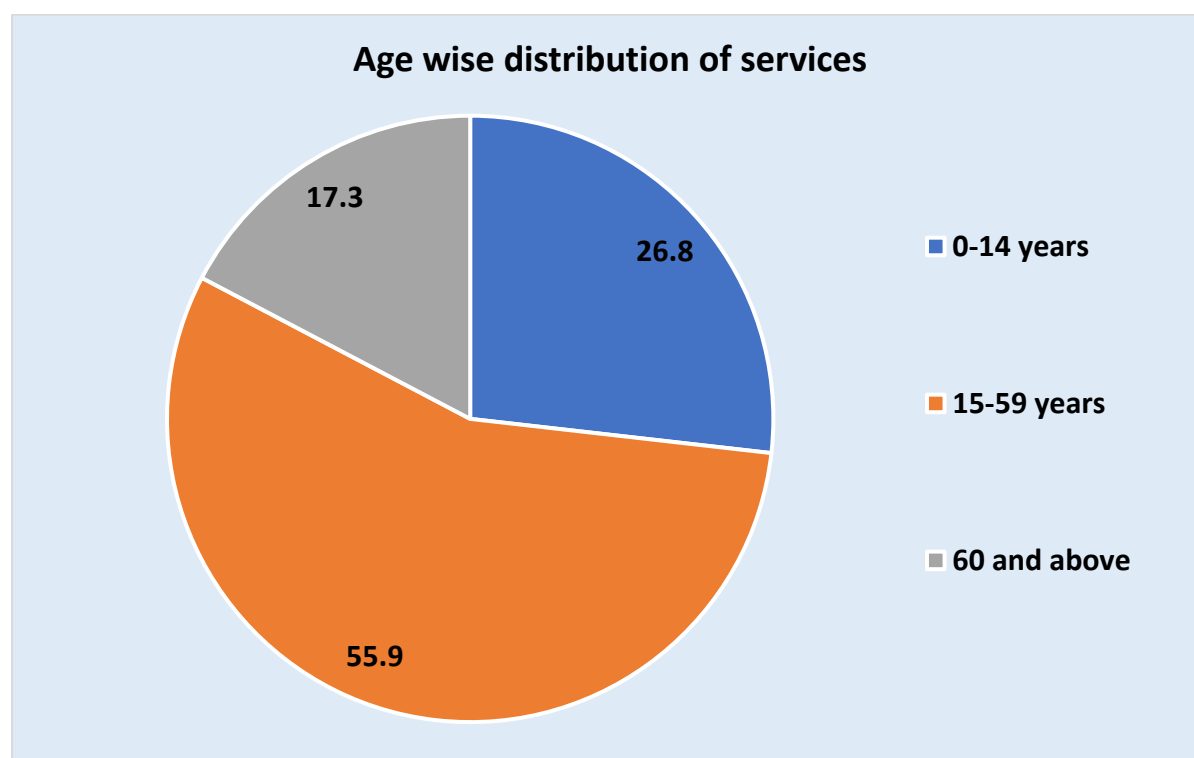
### Gender wise distribution of patients



More females (58%) than males (42%) have received the OPD services under SoW project in all 4 locations.

### Age wise Distribution

Although 56% patients belong to 15-59 years age group, a sizable patients belong to senior citizens i.e. 60 and above years and nearly 17% of children in the age group of 0-14 years were provided OPD services and treatment under SoW project during the reporting period.



