

# Impact assessment of Natco Pharma Ltd.'s CSR Support

April 2024

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# Content

1

Executive Summary

04

2

Background

11

3

Approach and methodology

17

4

Relevance of the initiative

29

5

Impact assessment findings: *Education and infrastructural support*

35

6

Impact assessment findings: *Health, nutrition, water, sanitation and hygiene*

72

7

Impact assessment findings: *Veterinary Support*

89

8

Strategic differentiators

93

9

Challenges and recommendations

99

10

Annexure

115



# Executive Summary





# Executive Summary

Education and healthcare are two sectors of utmost relevance for the country owing to their significant impact on the Indian demographic. In cognizance of this, Natco Trust's CSR initiatives are centered around the two themes through their respective mechanisms by ensuring quality and access.

## 1.1. OVERVIEW

<b>Project Overview</b>	The project works towards enhancement of quality of services and infrastructure availed by the community members with respect to education and healthcare across Telangana and Andhra Pradesh
<b>Project locations</b>	Andhra Pradesh and Telangana (Guntur, Hyderabad, Nalgonda, Ranga Reddy and Siddipet)
<b>Project duration</b>	Multiple years from 2008 onwards
<b>Review period</b>	FY 2022-23

## 1.2. ASSESSMENT METHODOLOGY

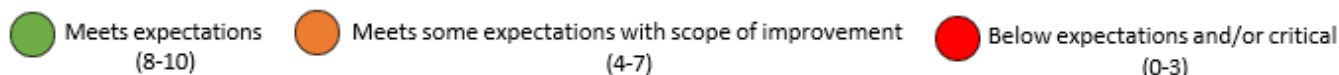
The primary objective of the current engagement was to conduct evaluation of Natco Pharma Ltd.'s CSR grant support for education and healthcare, which was captured through:


- Primary data collection from a sample of representative stakeholders and beneficiaries across schools.
- Use of sector specific tools and evaluation framework customization e.g., RBM framework for analysis.
- Discussion with client's identified stakeholders to understand their requirements and sampling plan finalized for primary research.
- Data collection from a sample of representative stakeholders and beneficiaries through field visit to the program sites.
- Relevant data collection from primary stakeholders through variety of qualitative and quantitative methods including but not limited to Surveys, FGDs etc.
- Analysis of primary data collected on field and secondary data including MIS/reports to create draft based on framework.
- Understand the existing baseline data through sample survey and advise as the client undertakes to evaluate progress against the same.
- Analysis of data collected to create draft based on framework and submit the final reports to client for their consideration as they undertake correction to maximize effectiveness and/or impact of the grant.

Deloitte used a consultative approach incorporating elements of primary and secondary research. The data collection was followed by a phase of analysis and documentation of key observations and findings. The key stakeholders that were mapped for each thematic area and included – students, alumni, teachers, headmasters, parents, leadership team, program managers, school management committee (SMC) members, healthcare professionals, patients, hospital staff etc. The team interacted with a total of **719 stakeholders** as part of this exercise; of which 510 stakeholders provided insight on 'Education and infrastructural support', and 209 stakeholders were interacted with to gain insight on 'Health and infrastructure support'.

### 1.3. ASSESSMENT OVERVIEW

The current report presents a high-level summary of Deloitte's observations and findings of the impact assessment of Natco Pharma Ltd.'s CSR activities implemented by Natco Trust, along the six evaluation criteria defined by OECD DAC Network on Development Evaluation (EvalNet). A summary of the evaluation findings from the sample surveyed is presented in the table below. The rating is scaled from 0-10, with 10 being the highest. The parameters that exceed expectations are scaled from 8-10, the parameters meeting expectations are scaled from 4-7 and the parameters that are below expectations are scaled from 0-3.



Parameter	Rationale	Rating (0-10)
Relevance and Coherence	<b>Education and Infrastructural Support</b> <ul style="list-style-type: none"> <li>~50 million children are not achieving grade appropriate learning levels.<sup>1</sup></li> <li>As per ASER 2022, children's basic <b>reading ability has dropped to pre-2012 levels</b>, basic <b>arithmetic levels have declined over 2018</b> levels for most grades.</li> <li>With India ranked <b>132 out of 191 countries</b>, the mean years of schooling in India stands at 6.7 years. i.e., while contemporaries in Brazil and China have between 1-1.5 more years of formal education.<sup>2</sup></li> <li>As per Annual Report 2022-23 by Ministry of Education, Andhra Pradesh and Telangana entail 35,51,490 and 17,90,747 enrollments respectively in primary and upper primary schools of 12,21,26,108 enrollments across India. Thereby, constituting 4.4% of the total enrollments.</li> <li>In terms of educational institutions: Andhra Pradesh and Telangana have 45,180 and 27,380 primary and upper primary educational institutes which constitute 6.7% of the total institutes in India.</li> <li>However, 22.1% of children in the age group of 14-18 in Telangana were out of the education system, situating the state at 8.9% points below the national average i.e., 13.2%.</li> <li>The School Education Quality Index by NITI Aayog notes the incremental performance of 20 large states in India across years 2015-16 (base year) and 2016-17 (reference year). Under which, Telangana has improved its overall performance score by &gt;4% points from 34.7% to 39%, yet slipped one rank lower at rank 18 in the overall ranking. Andhra Pradesh has improved by 7.7%; however it maintains the 11<sup>th</sup> rank consistently<sup>3</sup>. This indicates towards a greater amount of improvement in order to increase its overall performance with respect to the other Indian states.</li> </ul>	
	<b>Health, Nutrition, Water, Sanitation and Hygiene</b> <ul style="list-style-type: none"> <li>Indian healthcare faces challenges include inadequate infrastructure, urban-rural disparities in access, shortage of healthcare professionals, limited health insurance coverage, insufficient public healthcare funding, and a fragmented healthcare system<sup>4</sup>.</li> <li>In the existing public health facilities, there is a shortfall of 46,140 Sub Centres (24%), 9,231 Primary Health Centres (29%), and 3,002 Community Health Centres (38%)<sup>5</sup> across the country.</li> </ul>	
	<b>Education and Infrastructural Support</b> <ul style="list-style-type: none"> <li>The interventions have achieved several project objectives in terms of implementation of activities, provision of learning support, infrastructural improvement, and enhancement of learning outcomes.</li> </ul>	
Effectiveness		

<sup>1</sup> National Achievement Survey, NCERT 2017

<sup>2</sup> Global Human Development Index report, United National Development Programme, 2021

<sup>3</sup> School Education Quality Index, NITI Aayog, 2019

<sup>4</sup> National Library of Medicine website- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC10292032/>

<sup>5</sup> Rural Health Statistics, 2020

	<p><b>Health, Nutrition, Water, Sanitation and Hygiene</b></p> <ul style="list-style-type: none"> <li>The interventions have achieved project objectives in terms of creation of quality infrastructure and making affordable and quality healthcare accessible to underserved communities.</li> </ul> <p><b>Veterinary Support</b></p> <ul style="list-style-type: none"> <li>The interventions have achieved project objectives in terms of providing animal welfare support to farmers.</li> </ul>	
	<p><b>Education and Infrastructural Support</b></p> <ul style="list-style-type: none"> <li>Effective community presence in respective areas such as Thangilla Thanda, Guntur, Siddipet, Borabanda, etc. for ~15+ years.</li> <li>Activities undertaken across high population density areas such as Borabanda and Arogya Nagar and serving areas that formerly lacked due facilities such as AWCs and schools.</li> <li>Inclusion of implementation staff such as BVK incharges, resource persons, and tutors who have due expertise and background in education.</li> </ul> <p><b>Health, Nutrition, Water, Sanitation and Hygiene</b></p> <ul style="list-style-type: none"> <li>Natco Trust partnered with experts and established institutions for project implementation.</li> <li>Initiatives like Natco Mobile Health Clinics (NMHC) and Natco Digital Primary Health Centre reach remote locations and underserved rural communities.</li> <li>Insuring affordable and quality healthcare through support to Natco L.V. Prasad Eye Institute (NLVPEI), Guntur General Hospital, and other hospitals.</li> <li>Providing support to patients through counselling services in government hospitals.</li> </ul> <p><b>Veterinary Support</b></p> <ul style="list-style-type: none"> <li>Providing support to farmers through animal welfare camps.</li> <li>Providing support to farmers for various animal treatments for cattle like treatments include Diarrhea, Mastitis, Anemic &amp; Inappetence, Milk Fever, Pyometra &amp; Endometritis etc.</li> </ul>	
Efficiency		
	<p><b>Education and Infrastructural Support</b></p> <ul style="list-style-type: none"> <li><b>121 Anganwadi centres (AWC)</b> supported impacting 2,024 children including 1,027 girls in FY 2022-23. 70 of those AWCs were supported in FY 2023-24, impacting 950 children.</li> <li><b>2 Bal Vikas Kendras (BVKs)</b> supported impacting 28 children including 8 girls in FY 2022-23. 25 children were impacted in FY 2023-24.</li> <li><b>37 government schools</b> supported impacting 3,879 students including 1,865 girls in FY 2022-23. 3,232 students were impacted in FY 2023-24.</li> <li><b>316 government school students</b> who received <b>Gurukula coaching support</b> appeared for the Gurukula entrance exam across 4 locations. 166 (53%) students secured an admission in FY 2022-23. 303 4<sup>th</sup> grade students receiving the coaching support appeared for the Gurukula entrance exam in FY 2023-24.</li> <li><b>911 students</b> including 443 girls were impacted through support to the Natco High School (NHS) in FY 2022-23. 1,143 students were impacted in FY 2023-24.</li> <li><b>472 students</b> including 211 girls were impacted through support to the Natco School of Learning (NSL) in FY 2022-23. 419 students were impacted in FY 2023-24.</li> <li><b>36 Teaching Volunteers and AWC volunteers</b> were supported in FY 2022-23 and FY 2023-24.</li> <li><b>4 Teach for India (TFI) fellows</b> were supported in FY 2022-23. 1 additional TFI fellow was onboarded in FY 2023-24, taking the total to 5.</li> </ul> <p><b>Health, Nutrition, Water, Sanitation and Hygiene</b></p> <ul style="list-style-type: none"> <li><b>1,002,324</b> direct beneficiaries impacted (FY 2022-24)</li> <li><b>9 hospitals</b> supported: 2 NMHC, 1 NDPHC, GGH, LVPEI, 4 Hospitals in Hyderabad</li> <li><b>59,936 consultations</b> provided in NMHC and NDPHC</li> </ul>	
Impact <sup>6</sup>		

<sup>6</sup> Based on data received from Natco Trust, as of March 2024



- **781,368 beneficiaries** impacted through counsellor's support in 4 Hyderabad hospitals
- **20 blood donation camps** and **3 precancer screening camps** were organized
- **5,372 beneficiaries** supported in cataract surgery at NLVPEI
- **\*INR 32.8 Cr** saved by patients supported through NMHC, NDPHC and NLVPEI
- **\*215,586 hours** saved of patients supported through NMHC and NDPHC

#### Veterinary Support

- **7,229 animals** benefitted in FY 2022-23, of which 6,781 also benefitted in FY 2023-24
- **2,002 animals** treated in 3 veterinary camps organized
- **350 farmers** impacted in Kothur and Nagarjuna Sagar in FY 2022-23, and 110 additional farmers impacted in FY 2023-24
- **2 veterinary hospitals** supported
- 6 veterinary staff supported

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#### Education and Infrastructural Support

- School infrastructure including classrooms, playgrounds, and assembly areas are utilized for conducting classroom and school activities. Learning tools including models, maps, charts, etc. along with post school support contribute to students' learning outcomes.
- Infrastructure such as washrooms and related WASH infrastructure prevent dropout rates, especially for adolescent girls.
- Practical learning is effectively delivered through libraries, science labs and computer labs with due apparatus.
- The BVKs are strategically placed in areas which entail high demand and have 10+ years of establishment. Hence, parents prefer enrollment at BVKs owing to in-charge's punctuality and high learning outcomes.



#### Sustainability

##### Health, Nutrition, Water, Sanitation and Hygiene

- Infrastructure such as OPD block, and cancer block improve access to affordable healthcare. State of the art equipment ensures quality of services is maintained.
- The hospitals provided support like infrastructure, counsellors etc. are strategically placed in areas which entail high need and demand.

##### Veterinary Support

- Veterinary support at Kothur with 6 staff and a hospital, which is considered a dairy hub, has helped farmers maintain their animals' overall wellbeing.

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\*147928.5 hours saved is calculated as product of No. of consultations at NMHC and Average time saved per consultations = (32,873\*4.5)

\*\*INR 81,342,000 saved is calculated as product of No. NMHC beneficiaries and Annual average saving per beneficiary = (27,114\*3,000)

\*67,657.5 hours saved is calculated as product of No. of consultations at NDPHC and Average time saved per consultations = (27,063\*2.5)

\*INR 139,656,000 saved is calculated as product of No. NDPHC beneficiaries and Annual average saving per beneficiary = (23,276\*6,000)

\*INR 107,440,000 saved is calculated as product of No. of cataract surgeries supported\*Market cost of cataract surgeries = (5,372\*20,000)

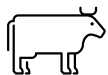
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## 1.4. STRATEGIC DIFFERENTIATORS

	<ul style="list-style-type: none"> <li>Established institutions like BVKs, schools, etc. in the community, pioneers in the region.</li> <li>Effective feedback mechanism to gauge best practices in classroom and areas of improvement, along with meetings to discuss observations and suitable practices.</li> </ul>
<b>Education</b>	
	<ul style="list-style-type: none"> <li>By bringing healthcare directly to the community, Natco's interventions removes barriers to access, such as cost, quality of care and distance to healthcare facilities.</li> <li>Support the wellbeing of people and society at large, as well as the prevention of disease and community involvement.</li> </ul>
<b>Health and Hygiene</b>	
	<ul style="list-style-type: none"> <li>Regular interventions in terms of animal welfare camps and distribution of calcium etc. provided to farmers.</li> <li>Veterinary support to farmers extended with vision for maintaining the health, welfare, and productivity of animals, as well as safeguarding public health and ensuring the sustainability of animal-related industries.</li> <li>Various animal treatments like suspected theilerioses, diarrhea, mastitis, milk fever, pregnancy diagnosis, deworming, foot and mouth disease, etc. provided.</li> </ul>
<b>Veterinary Support</b>	

## 1.5. RECOMMENDATIONS

	<ul style="list-style-type: none"> <li>Curation and periodic updating of key performance indicators such as attendance data and assessment data across locations and interventions could be encouraged</li> <li>Capacity-building training for English communication could be provided to BVK and AWC staff to enhance their teaching skills</li> <li>Periodic upkeep and repair work for computers and related equipment could be undertaken</li> <li>Installation of water stations and containers in closer proximity to the classrooms to avoid disruptions and frequent maintenance of washrooms at periodic intervals throughout the day, especially post high usage slots such as lunch breaks and dismissal</li> <li>Support could be extended to schools in onboarding of support staff for cleaning and attending to female students</li> <li>Ensuring equitable access to school premises and infrastructure for all genders through strategies such as staggered timetables, lunch breaks etc.</li> <li>Scope of facilitating inclusion and care of disabled students at the school can be explored by arranging capacity building sessions for all stakeholders, construction, and renovations such as ramps, elevators, and pathways for increased accessibility in the school</li> </ul>
<b>Education and infrastructural support</b>	
	<ul style="list-style-type: none"> <li>Connect and relationships with the hospital administration can be maintained to ensure long-term sustainability of infrastructure.</li> <li>Provisions can be made to ensure long term maintenance of infrastructure.</li> <li>Replicating its interventions in other hospitals and onboard counsellors to facilitate an OPD help desk and aid patients in registering and navigating the hospital processes.</li> <li>Onboarding qualified counsellors and upskilling them to handle challenges emerging in their daily practice. Counsellors can be provided certifications in psychological first aid, different therapies, counselling skills etc.</li> </ul>
<b>Health, Nutrition, Water, Sanitation and Hygiene</b>	



#### **Veterinary Support**

- Regular veterinary camps can be organized for improved health of the animals. This is especially the case in vaccination camps, as most cattle vaccinations are required to be administered once every quarter.
  - There is a scope of involving more women in livestock related activities. Livestock support in form of goats or poultry could be explored for alternate source of income for women.
  - Support of travis can be explored, by identifying the villages where it is not available.
  - Regular veterinary camps can be organized for improved health of the animals.
  - There is a scope to streamline the reporting and record-keeping for veterinary supported provided by Natco
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### **1.6. THE WAY FORWARD**

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#### **The way forward**

- There is scope for Natco trust to streamline its strategy and supporting more multi-year and long-term projects to create a significant impact.
  - There is scope to enhance mechanisms of program delivery, monitoring, and evaluation processes to maximize impact and ensure sustainability of supported activities.
  - There is scope for Natco to inculcate a culture of volunteerism in its workforce, Natco can make employees at different plant locations directly contribute to the communities in which they operate.
-





**Background**

# Background

## 2.1. About Natco Pharma Limited

**Natco Pharma Limited** is a research and development (R&D) focused pharmaceutical company engaged in developing, manufacturing, and marketing of finished dosage formulations and active pharmaceutical ingredients<sup>7</sup>.

Incorporated in 1981, in Hyderabad. Commencing with an initial investment of INR 3.3 million, as a single unit with 20 employees. Currently with a strength of around 4,500 employees, it has eight manufacturing facilities spread across India with dedicated modern research laboratories, capabilities in new drug development, etc.

Natco is known for its focus on research and development, as well as its strong presence in both domestic and international markets. The company is committed to providing affordable healthcare solutions and has a diverse product portfolio spanning various therapeutic areas such as oncology, cardiology, gastroenterology, and central nervous system disorders. Consistent in its performance, Natco has been ranked amongst the fastest growing pharmaceutical companies in India.

## 2.2. About Natco Pharma Limited's CSR initiatives

Natco Pharma Limited is also recognized for its corporate social responsibility (CSR) initiatives, which include various programs aimed at promoting healthcare, education, livelihood, and environmental sustainability. The company actively participates in community development projects, healthcare camps, and initiatives to improve access to healthcare in underserved areas. Additionally, Natco Pharma supports educational programs and initiatives to enhance the quality of education for underprivileged communities.

Incorporated in 1995, Natco Pharma's CSR initiatives are undertaken through direct partnerships with non-profit organizations and through its primary implementing agency, Natco Trust.

The Trust was formed as the Corporate Social Responsibility wing of Natco Pharma Limited, catering to the community across Telangana and Andhra Pradesh through areas of education, healthcare, and livelihood. At present, it serves areas across Hyderabad, Nalgonda, Siddipet and Ranga Reddy in Telangana as well as in Guntur, Visakhapatnam, and districts of Andhra Pradesh<sup>8</sup>.

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<sup>7</sup> Natco Pharma Limited website- <https://www.Natcopharma.co.in/> accessed on 2<sup>nd</sup> April 2024.

<sup>8</sup> Natco Trust website- <https://www.Natcotrust.com/> accessed on 2<sup>nd</sup> April 2024.



It works across themes including healthcare, education, skill development, sustainability practices, and infrastructural development<sup>9</sup>:

#### Infrastructural Support

- School Infrastructure: construction and renovation of school buildings, classrooms, libraries, laboratories, or other educational facilities.
- Healthcare Facilities: construction or expansion of healthcare facilities such as clinics, hospitals, and health centres.
- WASH Infrastructure: the construction of toilets, sewage systems, or waste management facilities.
- Water Supply Systems: contributing to the development of clean water supply systems like bore wells, water purification plants, and RO systems.

#### Veterinary Support

- Organizing veterinary health camps in rural areas to provide free check-ups, vaccinations.
- Subsidizing veterinary medicines and vaccines to support animal health.

#### Education and Skill Development

- Providing educational materials, scholarships, and infrastructure support to schools in need.
- Support to government schools like Zila Parishad High Schools.
- Natco run schools like Natco High schools, Natco School of Learning.
- Support to Angwanwadi centres and bal vikas kendras.
- Support to TFI volunteers and Teaching Volunteers.



#### Organic cultivation

- Cultivation of organic vegetables across rural households.
- Cultivation of agricultural land by small and marginal farmers.

#### Healthcare

- Initiatives to improve access to healthcare services, particularly in rural and underserved areas.
- These initiatives include medical camps, check-ups, distribution of medicines, and awareness campaigns on health-related issues.
- Establishment of healthcare facilities like Nilofer OPD bloc, GGH Cancer block, NLVPEI.

#### Nutrition

- Supplementary nutritional program across nutrition centres in villages for antenatal and postnatal women.

### 2.3. Objectives of the engagement

Natco Pharma Limited is committed to making a positive difference in society through its CSR initiatives. As part of this commitment, Natco has onboarded Deloitte Touche Tohmatsu India LLP, as a third-party organization.

This collaboration aims to conduct a comprehensive assessment of Natco's CSR initiatives to evaluate their effectiveness, measure their impact on target communities, and identify areas for improvement. The impact assessment will cover a range of CSR activities undertaken by Natco across the key areas of healthcare and education.

<sup>9</sup> CSR - Impact Assessment Report 2021-2022, Natco Pharma Ltd.



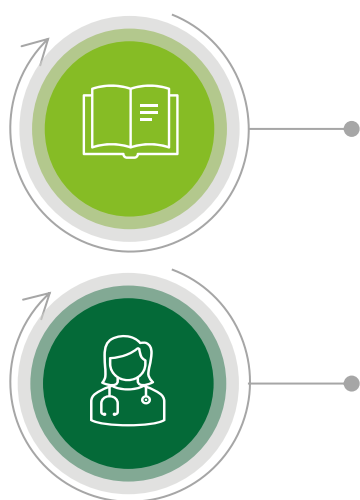
The primary objective of the current engagement was to conduct an impact assessment of CSR grant support through Natco Trust which will be captured through:

- Primary data collection from a sample of representative stakeholders and beneficiaries across locations
- Use sector specific tools and evaluation framework customization e.g., RBM framework for analysis.
- Discussion with client's identified stakeholders to understand their requirements and sampling plan finalized for primary research.
- Data collection from a sample of representative stakeholders and beneficiaries through field visit to the programme site.
- Relevant data collection from primary stakeholders through variety of qualitative and quantitative methods including but not limited to Surveys, FGDs, etc.
- Analysis of primary data collected on field and secondary data including MIS/reports submitted to Natco Trust to create draft based on framework.
- Understand the existing baseline data through sample survey and advise as the client undertakes to evaluate progress against the same.
- Analysis of data collected to create draft based on framework and submit the final reports to client for their consideration as they undertake correction to maximize effectiveness and/or impact of the grant.

## 2.4. CSR Portfolio Overview

The Trust works towards integration of education and health, thereby enhancing the accessibility of the thematic areas to the community. This is carried out with the spirit to render capacity building, awareness, and self-sufficiency within the communities towards improved quality of life. The operational model is unique as it engages and empowers the beneficiaries and stakeholders.

For each of the project objectives mentioned above, different activities were conducted as highlighted below<sup>10</sup>:



### Education and infrastructural support

- Initiatives range across pre-school, primary school, and high school-based interventions.
- Pre-school Education – Infrastructural support to Anganwadis and Bal Vikas Kendras (BVKs), age-appropriate language and numeracy learning to facilitate proper development of the child.
- Primary school Education –Post school tuitions, Teaching Volunteer Support, Teach for India, Coaching for entrance exams for Gurukula.
- High school Education – Teaching Volunteer Support, and infrastructural support

### Health, nutrition, water, sanitation, and hygiene

- Initiatives include Natco Mobile Health Clinics (NMHC), Natco Digital Primary Health Centre (NDPHC), Counseling Services at hospitals, Infrastructural Support to hospital buildings and blocks, as well as Veterinary Services.
- Support is offered in terms of workforce, supplementary food, health education, doctors, nurses, pharmacists, medicines, free-of-cost tests, electricity, technical support, etc.

<sup>10</sup> Documents received from Natco Trust

Project Title	Review Period	Project Location	Project Overview	Project Outreach <sup>11</sup>
<b>Support towards 'Education and Infrastructure Support'</b>	April 2022 to March 2023	Telangana and Andhra Pradesh	The project aims at the enhancement of quality of services and infrastructure availed by the community members across Telangana and Andhra Pradesh.	<ul style="list-style-type: none"> <li>• 121 Anganwadi centres (AWC) were supported impacting 2,024 children including 1,027 girls, in FY 2022-23. 70 of those AWCs were supported in FY 2023-24, impacting 950 children.</li> <li>• 2 Bal Vikas Kendras (BVKs) supported impacting 28 children, including 8 girls in FY 2022-23. 25 children were, impacted in FY 2023-24.</li> <li>• 37 government schools supported impacting 3,879 students, including 1,865 girls, in FY 2022-23. 3,232 students were impacted in FY 2023-24.</li> <li>• 911 students including 443 girls were impacted through support to the Natco High School (NHS) in FY 2022-23. 1,143 students were impacted in FY 2023-24.</li> <li>• 472 students including 211 girls were impacted through support to the Natco School of Learning (NSL) in FY 2022-23. 419 students were impacted in FY 2023-24.</li> <li>• 36 Teaching Volunteers and AWC volunteers were supported in FY 2022-23 and FY 2023-24.</li> <li>• 4 Teach for India (TFI) fellows were supported in FY 2022-23. 1 additional TFI fellow was onboarded in FY 2023-24, taking the total to 5.</li> </ul>

Project Title	Review Period	Project Location	Project Overview	Project Outreach <sup>12</sup>
<b>Support towards 'Health, Nutrition, Water, Sanitation and Hygiene'</b>	April 2022 to March 2023	Telangana and Andhra Pradesh	The project aims at enhancing the accessibility of quality primary healthcare services and infrastructure availed by the community members across Telangana and Andhra Pradesh.	<ul style="list-style-type: none"> <li>• 528,197 direct beneficiaries impacted in FY 2022-23. 474,127 direct beneficiaries impacted in FY 2023-24.</li> <li>• 4 government hospitals supported in Telangana and Andhra Pradesh.</li> <li>• 3 healthcare facilities established – Niloufer OPD block, GFH Cancer block, and NLVPEI.</li> <li>• 2 NMHCs and 1 NDPHC established.</li> <li>• 408,275 beneficiaries impacted through counsellor's support in 4 Hyderabad hospitals in FY 2022-23. 373,093 beneficiaries impacted in FY 2023-24.</li> <li>• 10 blood donation camps and 3 precancer screening camps were organized.</li> </ul>

<sup>11</sup> Project Outreach data received from Natco Trust, as of March 2024

<sup>12</sup> Project Outreach data received from Natco Trust, as of March 2024

				<ul style="list-style-type: none"> <li>23,492 consultations provided in NMHC and NDPHC in FY 2022-23. 36,444 consultations provided in FY 2023-24.</li> </ul>
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Project Title	Review Period	Project Location	Project Overview	Project Outreach <sup>13</sup>
<b>Support towards 'Veterinary Support'</b>	April 2022 to March 2023	Telangana and Andhra Pradesh	The project aims at supporting farmers for maintaining health, welfare and productivity of animals across Telangana and Andhra Pradesh	<ul style="list-style-type: none"> <li>7,229 animals benefitted through veterinary support in FY 2022-23 of which 6,781 also benefitted in FY 2023-24.</li> <li>350 farmers impacted in FY 2022-23 and 110 farmers impacted in FY 2023-24</li> <li>3 veterinary camps organized</li> <li>2,002 animals were treated in 3 veterinary camps</li> <li>2 veterinary hospitals supported, one each in Kothur and Nagarjuna Sagar</li> <li>5 veterinary staff supported in FY 2022-23. 1 more veterinary staff supported in FY 2023-24.</li> </ul>

<sup>13</sup> Project Outreach data received from Natco Trust, as of March 2024





# Approach and Methodology

# *Approach and methodology*

## **3.1. Approach**

A dual-pronged approach applied to gain a holistic understanding of the impact of the project parameters including student learning outcomes and model components of the project. Our approach was consultative and grounded, based on interactions with key stakeholders, aided by focused primary and secondary research along with data analysis, and complemented by domain knowledge.

## **3.2. Methodology**

An impact assessment study of a development project is an analysis of the change, positive and negative, brought about in the lives of intended or unintended beneficiary either directly or indirectly due to the implementation of the said project.<sup>14</sup> The impact assessment for the Natco Pharma Ltd.'s CSR initiatives utilize both qualitative and quantitative research methods to evaluate the impact the project has on the lives of stakeholders.

The primary focus of the impact assessment is to aid communities and other stakeholders in defining development objectives. It ensures that positive outcomes are optimized while mitigating potential harm from adverse impacts.

Our methodology relies on regional and international knowledge and employs participatory processes to analyze the concerns of interested and affected stakeholders. A combination of the Organisation for Economic Co-operation and Development's Development Assistance Committee (OECD DAC) Framework and Results-Based Management (RBM) Approach is followed.

