

**IMPACT ASSESSMENT STUDY REPORT OF GAIL'S CORPORATE
SOCIAL RESPONSIBILITY (CSR) SUPPORT TOWARDS BIO-MEDICAL
EQUIPMENT AND INFRASTRUCTURAL FACILITIES IN
MGM HOSPITAL, WARANGAL, TELANGANA, INDIA.
FOR THE YEAR 2020-2021**

FINAL REPORT VERSION 1

OCTOBER 2024

STUDY COMMISSIONED BY



गेल (इंडिया) लिमिटेड

(भारत सरकार का उपक्रम – महारत्न कंपनी)

GAIL (India) Limited

(A Government of India Undertaking - A Maharatna Company)

NEW DELHI

REF: CO/CSR/Impact Assessment/MSSW/2024-25

10.05.2024

SUBMITTED BY

**MADRAS SCHOOL OF SOCIAL WORK,
EGMORE, CHENNAI- 600 008**

ACKNOWLEDGEMENT

This Impact Assessment study report on the CSR initiatives of GAIL is to provide a valid description of impacts of the CSR initiatives carried out by GAIL during 2020-21, in the project sites.

We are thankful to GAIL for partnering with Madras School of Social Work (herein referred as MSSW) to Conduct an Impact Assessment Study.

Our sincere thanks to Shri. Deepak Kumar, DGM (CSR), Shri. Akshaya Kumar Panda Manager (CSR), New Delhi, for their strategic support in conducting the study at every stage by furnishing relevant secondary data information and meticulous coordination. We also extend thanks to Mr. Balaji Bhukya, Nodal Officer, GAIL for his timely support and valuable inputs and all the GAIL Officials, who assisted in completing the Study as per schedule.

We thank the management of the Madras School of Social Work for the support extended to the study as part of MSSW's Consultancy activities and the valuable back-end support rendered towards the same.

Installation of RO Water Plants as part of the Improvements in basic conditions of residential Schools, Colleges and Hostels in Rajahmundry District, Study Team comprised of Dr.S. Raja Samuel, Principal Consultant, Dr.C.J.Paul, Team Leader and Social Development Consultant and Dr.Prema P, Gender & Environment Consultant, Mr. M.S.Palanikumar (Late), Study Coordinator, Mr. Chandra Sekhar Pasala, Associate Consultant, Ms. Harini, Associate Consultant, and Mr. V. Purushothaman, Administrative Assistant.

Dr. S. RAJA SAMUEL,

Principal, Madras School of Social Work, Chennai.

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EXECUTIVE SUMMARY

This report assesses the impact of GAIL's Corporate Social Responsibility (CSR) support towards Bio-medical equipment and infrastructural facilities to MGM hospital, Warangal, during the years 2020-21.

The key findings from the impact assessment highlight that GAIL's support of Bio-medical equipment and infrastructural facilities has played crucial role in enhancing the opportunities for the hospital management to enhance its capacity to serve the needs of the patients, who are mostly from a socio-economically backward group who depend on the free healthcare services provided by the Government.

The overall evaluation informs that GAIL's CSR project support has been effectively used by the MGM hospital, Warangal and the Bio-medical equipment and infrastructural facilities are in its optimum use and at times overused due to excessive patient load.

GAIL facilitated the CSR support with periodical monitoring.

We thank the management of the Madras School of Social Work for the support extended to the study as part of MSSW's Consultancy activities and the valuable back-end support rendered towards the same.

MSSW Study Team comprised of Dr.S. Raja Samuel, Principal Consultant, Dr.C.J.Paul, Team Leader and Social Development Consultant and Dr.Prema P, Gender & Environment Consultant, Mr. M.S.Palanikumar (Late), Study Coordinator, Mr. Chandra Sekhar Pasala, Associate Consultant, Ms. Harini, Associate Consultant, and Mr. V. Purushothaman, Administrative Assistant.