## Health seeking behaviour by Gender

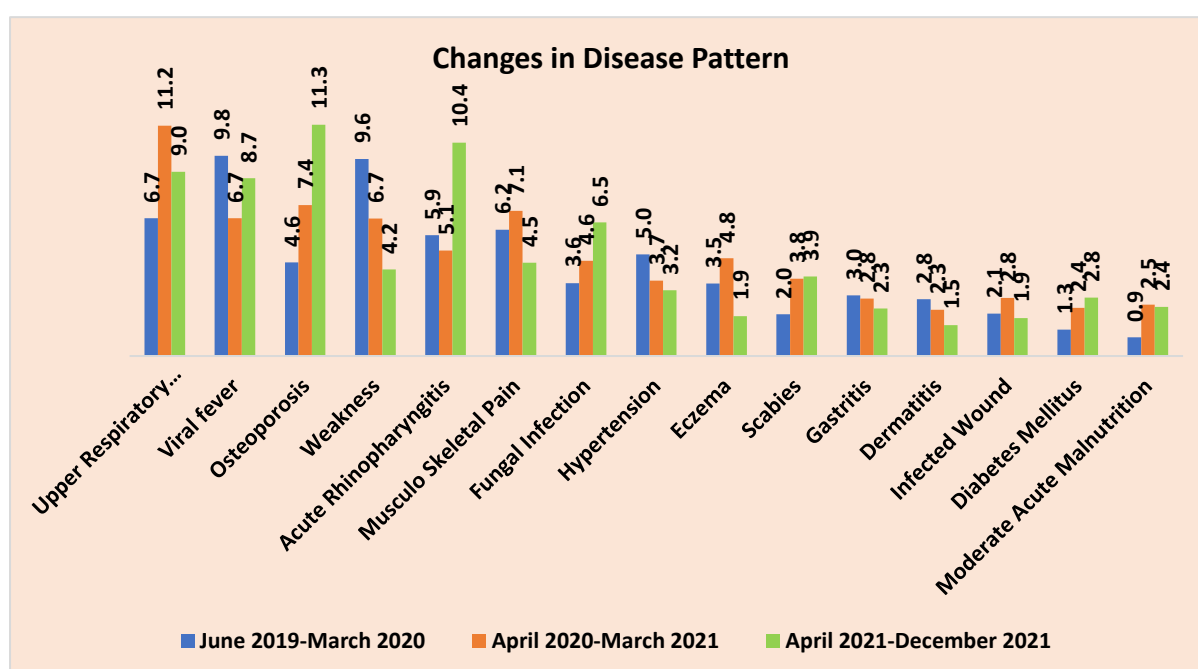
Further analysis revealed that more males (31.7%) among the children (0-14 years) than females (59.5%) and more females (50.9%) than males among productive age group (15-59 years) and there are no gender differences (17.3% females and 17.4% males) in terms of senior citizens (60 years and above) health seeking behaviour under the project.

Table-3: Gender and age wise patient details

Age Category	Female		Male		Total	
	Number	%	Number	%	Number	%
0-14 years	4332	23.2	4275	31.7	2318	26.8
15-59 years	11087	59.5	6859	50.9	17946	55.9
60 and above	3224	17.3	2340	17.4	5564	17.3
Total	18643	100.0	13474	100.0	32117	100.0

## Changes in disease pattern

There has been a change in disease pattern in the community after initiation of SoW MMU project. There has been reduction in prevalence viral fever, weakness, Musculo skeletal pain, hypertension, Eczema, Gastritis, Dermatitis since last two years. However, increase prevalence is observed for diseases like upper respiratory infection (URI), Osteoporosis, Acute Rhinopharyngitis, fungal infection, diabetes Mellitus etc.