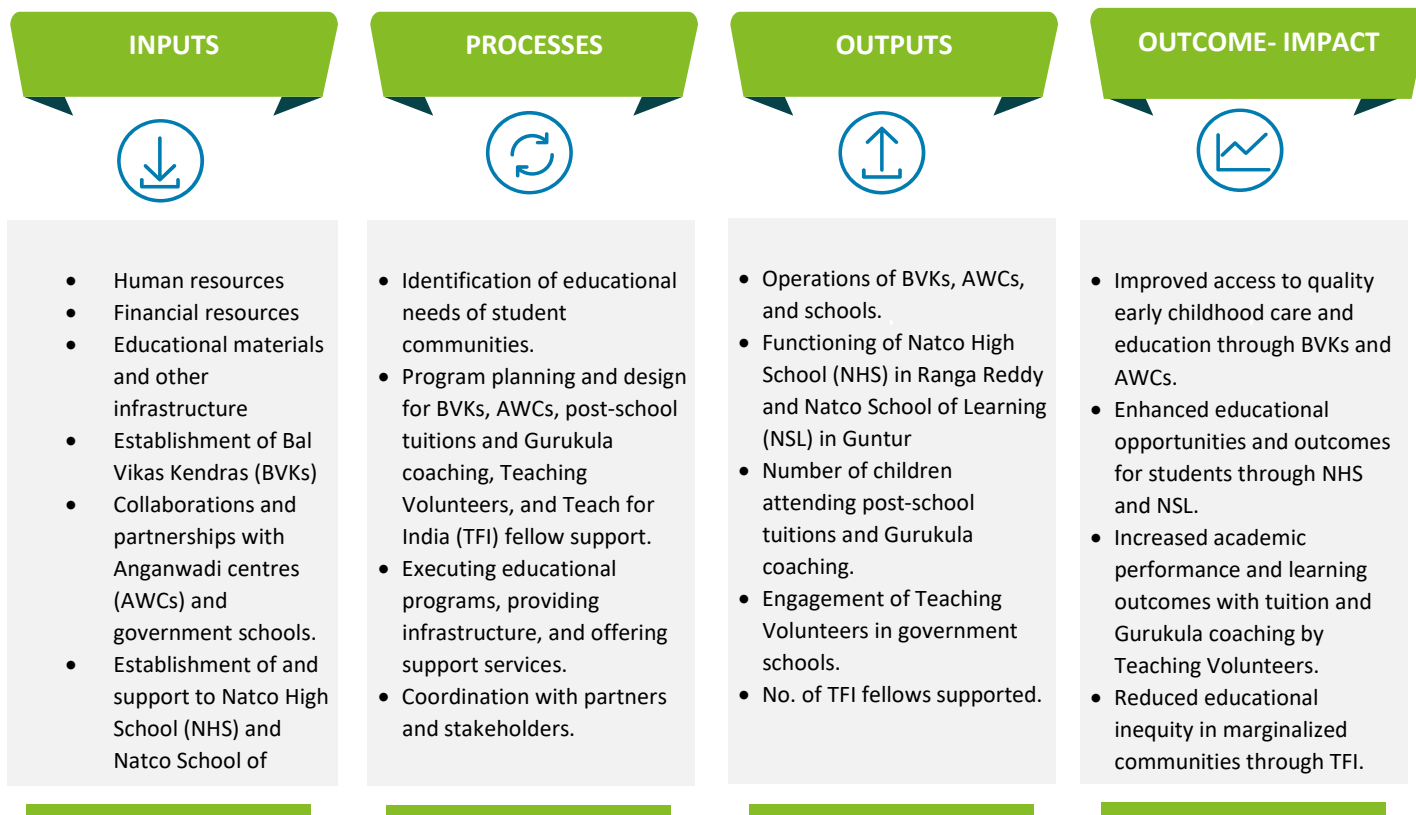
This approach actively engages stakeholders in assessing impacts, analyzing alternatives, and monitoring the planned intervention.

The impact assessment helped in mapping the progress of the programme across the outcomes outlined along with providing recommendations of best practices that can be implemented in future projects of similar nature.

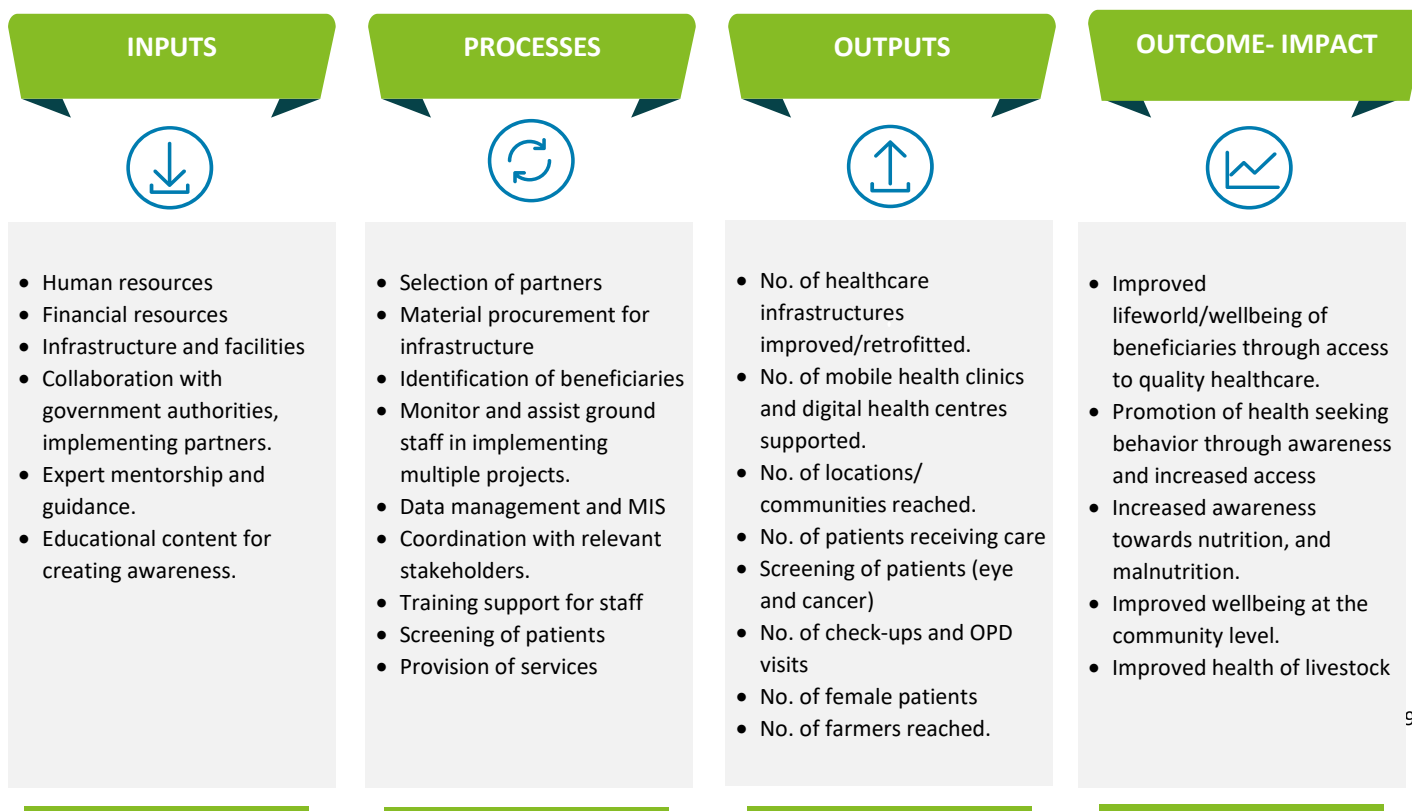
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<sup>14</sup> International Fund for Agricultural Development (IFAD), Evaluation Manual, February 2015.

Some of the indicators that were evaluated through the assessment included the following:  
For 'Education and infrastructure support'-



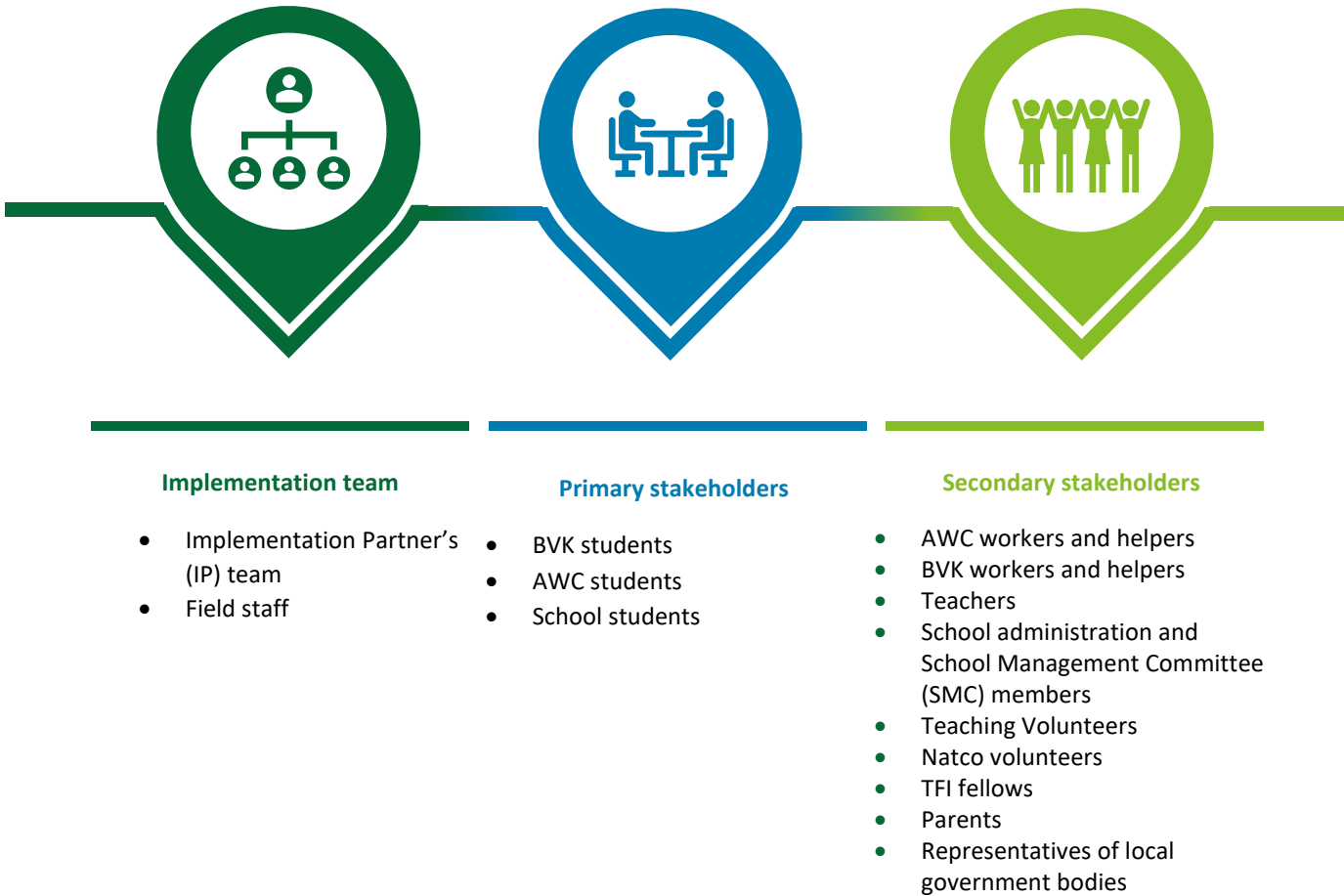
For 'Health, nutrition, water, sanitation and hygiene'-



The impact assessment for the projects was conducted through a desk review and field visit to the programme sites in Telangana and Andhra Pradesh. The indicators listed were studied using both qualitative and quantitative methods to ensure a holistic understanding of the project impact.

2.2.1 Stakeholder mapping

Through meticulous planning, diverse stakeholders were interacted with in Telangana and Andhra Pradesh in the domains of education and health.



Stakeholder Mapping for 'Education and Infrastructure Support'



#### Implementation team

- eVaidya staff at NDPHC – Chief Medical Officer (CMO), Medical Officer (MO), Data Entry Operator (DEO), Paramedical staff, Lab Technician, Pharmacist, Helper
- Staff at NMHC – Doctor, Staff Nurse, Pharmacist, Driver

#### Primary stakeholders

- Patients
- Counsellors
- Farmers owning livestock
- Natco field team
- GGH cancer treatment block staff supported by Natco
- Veterinary doctor and staff

#### Secondary stakeholders

- Superintendent, Head of Departments, Resident Medical Officer (RMOs), MOs, General Nursing and Midwifery (GNMs), Auxiliary Nurse and Midwife (ANMs), Lab Technicians, Pharmacists, Purchasing In charge etc. of the supported hospitals
- Govt. Veterinary doctor
- Representatives of local bodies

### Stakeholder Mapping for 'Health, Nutrition, Water, Sanitation and Hygiene'

#### 3.3. Study design

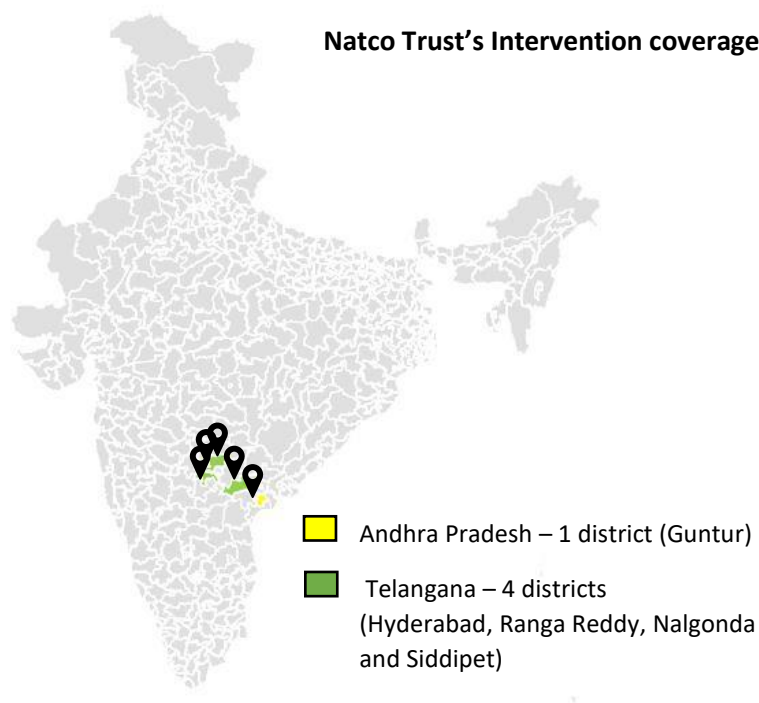
The assessment has been carried out in following stages –

	Stage 1: Design	Stage 2: Stakeholder Consultation	Stage 3: Documentation and Analysis	Final stage: Consolidation
Objective	Develop study tools	Data collection	Analysis of findings	Final report with the way forward
Key Activities	Identifying sample beneficiaries	Conduct stakeholder interaction	Data entry	Consolidate final report
	Designing study tools	Interact with project beneficiaries	Data refining	Document success stories
	Document collation	Data collection and validation	Data analysis	Recommendations
Deliverables	Fortnightly updates on progress		Draft report	Final report/Presentation

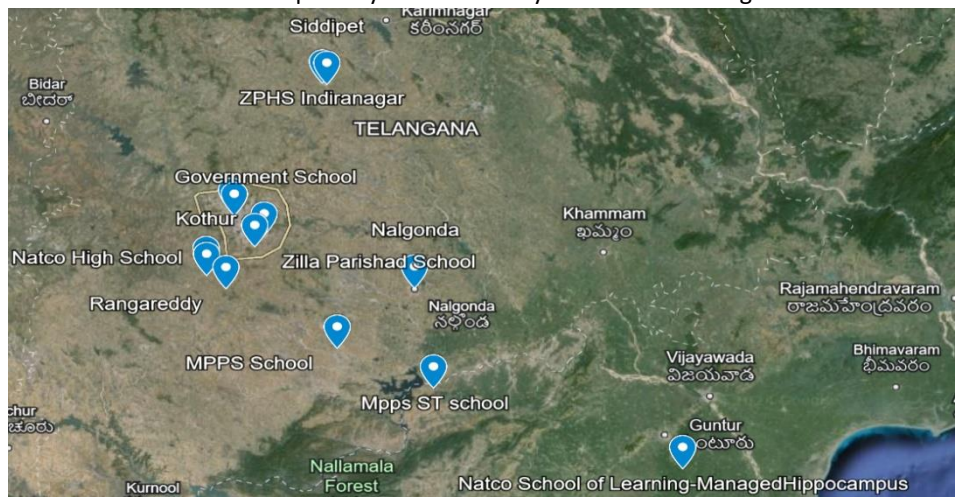


### 3.4. Sampling

The sampling technique varied basis the population at hand. The assessment employed convenience sampling and proportionate sampling for selection of primary beneficiaries, and purposive sampling for secondary stakeholders. The Deloitte team visited interventions across Hyderabad, Ranga Reddy, Nalgonda, Guntur, and Siddipet in the states of Telangana and Andhra Pradesh



Through a 5-day field visit, the team covered a total of 5 Anganwadi centres, 2 Bal Vikas Kendras, and 11 Schools including Natco High School (NHS) and Natco School of Learning (NSL), across Hyderabad, Kothur, Nalgonda, Ranga Reddy, Guntur, and Siddipet. The team interacted with primary and secondary stakeholders using a mix of research tools:



**Locations covered for 'Education and Infrastructural Support' during the field visit**

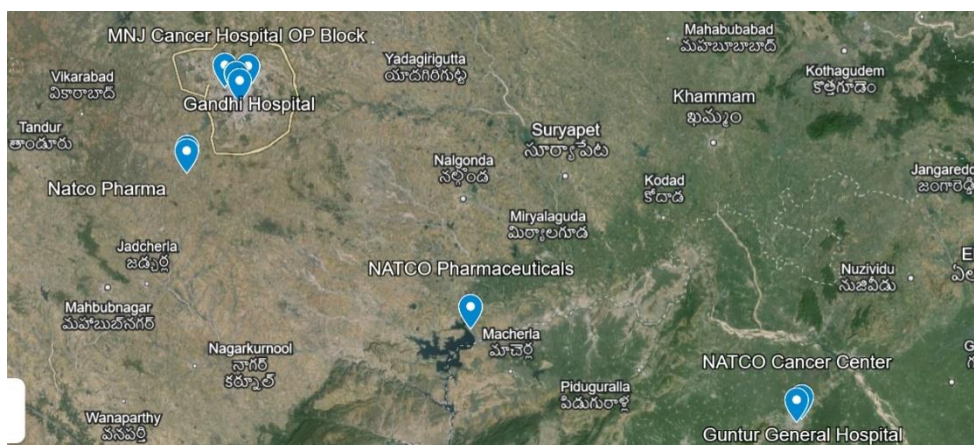
State	Location	Intervention
Telangana	Nalgonda	Thangilla Thanda Bala Vikasa Kendra, Nagarjuna Sagar
	Hyderabad	Anganwadi Centre (AWC) Arogya Nagar
	Hyderabad	Rajeev Gandhi Govt School
	Hyderabad	Natco Govt High School
	Nalgonda	AWC in Jalthanda
	Nalgonda	MPPS Jalthanda School
	Nalgonda	MPPS Palthi Thanda
	Nalgonda	MPPS Nellikal School
	Ranga Reddy	MPPS Mekeguda Kothur
	Ranga Reddy	Natco Zila Parishad School Kothur
	Ranga Reddy	Natco High School (NHS)
	Ranga Reddy	AWC in Salvendriguda
	Siddipet	Zila Parishad High School Indiranagar
Andhra Pradesh	Guntur	AWC in MPPS SPL PT Parru
	Guntur	AWC in Patchalatadiparru
	Guntur	MPPS SPL PT Parru
	Guntur	Natco School of Learning (NSL)

A total of **510 stakeholders** were interacted with to gain insight on 'education and infrastructure support'. These included 390 primary stakeholders, 116 secondary stakeholders, and 4 staff members of the implementing partner.

S.No.	Stakeholder Type	Sampling Technique	Sample Covered	Method
<b>Primary Stakeholders</b>			<b>390</b>	
1.	Anganwadi centre (AWC) students	Convenience	43	Focus Group Discussions (FGDs), Survey, Case Study
2.	Bal Vikas Kendra (BVK) students	Convenience	22	FGD, Case Study
3.	School students (1 <sup>st</sup> to 5 <sup>th</sup> )	Convenience	181	FGD, Key Informant Interview (KII), Case Study, Survey
4.	School students (6 <sup>th</sup> to 10 <sup>th</sup> )	Convenience	144	FGD, KII
<b>Secondary Stakeholders</b>			<b>116</b>	
1.	Anganwadi workers	Purposive	4 (including 3 Natco AWC Volunteers)	KII
2.	Anganwadi helpers	Purposive	4	KII
3.	Bal Vikas Kendra (BVK) in-charge	Purposive	1	KII
4.	Teachers	Purposive	21	FGD, KII
5.	School Administration	Purposive	11 (including 3 HMs who are also teachers)	FGD, KII
6.	Teaching Volunteers	Purposive	6	FGD, KII

7.	Trainer	Purposive	1	KII
8.	Teach for India staff	Purposive	7	FGD, KII
9.	Parents	Convenience	50	FGD, KII, Case Study
10.	District Education Officer	Purposive	1	KII
11.	Student Management Committee (SMC) members	Convenience	4 (including 3 parents)	FGD, KII
12.	Self Help Group (SHG) members (for mid-day meals)	Convenience	2	FGD, KII
13.	School support staff	Convenience	4	FGD, KII
<b>Partner Staff</b>			<b>4</b>	
1.	Implementing partner staff	Purposive	4	KII
<b>GRAND TOTAL</b>			<b>510</b>	

During the 5-day field visit, the team covered a total of 9 hospitals, NMHC, DPHCs, OHCs and 3 Veterinary centres, Primary and secondary stakeholders were interacted with using a mix of research tools:



**Locations covered for 'Health and Infrastructure Support' during the field visit**

State	Districts	Interventions
<b>Andhra Pradesh</b>	Guntur	Infrastructure support to Guntur General Hospital and Natco Cancer Block
<b>Telangana</b>	Ranga Reddy	Natco Mobile Health Clinic, Natco Digital Primary Health centre, Natco Veterinary support
	Hyderabad	Infrastructure, personnel and pharmaceutical support to 4 hospitals – MNJ Hospital, Osmania General Hospital, Gandhi Hospital and Niloufer Hospital
	Nalgonda	Natco Mobile Health Clinic, Natco veterinary support

A total of **209 stakeholders** were interacted with to gain insight on ‘health and infrastructure support’. These included 140 primary stakeholders, 62 secondary stakeholders, and 7 staff members of the implementing partner.

S.No.	Stakeholder Type	Sampling Technique	Sample Covered	Method
<b>Primary Stakeholders</b>				
1.	Patients	Convenience	105	Case Study, Survey, Focus Group Discussions
2.	Counsellors	Purposive	8	Key Informant Interview
3.	NMHC Staff	Purposive	7	Key Informant Interview
4.	Farmers	Convenience	12	Key Informant Interview
5.	Natco Field team	Purposive	2	Key Informant Interview
6.	GGH Natco supported Staff	Purposive	1	Key Informant Interview
5.	Veterinary staff	Purposive	5	Key Informant Interview, Focus Group Discussion
<b>Secondary Stakeholders</b>				
1.	Superintendent/CMOs/HODs	Purposive	8	Key Informant Interview
2.	RMO	Purposive	7	Key Informant Interview
3.	MO	Purposive	12	Key Informant Interview
4.	ANM/GNM/Staff nurse	Purposive	21	Key Informant Interview
5.	Lab Technicians	Purposive	6	Key Informant Interview
6.	Pharmacist	Purposive	2	Key Informant Interview
7.	Purchase Incharge/Admin	Purposive	3	Key Informant Interview
8.	Govt. Veterinary doctors and staff	Purposive	3	Key Informant Interview
<b>Partner Staff</b>				
1.	eVaidya staff at NDPHC	Purposive	7	Key Informant Interview, Group Discussions with the implementation team
		<b>GRAND TOTAL</b>	<b>209</b>	

### 3.5. Desk review and secondary research

The study team had an introductory call with select members of the Natco Trust team to understand the nuances of the project. The meeting was attended by the Trust’s project implementation team and the field team. The team explained the project need and operating model, the targets and achievement of the initiatives for education and infrastructure support, and initiatives for health, nutrition, water, sanitation, and hygiene. They also defined the key indicators against which achievements were mapped. Through the discussion, the team was able to understand the available data sources and formulate assessment methodology.

As a next step, the team undertook an in-depth desk review of the available documents to understand the project at length. Available data sources will be identified, utilized, and reviewed to identify specificities to be explored during the primary process of data collection.

Below is an indicative list of documents that were reviewed as part of the assessment (non-exhaustive) –

**Education and infrastructure support:**

Intervention	Corresponding documents
<b>Bal Vikas Kendras</b>	<ul style="list-style-type: none"> <li>• Details of infrastructure support to each BVK</li> <li>• Details of staff/Natco volunteers in BVKs</li> <li>• Details of curriculum followed</li> <li>• List with gender wise division of students of different ages</li> <li>• Menu for students' meals</li> <li>• Timetable followed</li> <li>• Flashcards and other Teaching Learning Material used during classes</li> </ul>
<b>Anganwadi Centres</b>	<ul style="list-style-type: none"> <li>• Details of infrastructure provided to each anganwadi centre</li> <li>• Centre-wise number of students</li> <li>• AWC flashcards pdf for English and Mathematics</li> <li>• Menu for students' meals</li> <li>• Timetable followed</li> </ul>
<b>Primary schools</b>	<ul style="list-style-type: none"> <li>• Details of infrastructure provided to each school.</li> <li>• List of gender wise division of students of different grades</li> <li>• Grade divisions in multigrade classrooms (which grades study together)</li> <li>• Documents that track progress of baseline, midline, and endline assessments</li> <li>• Sample screenshots for DSE-FRS (face recognition attendance)</li> <li>• Mid-day meal registers</li> </ul>
<b>Gurukula and tuition/remedial classes</b>	<ul style="list-style-type: none"> <li>• List of Natco volunteers</li> <li>• List of gender wise division of students of different grades (list to be shared for students under each volunteer)</li> <li>• List of division of Students in three groups based on the amount of support they require.</li> <li>• Documents that track progress of baseline, midline, and endline assessments</li> <li>• Gurukula training and remedial classes – syllabus, lesson plan, timetable</li> </ul>
<b>Teaching Volunteers</b>	<ul style="list-style-type: none"> <li>• Details of the support from Natco to the Teaching Volunteers</li> <li>• Details of the grades that are taught simultaneously</li> </ul>
<b>Teach for India Fellows</b>	<ul style="list-style-type: none"> <li>• TFI Agreement</li> <li>• Sample of lesson plans designed.</li> <li>• Student performance data - Documents that track progress of baseline, midline, and endline assessments by fellows</li> </ul>
<b>Natco High School and Natco School of Learning</b>	<ul style="list-style-type: none"> <li>• Infrastructural Support details</li> <li>• Strength of the school (gender and grade-wise numbers)</li> <li>• Student performance data - Documents that track progress of baseline, midline, and endline assessments</li> </ul>
<b>Natco ZP High School (Kothur) and Natco ZP High School Indiranagar (Siddipet)</b>	<ul style="list-style-type: none"> <li>• ZP Infrastructural support</li> <li>• List of gender wise division of students of different grades</li> <li>• Documents that track progress of baseline, midline, and endline assessments</li> </ul>



## Health, nutrition, water, sanitation, and hygiene:

Intervention	Related Documents
<b>Natco Mobile Health Clinic (NMHC)</b>	<ul style="list-style-type: none"> <li>• Details of staff employed.</li> <li>• Online patient registration system</li> <li>• Medicine indent records</li> <li>• Village and population wise coverage details</li> <li>• Patient records</li> </ul>
<b>Natco Digital Primary Health Centre</b>	<ul style="list-style-type: none"> <li>• Details of staff employed by e-Vaidya.</li> <li>• Online patient registration system (MIS)</li> <li>• Infrastructure support register</li> <li>• MoU with eVaidya</li> <li>• Medicine indent records</li> <li>• Lab consumable indent record</li> <li>• Patient records</li> <li>• Village and population wise coverage details</li> </ul>
<b>Natco Cancer Block – Guntur General Hospital</b>	<ul style="list-style-type: none"> <li>• Details of staff employed.</li> <li>• List of equipment and infrastructure support to hospital</li> <li>• MoU with government</li> <li>• Medicine indent record</li> <li>• Beneficiary records</li> </ul>
<b>Natco Eye Centre - LV Prasad Eye Institute</b>	<ul style="list-style-type: none"> <li>• List of infrastructure support to hospital</li> <li>• List of equipment supported.</li> <li>• Beneficiary records</li> </ul>
<b>Counsellor and Infrastructure support to Hyderabad hospitals</b>	<ul style="list-style-type: none"> <li>• Details of staff employed.</li> <li>• Beneficiary register maintained by counsellors.</li> <li>• Online patient registration form</li> <li>• List of infrastructure support to hospitals</li> <li>• Beneficiary records</li> <li>• Medicine indent record</li> </ul>
<b>Cancer screening camps</b>	<ul style="list-style-type: none"> <li>• Beneficiary list</li> <li>• Consent form</li> </ul>
<b>Blood donation camps</b>	<ul style="list-style-type: none"> <li>• Blood collection location-wise record</li> </ul>
<b>Veterinary support to farmers</b>	<ul style="list-style-type: none"> <li>• Medicine and nutritional supplement indent record</li> <li>• Details of staff employed.</li> <li>• Beneficiary record</li> </ul>

## Field level stakeholder interactions

The assessment was conducted using qualitative and quantitative methods. Field visits to Hyderabad, Nalgonda, Ranga Reddy, Siddipet, and Guntur accounted for the primary research component and were conducted by a team of four members of the engagement team in the third week of March 2024. The dates were finalized in consultation with the Natco Trust team.