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1. INTRODUCTION

This report presents the findings of an impact assessment study conducted on GAIL's Corporate Social Responsibility (CSR) initiative, specifically its support towards Bio-medical equipment and infrastructural facilities to MGM hospital, Warangal, during the years 2020-21. The impact assessment, commissioned by GAIL and carried out by the Madras School of Social Work (MSSW).

This report highlights the project's status, including the benefits, challenges, and suggestions.

2. OVERVIEW OF MADRAS SCHOOL OF SOCIAL WORK AND THE CONSULTANCY DIVISION

The Madras School of Social Work (here after termed as MSSW) was founded in 1952 by Mary Clubwala Jadhav. MSSW is an autonomous college affiliated to the University of Madras. The school offers various under-graduate and graduate courses in social sciences. The College is accredited by NAAC at 'A+ Level' and ranked within the top five institutions for social work education.

MSSW has a Consulting Division (since 2009) which supports the Central Public Sector Units, State Public Sectors, Private companies, GOI, State Government agencies and NGOs in the Baseline & evaluation studies, monitoring, CSR investment plans, CSR evaluations and other customized requirements of the clients on the Social and environmental related support.

3. BACKGROUND OF THE STUDY

GAIL supported through INR 300,00,000/- for support towards Bio-medical equipment and infrastructural facilities to MGM hospital, Warangal, during the years 2020-21.

Mr.Chandra Sekhar Pasala & Ms.M.Harini team members of Madras school of Social Work, Chennai had discussion with Nodal Officer from GAIL and NGO/ Implementing Agency and visited the project site on 22.07.24 and 23.07.24.

Prior to the evaluation the officials were briefed telephonically and email/WhatsApp the GAIL Study methodology and a brief about the MSSW.

4. METHODOLOGY

This study focused on both the qualitative and quantitative aspects of the programme. Qualitative Research Approach, where qualitative data were collected through interactions with both beneficiaries and stakeholders of the programmes.

Key Informants Interviews were conducted with the Residential Medical Officer (RMO), Bio-Medical Equipment In-charge, NGO/ Implementing Agency, to gain- in-depth insights of the GAIL's CSR support and its impacts.

Focused Group Discussions were conducted with the beneficiaries/ patients.

Madras School of Social Work (MSSW) identified the following sample frame work for the study:

SAMPLES	PROPOSED	COVERED
Key Informants Interview (KII)	2	3
Focus Group Discussions (FGD)	Proposed 100 patients Covering 10% sample targeted	10 (116 individuals)
Transact walk/BI	-	1
Case study of beneficiaries	2	4

The beneficiaries were asked to explain the benefits they received through the bio-medical equipment facilities provided under GAIL's CSR support.

Asset of tools were used for conduct of the stakeholders' consultations/interviews.

The list of Residential Medical Officer (RMO), Bio-medical equipment in-charge, NGO/ Implementing Agency interacted and the FGD with the beneficiaries/ patients details along with the list of bio-medical equipment received from GAIL are provided in Annexure

Photo gallery is placed as **Annexure 2**.

5. KEY INFORMANTS INTERVIEW POINTS

Overview of Bio-Medical Equipment & Infrastructural Facilities @ MGM Hospital Supported by GAIL

The MGM Hospital, Warangal as received totally provided 16 Bio-Medical Equipment from GAIL through M/s. Sathwik Rural and Youth Integrated Association, Hyderabad during the FY 2020-2021.

Profile of Beneficiaries

District at a glance ¹ (as per 2011 census)	
Male	446273
Female	444378
Total Population	8,90,651
Scheduled Caste Population	135293
Scheduled Tribes Population	108798
Urban (%)	46
Rural (%)	54
Hospitals ²	
Narsampet, Kothagudem Road, Narsampet, Pin code: 506132	Mahatma Gandhi Memorial (MGM) Hospital, Warangal, Pin code: 506002

¹ Warangal District portal- [Welcome to Warangal District | District Warangal, Government of Telangana | India](#)

² Warangal District portal- [Hospitals | Welcome to Warangal District | India \(telangana.gov.in\)](#)

The Warangal District has a total population of 890,651, with a nearly equal gender distribution with 446,273 males and 444,378 females and MGM hospital considered to be one of important healthcare provider for approximately 8,90,651 population in the Warangal District of Telangana State.