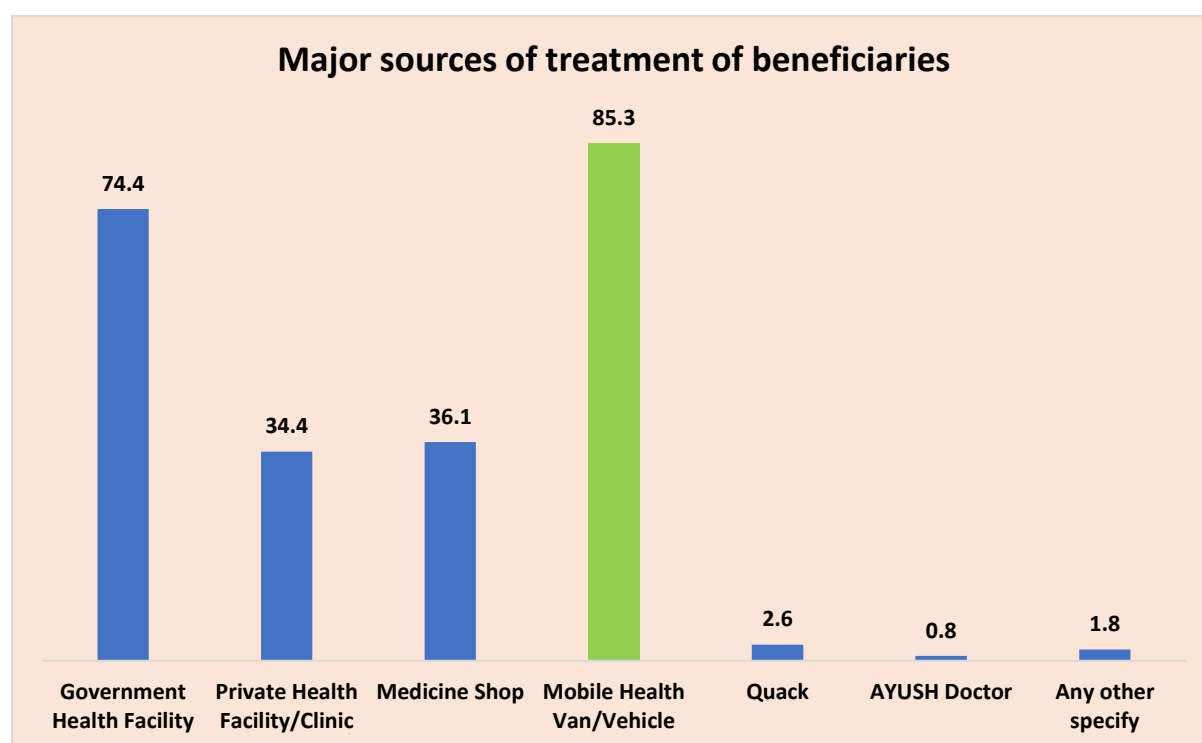
## Impact of the project

Smile Foundation under project Smile on Wheels has provided services to 133201 patients with funding support from GIC Re.

As a part of the Impact Assessment, it was important to understand efforts to reach out to the needy and unprivileged patients. During the interactions with the SoW Project Team, it was understood that as a matter of organisational philosophy, Smile Foundation does not deny support to any patient irrespective of their financial status, place of domicile, age, gender, etc.

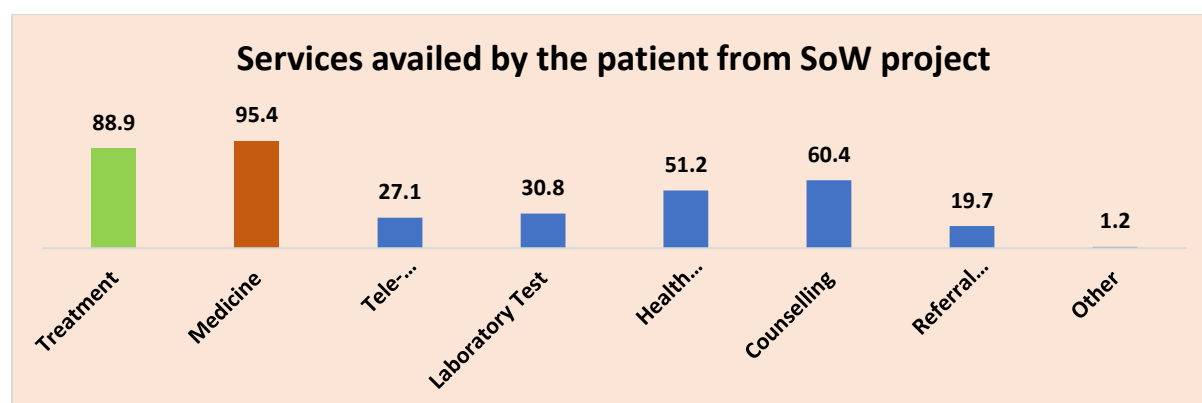
### Source of treatment for general health services

It was found during interaction with patient and community members that most of them receive treatment from multiple sources including government health facilities, private health facilities/clinic and SOW mobile health van. Among the sources highest 85.3% of beneficiaries are of opinion that they are mostly taking treatment and services from SoW MMU. Nearly three fourth 74.4% do seek health care services for their family members from Government Hospital on the days MMU services is not available. The dependence on private health facility and medicine has reduced to a great extent after operation of MMU under SoW project. Only about one third of patients take the health care services from private clinic (34.4%) and medicine shop (36.1%).