The qualitative tools included focus group discussions, key informant interviews, and case study. Survey forms were used to gather feedback from the primary beneficiaries i.e., students, and patients.

**Focus Group Discussion (FGD)**

A FGD is a qualitative research method used for collecting data in which a homogeneous group of individuals are facilitated by a moderator towards exploring and unearthing a given topic in-depth.<sup>15</sup> The method helps in understanding the thoughts, perceptions, and attitudes of the group on several concerns in the interaction that allows the researcher to delve deeper into both the individual experience along with the collective narrative of the group. The FGD utilizes a semi-structured set of questions that guide the discussion where the moderator encourages equal participation to the discussion.

**Key Informant Interview (KII)**

KII is a tool where the researcher can closely interact with the critical members or “key informants” of the project implementation team. The key informant interview utilizes semi-structured guidelines to gather insights and observations made by the informant on a wide range of concerns related to the project implementation. These observations are then validated across different stakeholders.<sup>16</sup>

**Survey**

A survey is a research method which involves collecting information or data from a sample of elements drawn from a well-defined population using questionnaire or interview schedules<sup>17</sup> to infer the characteristics of a defined population or universe.<sup>18</sup> For the purpose of this study, the survey questionnaire will be used to understand the feedback of primary beneficiaries impacted by the intervention.

**Case study**

Case study method is an in-depth study of a particular situation or a subject or refer to study of a small group of persons or events regarding analyzing the same in depth. It is a method used to narrow down a very broad field of research into one easily researchable topic. The case studies look intensely at an individual or small participant pool and draws conclusions only about that participant or group and only in that specific context.<sup>19</sup>

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<sup>15</sup> Eeuwijk and Angehrn (2017). How to...conduct a focus group discussion (FGD). Methodological Manual.

<sup>16</sup> MN Marshall (1996). The key informant interview technique.

<sup>17</sup> Visser, Krosnick and Lavrakas (2000). Handbook of research methods in social and personality psychology.

<sup>18</sup> Kerlinger (2009). Foundations of Behavioral Research.

<sup>19</sup> (egyankosh.ac.in)



**Relevance of the initiative**

# Relevance of the initiative

As part of its corporate social responsibility initiatives, Natco Pharma Ltd. has prioritized investments in health and education programs aimed at addressing critical needs within communities. This is so because education and healthcare stand as key pillars that indicate towards capacity building and progress, and in turn contribute to economic growth. Given that both the aforementioned areas focus on enhancing quality of life, it is hence important to lay significant investment and groundwork for strengthening the related systems and structures.

## 4.1. Education

The Indian Education System is one of the largest in the world with more than 1.5 million schools, 8.5 million teachers and 250 million children from varied socio-economic backgrounds. Concurrently, programmes such as the Right of Children to Free and Compulsory Education (RTE) Act (2009), the National Early Childhood Care and Education (ECCE) Policy (2013), and the New Education Policy (2020) aid delivery of quality education. However, challenges persist in the realm of education.

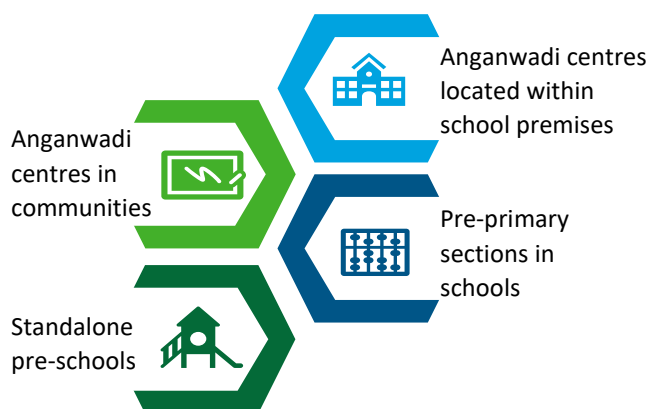
### 4.1.1. Pre-school Learning

Quality early learning, early childhood education and Early Childhood Development (ECD) programmes help in reducing the chances of dropout and repetition and improves outcomes at all levels of education<sup>20</sup>.

Understanding the impact of pre-school engagement on learning outcomes, policies such as ECCE have been adopted to incorporate structured curriculum, health, nutrition, play, and active and early learning<sup>21</sup>. Further, high level of enrollment is indicated through surveys which note ~8 out of 10 children aged 3 to 6-year-old are enrolled in some ECCE programme<sup>22</sup>. This indicates towards the rising demand for institutions that provide pre-school learning.

More recently, National Education Policy (2020) states the universal provision of quality early childhood development, care, and education by 2030 to learning levels at par with school education at grade 1. It identifies four models for implementation of quality ECCE<sup>23</sup>.

Four models for implementation of quality ECCE



<sup>20</sup> UNICEF website- <https://www.unicef.org/india/what-we-do/early-childhood-education>

<sup>21</sup> National Early Childhood Care and Education Curriculum Framework, 2013

<sup>22</sup> UNICEF website- <https://www.unicef.org/india/what-we-do/early-childhood-education>

<sup>23</sup> New Education Policy, 2020





Despite the work done towards making pre-school education available to all children in the country, many children, especially those living in rural areas, face challenges in accessing the same. Children in remote areas are unable to enroll in Anganwadi centres due to long distances and lack of transportation options. Inadequate infrastructure and facilities at Anganwadi centres, such as poor sanitation, lack of clean drinking water, and insufficient space for activities, can also deter children and their families from utilizing these services<sup>24</sup>.

Additionally, variability in the quality of services provided at Anganwadi centres, including nutrition, healthcare, and early childhood education, may impact children's willingness to attend regularly. Staffing shortages, inadequate training of Anganwadi workers, and high turnover rates can affect the quality and continuity of services offered, impacting children's access and engagement.

Considering the current demand, goal setting for learning outcomes, and modes of implementation, infrastructural support and quality teaching-learning processes form as crucial requirements.

#### 4.1.2. School Education

Albeit an essential right, children across India continue to suffer with access to resources for education. Adding to the challenge is the issue of those who are enrolled in school but failing to learn even the basics. This crisis may begin long before children enter grade 1<sup>25</sup> and children's school readiness at age 5 has been far below expected levels<sup>26</sup>.

Furthermore, half of primary school-going children – which constitutes nearly 50 million children – are not achieving grade appropriate learning levels<sup>27</sup>. As per ASER 2022, children's basic reading ability has dropped to pre-2012 levels, basic arithmetic levels have declined over 2018 levels for most grades<sup>28</sup>.

The mean years of schooling in India stands at 6.7 years. i.e., while an average Indian has about six and a half years' worth of formal education, contemporaries in Brazil and China have between 1-1.5 more years of formal education. This places India at a rank of 132 out of the 191 countries<sup>29</sup>. Hence, active participation is required in order to tackle the existing issue of staggered learning at school education through effective teaching pedagogy, infrastructural support, and availability of educational institutions.

There is a notable increase in enrolment of students in educational institutes in the country from 2018-19 to 2019-20: with 89.7%, 97.8%, 77.9% and 51.4% at Upper Primary level, Elementary Level, Secondary Level and Higher Secondary Level<sup>30</sup> respectively.

<sup>24</sup> Reddy, V. R., et al. (2016). Accessibility of Anganwadi Centres in Rural Telangana: A Geographical Information System Analysis. *Indian Journal of Community Medicine*, 41 (1), 49-53)

<sup>25</sup> The India Early Childhood Education Impact Study, 2017

<sup>26</sup> UNICEF website- <https://www.unicef.org/india/what-we-do/education>

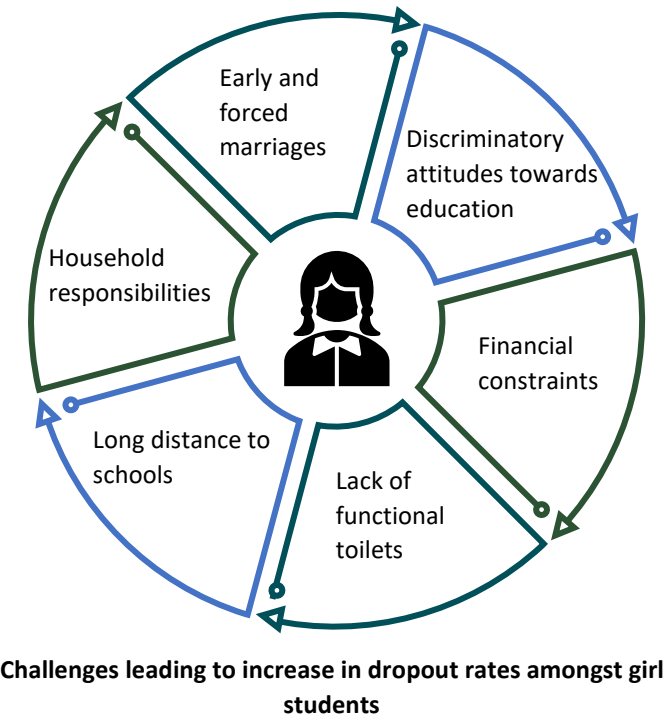
<sup>27</sup> National Achievement Survey, NCERT 2017

<sup>28</sup> Annual Status of Education Report, Rural, 2022

<sup>29</sup> Global Human Development Index report, United National Development Programme, 2021

<sup>30</sup> Information Bureau website - <https://pib.gov.in/>

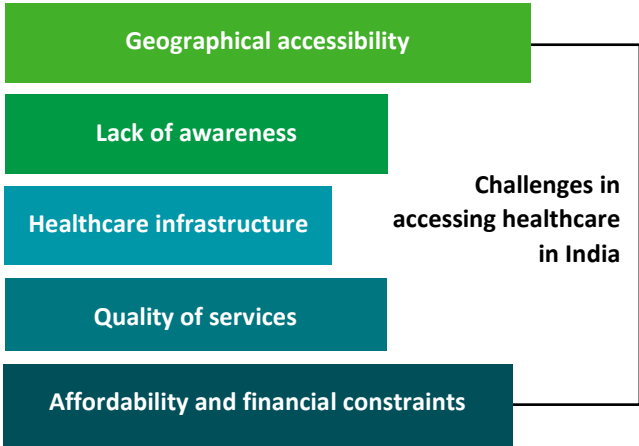
In a survey spanning 28 districts across 26 states, the Annual Status of Education Report (ASER) 2023, themed 'Beyond Basics,' exposed critical disparities in the educational landscape for Indian youth aged 14-18. Despite an overall enrollment rate of 86.8%, the survey revealed a concerning 3.9% dropout rate for 14-year-olds, and a 32.6% dropout rate among 18-year-olds<sup>31</sup>.



Dropouts are visible in both government and private schools in most states, and for both boys and girls. A key cause for the same is noted as lack of Water, Sanitation, and Health (WASH) infrastructure. 8% of preschools do not have toilets and 56% of preschools had no water available on the premises<sup>32</sup>. Lacking water treatment facilities for testing water contaminants like iron, arsenic, or fluoride add to the existing problem. Dropout rates have been noted for Upper Primary grades (i.e. grades 6-8) in Andhra Pradesh and Telangana at 1.6% and 3.1% respectively. This coincides with the age group of adolescent women who reach menarche at 12-13 years. Further, 22% of schools in India do not have adequate toilets for girls<sup>33</sup>. This results in a quarter of all girls in school in India taking time off when menstruating due to inadequate gender-specific toilets, non-availability of sanitary pads in schools<sup>34</sup>. Hence, greater action towards WASH and related infrastructure are essential to tackle dropout rates and frequent absenteeism. Therefore, parameters including out-of-school children, early childhood education, and quality teaching and learning<sup>35</sup> are some of the indicators that require key attention and investment.

#### 4.2. Healthcare

The importance of robust healthcare systems is realized on a global scale. This is evident through its inclusion in the Sustainable Development Goals (SDG). It recognizes Universal Health Coverage (UHC) as a means to achieving other health targets. Further, realizing the urgency of improvement in healthcare services, World Health Organization and its partners developed the Global Strategy on Human Resources for Health: Workforce 2030 to accelerate progress towards UHC and the SDGs by ensuring equitable access to health workers within strengthened health systems<sup>36</sup>.



Further, the healthcare sector is key to the economy owing to its ability to enhance the overall wellbeing of the community. Target 3C of the Sustainable Development Goals (SDGs) aims to "substantially increase health financing and the recruitment, development, training and retention of the health workforce in developing countries". Therefore, the recognition of healthcare is realized on a global level.

<sup>31</sup> ASER 2023: Beyond Basics - ASER: Annual Status of Education Report"

<sup>32</sup> Rapid Survey on Children, 2013-14

<sup>33</sup> Rapid Survey on Children, 2013-14

<sup>34</sup> Liverpool School of Tropical Medicine and UNICEF, 2014-15

<sup>35</sup> UNICEF website- <https://www.unicef.org/india/what-we-do/education>

<sup>36</sup> Global Strategy on Human Resources for Health: Workforce 2030

Many people, especially those living in remote areas, encounter challenges in accessing healthcare facilities due to long distances, lack of transportation options, and inadequate infrastructure. High out-of-pocket healthcare expenses, lack of health insurance coverage, and limited financial resources often prevent individuals from seeking timely and appropriate medical care<sup>37</sup>.

Rural areas witness vast disparities in the quality of healthcare services, including variations in infrastructure, staffing, medical equipment, and treatment outcomes. This along with shortages of healthcare facilities, medical personnel, and essential medical supplies, can affect people's confidence and willingness to utilize healthcare facilities, particularly in underserved regions<sup>38</sup>.

#### 4.2.1. Healthcare Infrastructure and Workforce

The Indian healthcare sector faces challenges include inadequate infrastructure, urban-rural disparities in access, shortage of healthcare professionals, limited health insurance coverage, insufficient public healthcare funding, and a fragmented healthcare system<sup>39</sup>. In terms of the existing infrastructural support for public health facilities function, there is a shortfall of 46,140 Sub Centres (24%), 9,231 Primary Health Centres (29%), and 3,002 Community Health Centres (38%)<sup>40</sup> across the country.

At least 1.8 million doctors, nurses and midwives are required in India to achieve the minimum threshold of 44.5 professional health workers per 10,000 population<sup>41</sup>. Alongside, strengthening the existing medical education system and mooted for the development of a cadre of mid-level care providers has been recommended as per India's National Health Policy (NHP). An indicator of workforce requirement can also be gauged through NITI Aayog's Strategy for "New India@75" which aims at generating 1.5 million jobs in the public health sector by 2022–23.

Thus, significant shortage has been witnessed in the country with respect to healthcare professionals which affects the quality and accessibility of healthcare services. Resultantly, lack of trained medical staff may lead to high workload, low quality treatment and support, and inadequate patient care. Especially in rural areas, where most of the population resides but has limited access to trained medical professionals.

#### 4.2.2. Oncological Support and Infrastructure

According to the Indian Council of Medical Research-National Cancer Registry Programme (ICMR-NCRP), the number of cancer cases in the country is projected rise from 14.6 lakh in 2022 to 15.7 lakh in 2025. With ~35 specialized cancer hospitals<sup>42</sup> to cater to the national surge, imminent event of high patient load is highly likely.

In cognizance of the existing situation, the "Strengthening of Tertiary Cancer Care Centres Facilities Scheme" has been introduced to enhance the facilities for tertiary care of cancer. Under this, 19 State Cancer Institutes (SCIs) and 20 Tertiary Care Cancer Centres (TCCCs) have been approved<sup>43</sup>.

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<sup>37</sup> Singh, P. K., & Yadav, A. (2018). Geographical Accessibility of Healthcare Services in Rural India: A GIS-based Analysis. PLoS ONE, 13 (2), e0193085

<sup>38</sup> Balarajan, Y., et al. (2011). India: Towards Universal Health Coverage 4 - Equity in Access to Health Care in India: Evidence from National Sample Surveys. Economic & Political Weekly, 46 (38), 40-47

<sup>39</sup> National Library of Medicine website- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC10292032/>

<sup>40</sup> Rural Health Statistics, 2020

<sup>41</sup> "Health workforce in India: where to invest, how much and why?", World Health Organization, 2022

<sup>42</sup> Central Bureau of Health Intelligence website- <https://cbhidghs.mohfw.gov.in/index4.php?lang=1&level=0&linkid=765&lid=774>

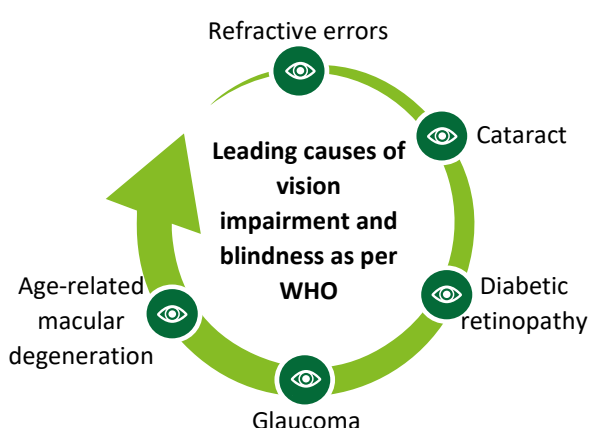
<sup>43</sup> "Update on Cancer Care Hospitals", Press Information Bureau, February 10<sup>th</sup> 2023

Given that only two of these SCIs (Kurnool Medical College, Kurnool and MNJ Institute of Oncology & RCC, Hyderabad)<sup>44</sup> have been constituted for Andhra Pradesh and Telangana respectively. The need for infrastructural support, assistance of medical professionals, and timely diagnosis are to be addressed on priority.

### 4.2.3. Ophthalmological Support and Infrastructure

The World Health Organization (WHO) has adopted ‘universal eye health’ as a part of universal health coverage, which aims to ensure that “all people have access to promotive, preventive, curative and rehabilitative health services, of sufficient quality to be effective, while also ensuring that people do not suffer financial hardship when paying for these services.”

Despite ongoing cognizance and actions at least 2.2 billion people have a near or distance vision impairment on a global scale as per WHO. Adding to it, at least 1 billion of vision impairment cases could have been prevented or are yet to be mitigated. It had also estimated in 2020 that 270 million of those with uncorrected poor vision have moderate to severe levels of vision loss, of which 9.2 million were blind.



Further, a concerning reality remains that India leads the world with the largest population with uncorrected poor vision<sup>45</sup>. This situation is further intensified by the rural-urban divide in terms of eye-care as ~75% of India’s healthcare resources are urban-based<sup>46</sup>, leaving rural areas underserved. Further, recognition of vision problems and timely diagnosis and treatment stand as concerns.

In light of the current realities, LV Prasad Eye Institute (LVPEI) developed a pyramidal eye care model which has been developed on robust infrastructural support. Additionally, inclusion of local community stakeholders as Vision Guardians<sup>47</sup> paves way for community reach and mutual trust.

With respect to the current scenario and challenges, the education and healthcare systems require capacity building, awareness generation, and infrastructural support to mitigate the scope of bottlenecks faced by the involved stakeholders.

The theme of education and infrastructural support included pre-school education, primary school education, and high school education. Activities including structuring of Bal Vikas Kendras (BVKs), working with Anganwadis, tuition support and preparation for entrance exams, and infrastructural support to high schools. Healthcare support is extended through initiatives such as Natco Mobile Health Clinics (NMHC), Natco Digital Primary Health Centre (NDPHC), counselling services at hospitals, infrastructural support to hospitals and veterinary services.

<sup>44</sup> “Update on setting up of New Cancer Centres in the country”, Press Information Bureau, March 21<sup>st</sup> 2023

<sup>45</sup> “Vision 2047: Access to quality eyecare is an important pivot”, Times of India, October 11<sup>th</sup> 2023

<sup>46</sup> “Vision 2047: Access to quality eyecare is an important pivot”, Times of India, October 11<sup>th</sup> 2023

<sup>47</sup> “Vision guardians for community eye health: the LV Prasad Eye Institute model in India”, Volume 35, Community Health Journal, 2022





# Impact Assessment Findings:

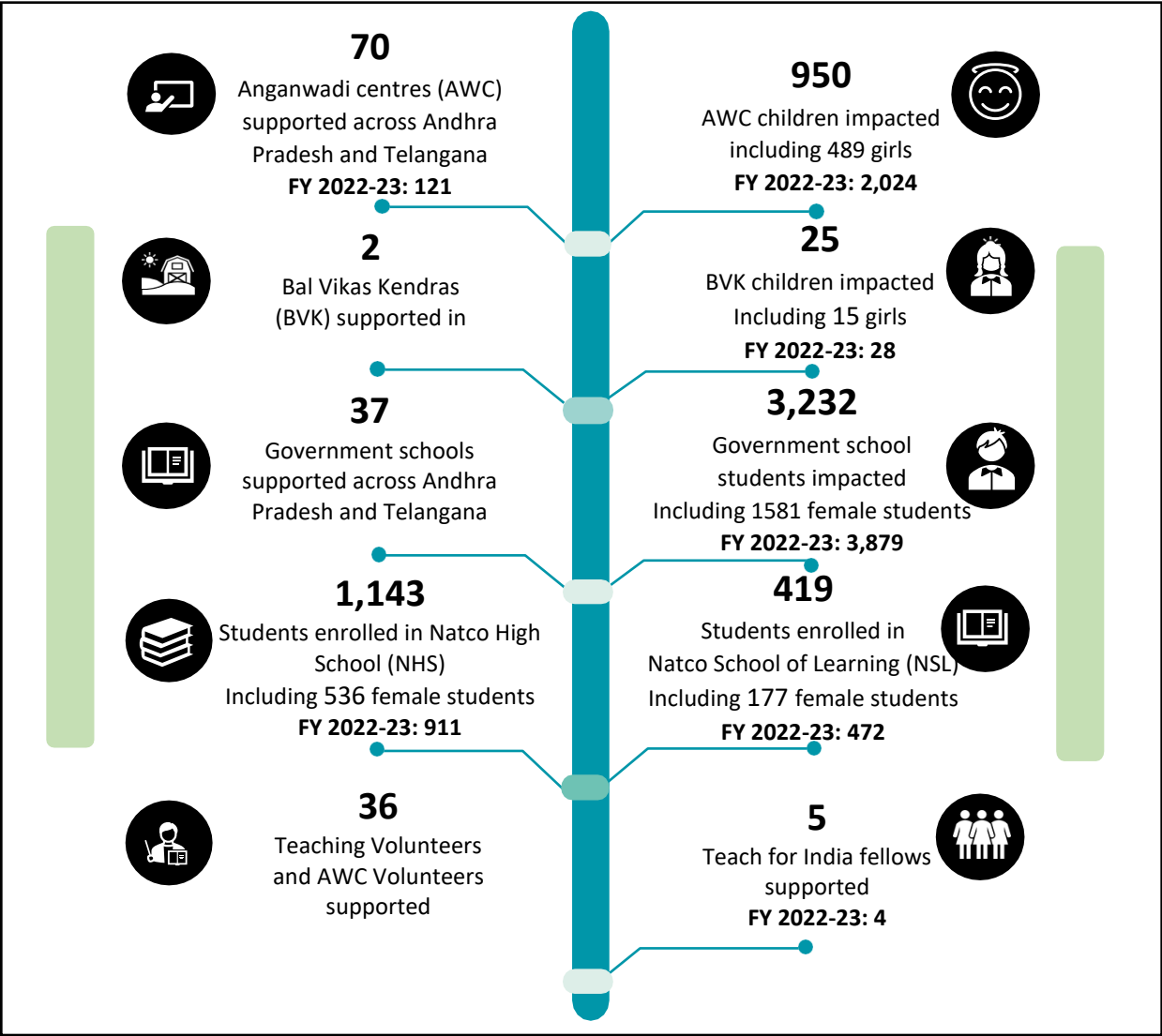
*Education and infrastructural support*

# Impact Assessment Findings: Education and infrastructural support

## Key Processes and Observations

By supporting the functioning of 121 Anganwadi Centres, 2 Bal Vikas Kendras, 37 government schools, the Natco High School (NHS), and Natco School of Learning (NSL), the Trust has supported a total of 7,314 children and students across Andhra Pradesh and Telangana in FY 2022-23. 5,769 children and students were supported in FY 2023-24.

The support has also been extended to 36 Teaching Volunteers and AWC Volunteers and 4 TFI fellows, who facilitate learning and development of the children and students. **The following table consists of FY 2022-24 figures.**



## 5. EDUCATION AND INFRASTRUCTURE SUPPORT

Natco Trust aims to support education initiatives in Telangana and Andhra Pradesh. Through a range of programmes and partnerships, including Bal Vikas Kendras, Anganwadi centres, post-school tuitions and coaching, Teaching Volunteers, and support for Teach for India fellows, Natco Trust is actively working towards enhancing educational opportunities and outcomes for communities in the region. The Trust aims to facilitate self-sustained development among the communities, aiming for holistic educational development of the students and positive impact on the lives of individuals benefiting from the initiatives.

### 5.1. Bal Vikas Kendras (BVKs)

Bal Vikas Kendras are child development centres aimed at providing early childhood care and education. These centres play a crucial role in nurturing young children under the age of six and preparing them for formal schooling. Natco Trust actively supports 2 BVKs, one each in Nagarjuna Sagar, and Kothur. The support encompasses infrastructure, learning material, midday meals and periodic assessment of health metrics.

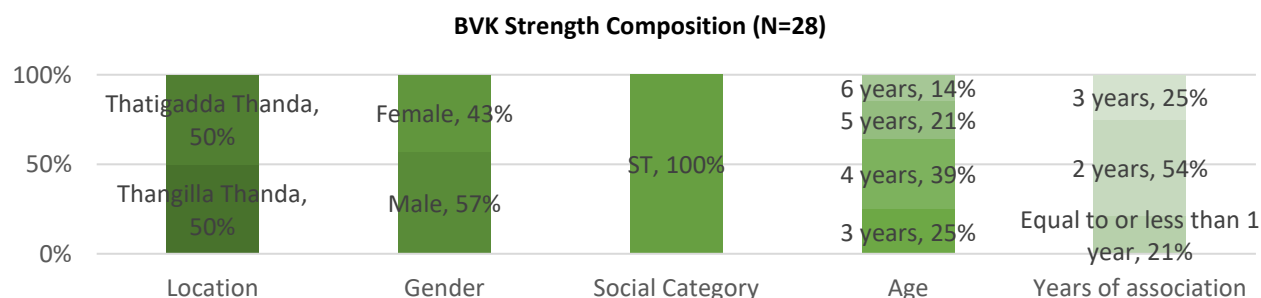
S. No.	Theme	Findings
1	<b>Teaching and learning outcomes</b>	<ul style="list-style-type: none"><li>• The classroom consists of children from ages 1-5 years. Pre-school education is given to students in cognition and identification of number, alphabets, shapes, vocabulary, and colours.</li><li>• One in-charge undertakes the activities conducted at the BVK. The in-charge has a background in education and undertakes a multi-grade classroom approach to engage the children.</li><li>• Learning tools and games are leveraged to teach the children. Charts, shapes, placards, tools, worksheets, and sand tracing are actively involved in the process.</li><li>• Basis field interaction with beneficiaries i.e., children aged 1 to 5 years:<ul style="list-style-type: none"><li>○ The class composition had 2:3 male-female ratio.</li><li>○ 100% children could recite rhymes, identify, and name objects.</li><li>○ 100% students between ages 4-5 could identify numbers, fill in the missing numbers, and identify Telugu alphabets.</li></ul></li></ul>
2	<b>Nutrition</b>	<ul style="list-style-type: none"><li>• Stock registers are maintained at the BVK to note the quantity and item-wise details of consumables including rice, lentils, oil, vegetables, eggs, spices, etc. Budgetary allocation of INR 9,000-12,000 per month is made for the same.</li><li>• Meals are provided at 12:30pm, and meals with stipulated intake of rice, lentils, vegetables, snacks, and eggs are provided to students including 15 eggs/month to each student.</li><li>• A day-wise schedule is made for meals as displayed in annexure, and each parent volunteer is assigned a day for preparing the meal. The parents communicate in advance should there be other commitments.</li></ul>
3	<b>Infrastructure</b>	<ul style="list-style-type: none"><li>• BVKs at Thangilla Thanda (N. Sagar) and Thatigaddathaanda (Kothur) include a built-up area for classrooms, kitchen, washrooms, and drinking water facility.</li><li>• The BVK at N. Sagar also includes a fenced playground with swings.</li><li>• The classroom setup at both BVKs include blackboard, TLM, seating space, related requirements including dusters, chalks, pens, etc. Cupboards and storage units are maintained for storing documents and tools.</li><li>• Learning tools such as alphabet placement on placards and sand tracing are included at the BVKs for incorporating tactile modes of experiential learning.</li><li>• The BVKs also maintain play materials and toys for experiential learning along with informational charts at the eye-level of children.</li></ul>



4	<b>Health and hygiene</b>	<ul style="list-style-type: none"> <li>Natco Mobile Health Clinics offer weekly visits (every Thursday) for any concerns related to health.</li> <li>Height, weight, body temperature, mid upper arm circumference (MUAC) is measured. Vision and dental check-up are simultaneously conducted. Collated information is shared with parents.</li> <li>Information related to personal hygiene and sanitation is given to students with respect to drinking water, and hygiene habits.</li> <li>Separate washrooms are maintained at the centre, with access to water supply and adequate construction. Washing station is placed next to the washroom with access to soap.</li> </ul>
5	<b>Parental involvement</b>	<ul style="list-style-type: none"> <li>PTMs are held monthly on the 21st day of every month. Observation related to child's performance in terms of class participation, involvement in activities, health, and nutrition levels, and learning outcome are discussed with the parents.</li> <li>10 parents are involved in the process of preparing meals by means of community volunteering. Parent assigned for the day is expected to come 1-1.5 hours before the mealtime to prepare the meals.</li> <li>The parents have expressed their preference of BVKs to AWCs owing to community presence since 2008, set up one year before the AWC. Further, adding upon the level of students' engagement and consistent timings.</li> </ul>

#### Coverage snapshot for BVK<sup>48</sup>

Following data comprises of the demographics of the class strength across BVKs at Thatigadda Thanda and Thangilla Thanda. Equal number of intakes have been noted for both locations:



<sup>48</sup> As per data shared by Natco Trust

Each location has one BVK in-charge, thereby constituting a 1:14 in charge-children ratio. As observed during field interactions, children often require support and supervision. Hence attendants are likely to provide said support, thereby expanding BVK in-charge’s teaching bandwidth.