The district's demographic composition includes 135,293 individuals from Scheduled Castes and 108,798 from Scheduled Tribes. The population is distributed with 46% residing in urban areas and 54% in rural areas.

The hospital also serves the patients visiting from Chhattisgarh, Maharashtra, and Andhra Pradesh for higher level of medical treatments on a regular basis.

Average No. of. Beneficiaries³

Out patients- 4000 – 5000 per day & In patients- 1400 – 2000 per day
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Present Condition of the Bio-Medical Equipment @ MGM

The present condition of all Bio-medical equipment and infrastructural facilities supported by GAIL during the evaluation visit is summarized below with details of the bio-medical equipment and its present condition along with the supporting photographs especially during the machines in use.

<p style="text-align: center;">Sl.No.1: Laparoscopy full set & Laparoscope Instrument Set</p> <div style="display: flex; justify-content: space-around;"></div> <p>Functional condition. Image captured with the assistance of medical officer, showcasing the</p>

³ Data given by RMO, MGM hospital, Warangal, Telangana on 22.07.2024

machine was under usage.

SI.No.2: Anesthesia work Station



Functional. Image captured with assistance of medical officer during machine in use. GAIL logo is displayed on the machine.

SI.No.3: C arm with 9” dual monitor



Functional condition. Image captured after the machine underwent sterilization for subsequent use.

SI.No.4 & 5: Ultrasound Machines



Functional. Image captured with the consent of patient & treating doctor during scanning.
GAIL logo is displayed on the machine.

SI.No.6: X-ray machine



Functional. GAIL logo is displayed on the machine.

SI.No.7: Cr FUJI MAKE



Machine is kept packed since its receipt and not installed due to space constraint in the hospital.

SI.No.8: 5 Para Multi channel monitors



Functional, requires replacement of ECG cable. Order placed by the hospital for replacement.

SI.No.9: 7 Para Multi Channel Monitors



Functional, image depicts the monitor in working condition and currently in use.

SI.No.10: Operation Theatre Lights



Functional. Image captured, from outside the room for hygiene purpose. Operation theatre lights installed in E.O.T-Emergency Operation Theatre.

SI.No.11: Operation Theatre Tables



Functional. Impact depicts the usage of operation theatre table in use during a live surgery in MOT (Main Operation Theatre) with the assistance of concerned medical officer.

SI.No.12: Horizontal Cylinder autoclave- big size/Steam sterilizer



Functional. GAIL logo is displayed on the machine.

SI.No.13 & 14: ECG machines



Functional condition. Image captured with the assistance of medical officer, showcasing the machine in usage.

SI.No.15: 3 Function Beds



Functional condition. Image of function bed within the Intensive Care Unit (ICU) and other function beds provided by GAIL are filled with patients.

Sl.No.16: Air conditioners



Functional condition. AC installed in hospital's conference hall. GAIL logo is displayed on the machines.

6. IMPACT OF THE GAIL SUPPORT

The impact of bio-medical equipment supported by GAIL in MGM hospital is furnished below:

Project	Before CSR intervention	After CSR intervention
Support towards Bio-medical equipment and infrastructural facilities to MGM hospital, Warangal		
Operation Theatre	Limitations in performing surgeries due to	With the installation of new operation theatre lights and tables, approximately

Lights and Tables (OT)	inadequate lighting and table facilities in the operation theatres.	20 knee and hip replacement surgeries takes place per month.
Ultrasound Machine Usage	Limited ultrasound machines and scans done.	With an average of 250 ultrasound scans conducted daily, totalling around 7,000 to 8,000 per month resulting in timely diagnosis for the patients.
Para Multi-Channel Monitors (5 & 7)	NICU and RICU were lacking adequate monitoring equipment.	Enhanced the patient care in the NICU and RICU.
Horizontal steam sterilisers	Hospital did not have the necessary boiler equipment.	Previous lack of this equipment is now addressed. It is highly useful to sterilize the medical instruments and equipment for use and helps to maintain the standard level of hygiene and safety for both patients and staff.
X-Ray Machine	Limited X-ray facilities available at the hospital	Approximately 350 X-rays daily, amounting to around 10,500 per month are performed with the support received from GAIL.