## Services received by the patients from SoW Project

SoW provided a range of services including treatment, medicine dispensing, tele consultation, POC tests, health education, awareness building activities and referral to nearest Government health facility in case of need. The patient does acknowledge receiving of one or more services have greatly appreciated the distribution of free and quality medicines under the project. About one fifth (20%) of are of the opinion that they are referred to govt facilities for higher treatment.



## Benefits received by patients from SoW project

The patients are of opinion that their family members have received multiple benefits through the Smile on Wheels project supported by GIC-Re. The details of benefits received by the patients and their family members were as follows.

- Free treatment services
- Treatment at doorstep
- Family expenditure on health has reduced
- Health condition of beneficiaries' family members has improved
- Awareness on health and sanitation has improved
- Free referral services
- Beneficiaries are of the opinion that it is easier for women to consult doctors during pregnancy and after delivery.

## Indirect Impacts of the project

During interaction with management and project staff the team were of the opinion that the project has led to following indirect impact

1. Contributing towards the Govt. mandate of Universal Health Care
2. The load on secondary / tertiary care has been reduced as the health concerns are take care at primary level.
3. Contributing towards financial stability in the family

## Utilization of funds

Against total funding approval of Rs. **49,577, 004/- (Indian Rupees Four Crore Ninety-five Lakh Seventy-Seven Thousand and Four Only)** the Smile on Wheel project of Smile foundation has received Rs. 3,87, 13,159/- out of which utilised a total fund of Rs.3, 91,99,310/- from November 2018 to December 2021 from GIC Re. A balance of Rs. 4, 86,151 is receivable by December 2021 under the project as per the utilization certificates and audit report submitted verified by CMSRD assessment team.

It was found that the overall percentage of utilization against target was 101.26%. The highest utilization was found during April 21 to December 2021(105.34%).

## Process of Implementation

### Identification of Service Delivery Points and Roster Plan

Smile on Wheels is rendering health services through a roster-based approach with an objective to deliver health services in all targeted locations with an equal span of time. The services are provided 5 days in a week in a week. Thus, in a month maximum 22 days of sessions is planned. The roster was planned keeping in mind the needy locations in terms of health and then it was finalized keeping in mind the proximity of the location.

However, during interaction with patient and community members it was found that community demands for a greater number of days of MMU visits i.e. once in a week.

### Equipment Used

The Smile Foundation team used the following equipment for providing the healthcare services at the specified centres:

1. BP Instrument
2. Oximeter
3. Electronic BP Machine
4. Autoclave
5. Weighing machine Manual
6. Vaccine carrier

## Procurement of Medicines

The demand for medicines is being indented between 1-5<sup>th</sup> of every month keeping 15 days buffer stock of medicine. A total of 101 types of medicines and supplies are in use as per the stock record. The medicines are procured centrally and distributed by the procurement agency directly to the project locations as per the indent once in a month. Currently Smile Foundation is procuring medicines from a single agency named Shashi Chemist.

## Online MIS Tracking

The SoW have a Digital Patient Management System at the project level. The project co-ordinator or community mobilisers are given the responsibility of making registration and prescription entry.

## Reporting

Smile Foundation has been sharing Quarterly and annual project progress reports every year to GIC Re. The Foundation is also sharing an annual fund utilization statement with project supporting partner. The progress report contains overall performance of Smile on Wheels with data such as number of patients, types of diseases, coverage area, etc. being maintained and recorded. All reports are found in order.

## Branding

As a matter of agreement between GIC Re and Smile Foundation, there has been clear branding with logo of GIC Re in all 4 Smile on Wheels MMUs.



## Patient Interaction - Kullu

**Bhim Dasi**, Gender Female, Age 64 years, resident of village Mashna in Kullu district, HP getting check-up of her Lower Back Pain and Hypertension from “Smile on Wheels mobile hospital Unit for the underprivileged communities” run by Smile Foundation in collaboration with General Insurance Corporation of India (GIC-Re) in Kullu district, Himachal Pradesh on 24th February, 2022. He was quite satisfied with the treatments received from Doctor and SoW project team.