As per the composition, 100% of the children are STs, as per stakeholder interactions most parents are engaged in agriculture or livestock rearing. Hence, requirement for the BVK is strongly felt in the community. 60% of the children enrolled are of ages 4 and 5, with 4-year-olds comprising of 39%. This is an indicator of parents’ awareness in pre-school education till the age of 5. However, 14% students are aged 6. In such cases, parents are required to be involved for keeping them abreast of the age and grade wise school enrollment of students.

## 5.2. Anganwadi Centres (AWCs)

Natco Trust also extends its support to Anganwadi centres, which are rural childcare centres. These centres focus on providing early education, basic healthcare, and nutrition to children below the age of six, as well as support to mothers and pregnant women. 121 AWCs across Hyderabad (66), Kothur (19), Nagarjuna Sagar (22), and Guntur (14) have been supported in FY 2022-23. Across locations, 2,024 children were impacted (1027 girls and 997 boys). The support is in the form of 21 Natco AWC volunteers, teaching learning material (TLM), and infrastructure. Teacher capacity building trainings are also provided. In Hyderabad, teacher capacity building is the most significant form of support to the AWCs, followed by TLM. As per the data shared by the Trust, a total of 11 AWCs were supported with civil works between 2018 and 2024. 8 of the 11 AWCs were supported with new constructions such as classroom, hall, nutrition room, kitchen room, compound wall, toilets, play materials, and land scaping. 3 of the 11 AWCs were supported with renovations which included extension rooms for nutrition, renovation of compound wall, toilets, etc.

S. No.	Theme	Findings
1	Teaching and learning outcomes	<ul style="list-style-type: none"> <li>• AWCs focus on fostering holistic learning and health environments for children.</li> <li>• The learning environment usually involves one classroom, a veranda, and a playground. The premises are colourful, clean, and visually stimulating for children to be engaged in learning.</li> <li>• Students are often divided in two groups: students till 3 years of age learn in one group, and children who are 4 and 5 years old learn together in another group. Age-appropriate grouping enhances teaching effectiveness.</li> <li>• The comprehensive curriculum involves teaching children manners, good habits, spellings, rhymes, introduction to numbers, animals, identifying objects in their surroundings, colours, object segregation, playing games, physical activity, gross motor skills, fine motor skills, etc.</li> <li>• Teaching Learning Material (TLM) by Natco Trust are utilized for facilitating learning. During the study team’s interactions with the students at the AWC, the children demonstrated their learnings through writing on a slate, and through interactions with one another, the teacher, and the study team.</li> <li>• The daily attendance is recorded in a physical register as well as the National Health Tracking System (NHTS) app. Regular attendance monitoring ensures consistent participation.</li> <li>• The periodic assessments are conducted for five broad domains of development- Physical and Motor Development (P&amp;MD), Sensory Perceptual and Cognitive Development (SP&amp;CD), Language Literacy and Communication (LLC), Personal Social and Emotional Development (PSED), and Creativity.<sup>49</sup></li> <li>• There are three assessment sheets. One each for age groups ‘3 to 4’, ‘4 to 5’, and ‘5 to 6’</li> <li>• Challenges regarding completion of the assessment sheets of the AWC children were observed.</li> </ul>

<sup>49</sup> Government of India, *Ministry of Women and Child Development*, 2017



		<ul style="list-style-type: none"> <li>• Every 3 months, training of teachers is conducted for effective communication with children, child-centric learning, and child nutrition.</li> </ul>
2	<b>Nutrition</b>	<ul style="list-style-type: none"> <li>• All children are provided mid-day meals every day at the AWC. The menu for the meals is decided by government authorities and the nutritionally balanced meals are prepared by the AWC helper staff in the AWC kitchen.</li> <li>• The meals ensure minimum 300 calories and 8 to 12 grams of protein per child per day.</li> <li>• Supplementary snacks are also offered to each student, as mentioned under the Integrated Child Development Services (ICDS) program.</li> <li>• Twice a month, Bal Amrutham (supplementary nutrition powder for children between 6 months and 3 years) packets, and eggs are also provided to children and women receiving antenatal care (ANC) and postnatal care (PNC)</li> </ul>
3	<b>Infrastructure and support</b>	<ul style="list-style-type: none"> <li>• The IP provides infrastructural support to AWCs in varying capacities. Support is provided for classroom, hall, nutrition room, kitchen, compound wall, gendered toilets, landscaping, play materials, and Teaching Learning Material (TLM)</li> <li>• TLM includes placards, worksheets, charts, objects, and figures, which help the students in grasping the concepts faster.</li> <li>• For the AWC in Arogya Nagar Hyderabad, the IP has designed the layout of the building, and provided solar panels to contribute towards electricity usage and promote sustainable practices.</li> <li>• Natco trust has also provided capacity building for AWC teachers. In Hyderabad, Natco has organized teacher trainings for AWC teachers.</li> <li>• Volunteers from Natco provide learning support to teachers. Based on the study team's field visits, it was observed that at several locations where AWC workers were not available. Natco's Teaching Volunteers were undertaking responsibilities of the same.</li> </ul>
4	<b>Health and hygiene</b>	<ul style="list-style-type: none"> <li>• Every first Saturday of the month, the children's health details are recorded. These include their height, weight, and arm circumference. Through these measurements, body mass index (BMI) is determined, and children affected by or prone to Severe Acute Malnutrition (SAM) are identified.</li> <li>• In case a child is detected with SAM, they are referred to a Nutrition Rehabilitation Centre (NRC) and reside there for 7-21 days.</li> <li>• Vigilant tracking of vaccinations is also maintained such as Bacillus Calmette-Guerin (BCG), Measles (MMR), Pentavalent vaccine (for Diphtheria, Pertussis, Tetanus, Hepatitis B and Hib), and Varicella vaccine (for chickenpox), etc. Vitamin A doses to children are also tracked.</li> <li>• The information is recorded in physical files and government provided graph-books and on the Nutrition and Health Tracking System (NHTS) app (also known as the Poshan tracker app) since 2021.</li> <li>• Child Development Project Officers (CDPO) also visit the AWC regularly to ensure data accuracy and assessment of health needs. However, the records regarding the CDPO visits are not maintained at the AWC.</li> <li>• A first-aid box is available at each AWC, equipped with fever and cough medications, bandages, anti-septic disinfectant solution, and Oral Rehydration Solution (ORS), etc. It was observed that some bandages and solutions had passed their expiration date.</li> <li>• The children are trained and encouraged to maintain personal hygiene and cleanliness in the toilets. In case of shortage of running water, water is stored in buckets for the children's usage.</li> </ul>
5	<b>Parental involvement</b>	<ul style="list-style-type: none"> <li>• Every month, a parent teacher meeting (PTM) is conducted at the AWC. The parents are informed and updated regarding their children's progress. Information regarding TLM,</li> </ul>

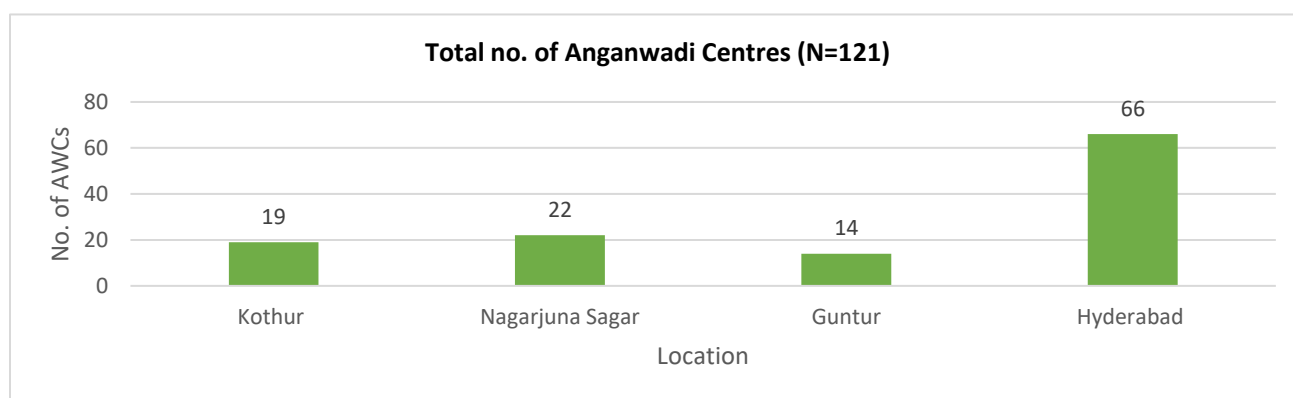
worksheets, previous month's syllabus, hygiene practices of the child, daily indoor and outdoor activities, mid-day meals, and vaccinations is also discussed.

- WhatsApp group with parents are often created to maintain prompt communication and update them regarding news related to the AWC. Community events and festival celebrations at the AWC often involve parental participation.
- Student assessment cards are prepared by the teacher and shared with the parents, monitoring their growth, and learning in different tasks and activities

### Coverage snapshot for AWC<sup>50</sup>

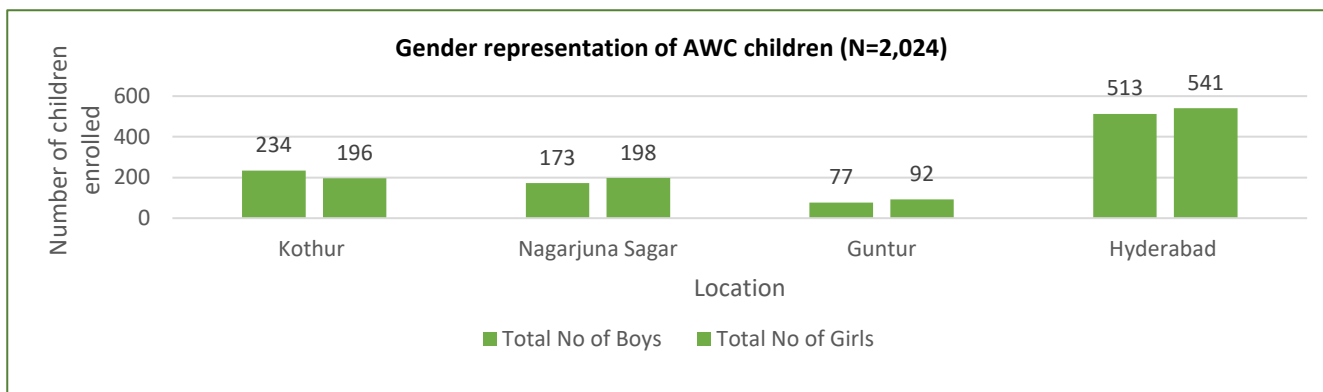
To have a deeper understanding of the functioning of the AWCs, the data about the number of AWCs, its gender representation, and assessments were studied.

#### Total no. of Anganwadi Centres



The total no. of AWCs supported is 121 across Kothur, Nagarjuna Sagar, Guntur, and Hyderabad. Hyderabad has the highest number of AWCs supported by the project (55%). In Hyderabad, support is in the form of teacher capacity building training and teaching learning material (TLM).

#### Gender representation in Anganwadi Centres

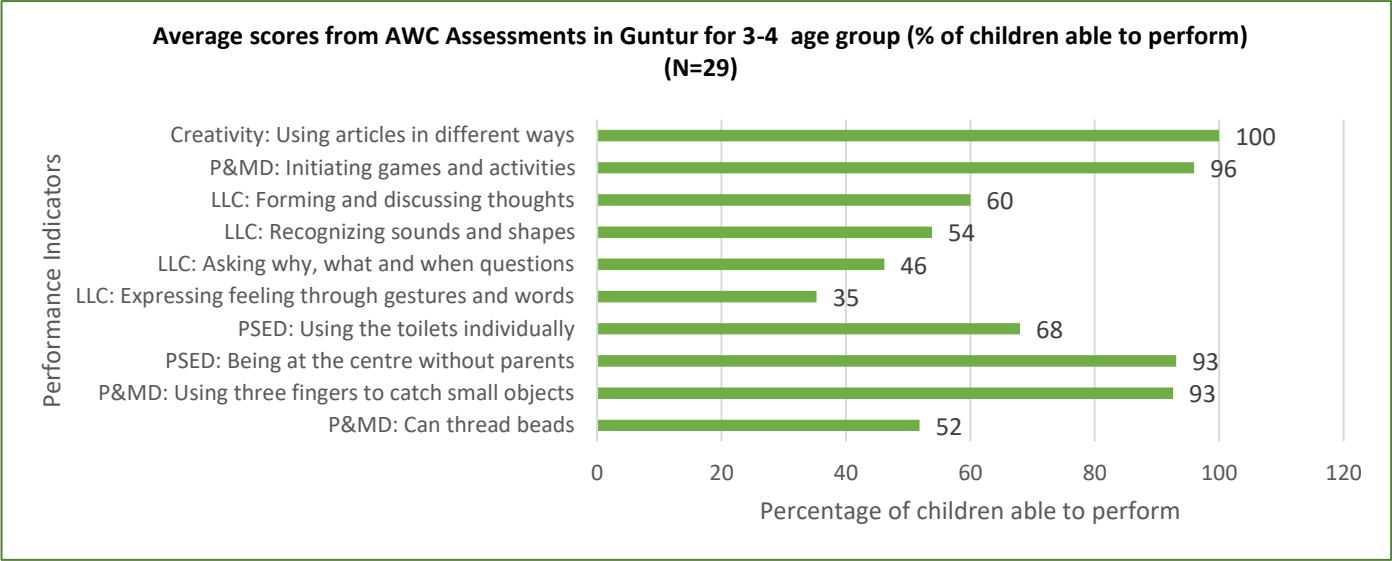


<sup>50</sup> As per data shared by Natco Trust

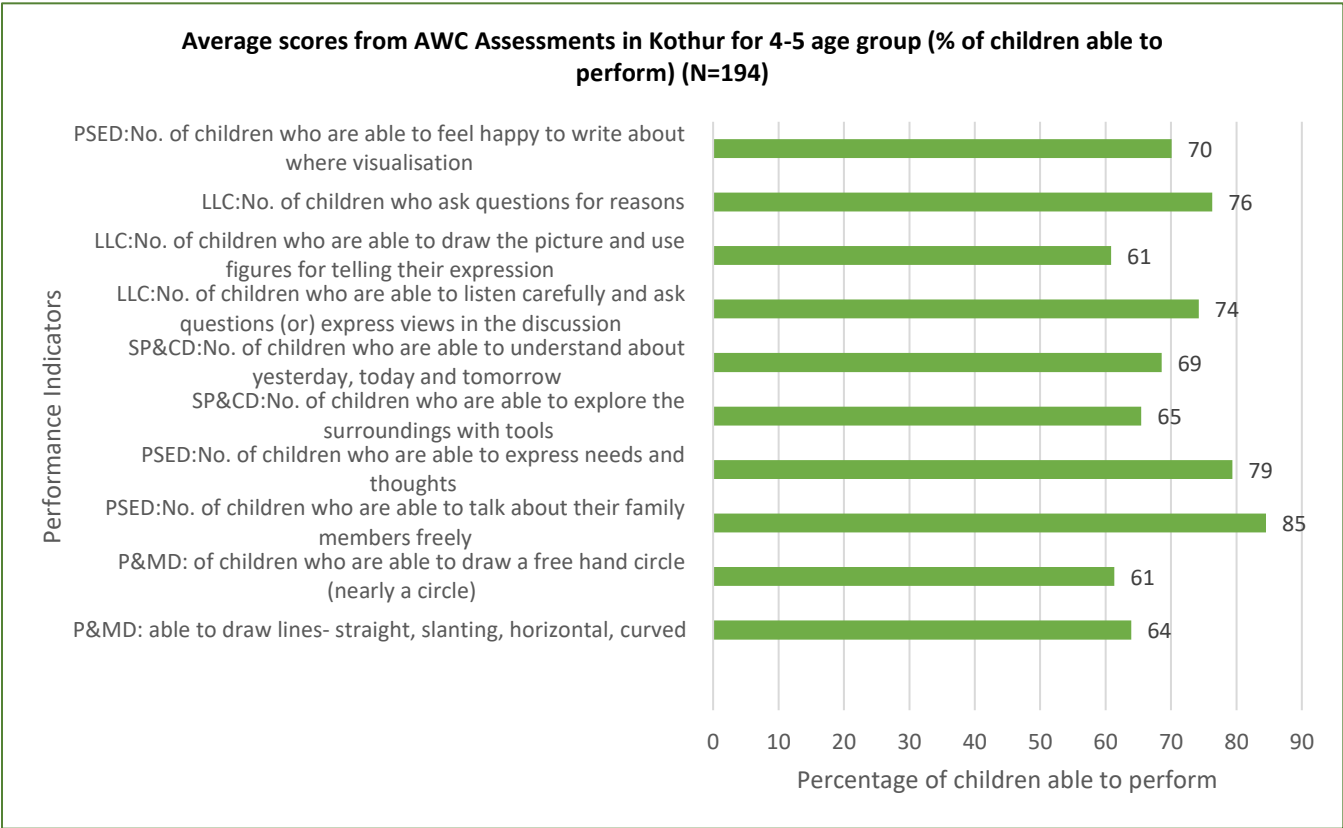
The highest number of Anganwadi centre children are supported in Hyderabad (1,054), followed by Kothur, Ranga Reddy (430). In Nagarjuna Sagar, 371 children are supported in AWC and 169 are supported in Guntur. The total number of girls supported are 1027, which is 51% of 2,024.

**Assessments at Anganwadi Centres**

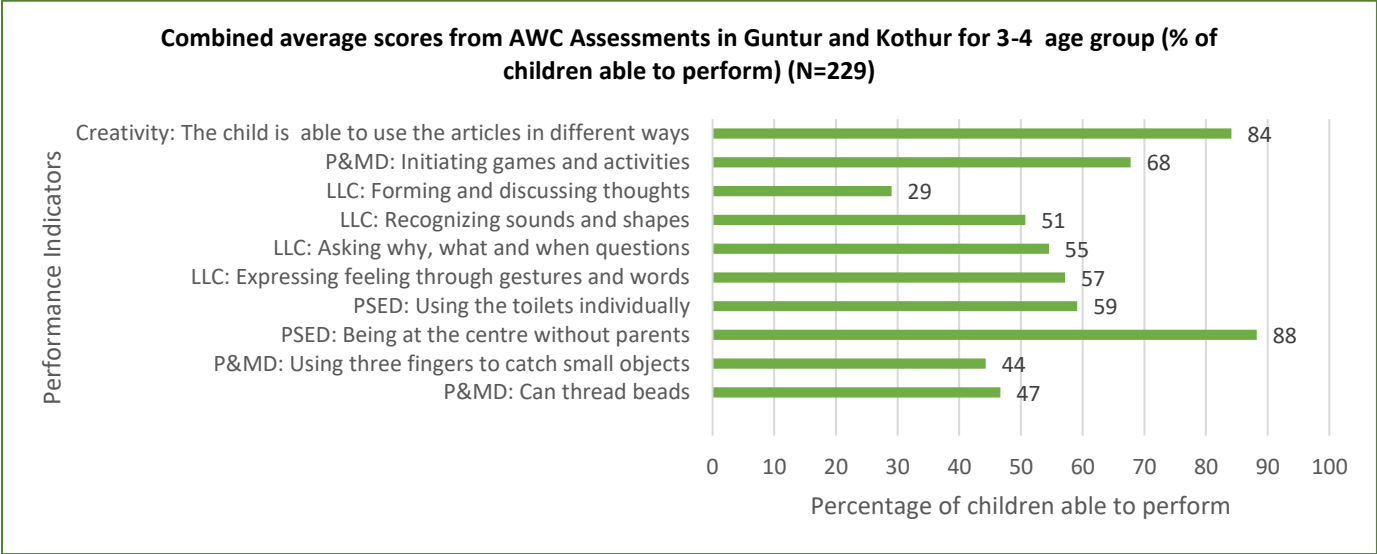
The performance of all children enrolled at the AWC are regularly assessed. The periodic assessments are conducted for five broad domains of development- Physical and Motor Development (P&MD), Sensory Perceptual and Cognitive Development (SP&CD), Language Literacy and Communication (LLC), Personal Social and Emotional Development (PSED), and Creativity.<sup>51</sup>



As per the data shared by the Natco Trust, 29 of 46 children in the age group of 3-4 years were assessed in Guntur. 100% of the children could demonstrate creativity by using articles in different ways. 96% could initiate games and activities, demonstrating physical and motor development. 35%-60% children demonstrated language literacy and communication competence under different asks and activities. 68-93% Children also showed personal, social, and emotional development.

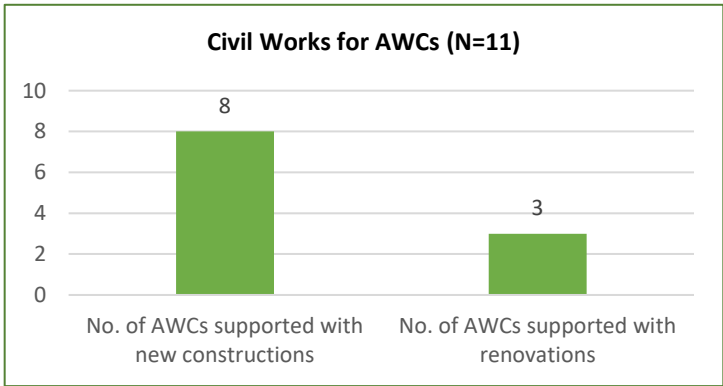


As per the data shared by the Natco Trust, 194 children in the age group of 4-5 years were assessed in Kothur. 85% of the children could demonstrate personal social and emotional development (PSED) by talking about their family members freely. 76% could ask questions, demonstrating language literacy and communication (LLC). 65-69% children demonstrated sensory perceptual and cognitive development (SP&CD) under different asks and activities. 60-64% children also showed physical and motor development (P&MD).



A combined analysis of the assessment of 46 children from the Guntur AWC and 183 children from the Kothur AWC was conducted to provide an overall depiction of the performance of children. Of the 229 children, about 189 to 210 students were assessed in various domains.

**Civil Works for Anganwadi centres supported by the Natco Trust**



As per the data shared by the Trust, a total of 11 AWCs were supported with civil works between 2018 and 2024.

8 of the 11 AWCs were supported with new constructions such as classroom, hall, nutrition room, kitchen room, compound wall, toilets, play materials, and land scaping.

3 of the 11 AWCs were supported with renovations which included extension rooms for nutrition, renovation of compound wall, toilets, etc.

## Scenes from the field



Interactions with parents at the AWC Salvendriguda



Interactions with parents at the AWC Arogya Nagar



Interactions with children at the AWC Salvendriguda



Interactions with students at the AWC Arogya Nagar



Bal Amrutham (supplementary nutrition powder) packets



The Children's Mid Upper Arm Circumference (MUAC) measuring tape used as a screening tool for severe malnutrition



### 4.3. Natco's support to government schools

Natco Trust supports 37 government schools. Through these schools, total of 3,879 students were impacted in FY 2022-23 and 3,232 students were impacted in FY 2023-24.

They have supported 18 Teaching Volunteers (3 of these volunteers also serve as AWC volunteers), who contribute to government schools in various capacities such as teaching, tutoring, and providing educational assistance. This partnership helps in improving the quality of education and overall learning environment in schools. Through Teaching Volunteers, the Trust is involved in providing post-school tuitions and coaching support to enhance the educational outcomes of students beyond regular school hours. This additional academic support plays a significant role in improving learning outcomes and academic performance. The coaching support for 'Gurukula schooling' provided to 4<sup>th</sup> grade students aims to secure the students' educational future.

Natco also extended support to 4 Teach for India fellows across 3 schools<sup>52</sup> in Hyderabad. 1 more Teach for India fellow was onboarded in FY 2023-24. These fellows are part of a nationwide movement that aims to eliminate educational inequity in India. By supporting these fellows, the Trust contributes to providing quality education to children from underserved communities and bridging the educational gap.