Overall, GAIL's support under CSR has played a vital role in enhancing the opportunities for the hospital management to enhance its capacity to serve the needs of the patients, who are mostly from a socio-economically backward group, majorly depends on the healthcare services provided by the Government.

GAIL has not only enhanced the hospital's capacity to serve the poor, also enabled the hospital to provide improved health care services at all many possible ways.

7. GAIL'S FUNDING PROCESS FOLLOWED FOR SUPPORT TOWARDS BIO-MEDICAL EQUIPMENT AND INFRASTRUCTURAL FACILITIES TO MGM HOSPITAL, WARANGAL:

MoU was signed between GAIL and Sathwik Rural and Youth Integrated Society to implement the support towards bio-medical equipment to MGM hospital, Warangal, Telangana based on the submission of list of Bio-medical equipment certified by the Superintendent, MGM hospital, Warangal. GAIL released the funds based on the MOU signed between the parties.

The CSR support work has been completed as per the MOU and Bio-medical equipment handed over to Hospital Authorities directly.

8. MSSW TEAM MEMBERS OBSERVATIONS

Branding of GAIL:

The GAIL logo and financial year details are clearly visible, showcasing the company's commitment to support the hospital with Bio-medical equipment and infrastructural facilities for better healthcare services under Swachh Bharat initiative.

Impact and utility of the created asset:

Statistics of daily/monthly beneficiaries at MGM Hospital through the bio-medical equipment support by GAIL⁴

Operation Theatre lights and tables (OT)	20 Knee and hip replacement surgeries per month
Ultra sound usage	250 per day approx. 7000 – 8000 per month
Para Multi monitors (5 & 7)	Plays crucial role in NICU and RICU
Horizontal steam sterilizer	Has important role as there were no machines available earlier, and support of GAIL we have now.

⁴Data given by RMO, MGM hospital, Warangal, Telangana on 22.07.2024

	Useful to maintain the standard hygiene conditions for both patients and doctors.
X-rays	350 per day approx. 10500 per month

- **Operation Theatre lights and tables (OT):** The hospital performs approximately 20 knee and hip replacement surgeries each month.
- **Ultrasound Machine Usage:** Ultrasound equipment is extensively used, with an average of 250 scans conducted daily, totalling around 7,000 to 8,000 per month.
- **Para Multi channel monitors (5 & 7):** The Para multi monitors play a vital role in the Neonatal Intensive Care Unit (NICU) and the Respiratory Intensive Care Unit (RICU) by providing critical monitoring and care for the patients.
- **Horizontal steam sterilizer:** The introduction of vertical boilers, supported by GAIL, has been crucial, as there were no such machines available earlier. It is highly useful to sterilize the medical instruments and equipment for use and helps to maintain the standard level of hygiene and safety for both patients and staff.
- **X-Ray machine:** The hospital conducts approximately 350 X-rays daily, amounting to around 10,500 per month.

Approximate savings per patient in comparison with treatment cost outside MGM Hospital

Cost of treatment other than Government health care centre⁵

Cost of Ultrasound scanning	Cost of X-Ray
INR 1500- 2000	INR1000- 1500
Knee Replacement Surgery	Hip Replacement Surgery
The average cost ranges from	Cost typically ranges from INR 60,000 to INR

⁵ As per the data collected during the FGD with beneficiaries/ patients

approximately INR 1,50,000 to INR 4,00,000 for a single knee ⁶ .	3,00,000 ⁷ .
ICU bed charges other than Government health care centre	
INR 4000 - 5000 per day	

Savings for an individual patient who attends/ visits MGM Hospital, other than any Private Hospitals

- i. **Ultrasound Scanning:**
 - o Approx. saving for an individual INR 1,500 - 2,000
- ii. **X-Ray:**
 - o Approx. saving for an individual INR 1,000 - 1,500
- iii. **Knee Replacement Surgery:**
 - o Approx. saving for an individual INR 1,50,000 - 4,00,000 for a single knee
- iv. **Hip Replacement Surgery:**
 - o Approx. saving for an individual INR 60,000 - 3,00,000
- v. **ICU Bed Charges:**
 - o Approx. saving for an individual INR 4,000 - 5,000 per day

GAIL has not only contributed to better healthcare services for the poor socio-economic families, it has also contributed to individual savings through its CSR initiative.