Patient Ramdehi, Female, 63 years of age, resident of village Mashna, Kullu district, Himachal Pradesh suffering from Headache and Giddiness for 2 days seeing the MMU doctor on 24th February, 2022. She said the project is very good. It should be continued.

**Mr. Govardhan Singh**, Male, Aged 70 years (sitting in front of the doctor on 24/02/2022) is suffering from shortness of breath and he has checked all his vital parameters and has prescribed him medicines provided free of cost by the MMU service. The patient is very happy with the service as the village is situated at hill top with no proper transport services also there are no other functioning health care facilities. The only government run health facility at Mashna village, Kullu district HP doesn't function properly as there are no doctors.



Ms. Kamla Devi, female, aged 27 years belonging to Kellong village, Block Kullu, District Kullu. She has taken treatment for stomach pain 2 or 3 times from Smile Foundation MMU. She suggested that “There should be blood test, X Ray in the MMU”. She is also very much satisfied with the services provided to her and is a frequent visitor to the MMU.



Ms Naina Devi, female, aged 42 years belongs to Kellong village, block Kullu, District Kullu, Himachal Pradesh. She works as a helper in Anganwadi Centre. She informed us that provision of First Aid available in Anganwadi Centre is very less and made a request to us to help in increasing First Aid medicines in Anganwadi Centre. She herself has availed treatment from the MMU.

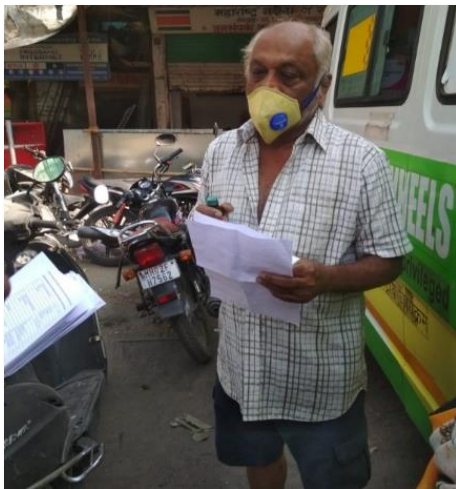


Sajju Ram's age is 41 years. Sajju Ram is an inhabitant of Bhumteer village of Kullu. He was having a lot of pain while working for 1 day, due to which he fell, due to lack of money, he could not get his proper treatment anywhere, used some home medicines which made his condition worse. He received treatment from SoW. Slowly, there was a change in the health of Sajju Ram, today Sadharam is healthy and getting proper treatment.



## Patient Interaction-Mumbai

Sunita Sigdhe, aged 57, had knee and muscle pain along with it she also had itching in belly portion. She visited the SOW MMU for the first time. After getting the treatment from doctor and free medicine now she is happy. She promised that she will go to home and also bring her grand daughters for receiving the treatment.



Mr. Raghunath  
Ramcholi, aged  
62 of Ram

Mandir, Santacruz area is a frequent visitor to the SoW MMU. He was suffering from multiple diseases such as problem in eye, gastritis, cold, body pain and itching in body. He got the treatment from the SoW van and medicines. He is happy and wish that the MMU should come at least once in a week to their slum.



Rajappa Sigdhe, aged 13 is an adolescent from Santacruz slum, she had weakness and menstrual problem. She came to know about the SoW MMU services from her grandmother. She got the treatment from doctor and medicine for the van. She is also of the opinion that she will tell her friend about the MMU and others. It is good that they do not have to go far to the Govt. hospital and miss the classes and school.

Kirti Sigdhe, aged 11 is a resident from Ram Mandir Santacruz slum, she had cold, cough and fungal infection problem. She came to know about the SoW MMU services from her grandmother. She got the treatment from doctor and medicine for the van. It is good that they do not have to go far to the Govt. hospital and miss the classes and school.