S. No.	Theme	Aspects	Findings
1	Teaching Volunteers	Classroom composition for schools	<ul style="list-style-type: none"><li>It was reported on field that staff of government schools is low. The teachers often must operate in multigrade classrooms or teach multiple subjects. This gap is improved through Teaching Volunteers.</li><li>Teaching Volunteers are trained and engaged in schools as teachers and tutors. In schools, the volunteers may function as teachers who teach multiple classrooms and grades.</li><li>For instance, Teaching Volunteers at the Natco Government High School Borabanda teach Maths, Hindi, and Telugu to different grades from 6<sup>th</sup> to 10<sup>th</sup>.</li><li>In schools with multigrade classroom system, 2 grades study in the same classroom. For instance, 3<sup>rd</sup> and 4<sup>th</sup> grades' math classes are conducted together and the teacher's pace depends on the level of understanding in the students.</li><li>It was found that there is a lack of communication between the Teaching Volunteers and other teachers at the school. It was also noted that in many instances Teaching Volunteers were assigned additional responsibilities beyond their role.</li></ul>
		Classroom composition for post-school tuition	<ul style="list-style-type: none"><li>Tuitions and remedial classes offer additional support to students in their educational endeavours and facilitate greater understanding and consequently, greater interest in studying.</li><li>For tuitions, all students study in the same classroom after their regular school hours. For efficiency in learning, the students are divided into 4 groups, based on their performance, and need for support</li></ul>
		Teaching methodology	<ul style="list-style-type: none"><li>The government schools are affiliated with the State Board and follow the prescribed syllabus.</li><li>For tuitions, Multi-grade, Multi-level (MGML) approach is followed.</li><li>Individuals with varying learning paces have benefited from this methodology.</li></ul>

<sup>52</sup> 5 TFI fellows as of June 2023

		<ul style="list-style-type: none"><li>Fully Teacher Supported Group- This group comprises students starting a new unit with full teacher assistance.</li><li>Partially Teacher Supported Group- Students starting a new topic receive partial teacher assistance, with the teacher transitioning to a facilitator role.</li><li>Peer Collaboration Group- Advanced students support younger peers in this group.</li><li>Individual Study Group- Students in this group work autonomously on their assignments.</li><li>It was observed that this allows for greater liberty to the students to learn at their own pace and gives more time to the teachers to attend to students in need and facilitate learning.</li></ul>		
	Gurukula coaching support	<ul style="list-style-type: none"><li>To address educational inequality, Natco aims to facilitate access to Gurukula coaching for 4<sup>th</sup> grade students in government schools.</li><li>The coaching and remedial classes are held together.</li><li>The coaching follows the syllabus of the Gurukula entrance exam that involves questions of Science, Mathematics, English, general knowledge, etc.</li><li>Gurukula coaching support has helped to address social issues such as early girl child marriages in the area and provide access to English medium residential schools free of cost.</li><li>Children from BPL families and slums where English medium schools are not available locally have benefitted from the initiative and secured a seat.</li><li>Admission to Gurukula also grants children access to diverse extracurricular activities.</li></ul>		
	Assessment and Results	<ul style="list-style-type: none"><li>Based on the base, mid, and endline assessments, there have been a class and grade wise analysis for English, Telugu, and Maths (See graphs below)</li><li>For 2<sup>nd</sup> standard Maths, there was a 40% increase in students getting an A+ grade.</li><li>For 3<sup>rd</sup> standard Telugu and Maths, there was a 90% increase in students getting A or an A+ grade.</li><li>In 2022-23, 316 students appeared for the Gurukula entrance exam across 4 locations. 166 (53%) students secured an admission.</li><li>In 2023-24, 303 4<sup>th</sup> grade students appeared for the Gurukula entrance exam for enrolment in 5<sup>th</sup> grade.</li></ul>		
2	<b>Teach for India Fellow support</b>	<table><tr><td>Classroom composition</td><td><ul style="list-style-type: none"><li>TFI fellows support the primary grade students enrolled at Natco supported government schools. The fellows work with homogeneous as well as heterogeneous classrooms.</li><li>For heterogeneous classroom settings such as GPS Rajiv Gandhi Nagar, multigrade classrooms include students from classes 1-5.</li><li>Post school classes and grouping method are leveraged for such classrooms based on students' rigour.</li><li>One fellow oversaw one multigrade classroom of ~30 students.</li><li>The greater involvement of the TFI fellow has ensured a decrease in absenteeism in GPS Rajiv Gandhi Nagar to 1%</li><li>Lower rigour students and higher rigour students are paired for peer learning. The fellows have noted higher flexibility for reading fluency as compared to mathematics in terms of teaching a multigrade setting.</li></ul></td></tr></table>	Classroom composition	<ul style="list-style-type: none"><li>TFI fellows support the primary grade students enrolled at Natco supported government schools. The fellows work with homogeneous as well as heterogeneous classrooms.</li><li>For heterogeneous classroom settings such as GPS Rajiv Gandhi Nagar, multigrade classrooms include students from classes 1-5.</li><li>Post school classes and grouping method are leveraged for such classrooms based on students' rigour.</li><li>One fellow oversaw one multigrade classroom of ~30 students.</li><li>The greater involvement of the TFI fellow has ensured a decrease in absenteeism in GPS Rajiv Gandhi Nagar to 1%</li><li>Lower rigour students and higher rigour students are paired for peer learning. The fellows have noted higher flexibility for reading fluency as compared to mathematics in terms of teaching a multigrade setting.</li></ul>
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		<ul style="list-style-type: none"> <li>• Basis interaction with fellows, majority of residents is proximity to GPS Rajiv Gandhi Nagar are migrant workers. Hence, erratic enrolments, frequent dropouts, and absenteeism are the key challenges faced.</li> </ul>
	Teaching methodology and learning materials	<ul style="list-style-type: none"> <li>• The fellows undertake culture planning for the classroom wherein they set class values, classroom norms, routines and procedures.</li> <li>• The Leadership in Training is a metric for fellows that is based on parameters to connect, envision, plan, execute, and reflect in the classroom over a period of two years.</li> <li>• Fellows include subject wise classes as per timetables and incorporate class participation through questions, group activities, quizzes, dictations, etc.</li> <li>• Basis field interactions, students were able to recollect the plot, main characters, and resolution of the chapter taught.</li> </ul>
	Assessment and Results	<ul style="list-style-type: none"> <li>• Beginning of Year assessments are conducted in August-end to map the current position of the students. Accordingly, goals are set for Middle-of-year (conducted in September-end) and End-of-year (conducted in March-end) goals are set.</li> <li>• Slip tests are undertaken post lesson-completion to understand students' chapter-wise comprehension and learning levels.</li> <li>• Students Vision Scale is used, under which the social and emotional learning progress, and leadership of students for learning is tracked. Parameters under the same include "leading self," "leading others", and "leading India". The aim of the scale is to enable students to situate themselves in the socio-economic context in their surroundings.</li> <li>• In the Academic Year 2022-23, it had been noted that 50% of Natco-supported Students have shown an improvement in Reading Comprehension (RC) in the End of the Year assessments. 49% students on an average are currently reading at grade level or one level below grade level.</li> <li>• ~40% of Natco-supported students have scored &gt;60% in the End of the year Math assessments, and ~ 22% of the on an average are scoring less than the 34% (passing score), which reduced from 55% of kids in Middle of the Year assessment.</li> </ul>
3	<b>Infrastructure support</b>	<ul style="list-style-type: none"> <li>• Zila Parishad High School, Indiranagar has received significant inputs in terms of building expansion through construction of 10 classrooms and inner quadrangle with a shed. Boundary and fencing support, 5 toilets each for girls and boys, kitchen and storeroom for mid-day meals, RO water facility with continuous supply during school hours with a capacity of 1000 litres/day, science and computer labs have been set up. Solar panel of 5kW capacity, 12 CCTV cameras for surveillance, and public address system have been installed. Washrooms have attendants who look after maintenance and hygiene, and present during school hours to ensure cleanliness, especially post lunch break and dismissal.</li> <li>• The Natco Government High School Borabanda entails 30 classrooms, store for mid-day meals, science lab, library room comprising of ~2,000 books, and a computer lab. The purifier systems are available and attached to taps for dispensing water. 6 washrooms are available, 3 each for boys and girls.</li> <li>• Natco provided infrastructural support to the Zila Parishad High School (ZPHS) in Kothur through construction of 15 rooms (12 classrooms, and 3 staff rooms), toilets (10 for girls, and 6 for boys), dining hall, kitchen room,</li> </ul>

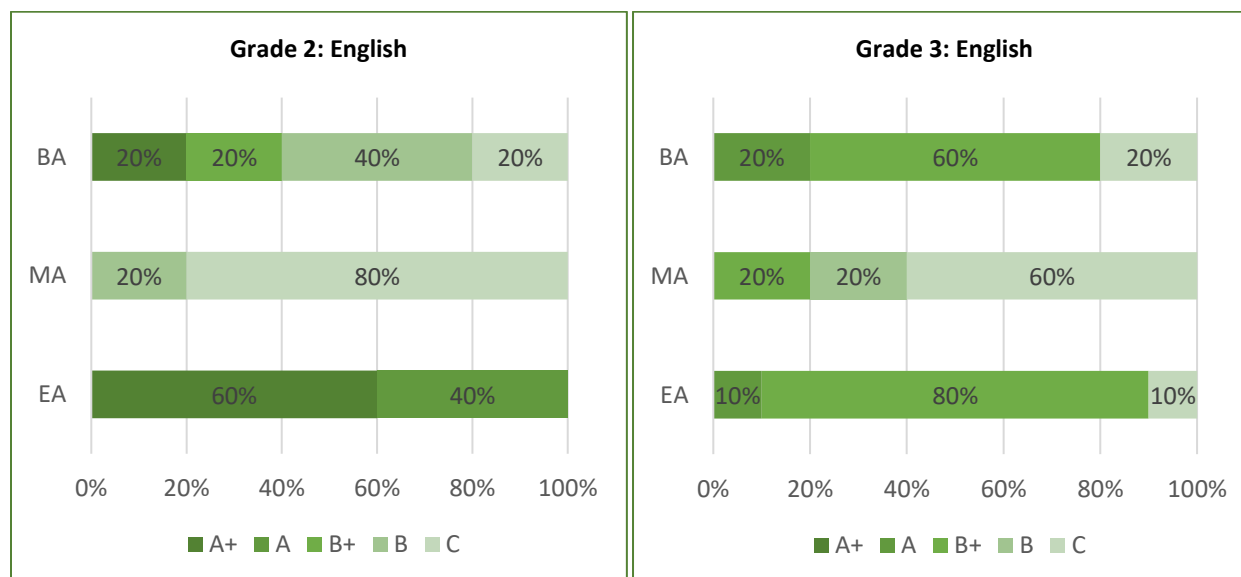
laboratories (science lab, computer lab, and arts room); installation of CCTV cameras, provision of desks, installation of RO water facility etc.

- For other government schools, infrastructural support is provided in varied capacities in the form of Teaching Learning Material (TLM), benches, construction activities, etc.
- As observed on the field, Natco has contributed to supporting MPPS Jalthanda with benches in the classrooms, play tools, TLM, boards, and slates. MPPS Nellikal is also supported with TLM.
- MPPS SPL PT Paruru in Guntur has received support in various areas such as student benches, TLM, Teaching Volunteer services, construction of boundary wall, flooring, walking path in the school premises, civil work, and construction of 5 toilets.
- As per teachers' accounts, it was found that there is a need for improvements in the infrastructure such as laboratory equipment, geometric boxes, maps, playground maintenance, etc.

### Coverage Snapshot for government schools<sup>53</sup>

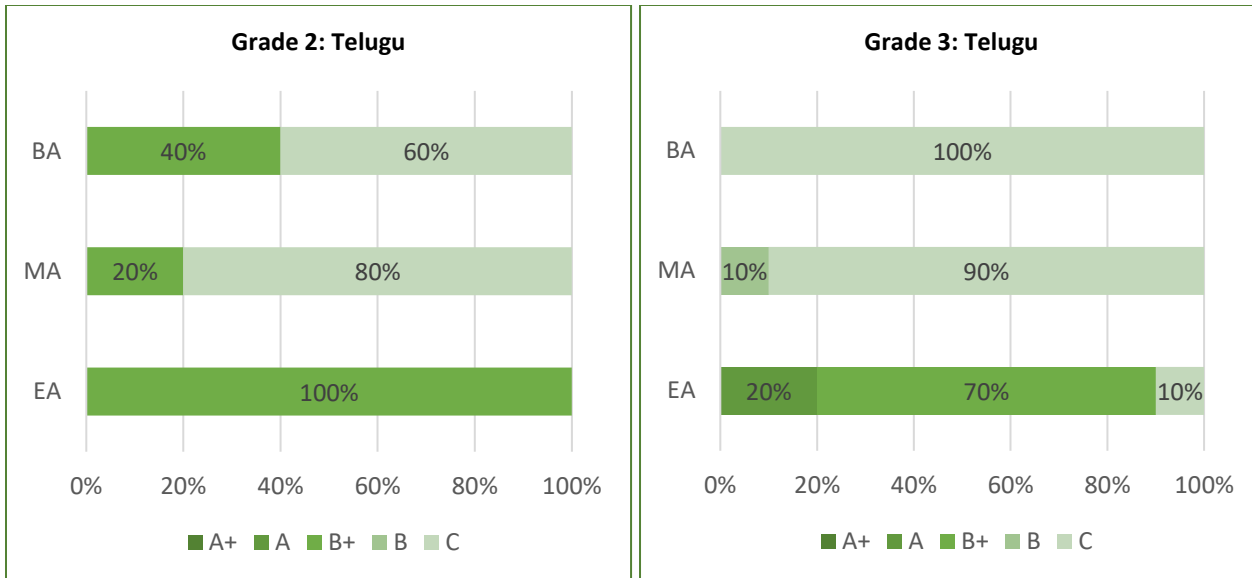
The following representations encapsulate learning outcomes noted by TFI fellows, year-on-year enrolment across Natco supported government schools, and outcomes of Gurukula intervention. The aim is to capture the reach of the infrastructural support being availed by the students.

**Baseline (BA), midline (MA), and endline (EA) assessments of grades 2 and 3 conducted by TFI fellows for subjects (English, Telugu, and Mathematics) at GPS Rajeev Gandhi Nagar**

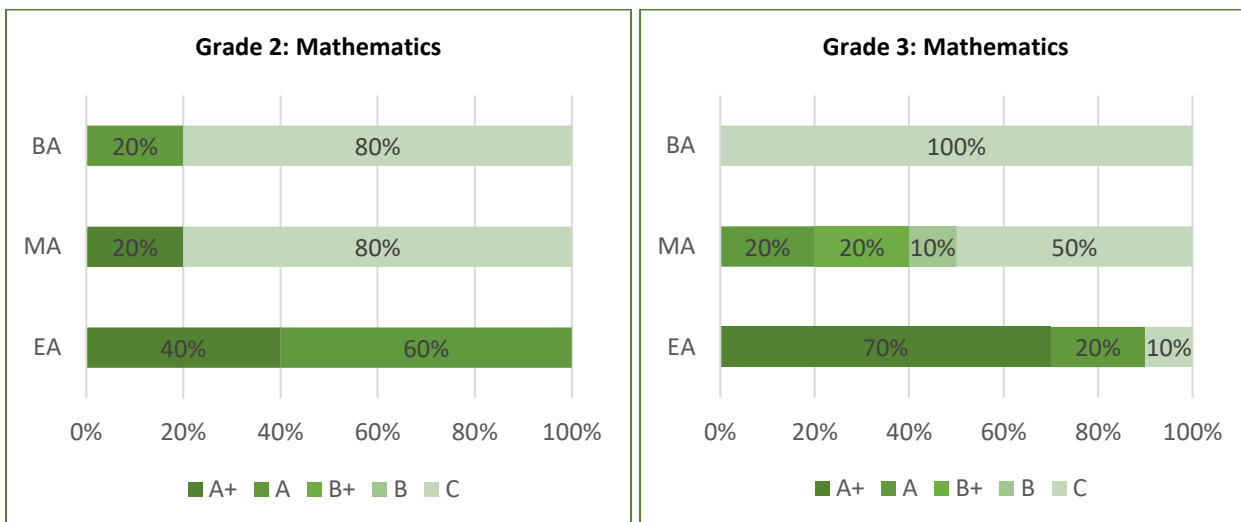


For English, grade 2 had 20% and 40% of the class with “C” and “B” respectively during the baseline assessment. However, the class performed at “A+” and “A” by the endline assessment. Similarly, with respect to the baseline and endline for grade 3, there is an increase of 20% in terms of the students scoring “B+” and a 10% drop in the students scoring “C”.

<sup>53</sup> As per data shared by Natco Trust



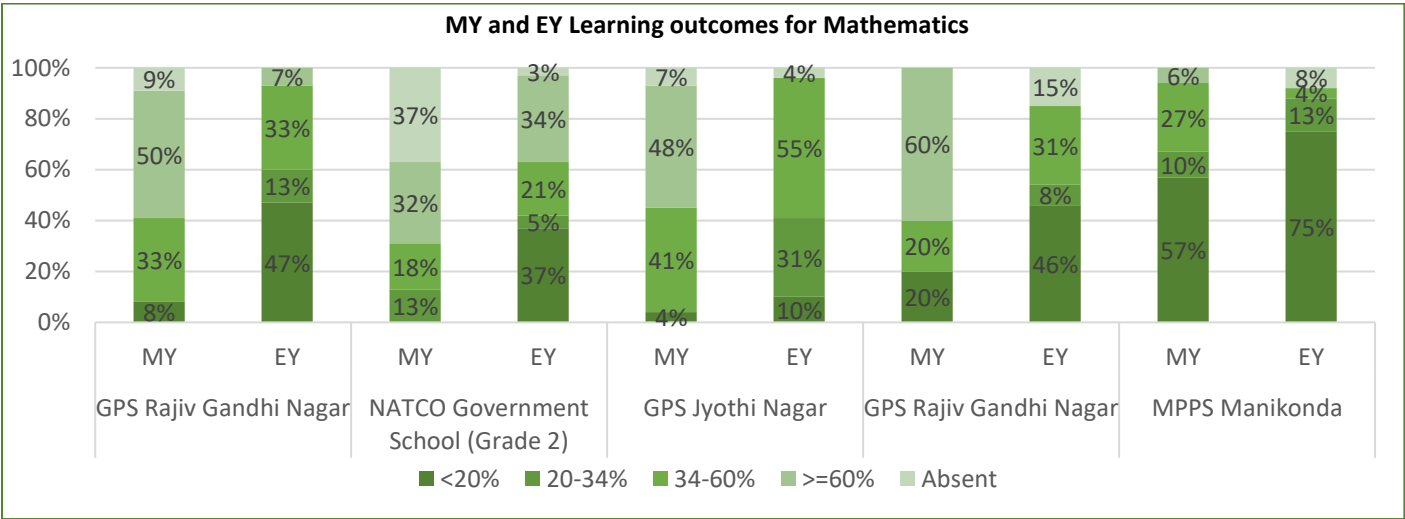
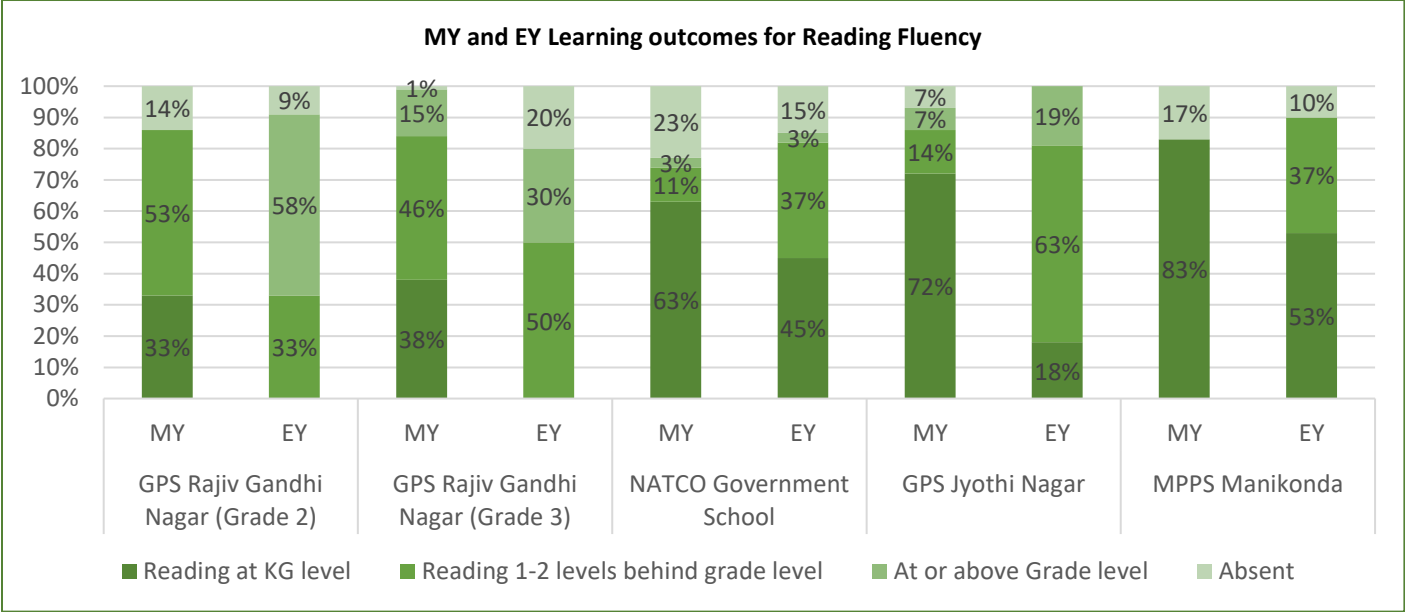
Students' performance in Telugu has undergone significant improvement. For grade 2, 60% of the class scored "C" which improved to 100% of the class performing at "B+". Similarly, for Grade 3, 100% of the class scored "C" during the baseline assessment, which dropped to 10% during the endline assessment. Additionally, 90% of the class scored "B" and above.



Improvement in students' performance in Mathematics was noted for grades 2 and 3. For grade 2, 80% students scored "C" during the baseline assessment and only 20% of the students scored "A". However, by the endline assessments, 100% of the class performed at "A" and above. A similar observation was noted for Grade 3. 100% of the class scored "C" during the baseline assessment, which reduced to 10% during the endline assessment. Further, 90% of the class performed at "A" and above.

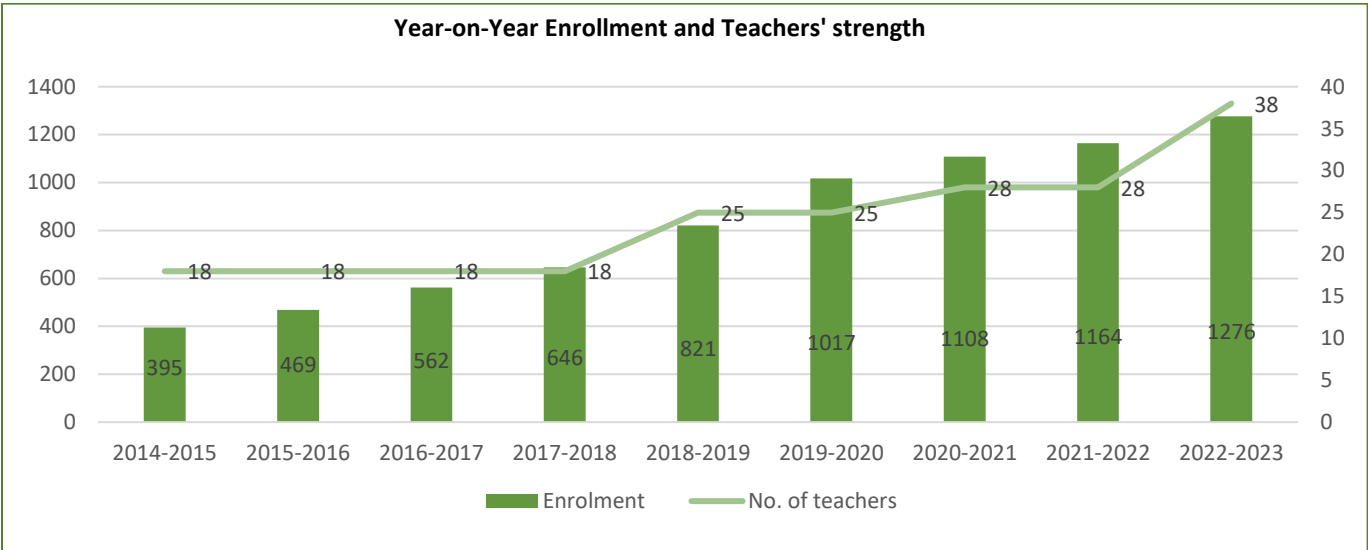


**Middle of the Year (MY) and End of the Year (EY) learning outcomes as per TFI fellows across 5 schools for Reading Fluency and Mathematics in AY 2022-23:**



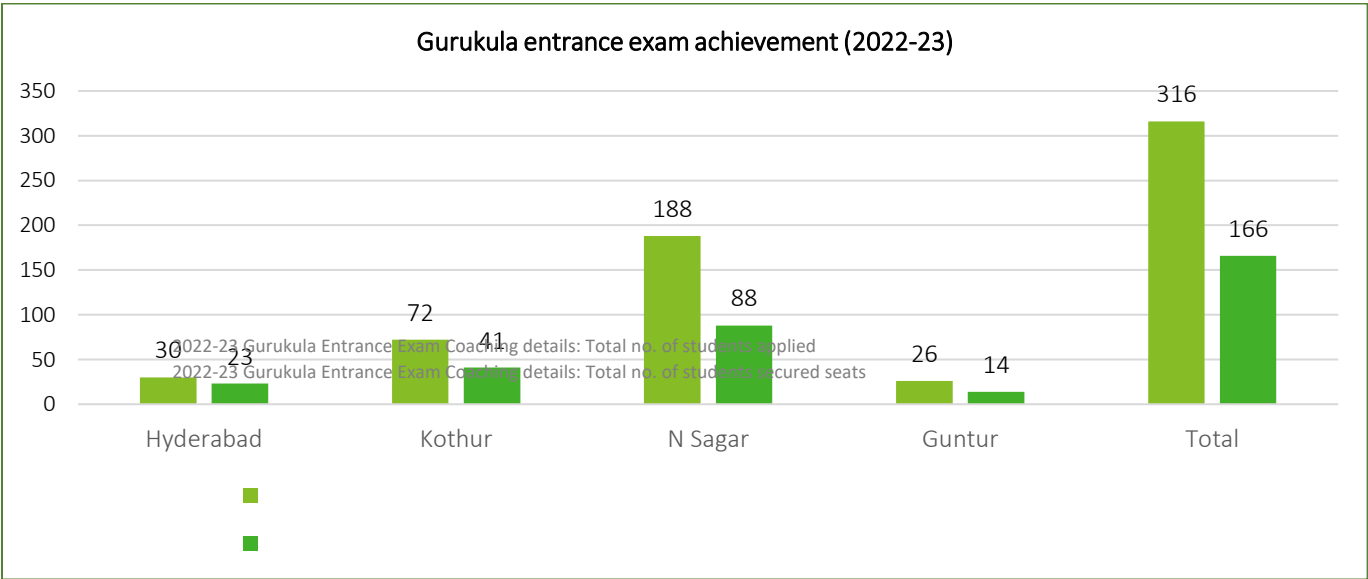
In terms of reading fluency and mathematics, an overall performance improvement in terms of students’ grade point along with a reduction in terms of students’ absenteeism GPS Rajiv Gandhi Nagar. Percentage of absenteeism ranged from 1% to 23% across the four schools, with the lowest being in GPS Rajiv Gandhi Nagar (1%). Basis field visit, the cause of low absenteeism was TFI fellows’ engagement with the parents through weekly home visits and resulting rise in parental involvement.

**Year-on-year enrollment and teachers' strength at ZPHS Indiranagar:**



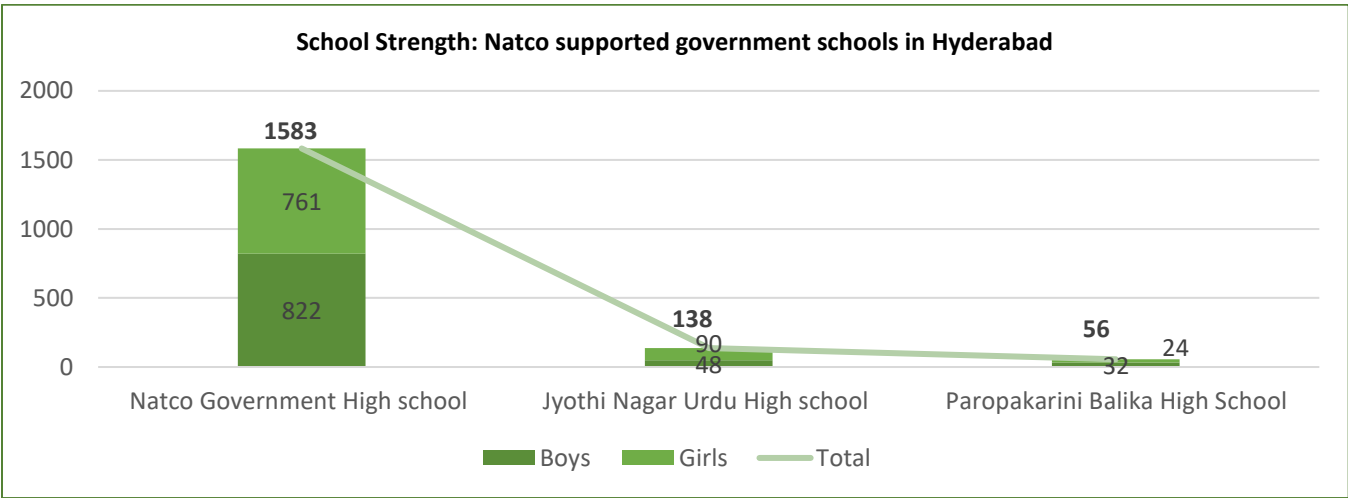
The year-on-year enrollment at ZPHS Indiranagar indicates towards the increase in school strength. A notable change is visible post 2017 which coincides with the infrastructural support provided in terms of inner quadrangle and classroom spaces to accommodate students. Additionally, the increase in students' enrollment is proportional to the increase in the number of teachers recruited, with increase in hiring in 2021. Thereby, maintaining consistent student-teacher ratio.

**Gurukula entrance exam achievement in year 2022-23:**



Across Hyderabad, Kothur, Nagarjuna Sagar and Guntur, 316 students appeared for the Gurukula entrance exam. 116 (52.5%) of the total students secured admission in Gurukula. In Hyderabad, 23 (76.7%) of the 30 students that appeared for the exam secured admission. In Kothur, 41 of 72 students (56.9%), in Nagarjuna Sagar 88 of the 188 (46.8%), and in Guntur, 14 of the 26 (53.8%) secured admission.

**Enrollment at Natco supported government high schools in Hyderabad:**



Highest enrolment has been observed at NGHS Hyderabad. The high enrolment can be attributed to the location of the school i.e., Borabanda, one of the largest slum areas in Hyderabad comprising of migrant labourers. Owing to high population in proximity, the school receives high number of applicants. The gender-wise split of enrolment indicate towards the presence of over 40% female students. Further, Jyothi Nagar Urdu High School notes an enrolment of 65% female students.

**School and Friendships**



Nitin and Vinay are 4<sup>th</sup> grade students at the MPPS Jalthanda school in Nalgonda. They are good friends and like attending school. Avid readers, they enjoy the reading time they have during English and Telugu classes.

The teaching learning material (TLM) provided by the Natco Trust aid them in understanding math problems and visualizing language.

They love their school and find their teacher and HM very approachable. Natco Trust has also supported the school with furniture and benches and students are able to sit comfortably during classes.