Areas of concern:

The hospital authorities have highly appreciated the support of GAIL and timely response during the COVID-19 emergency. All the machines provided are of good quality, but they shared the following suggestions for improvement in the future.

- **Overloading of machines-** The machines provided are of good quality. But the capacity may not sufficient to handle the excessive number of patients daily.

⁶[ClinicSpots](#)
⁷[ClinicSpots](#)

For example- the X-ray machine given has capacity to take 250 X-rays per day but due to the overwhelming number of patients, the machine is used to take 350 X-rays per day. This can eventually affect the lifespan and performance of the machine.

- **To obtain consent from the Treating Doctors-** the hospital authorities suggested getting confirmation on the specifications and company of the machines before placing the order for purchase. Because the treating doctors can have realistic understanding about, required machine performance to meet the overwhelming volume of patients.

9. FEEDBACK PERTAINING TO THE STRENGTHS, WEAKNESSES, OPPORTUNITIES OF IMPROVEMENT

- Good quality bio-medical equipment provided with timely support during the COVID-19 emergency.
- Machines are overused due to excessive patient load. Lack of consultation with treating doctors about specifications and selection of companies before purchase.
- To increase the machine capacity to meet the higher patient volume and consult the treating doctors for equipment specifications and company selection.
- The hospital authorities highly appreciated and extended their gratitude for the equipment and timely intervention during emergency.

10. CSR PROJECT IMPLEMENTATION

They had followed a participatory approach in its CSR implementation and reach out to the MGM hospital which is one of important healthcare provider for approximately 8,90,651 population in the Warangal District of Telangana State.

The strong points in the implementation of the CSR project by the GAIL management are transparency, effective monitoring, and innovative interventions.

11. CONCLUSION

The Impact assessment study on Support towards bio-medical equipment and infrastructural facilities to MGM hospital, Warangal, Telangana have revealed that there is a rousing welcome for the above CSR intervention by all the concerned stake holders and local communities.

The GAIL project needs to be highly complimented for the effective implementation for the period 2020-21. The GAIL CSR management had done very commendable job and the moving spirit behind the team counts for the success of the project.

Madras School of social Work compliments the GAIL CSR team for the good work and hope the future requirements spelled out by the communities would be accommodated in the future CSR plans.

ANNEXURE-1

KII with Hospital Authorities, NGO/Implementing Agency interacted and the FGD with the Beneficiaries/ Patients' Details

SAMPLES	PROPOSED	COVERED
KII	2	3
FGD	Covering 100 patients 10% sample targeted	10 (116 individuals)
BI	-	1
CS	2	4

S.NO	DESCRIPTION OF SAMPLES COVERED	KII	FGD	BI	CS
1	Hospital Officials	2	-	-	-
2	Discussion with patients using Ultra sound equipment in Radiology Department		2 (10 + 10)		
3	Discussion with Female patients in IP ward	-	1 (15)	-	-
4	Discussion with patients and their family members/ care takers- General OP ward	-	1(16)	1	3
5	Discussion with male patients and their family members/ care takers in IP ward	-	2 (9 + 8)	-	-
6	Discussion with patients scheduled for surgery in MOT and their family members/ care takers	-	2 (12 + 6)	-	-
7	Discussion with adult patients and mothers of new born using X-ray equipment	-	2 (25 + 5)	-	1
8	Interview with Implementing agency	1	-	-	-
	Total	3	10 (116)	1	4