**Md. Ahmed**, aged 59 is a resident of Bandra East slum in Mumbai, he had paralysis in his right side 10 years back and chest pain. He tried to consult doctors in several Govt Hospitals including nearby Govt. dispensary, Holy Family Hospital and other private hospitals but all are in vain. However ever since the smile van is coming to their slum, he is getting regular treatment and medicine and it worked well. Now he is able to walk.



**Chand Sheikh**, aged 70 is a resident of Bandra East slum in Mumbai, belong to Muslim community. He had body pain now. Earlier he also visited the SoW MMU for joint pain. With the treatment and medicines received from van he had lot of relief. He is now receiving medicine from Smile Van.



**Ms. Lavanya**, aged 38 is a resident of Bandra East slum in Mumbai and mother of 4 children, belong to OBC caste. She had cold and body pain now. For last one year she and her family availing service from the SoW MMU as and when required. With the treatment and medicines received from van she had lot of relief. She is now receiving medicine from Smile Van.



**Master Venketesh**, aged 8 is a resident of Bandra East slum in Mumbai. He had cold and cough. His mother took him to the SoW MMU. He received treatment and medicines the van. Her mother demanded that the MMU should visit at least once in a week.

**Master Jakaria Khuresi**, aged 3 year is a resident of Bandra East slum in Mumbai. He had cold and cough for last 3 to 4 days. His mother took him to the SoW MMU. He received treatment and medicines the van. Her mother demanded that the MMU should visit at least once in a week. There should be provision of a paediatric specialist at least once in a month so that children can get better treatment.



## Patient Interaction- West Singbhum-Jharkhand

### Patient Interaction – Chaibasa, West Singbhum

**Ms. Sarita Maharana**, Female, aged 46 years, resident of village Matkamhatu in West Singbhum district, Jharkhand getting check-up of her Back Pain and Hypertension from “Smile on Wheels Mobile Medical Unit for the underprivileged communities” run by Smile Foundation in collaboration with General Insurance Corporation of India (GIC-Re) in West Singbhum district, Jharkhand on 28th February, 2022. She was quite satisfied with the treatments received from Doctor and SoW project team.



**Ms. Priti Kunkal**, Female, aged 30 years, resident of village Mahulsai in West Singbhum district, Jharkhand getting check-up for her Back Pain, Neck Pain and White Discharge from “Smile on Wheels Mobile Medical Unit for the underprivileged communities” run by Smile Foundation in collaboration with General Insurance Corporation of India (GIC-Re) in West Singbhum district, Jharkhand on 28th February, 2022. She also used to visit SoW when she was expecting. She was quite satisfied with the treatments received from Doctor and SoW project team.

**Ms. Munni Bari**, Female, aged 51 years, resident of village Kamarhatu in West Singbhum district, Jharkhand getting check-up for her Back Pain, Knee Pain, Pain In Lower Extremities and Hypertension from “Smile on Wheels Mobile Medical Unit for the underprivileged communities” run by Smile Foundation in collaboration with General Insurance Corporation of India (GIC-Re) in West Singbhum district, Jharkhand on 28th February, 2022. She was quite satisfied with the treatments received from Doctor and SoW project team.





**Mr. Dogar Deogam**, Male, aged 51 years, resident of village Aita in West Singbhum district, Jharkhand getting check-up for his Chest Pain, Body Ache and Hypertension from “Smile on Wheels Mobile Medical Unit for the underprivileged communities” run by Smile Foundation in collaboration with General Insurance Corporation of India (GIC-Re) in West Singbhum district, Jharkhand on 1st March, 2022. He was quite satisfied with the treatments received from Doctor and SoW project team.

**Mr. Hemant Kumar Bhanj**, Male, aged 43 years, resident of village Tekasai in West Singbhum district, Jharkhand getting check-up for his Diabetes and Hypertension from “Smile on Wheels mobile hospital Unit for the underprivileged communities” run by Smile Foundation in collaboration with General Insurance Corporation of India (GIC-Re) in West Singbhum district, Jharkhand on 1<sup>st</sup> March, 2022. He was quite satisfied with the treatments received from Doctor and SoW project team.