“I am proud to be the head girl of the school and to have the support of my friends and teachers. The teachers at the school are very understanding and helpful and ensure that we fully engage in class. I have various responsibilities including taking the DSE-FRS face recognition attendance for my class. I am from a humble background and am working hard to be able to pursue a lucrative career in the field of commerce in the future.”

10<sup>th</sup> and head girl at the Natco Government High School Borabanda, Hyderabad

## Scenes from the field



Interactions with parents of students receiving tuition and Gurukula coaching support.



Interaction with parent of students receiving Gurukula coaching support.



"We've resided in this locality for the past 20 years. Both my daughters have studied at this school. It brings me immense joy when my children tell me about what all they learnt after returning from school. My elder daughter wants to become a lawyer and my younger daughter wants to become a doctor. With Natco Trust's Gurukula coaching support, they are now one step closer to achieving their dreams."

- P. Venkatesh, parent of students receiving tuition and Gurukula coaching support



Notebooks provided by the IP to students in MPPS Jalthanda School

### Hard work for a bright future



"We like that we can learn at our own pace and our doubts are always welcome. We never have to hesitate to ask any question from sir."

D. Tanuja and J. Meenu are 4<sup>th</sup> grade students receiving Gurukula coaching at the MPPS Nellikal school. They are taught by Mr. Laxman, a Natco-supported Teaching Volunteer. With the help of the coaching, Tanuja and Meenu have improved significantly in Maths. They feel more confident about taking the Gurukula entrance examination. Both the girls hail from a humble background and hope to fulfill their dreams of higher education through Natco Trust's and the government's support.

## 5.4. Natco High School (NHS) and Natco School of Learning (NSL)

As part of their education initiatives, Natco Trust has established the Natco High School (NHS) in Rangapur village, Ranga Reddy district and Natco School of Learning (NSL) at Gollamudipadu village, Guntur district.

These are independent ventures supported by Natco Trust to contribute to the education sector. NHS and NSL, affiliated to CBSE, aim to make a comprehensive English-medium curriculum accessible to students in rural areas. The school is equipped with trained teaching staff, efficient administration, and infrastructure for experiential learning and extra-curricular activities.

S. No.	Theme	Natco High School (NHS)	Natco School of Learning (NSL)
1	<b>Classroom and practical learning</b>	<ul style="list-style-type: none"> <li>The Natco High School in Rangapur village of Ranga Reddy is affiliated to the Central Board of Secondary Education (CBSE). The NCERT curriculum is followed at the school.</li> <li>In FY 2022-23, there were 911 students in the school, 468 (51%) boys and 443 (49%) girls.</li> <li>English, Telugu, Hindi, Maths, Science, EVS, and Social Studies are the main subjects that are taught. Science and SST and taught only to students in grade 6<sup>th</sup> and above.</li> <li>Students also have classes for computer skills.</li> <li>During field interactions, the students reported that their teachers are regular in conducting classes and incorporate learning methods such as group discussions, projects, and online learning.</li> <li>The school encourages experiential learning and focuses on 21<sup>st</sup> century skills.</li> <li>Digital learning is promoted through platforms such as CSpathshala, Khan Academy, and PractWorks</li> <li>Experiential learning is supported through platforms such as Agastya International Foundation and ThinkTac.</li> <li>English proficiency is promoted through Hippocampus Learning Centre's English Star Phonics program.</li> <li>Activity based learning is supported to increase curiosity and motivation to learn. This is done through laboratory access, field visits, class activities, role plays, etc.</li> </ul>	<ul style="list-style-type: none"> <li>The Natco School of learning is affiliated to the Central Board of Secondary Education (CBSE). Hence NCERT curriculum is prescribed as the course material.</li> <li>In 2022-23, there were 472 students in the school, 261 (55%) boys and 211 (45%) girls.</li> <li>There is an emphasis on "experiential learning" hence hands-on learning is rendered through practical experiments, demonstrations, use of models and maps.</li> <li>To emphasize experiential learning, field trips are organised by the faculty members to enable learning through environmental components.</li> <li>Basis field interactions, farms, fire stations and bird sanctuaries were mentioned as some of the locations for field visits.</li> <li>Students are also encouraged to showcase their creativity and are involved in projects such as model making, activity-based homework tasks, etc.</li> <li>The Head of the Department (HoD) undertakes the responsibility of dividing the syllabi into clusters of chapters on a term-wise basis.</li> <li>Digital learning is promoted amongst all grades. The students have one class per week allocated for computer labs.</li> <li>To promote greater understanding of scientific concepts, separate labs for Physics and Chemistry; and Biology have been constituted.</li> <li>Students undertake practical experiments and attend demonstration</li> </ul>



	<ul style="list-style-type: none"> <li>• 100% of the 24 students that were interacted with during the field visits reported that they feel comfortable clarifying their doubts with the teacher.</li> <li>• Some of the examples of projects that were mentioned include school model making, hut model making, monuments, projects on famous personalities, prominent rivers, etc.</li> <li>• Science experiments included leaf vein experiment, protein test, pinhole camera, electromagnets, battery and electricity demonstration, and heat conductors.</li> </ul>	<p>basis the chapter and section mentioned in the lesson plan.</p> <ul style="list-style-type: none"> <li>• All activities are conducted under the supervision of the teachers.</li> <li>• Basis field interaction, students mentioned experiments related to magnetism, oxidation, and direct combination reaction, etc.</li> <li>• The students expressed that such exposure has been helpful in grasping complex concepts and it helps them to remember the information for longer periods</li> </ul>
<b>Training of teachers</b>	<ul style="list-style-type: none"> <li>• The teachers receive 1-2 trainings every month.</li> <li>• The topics of these trainings include New Education Policy (NEP), gender diversity and sensitivity, learning outcomes, like skills, 21<sup>st</sup> century skills, and other subject-specific topics.</li> <li>• Department wise meetings with the subject teachers and HoD are conducted on a weekly basis.</li> <li>• HoD reviews and provide feedback on lesson plans and question banks created by the teachers.</li> <li>• Townhall meetings are conducted by the school for parents and teachers on a yearly basis.</li> </ul>	<ul style="list-style-type: none"> <li>• Teachers receive pre-service training and in-service training of 7-10 days in May and 3-4 days during October-January respectively.</li> <li>• Department wise meetings including the subject teachers and HoD are conducted on a fortnightly basis.</li> <li>• The HoD for each subject undertakes session observation followed by a standard feedback process on a monthly basis that is shared with the teacher.</li> <li>• The HoD reviews the lesson plans and notebooks to observe the progress in each class, and provides question papers, and question banks to support the faculty.</li> </ul>
<b>Assessments</b>	<ul style="list-style-type: none"> <li>• After each chapter is completed, an internal assessment is conducted.</li> <li>• Every August, October, and January, periodic tests, or formative assessments (FAs) are conducted of 40 marks each for 6<sup>th</sup> to 10<sup>th</sup> students.</li> <li>• FAs are of 25 marks each for 1<sup>st</sup> to 5<sup>th</sup> students. 5 marks on these tests are based on the students' performance in the internal assessments.</li> <li>• 2 summative assessments (SAs) are conducted in an academic year, of 80 marks each for 6<sup>th</sup> to 10<sup>th</sup> students. SAs are of 50 marks each for 1<sup>st</sup> to 5<sup>th</sup> students.</li> </ul>	<ul style="list-style-type: none"> <li>• Internal assessments include Periodic Assessments are conducted internally in August, October, and January of 30 marks each. Final Assessments constituting 80 marks are conducted in March.</li> <li>• The students are additionally marked on class participation, projects, and notebooks maintained.</li> <li>• Slip tests are conducted by the subject teachers after every lesson to assess students' recollection and revision.</li> <li>• LKG and UKG students have 2 Periodic assessments of 25 marks each, followed by a Final Assessment of 50 marks.</li> </ul>

<b>Extracurricular activities</b>	<ul style="list-style-type: none"> <li>• Library access is for all students and the school aims to inculcate reading-habits in the children.</li> <li>• While there is no fixed library hour, teachers can take students to the library or curate a 'class library' for each separate class based on the students' comprehension levels.</li> <li>• Students have fixed classes in the timetable scheduled for learning computers, sports, and arts, every week.</li> <li>• Extra-curricular activities are encouraged. There are several activity clubs that children can participate in- Digital Journalism, Coding, Cooking, Sports, and Aikyam (for identifying solutions for societal issues).</li> <li>• The students are guided in fireless cooking, creating animations, playing games like kho-kho, volleyball, and chess, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• The students have 1 library class and 1 physical education class for each class.</li> <li>• The school undertakes "no-bag Saturday" wherein students undertake activities including storytelling, art, and craft, designing, games, and stewardship and awareness generation.</li> <li>• Students are divided into Student Interest Groups (SIGs) on the basis of activities chosen. A teacher is allotted for each activity that is undertaken by students.</li> <li>• Scouts and Guides are constituted for classes 6-8, and National Cadet Corps (NCC) is constituted for grade 8<sup>th</sup> and grade 9<sup>th</sup>.</li> </ul>
<b>Infrastructure</b>	<ul style="list-style-type: none"> <li>• Transportation facility is provided to the students who may require it.</li> <li>• The school is equipped with a large playground, an engaging library, computer lab, and science lab.</li> <li>• The school is equipped with an RO water station and fire hydrant. However, there have been issues of water leakage in their pipes.</li> <li>• Solar Panels of 40kW are installed and net metering has been completed.</li> <li>• During the field visit, it was observed that the campus is not wheelchair accessible. There is no ramp or elevator, and the ground is filled with gravel which makes it difficult to manoeuvre a wheelchair.</li> </ul>	<ul style="list-style-type: none"> <li>• There are currently 42 computers in the school computer with a student-to-system ratio of 1:1.</li> <li>• The library has 6,771 books which are replaced on a yearly basis.</li> <li>• The school has 2 labs: 1 lab is dedicated to experiments for Physics and Chemistry; 1 lab is dedicated to experiments for Biology.</li> <li>• 55 and 50 lavatories are present in the school for boys and girls respectively.</li> <li>• An RO plant of 5,000 litres/day capacity has been installed. 20 taps have been installed for dispensing water.</li> <li>• 30 cameras have been installed; the monitoring system is located at the Principal's Office.</li> <li>• Solar Panels of 40kW are installed. The structure was installed in 2019 and net metering has been completed.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• The school has a School Correspondent along with a School Principal</li> <li>• The school is equipped with 55 teachers.</li> <li>• There is a School Management Committee (SMC) that includes the</li> </ul>	<ul style="list-style-type: none"> <li>• The school has an SMC of 11 members including parents, teachers, trust members, HM of government schools, and academicians.</li> <li>• The SMC meetings occur 4-5 times in an academic year (AY) to discuss issues and concerns related to the development of</li> </ul>

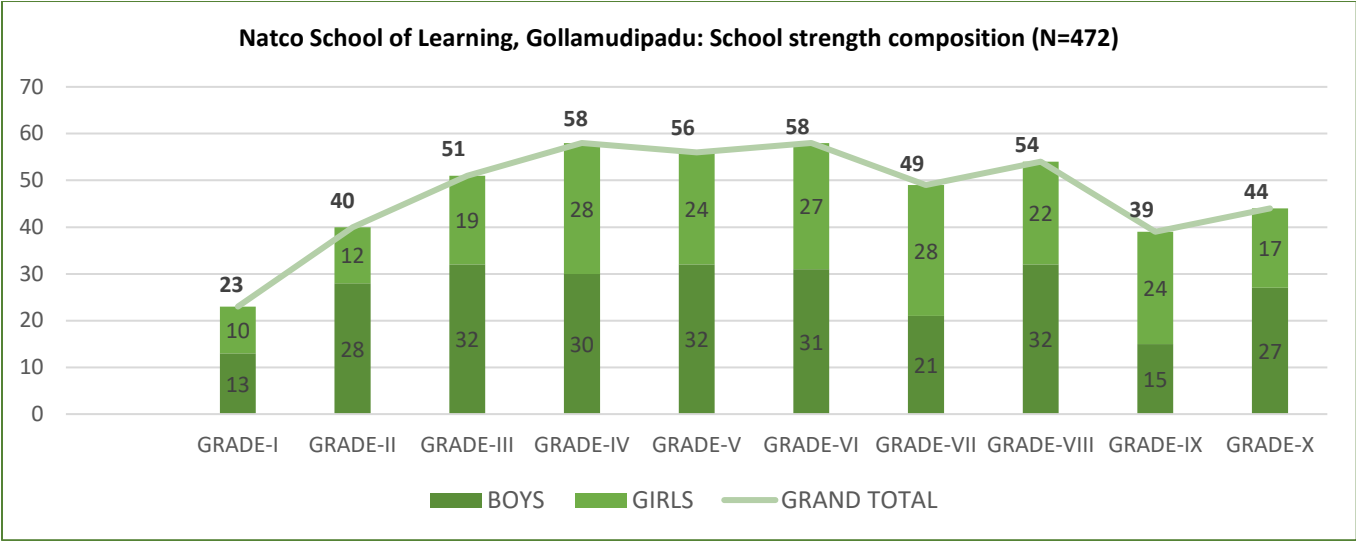
	administration, teachers, parents, and guardians of the students.	school, performance of students, co-curricular and extra-curricular activities, etc.
<b>Parental involvement</b>	<ul style="list-style-type: none"> <li>• Parent-teacher meetings (PTMs) are held ~4 times in an academic year.</li> <li>• The School Management Committee (SMC) is also known as the parent-teacher association. It facilitates greater communication between teachers and parents regarding the curriculum and the activities that students are involved in.</li> <li>• These include science fairs, cultural activities, sports, etc.</li> <li>• During the study team's field interactions, the parents expressed trust and appreciation towards the teachers and faculty.</li> </ul>	<ul style="list-style-type: none"> <li>• ~3-4 members of the School Management Committee (SMC) are parents who contribute to the meetings.</li> <li>• PTMs are conducted on a frequency of ~4 times in an Academic Year after every exam.</li> <li>• PTMs emphasize the importance of parental involvement in the students' academic journey and parents are provided updates about their child's participation in class and school level activities, and their performance in their assessments</li> </ul>
<b>Partnerships</b>	<ul style="list-style-type: none"> <li>• In FY 2022-23, the school collaborated with CIENA solutions and AIKYAM to encourage educators and students to engage in Challenge Based Learning (CBL) .</li> <li>• Currently, the school has collaborated with Hippocampus Learning Centre and is now known as the Hippocampus School<sup>54</sup>.</li> <li>• Natco Trust remains as the managing committee of the school.</li> <li>• Day to day activities and the academic curriculum are managed by Hippocampus.</li> </ul>	<ul style="list-style-type: none"> <li>• During the time of the field visit, the school has collaborated with Hippocampus Learning Centre to contribute to capacity building and teaching methodology.</li> <li>• The support is offered in terms of TLM, and pre-service and in-service training provided to teachers for orientation and capacity building.</li> <li>• A Registered Medical Practitioner (RMP) at a Primary Health Clinic (PHC) located 500-800m from the school undertakes medical support and related requirements.</li> <li>• The PHC support is leverages for giving deworming tablets to children twice a year, iron tablets to adolescent girls, and eye check-ups.</li> </ul>

<sup>54</sup> Collaboration with Hippocampus began from 1<sup>st</sup> April 2023.

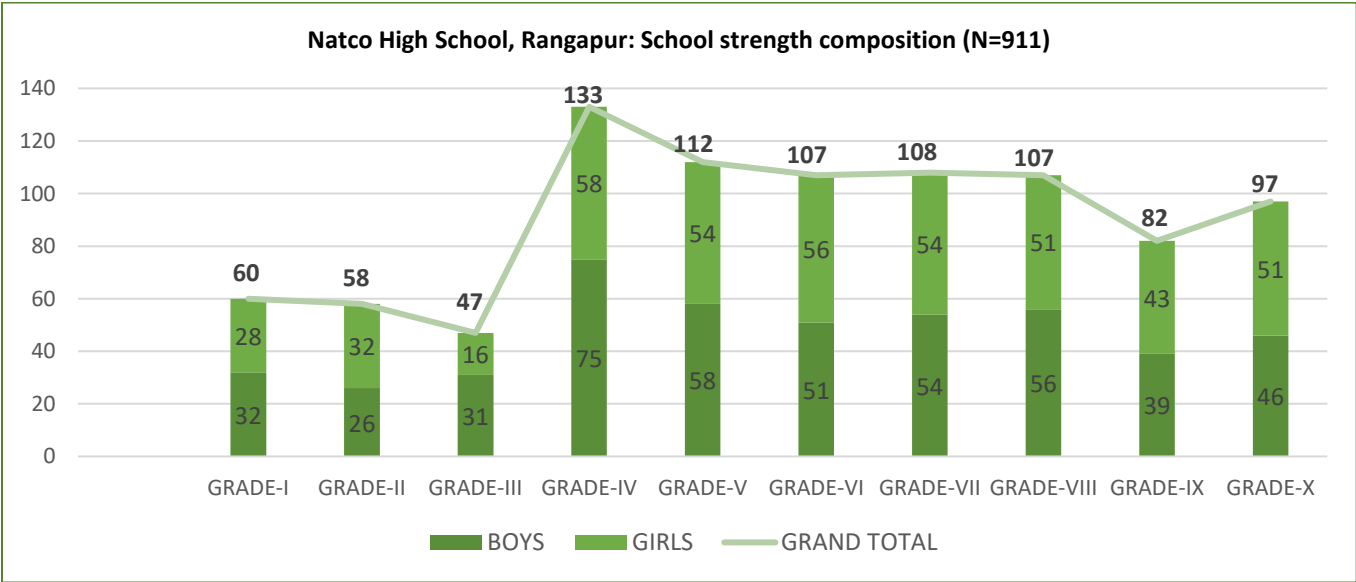
Coverage Snapshot of Natco High School (NHS) and Natco School of Learning (NSL)<sup>55</sup>

The following graphs encapsulate the demographic details of the school strength and the marks secured by the students across grades.

Enrollment at NSL, Gollamudipadu and NHS, Rangapur



The grade-wise and gender-wise composition of school strength indicates towards a stable male-female ratio, with NSL comprising of 45% female students. The highest enrollment is seen in grades 4 and 6, followed by grade 5. Further, an increase in the strength from grade 9 to 10 indicates towards higher number of students appearing for SSC examinations.

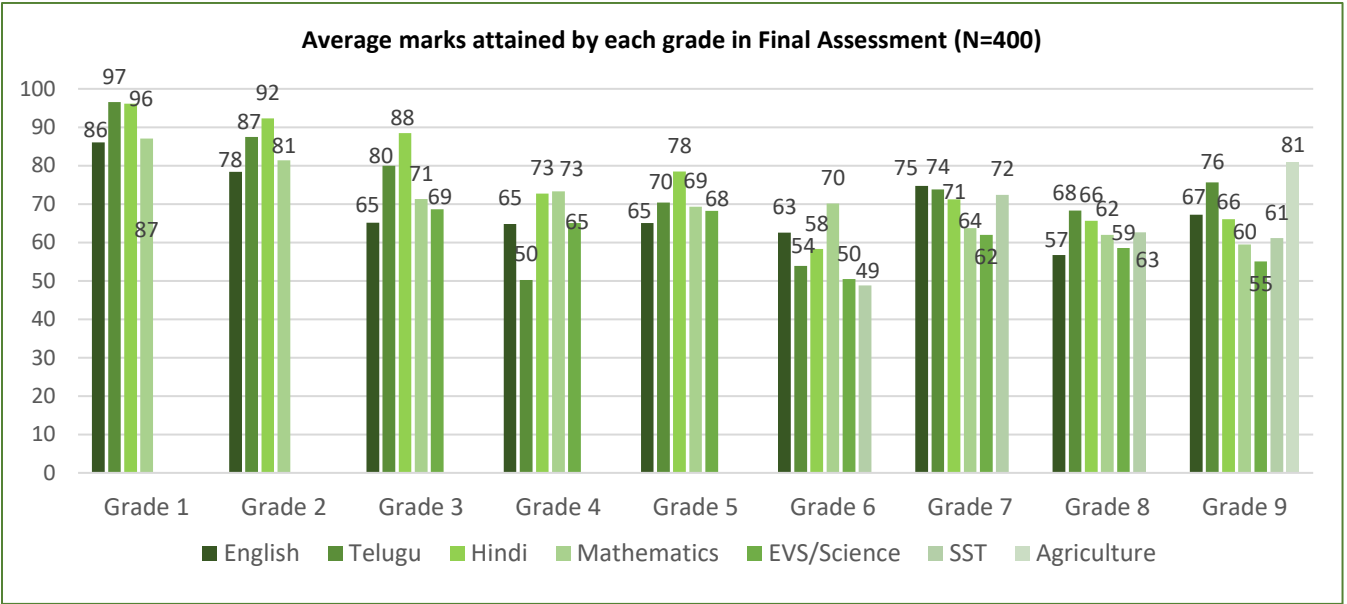


The school strength with respect to grade and gender indicates towards a ~1:1 male-female ratio, with NHS Rangapur comprising of 49% female students. The highest enrollment is seen in grades 4 and 5, followed by grade 7. Further, an

<sup>55</sup> As per data shared by Natco Trust

increase in the strength from grade 9 to 10 indicates towards an increase in the students appearing for SSC examinations. A high enrollment is seen in primary grades, especially from grade 3 to 4 marking an increase by 183%.

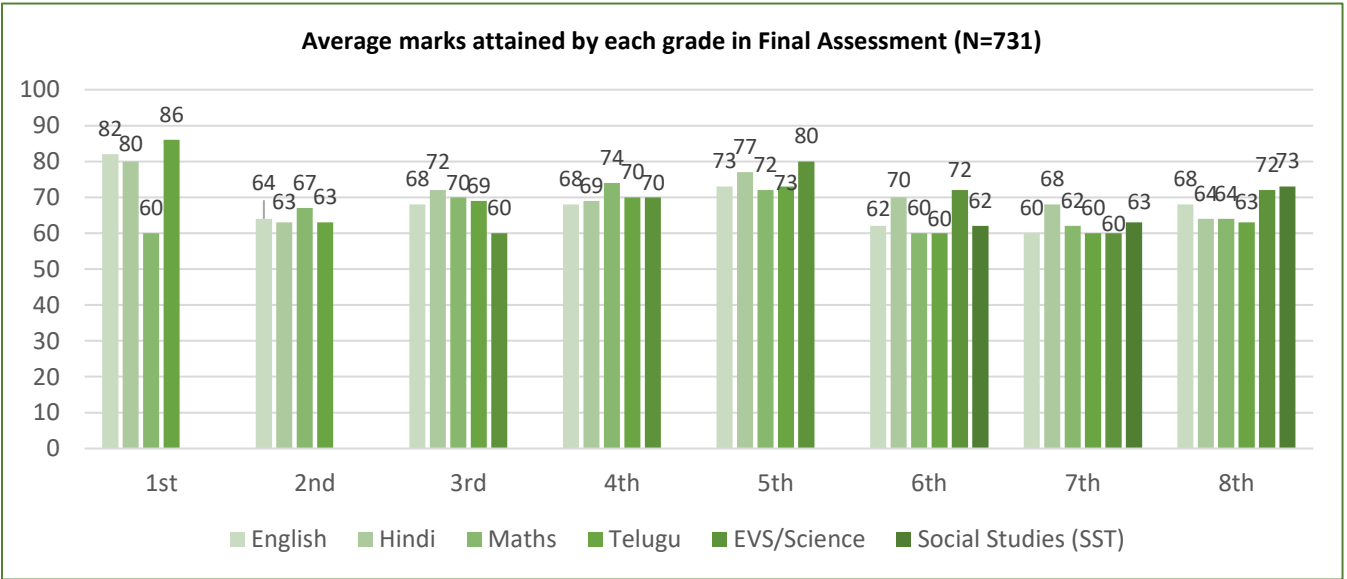
Subject and grade wise marks secured by students at NSL, Gollamudipadu



Students across all grades score above 40 marks out of 100 for all subjects. Students are introduced to EVS/Science in grade 3, followed by SST in grade 6. Agriculture is undertaken as a skill-based subject that is introduced in grade 9. As per the graph, students across grades have attained an average of 69 marks in English, 73 marks in Telugu, 77 marks in Hindi, 71 marks in Mathematics, 61 marks in EVS/Science and SST, and 81 in Agriculture.

The lowest average score was noted as 49, scored in SST by grade 6. The drop in score can be associated with the introduction of the subject in the academic year, and subsequent time for adjusting to the curriculum. It is to be noted that basis field observation, most students have an affinity towards Science as their stream of choice. However, an average score of 60 and 55 marks have been noted for grade 9 students in Mathematics and Science respectively.

Subject and grade wise marks secured by students at NHS, Rangapur





Students across all grades on an average score 60 or above marks out of 100 for all subjects. Students are introduced to EVS/Science in grade 3, followed by SST in grade 6. As depicted in the graph, students across grades have attained an average of 68 marks in English, 68 marks in Telugu, 70 marks in Hindi, 66 marks in Mathematics, 69 marks in EVS/Science and 66 marks in SST. The lowest average score was noted to be 60.

### Scenes from the field

#### Academic coordinator of Natco High School (NHS)



Mr. P Venkateshwar Rao has served as the academic coordinator of Natco High School (NHS) Rangapur. He has been part of the NHS for more than 12 years and is deeply committed to the cause of holistic learning and quality education for children.

During the interaction, he highlighted the teaching methods and curriculum, and provisions for teacher training at the school. Besides subject wise trainings, training sessions of New Education Policy 2020, gender sensitivity, life skills, 21<sup>st</sup> century skills, etc. are conducted. These trainings equip the teachers to facilitate holistic learning for the students. Students at the school are also exposed to extra-curricular opportunities.



"I am very happy with the education my children receive at the NHS because of their focus on holistic learning! My children Vidhunath and Ananya are in 7<sup>th</sup> and 3<sup>rd</sup> grade respectively and have been studying here since nursery. They enjoy coming to school because they get wholesome exposure to various activities, cultural programs, digital learning opportunities, student clubs, and the library."

- Parent, Vignesh Reddy, pictured with the school principal, Mr. P Venkateshwar Rao at Natco High School (NHS) Ranga Reddy



"NHS encouraged my children to aim high and follow their dreams!"  
- Saritha, parent of alumni of Natco High School (NHS) Ranga Reddy

Mrs Saritha is the mother of Yashwant and Pranay, two recent alumni of the school. They both attended NHS since the 1<sup>st</sup> grade till 10<sup>th</sup> grade. They had been actively engaged in extra-curricular activities during their time here. They have now gone on to pursue higher education in their fields of interest.



"I started my journey here as a student and it brings me immense joy to be here again as a teacher!"

-Ms. Chandani, alumni of Natco High School (NHS)

Ms. Chandani had been a student at NHS since kindergarten. She completed 10<sup>th</sup> grade in 2016 and went on to complete schooling and higher education. She now works at the school as a primary teacher. She has been a witness to the evolution of the school and is proud to be a student and teacher of the school.