KII with MGM Hospital Officials & PIA (SRVIA-Agency)	
1	Dr. K. Murali, RMO – Superintendent In -charge, MGM Hospital, 9989150426
2	Mr. Anirudh, Bio-Medical Equipment In-charge, 6302663644
3	Mr. Ch. Ramesh Reddy, Sathwik Rural and Youth Integrated Association, 9000449222

FOCUSSED GROUP DISCUSSIONS HELD AT MGM HOSPITAL, WARANGAL	
FGD-1: Discussion with patients using Ultra sound equipment in Radiology Department – Batch -1	FGD-2: Discussion with patients using Ultra sound equipment in Radiology Department – Batch -2
1. Ashok, 9515324129	1. Ram, 9391284041

<ol style="list-style-type: none"> 2. Divya, 3. Akilavith 4. Sopna, 8019141770 5. Sammakka 6. Afiz, 9700081737 7. Srihari, 9550972008 8. Nagaraj 9. Mallaya, 8142332172 10. Munira Sultan, 9110585874 	<ol style="list-style-type: none"> 2. Kavitha 3. Ravindhar, 7893660412 4. Agil, 9866830894 5. Veeraswami, 9963466254 6. V. Sekar, 9966662775 7. K. Kumaraswamy 8. Prasad, 8341812363 9. Nasimbabu 10. Saibi - 8106787386
FGD-3: Discussion with Female patients in IP ward	FGD-4: Discussion with patients and their family members/ care takers in General OP ward
<ol style="list-style-type: none"> 1. Parvin Sulthana 2. Lavali 3. Kamalamma, 9989109248 4. S. Venkatamma 5. Rammamma 6. Kalavathi 7. Divyanila 8. Sammakkama 9. Amithabanu 10. Komala 11. Padhma 12. Lakshmi 13. Anusha 14. Komaramma 15. Eswari 	<ol style="list-style-type: none"> 1. Shivakumar 2. Krishna 3. Saritha 4. Anitha 5. Shravani 6. Sammakkama 7. Yadhagiri 8. Rajalakshmi 9. Lakshmi 10. Dharma Reddy 11. Sham Prasad 12. Prakash 13. Vadakapuram Ramulu 14. Ellaswami 15. Nalupakir 16. Anusuriya

FOCUSSED GROUP DISCUSSIONS HELD AT MGM HOSPITAL, WARANGAL

FGD-5: Discussion with male patients and their family members/ care takers in IP ward		FGD-6: FGD with family members/ care takers of male patients
<ol style="list-style-type: none"> 1. Mugili 2. Poshayappa 3. Ravindar 4. Ganesh 5. Tirupathi 6. Srisai 7. Janardhan 8. Thagaraj 9. Saraiya 		<ol style="list-style-type: none"> 1. Manokar, son 2. Rajilatha, daughter 3. Saruppa, wife 4. Samaraju, son 5. Aruna, daughter 6. Magesh, son 7. Sunitha, wife 8. Lavanya, Mother
FGD-7: Discussion with patients scheduled for surgery in MOT and their family members/ care takers		FGD-8: FGD with family members/ care takers of patients scheduled for surgery in MOT
<ol style="list-style-type: none"> 1. B. Saraiya 2. Raju 3. Kumaraiya 4. Lakshman 5. K. Vijaya 6. Soralakshmi 	<ol style="list-style-type: none"> 7. Mondaih 8. Varaprasad 9. Narasingarao 10.G. Sandhiya 11.G. Srilatha 12.Ganesh 	<ol style="list-style-type: none"> 1. Anusha 2. Manmadha 3. Lakshmi, M/o Soralakshmi 4. Lakshmi, W/o Narasingaro 5. Sammakama 6. Rajamma
FGD-9: Discussion with adult patients and mothers of New Born using X-ray equipment		FGD-10: FGD with mothers of New Born Babies
<ol style="list-style-type: none"> 1. Soujanya 2. Pravalika 3. Hibubi 4. Arifa 5. Geethasri 6. Madhavi 7. Lakchaya 8. Surpa 	<ol style="list-style-type: none"> 13.Radha 14.Raghu 15.Sathaiya 16.Mohan 17.Tarun 18.Chandraya 19.Jaya 20.Ragitha 	<ol style="list-style-type: none"> 1. Navitha, mother of 6 days old new born 2. Lakshmi Nagesh, mother of 12 days old new born 3. Shilpa, mother of 19 days old new born 4. Pravalika, mother of 1 month old new born