## Patient Interaction – Bilaspur, Chhattisgarh



**Ms. Pushpa Kewat**, Female aged 27 years, resident of village Lofandi in Bilaspur district of Chhattisgarh, India getting check-up for her Lower Back Pain and Hypertension from “Smile on Wheels Mobile Medical Unit for the underprivileged communities” run by Smile Foundation in collaboration with General Insurance Corporation of India (GIC-Re) in Bilaspur district, Chhattisgarh on 23rd February, 2022. She was quite satisfied with the treatments received from Doctor and SoW project team.

**Ms. Ramavtin Bai Suryabanshi**, Female aged 50 years, resident of village Mohra in Bilaspur district of Chhattisgarh, India getting check-up for respiratory tract infection and hypertension from “Smile on Wheels Mobile Medical Unit for the underprivileged communities” run by Smile Foundation in collaboration with General Insurance Corporation of India (GIC-Re) in Bilaspur district, Chhattisgarh on 23rd February, 2022. She was quite satisfied with the treatments received from Doctor and SoW project team



**Ms. Itwara Suryabanshi**, Female aged 25 years, resident of village Maitri in Bilaspur district of Chhattisgarh, India getting check-up for lower back ache and anemia from “Smile on Wheels Mobile Medical Unit for the underprivileged communities” run by Smile Foundation in collaboration with General Insurance Corporation of India (GIC-Re) in Bilaspur district, Chhattisgarh on 23rd February, 2022. She was quite satisfied with the treatments received from Doctor and SoW project team

**Ms. Bena Devi**, Female aged 50 years, resident of village Maitri in Bilaspur district of Chhattisgarh, India getting check-up for respiratory tract infection and hypertension from “Smile on Wheels Mobile Medical Unit for the underprivileged communities” run by Smile Foundation in collaboration with General Insurance Corporation of India (GIC-Re) in Bilaspur district, Chhattisgarh on 23rd February, 2022. She was quite satisfied with the treatments received from Doctor and SoW project team.



## Photographs of FGD with community members



FGD in Progress Matiyari, Bilaspur, Chhattishgarh on 23<sup>rd</sup> February 2022



FGD in Progress Mohra, Bilaspur, Chhattishgarh on 23<sup>rd</sup> February 2022



Patients waiting for their Que in Bilaspur





Meeting with Patient in Kullu on 25<sup>th</sup> February 2022



FGD in Progress Sailong, Kullu, Himachal Pradesh on 26<sup>th</sup> February 2022





FGD in Progress in Ropari, Kullu, Himachal Pradesh on 27<sup>th</sup> February 2022



FGD in Progress in Kailong, Kullu, Himachal Pradesh on 27<sup>th</sup> February 2022





FGD in Progress in Ram Mandir, Santa Cruz, Mumbai on 28<sup>th</sup> February 2022



FGD in Progress in Dwari Nagar, Santa Cruz, Mumbai on 28<sup>th</sup> February 2022





FGD in Progress in Bharat Nagar, Bandra East, Mumbai on 1<sup>st</sup> March 2022



FGD in Progress in Kala Kela, Mahim, Mumbai on 1<sup>st</sup> March 2022







FGD in Progress in Aita, West Singbhum, Jharkhand on 28<sup>th</sup> February 2022



FGD in Progress in Tekasahi, West Singbhum, Jharkhand on 1<sup>st</sup> March 2022

## Summary of Findings

### During the Impact Assessment it was found that

- a. The funds have been utilised appropriately in alignment with the Project Objectives
- b. The utilisations certificates and supporting documents were found to be in order
- c. 100% patients, with whom interaction was carried out were found to be satisfied with services provided by SoW
- d. The internal systems were found to be adequate
- e. The equipment are found in order and in functional condition utilized for the service delivery
- f. The out-of-pocket expenses has been reduced
- g. The project has been able to reach the target groups (needy and marginalized) in spite of nationwide lockdown and movement restrictions

## Conclusion

The entire amount of Rs. 3,87, 13,159/- provided by GIC Re has been utilized in alignment with the project objectives by Smile Foundation and benefited the needy and marginalized populations through its unique intervention of Smile on Wheels (SOW) project by increasing access to health service.