# Stakeholder experiences

## STUDENT FEEDBACK



### Schools Visited

7 schools

- o Natco Government High School Borabanda
- o MPPS (SPL) P.T. Parru
- o Natco High School Rangapur
- o Natco School of Learning Guntur
- o MPPS Jalthanda School
- o Natco Zilla Parishad High School Kothur
- o MPPS Nellikal

### Students Giving Feedback

78 students



39 students from grades 1<sup>st</sup> to 5<sup>th</sup>

39 students from grades 6<sup>th</sup> to 10<sup>th</sup>

### Gender Ratio of Students Giving Feedback



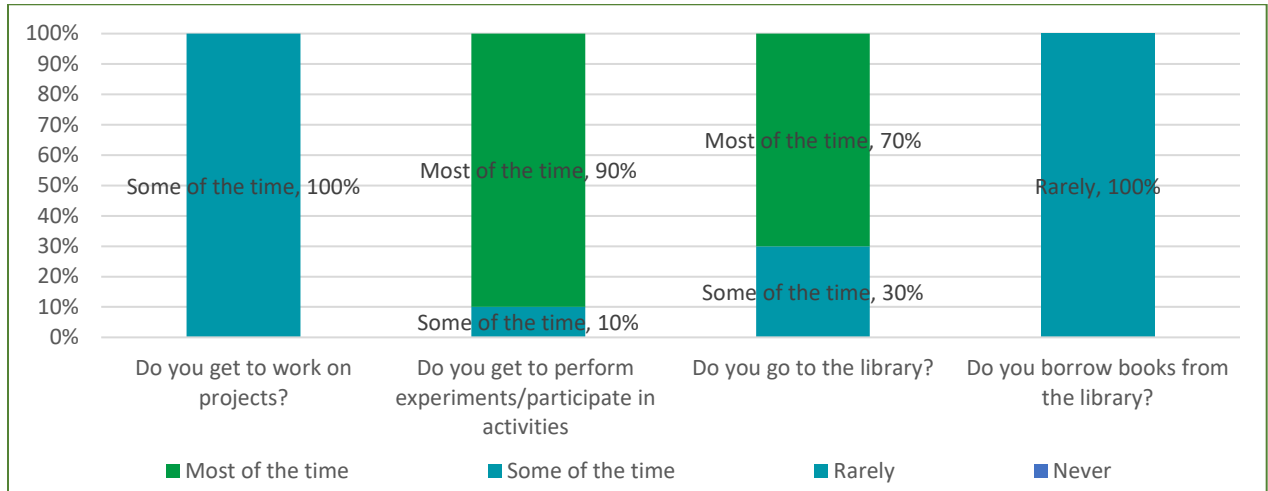
47 female students

31 male students

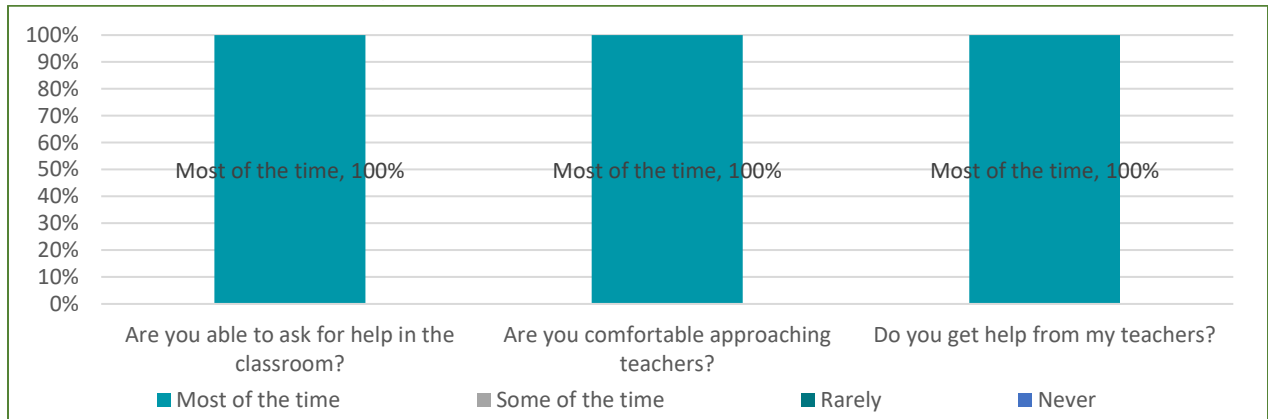


## STUDENTS' SURVEY FOR NATCO HIGH SCHOOL GRADES 1-5

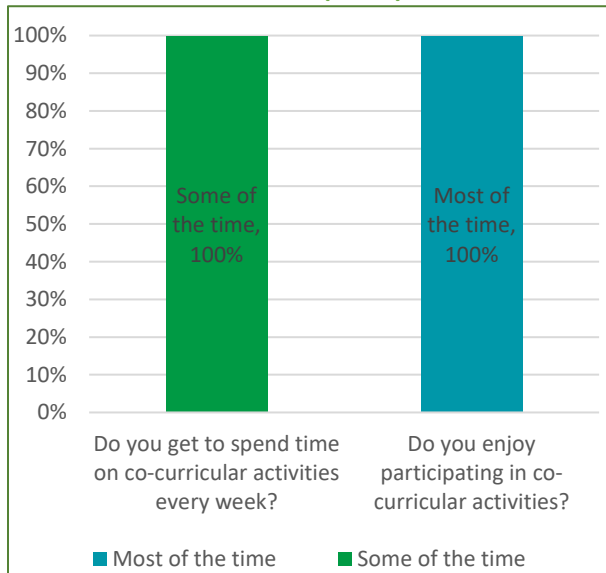
### Learning Tools (N=10)



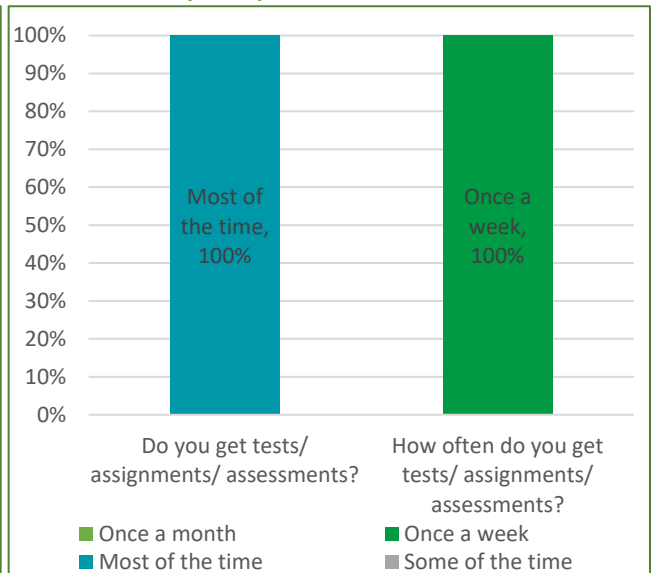
### Feedback on Teachers (N=10)



### Extra-curricular Activities (N=10)

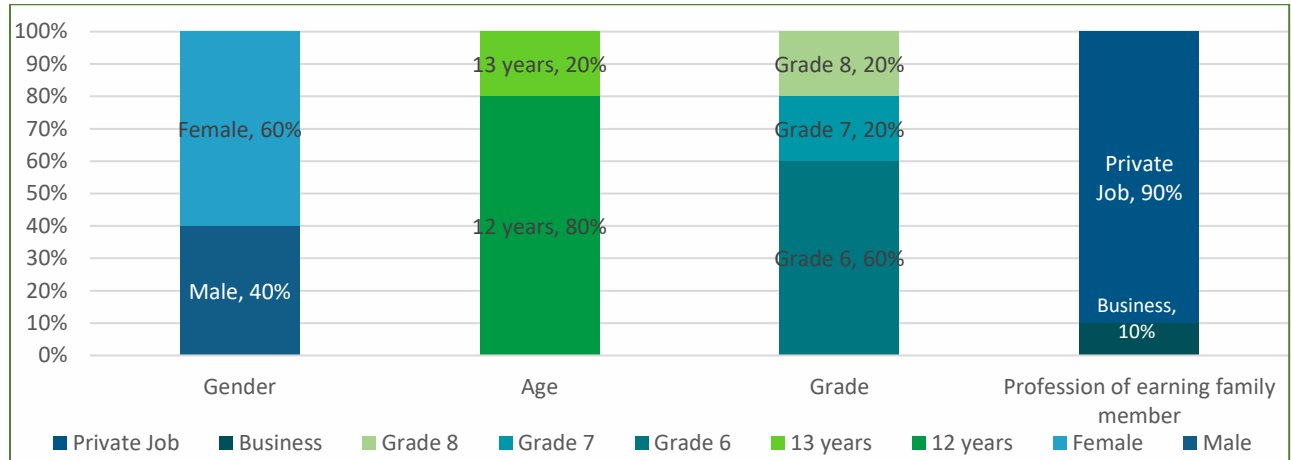


### Assessments (N=10)

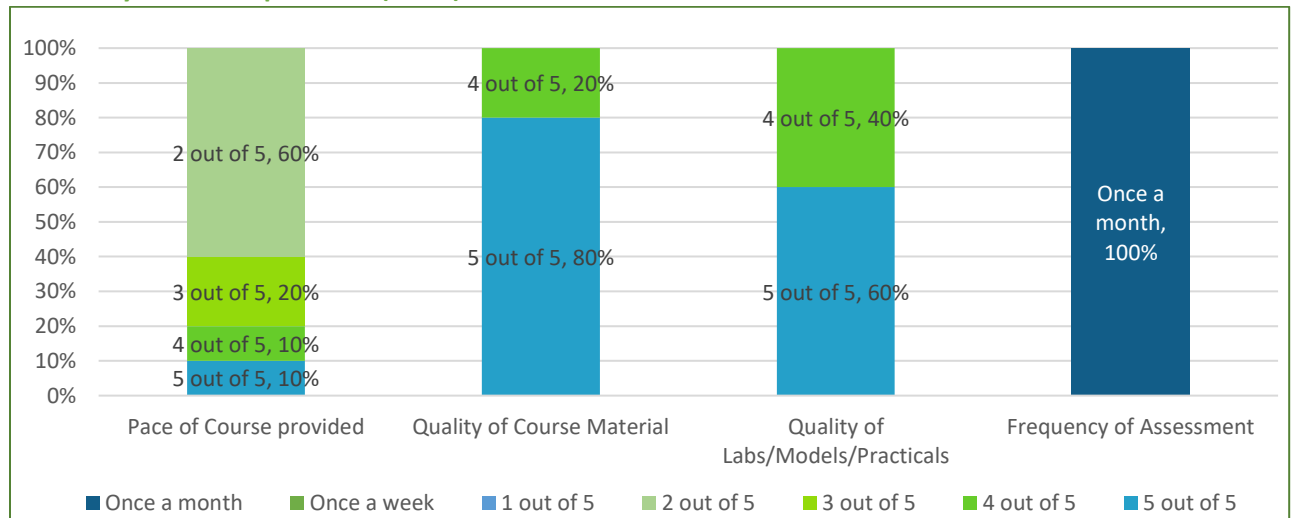


## STUDENTS' SURVEY FOR NATCO HIGH SCHOOL GRADES 6-10

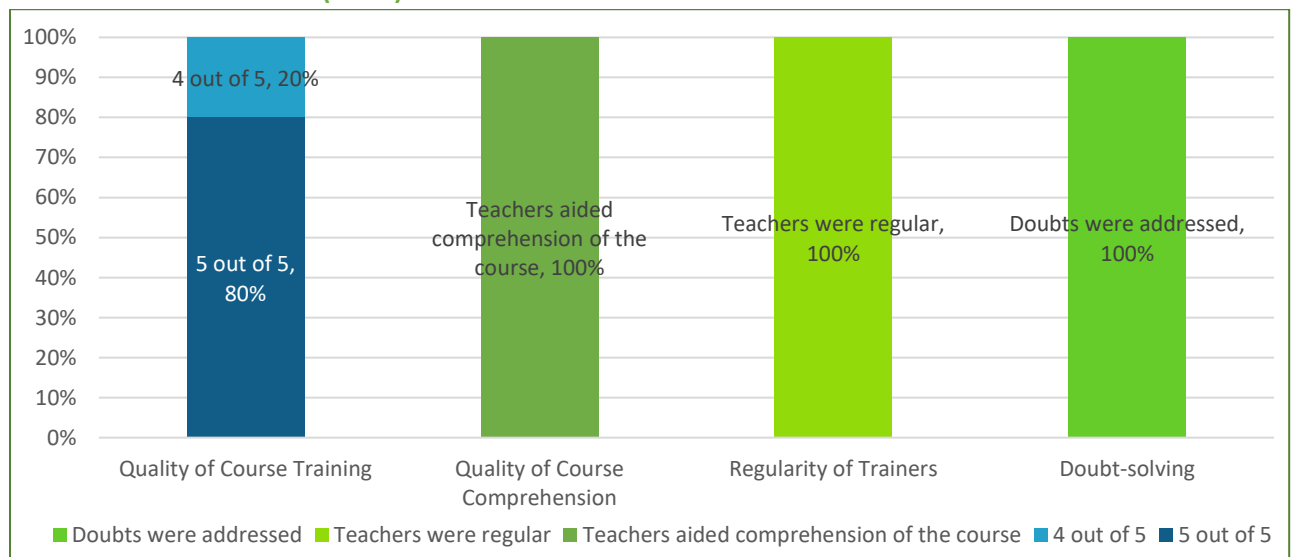
### Profile of Beneficiaries (N=10)



### Quality of Course provided (N=10)

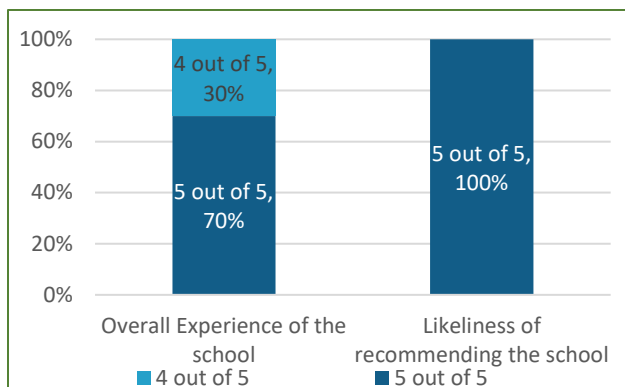


### Feedback on Teachers (N=10)

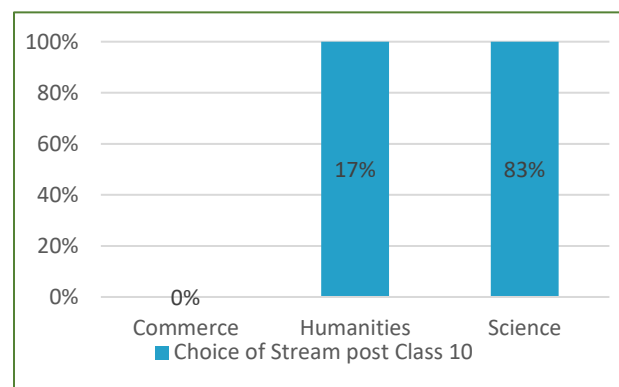




### Students' Experience (N=10)



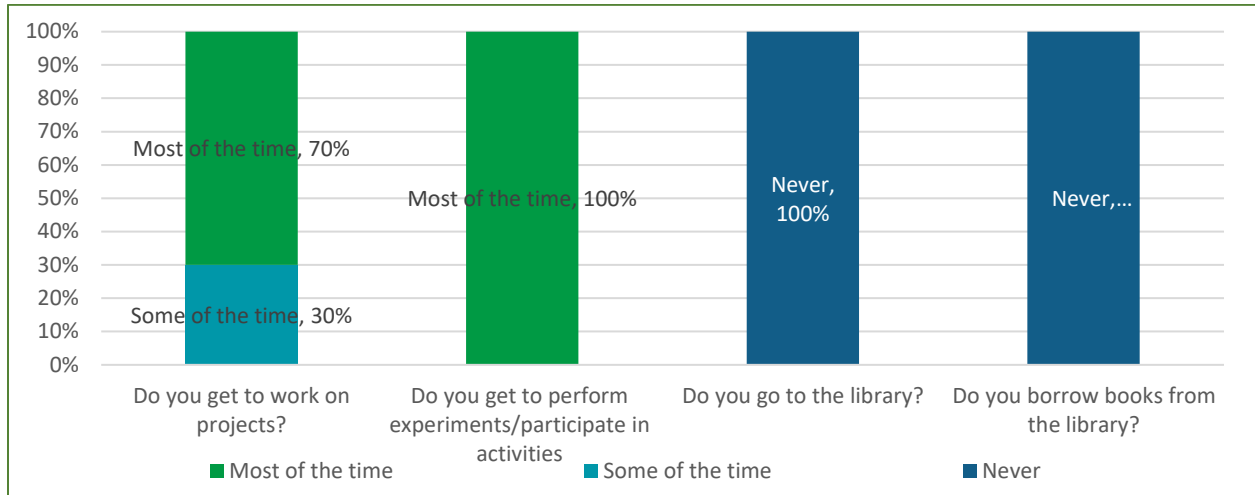
### Future Aspirations (N=6)



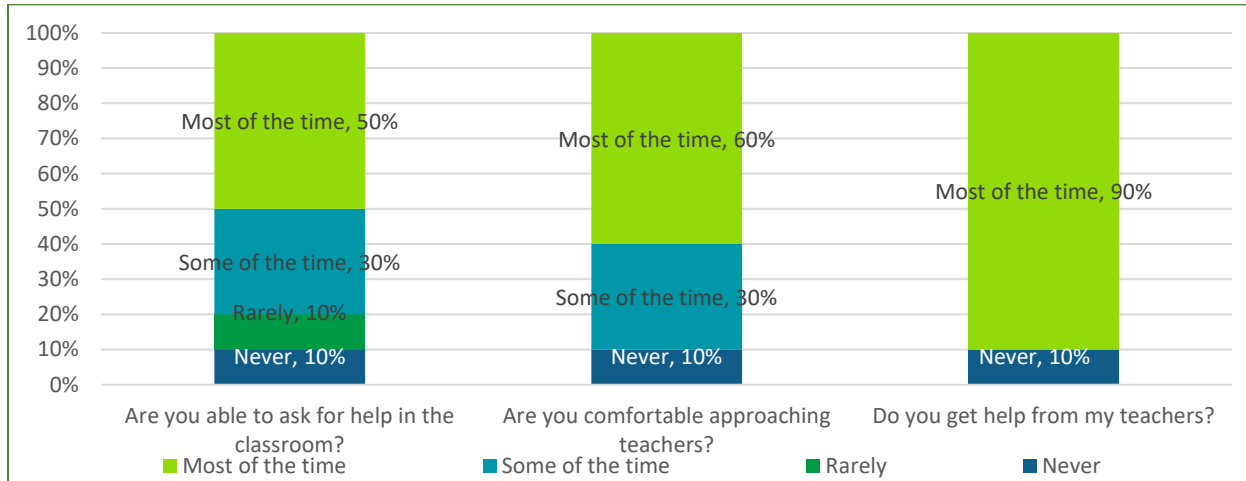
Student Feedback Theme	Primary School	Middle School and Secondary School
<b>Profile of Respondents</b>	<ul style="list-style-type: none"> <li>Survey conducted for 10 students from Natco High School.</li> <li>Survey and interactions with students of Grade 2<sup>nd</sup> and 3<sup>rd</sup>.</li> </ul>	<ul style="list-style-type: none"> <li>Survey conducted for 10 students from Natco High School.</li> <li>Survey and interactions with students of Grade 6<sup>th</sup> to 10<sup>th</sup>.</li> </ul>
<b>Quality of Course Provided</b>	<ul style="list-style-type: none"> <li>Through the field interactions, positive student feedback for the classes was noted.</li> <li>During the visit it was observed that the students were aware of the standard NCERT course material available, which was complemented with learning tools such as group discussions, projects, class activities, and online resources.</li> </ul>	
<b>Practical Learning</b>	<ul style="list-style-type: none"> <li>Through student feedback it was noted that students have access to labs, libraries, and mentioned adequate infrastructural availability.</li> </ul>	
<b>Feedback on Teachers</b>	<ul style="list-style-type: none"> <li>During the field interactions, students provided positive feedback on the teachers in terms of accessibility, regularity, teaching ability and approachability.</li> </ul>	
<b>Future Aspirations</b>	<ul style="list-style-type: none"> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>Basis students' interaction, it was noted that more than 80% of the students wished to pursue Science as a discipline during Senior Secondary grades.</li> <li>Less than 20% of the strength wished to pursue Humanities or Commerce related disciplines.</li> </ul>

## STUDENTS' SURVEY FOR NATCO SCHOOL OF LEARNING GRADES 1-5

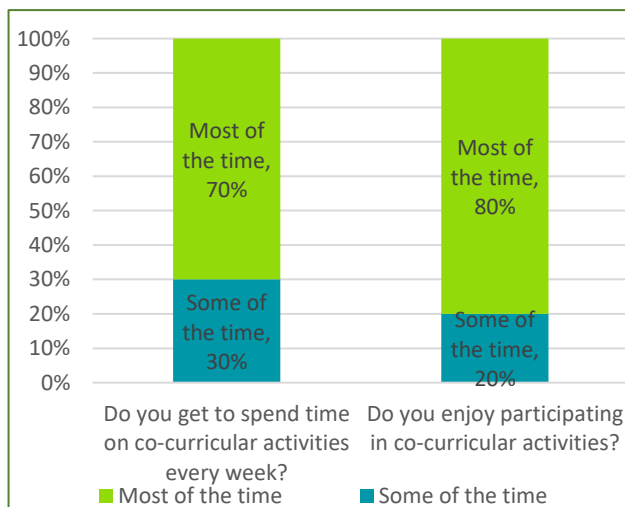
### Learning Tools (N=10)



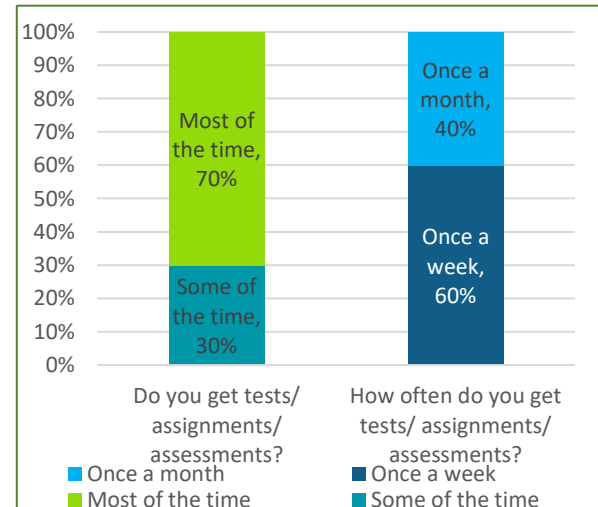
### Feedback on Teachers (N=10)



### Extra-curricular Activities (N=10)

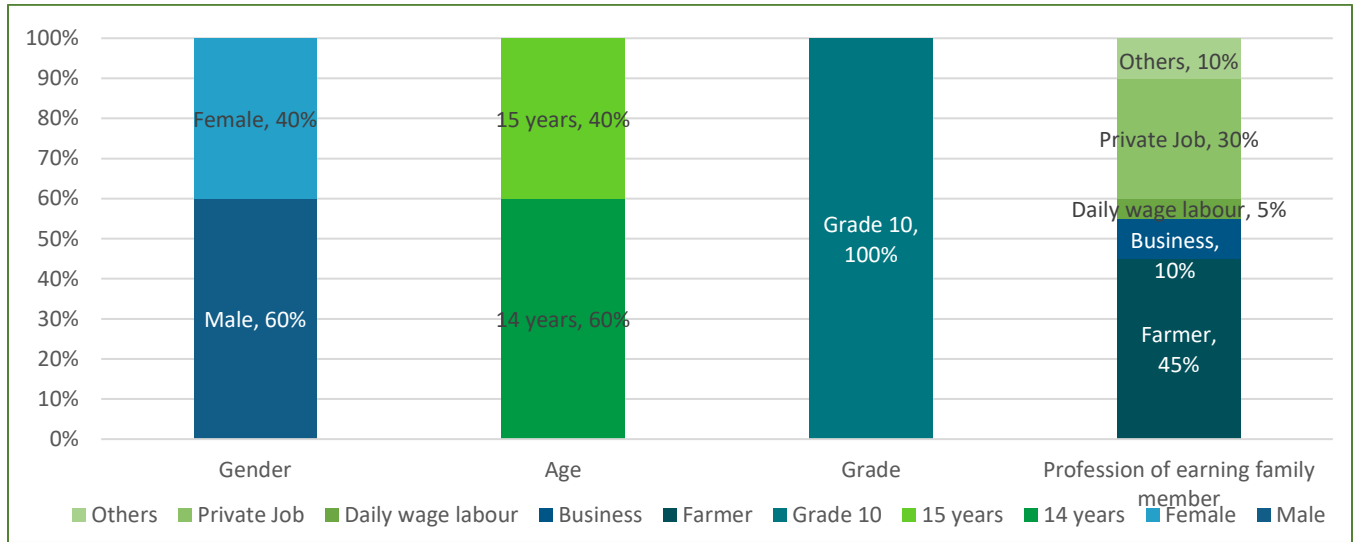


### Assessments (N=10)

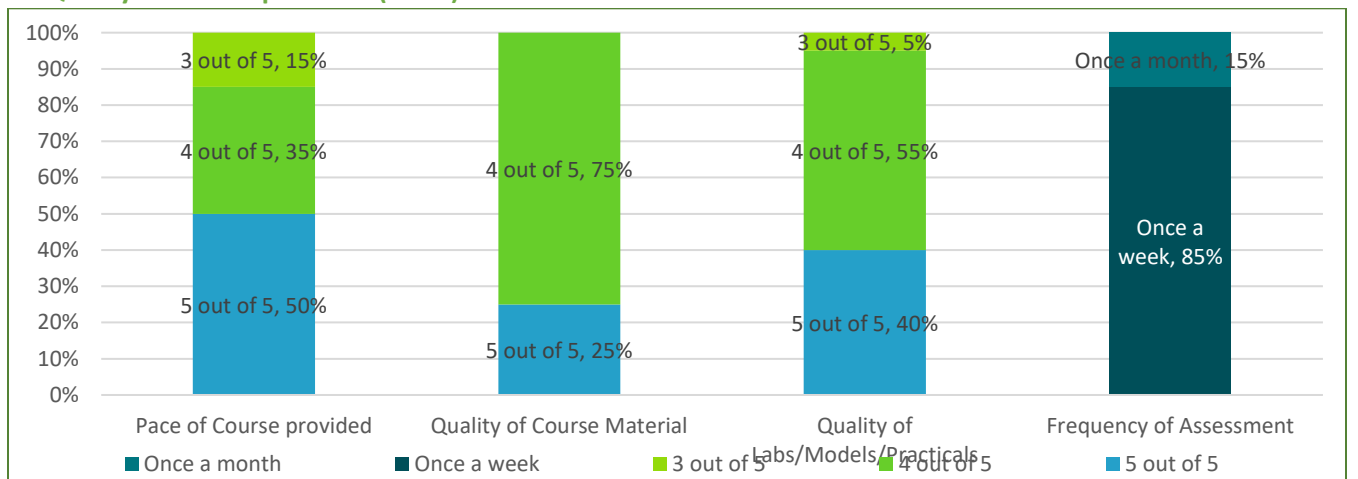


## STUDENTS' SURVEY FOR NATCO SCHOOL OF LEARNING GRADES 6-10

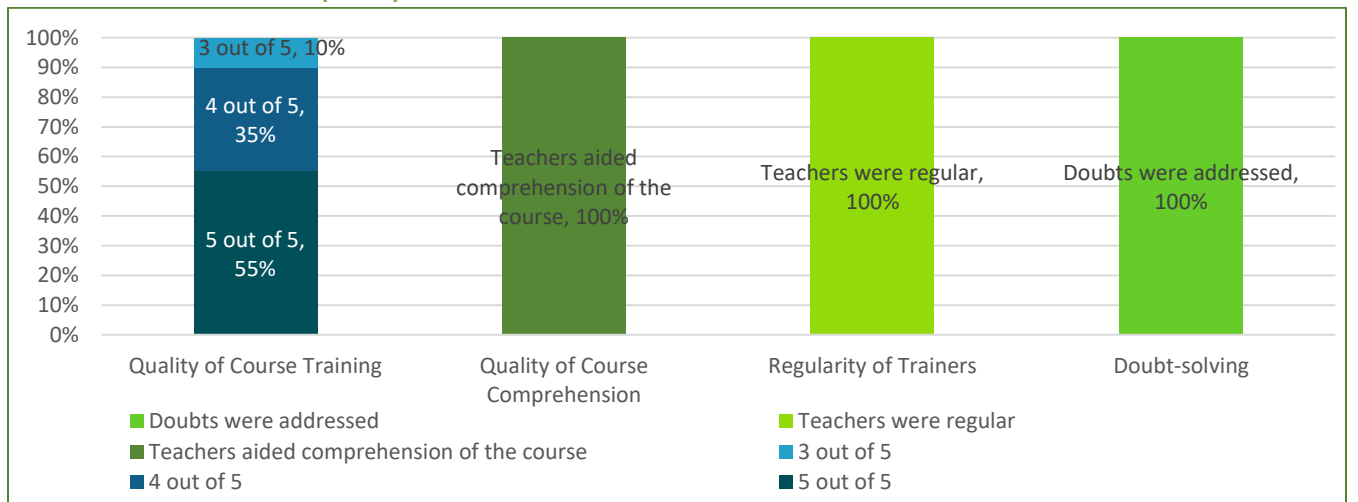
### Profile of Beneficiaries (N=20)



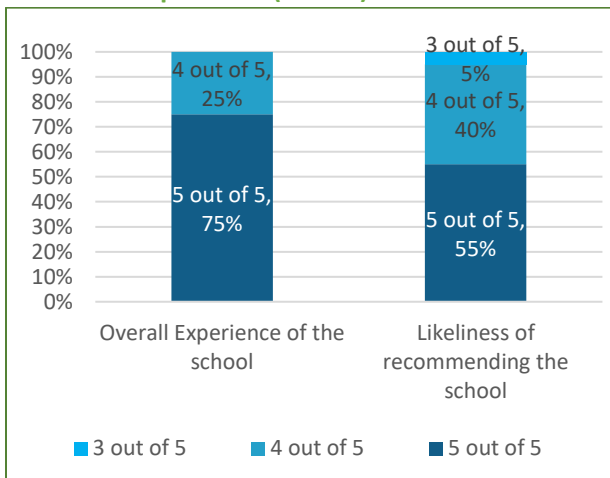
### Quality of Course provided (N=20)