9. Sunitha 10. Ashmath 11. Pramila 12. Agavai	21. Bedamma 22. Sandhiya 23. Haimad 24. Keerthana 25. Karanna	5. Anusha Banu – mother of 12 days baby
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Beneficiary Interview with Family Members/ Care Taker	
1	Bhaghya Lakshmi, Care Taker of Patient Namely – Mr. Nalupakir

ANNEXURE-2

PHOTO GALLERY OF MGM HOSPITAL- BIO-EQUIPMENT INSTALLATION & INFRASTRUCTURAL FACILITIES	Page No-1
GAIL CSR PROEJCT- FY -2020-21	



KII-1- GAIL-MSSW-IAS TEAM Briefing with the Supdt. Dr. K. Murali, MGM Hospital, Warangal.



KII-2 - GAIL-MSSW-IAS TEAM, interacting with Shri. Anirudh, Bio- Medical Equipment In charge @ MGM Hospital, Warangal.



KII-3- GAIL-MSSW-IAS TEAM, interacting with Chairman, Shri. Ramesh, Sathwik RYIA-PIA

PHOTO GALLERY OF MGM HOSPITAL - BIO-EQUIPMENT INSTALLATION

Page No-2

GAIL CSR PROEJCT- FY -2020-21



**FGD-1: Discussion with patients using
Ultra sound equipment in Radiology
Department**



**FGD-2:- Discussion with Female patients
in IP ward**



**FGD-3: Discussion with patients and
their family members/ care takers in
General OP ward**



**FGD-4: Discussion with patients and
their family members/ care takers in IP
ward**

PHOTO GALLERY OF MGM HOSPITAL - BIO-EQUIPMENT INSTALLATION

Page No-3

GAIL CSR PROEJCT- FY -2020-21



FGD-5: Discussion with male patients Scheduled for Surgery in MOT and with their Family Members/ care takers



CS-1: Discussion with Duty Doctor @ Emergency Ward, about Treatment & Case Status



FGD-6: FGD with the Patients on Services Received



FGD-7: FGD with the mothers of New Born Babies using Ultra Sound Scan Services

**ANNEXURE 3
Case study**

(Based on information gathered from patients and their family members/ care takers from General OP ward)

“Serving the needy”



Dharma Reddy aged 77, who recently got his limb operated in MGM hospital has expressed his heart whelming thanks and appreciation to the GAIL’s CSR intervention in supporting the under privileged people to get access to quality health care services. He added that, he is completed revealed from the limb problem since the operation carried out few months back, now he can travel freely without depending on a walking stick.

Sham Prasad aged 53 expressed that, scared of medical expenses for the past ten years he was badly suffering from leg pain which restricted his mobility and dependent on pain killers for a temporary relief. For the last six months he is receiving treatment in MGM hospital and recently got his surgery done at free of cost and saving his hardly earned money.



“Benefits reaching to the tribal community as well”



Nalupakir and Anusurya who have come all the way from 150 kms (approx.) away from Warangal, with poor socio-economic conditions and with no major source of income to support their medical expenses.

Nalupakir aged 80 C/o Bhakyalakshmi

They became happy to know the support of GAIL CSR support which served one of the reason to get cured from their long-term medical problems.



Anusuriya aged 50

(Case study reported based on the discussion with adult patients and mothers of new born using X-



ray equipment)

The patients informed that approx.1000- 1500 INR is saved for an individual in taking X-ray in private scanning centres. This has relieved their tension and monetary requirement to go for a medical treatment even in emergency situations.

“Supporting the neo-natal care”



The beneficiaries include the new born who are taken by their mothers for X-rays.