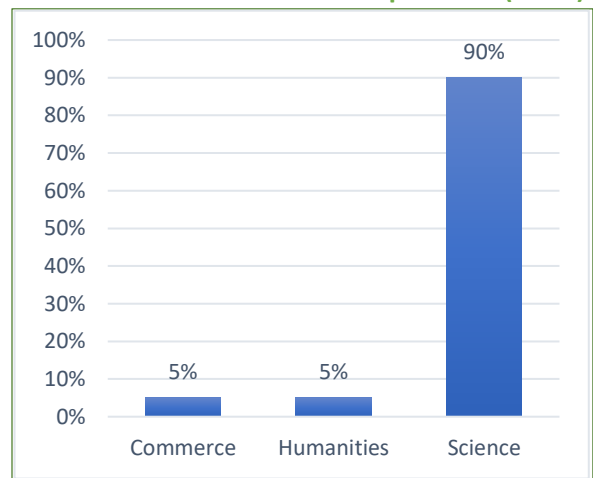
### Feedback on Teachers (N=20)



### Students' Experience (N=200)



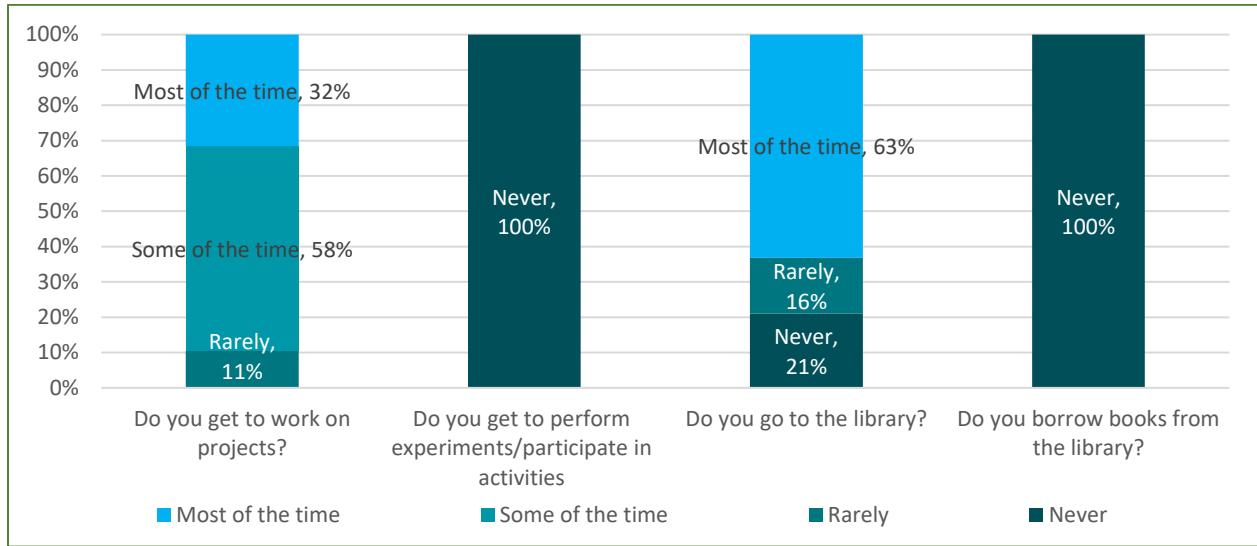
### Future Aspirations (N=20)



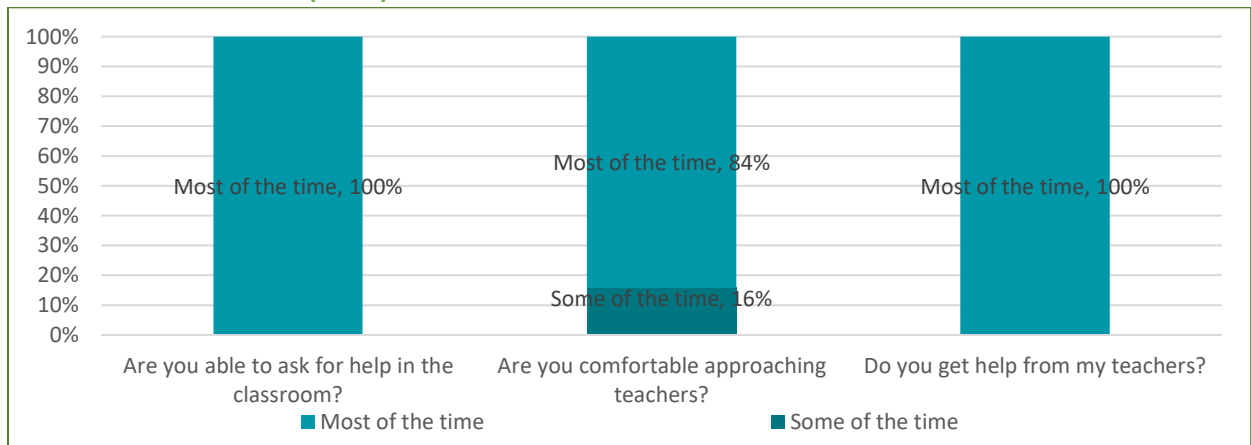
Student Feedback Theme	Primary School	Middle School and Secondary School
<b>Profile of Respondents</b>	<ul style="list-style-type: none"> <li>Survey conducted for 10 students from Natco School of Learning.</li> <li>Survey and interactions with students of Grade 2<sup>nd</sup>.</li> </ul>	<ul style="list-style-type: none"> <li>Survey conducted for 20 students from Natco School of Learning.</li> <li>Survey and interactions with students of Grade 10<sup>th</sup>.</li> </ul>
<b>Quality of Course Provided</b>	<ul style="list-style-type: none"> <li>Through the field interactions, positive student feedback for the classes was noted.</li> <li>During the visit it was observed that NCERT curriculum was followed, which was complemented with learning tools such as group discussions, projects, class activities, and online resources.</li> <li>Extra-curricular activities are conducted on a dedicated day (Saturday) of the week basis group formation</li> </ul>	
<b>Practical Learning</b>	<ul style="list-style-type: none"> <li>Through student feedback it was noted that students have access to computer labs, science labs, library, and adequate infrastructural availability.</li> <li>Basis Grade 2<sup>nd</sup> students at NSL, Guntur- books are brought to the class for reading, post which books are returned.</li> </ul>	
<b>Feedback on Teachers</b>	<ul style="list-style-type: none"> <li>During the field interactions, students provided positive feedback on the teachers in terms of accessibility, regularity, teaching ability and approachability.</li> </ul>	
<b>Future Aspirations</b>	<ul style="list-style-type: none"> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>Basis students' interaction, it was noted that more than 90% of the students wished to pursue Science as a discipline during Senior Secondary grades.</li> <li>10% of the strength wished to pursue Humanities or Commerce related disciplines.</li> </ul>

## STUDENTS' SURVEY FOR GOVERNMENT SCHOOLS OF LEARNING GRADES 1-5

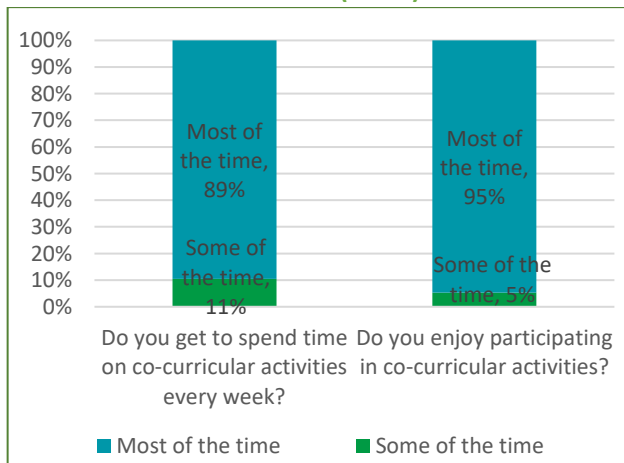
### Learning Tools (N=19)



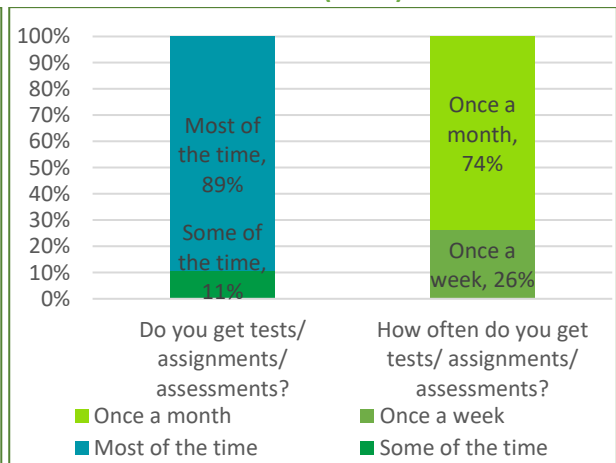
### Feedback on Teachers (N=19)



### Extra-curricular Activities (N=19)



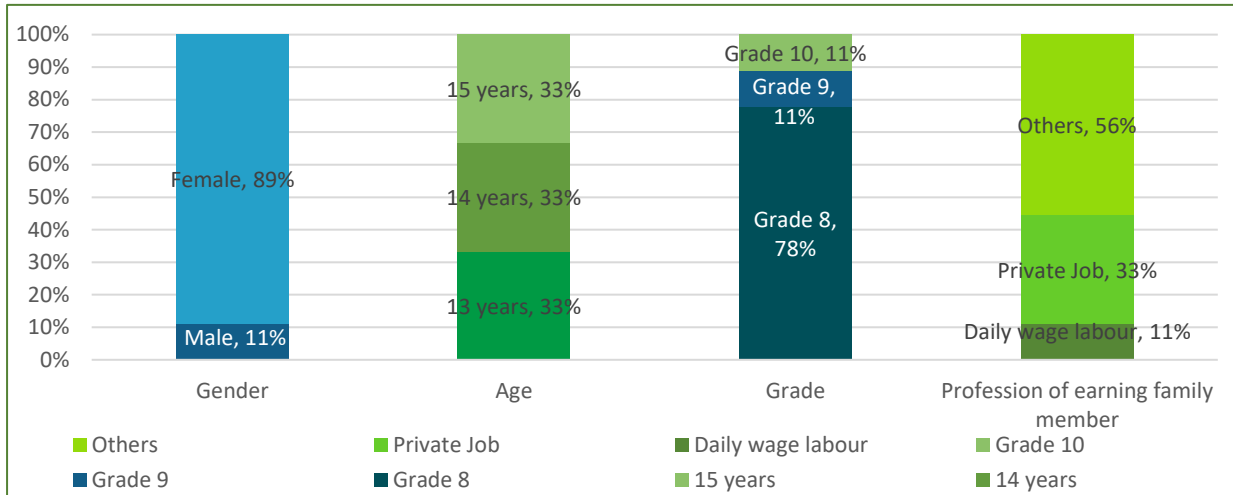
### Assessments (N=19)



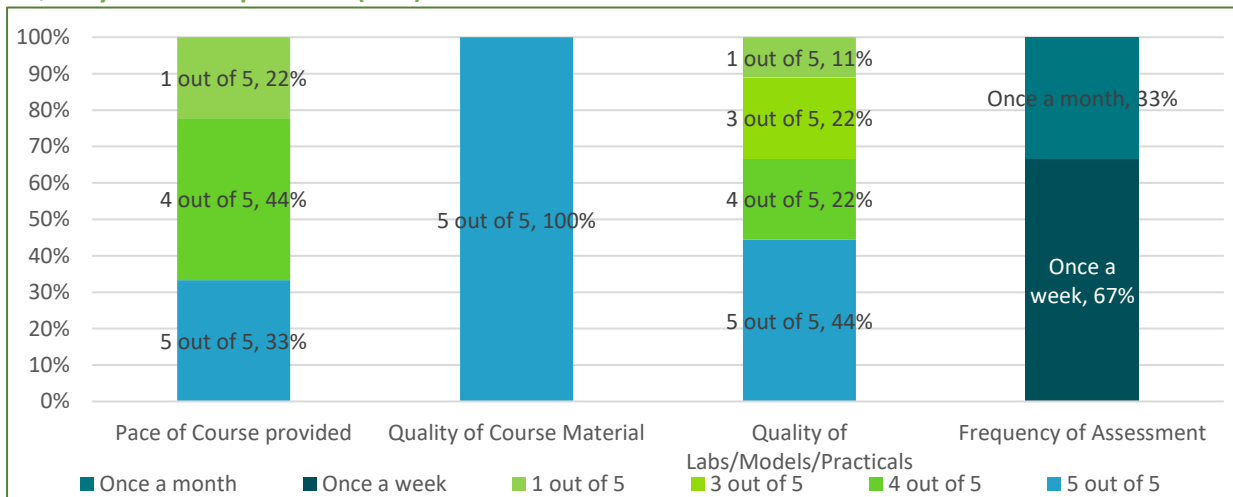


## STUDENTS' SURVEY FOR GOVERNMENT SCHOOL OF LEARNING GRADES 6-10

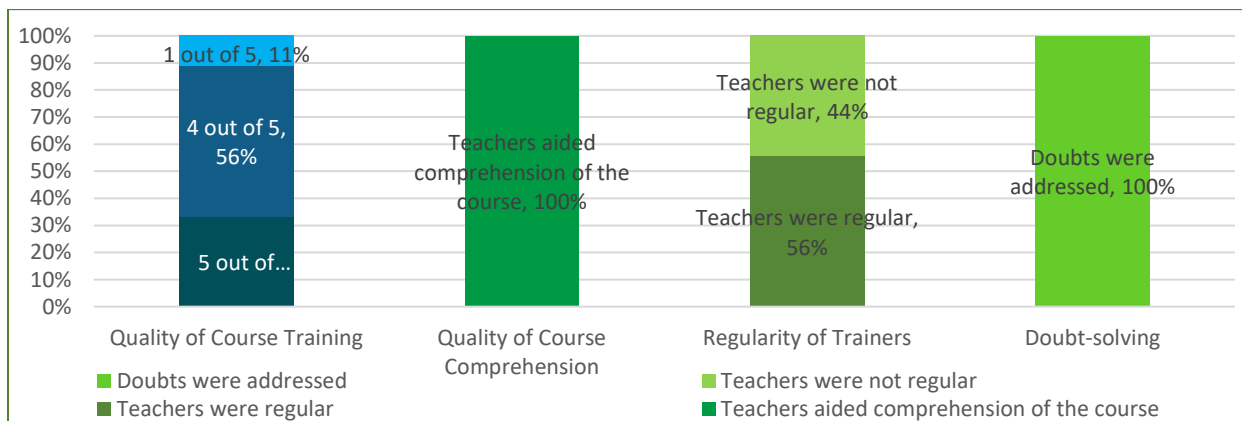
### Profile of Beneficiaries (N=9)



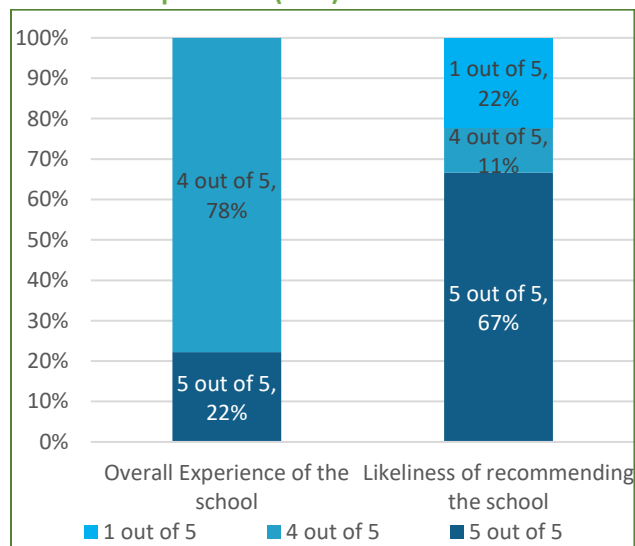
### Quality of Course provided (N=9)



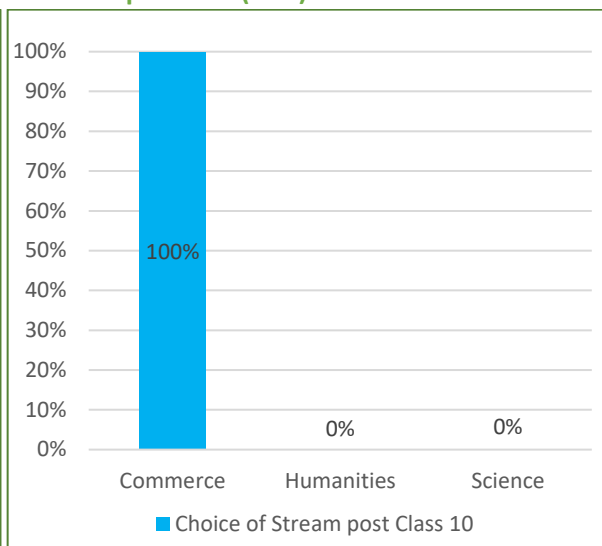
### Feedback on Teachers (N=9)



### Students' Experience (N=9)



### Future Aspirations (N=2)



Student Feedback Theme	Primary School	Middle School and Secondary School
<b>Profile of Respondents</b>	<ul style="list-style-type: none"> <li>Survey conducted for 19 students from government schools.</li> <li>Survey and interactions with students of Grade 1<sup>st</sup> to 5<sup>th</sup>.</li> </ul>	<ul style="list-style-type: none"> <li>Survey conducted for 9 students from government schools.</li> <li>Survey and interactions with students of Grade 8<sup>th</sup> to 10<sup>th</sup>.</li> </ul>
<b>Quality of Course Provided</b>	<ul style="list-style-type: none"> <li>Through the field interactions, positive student feedback for the classes was noted.</li> <li>During the visit it was observed that the students were aware of the curriculum.</li> <li>22% students expressed high paced nature of the course taught, while student absenteeism was noted as an issue faced by teachers.</li> </ul>	
<b>Practical Learning</b>	<ul style="list-style-type: none"> <li>33% students have rated the practical labs and models 3 and below. Through student feedback it was noted that students have labs and infrastructure, however maintenance and upkeep was mentioned by stakeholders.</li> </ul>	
<b>Feedback on Teachers</b>	<ul style="list-style-type: none"> <li>During the field interactions, students provided positive feedback on the teachers in terms of accessibility, teaching ability and approachability. However, 44% respondents noted lack of regularity of teachers</li> </ul>	
<b>Future Aspirations</b>	-	<ul style="list-style-type: none"> <li>Basis students' interaction, it was noted that more than 100% of the students wished to pursue Commerce as a discipline during Senior Secondary grades. However, the interaction was basis a sample of 2 students from 9<sup>th</sup> and 10<sup>th</sup> grades</li> </ul>



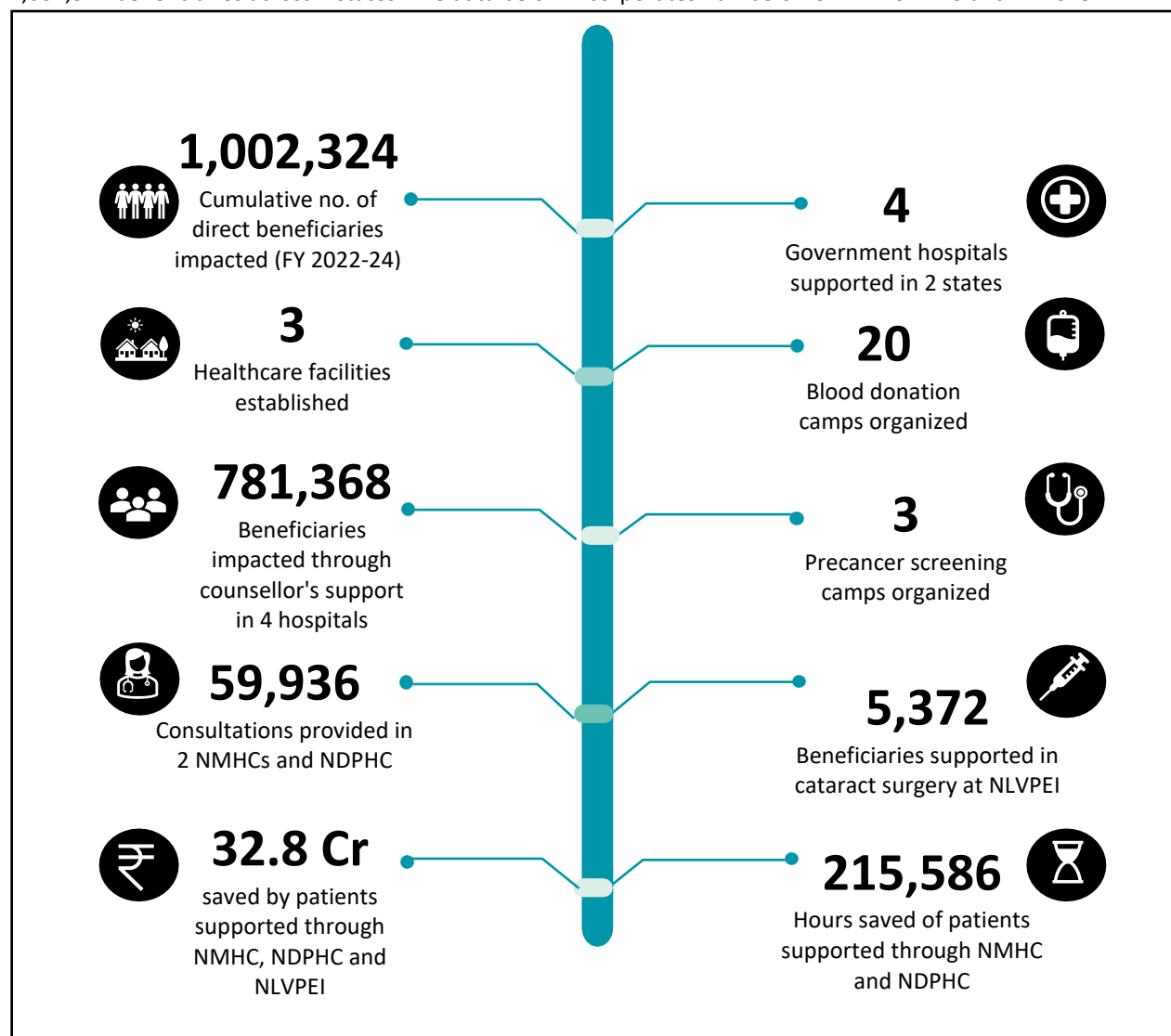


# Impact Assessment Findings: *Health, Nutrition, Water, Sanitation and Hygiene*



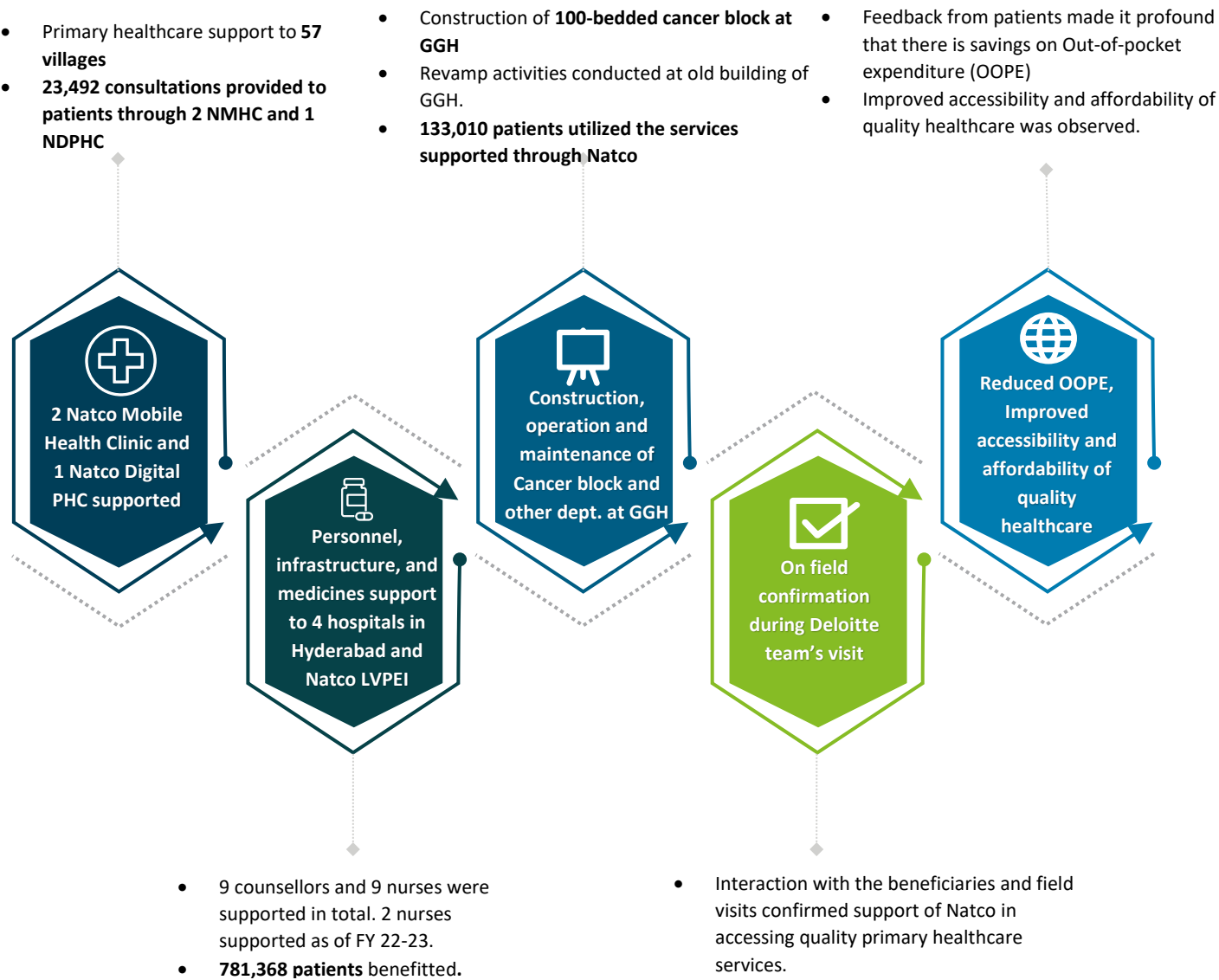
# Impact Assessment Findings: Health, Nutrition, Water, Sanitation and Hygiene

<sup>56</sup>The support to healthcare institutions provided through the CSR initiatives undertaken by Natco Trust have impacted 1,002,324 beneficiaries across 2 states. The data below incorporates numbers from FY 2022-23 and FY 2023-24:



<sup>56</sup> Cumulative numbers for FY 22-24 added based on data received from Natco Trust.

### 6.1. High level analysis of healthcare support by Natco Pharma Limited



### 6.2. Key Processes and Observations

#### 6.2.1. Natco Mobile Health Clinic

Beginning in October 2008, the ‘Natco Mobile Health Clinic – “Sanjeevani”’ initiative services underprivileged areas in the Nalgonda region, close to Nagarjuna Sagar. In August 2012, it expanded to the Kothur district of Ranga Reddy.

The main goal of the initiative is to offer affordable and quality primary healthcare services to areas without a strong infrastructure for healthcare. Through this intervention, the problem of remote government PHCs is addressed, and healthcare accessibility is improved. The Natco Mobile Health Clinic team is equipped with a doctor, a pharmacist, a staff nurse, and a driver for the vehicle. Natco Sanjeevani is trying to ensure the last-mile delivery of the primary healthcare services to the remote locations.



S. No.	Theme	Observations
1	Community Outreach	<ul style="list-style-type: none"> <li>Total 39 <b>villages</b> served.</li> <li>In Nagarjuna Sagar, 17 villages impacted during the FY 2022-23 and 22 during FY 2023-24.</li> <li>In Kothur, 22 villages are served during FY 2022-23 and 15 during FY 2023-24.</li> <li><b>32,873 consultations</b> were provided through NMHCs during FY 2022-24.</li> </ul>
2	OPD and referrals	<ul style="list-style-type: none"> <li>8,910 consultations were provided in FY 2022-23 while 23,963 consultations were provided in FY 2023-24.</li> <li>In Nagarjuna Sagar, consultations to 1,480 beneficiaries were provided during the FY 2022-23 and 12,117 in FY 2023-24.</li> <li>In Kothur, consultation to 7,430 beneficiaries were provided during FY 2022-23 and 11,846 in FY 2023-24.</li> <li>As an average around 10-15 min is given to each patient to understand their problem and case history.</li> <li>Daily footfall of around <b>40-50 patients</b> was observed at both the NMHCs.</li> <li>Nearest referral hospital to Kothur is Shahadnagar CHC which is around 14-18 Km from the intervention villages.</li> <li>Nearest referral hospital to Nagarjuna Sagar is Kamla Nehru CHC which is around 6-8 Km from the intervention villages.</li> <li>Referral to hospitals is provided in case the patient requires.</li> <li><b>100% of the patients</b> interacted were satisfied with the OPD services.</li> <li>As an average, patients are saving around 4-5 hours of their time by utilizing services of NMHC.</li> <li><b>~147,928.5 hours*</b> of patients are saved through NMHC.</li> <li>Presently 60-70% patients are follow-up patients with regular medicines or old age people.</li> </ul>
3	Pharmaceutical support	<ul style="list-style-type: none"> <li>Medicines are available free of cost for the patients for the diseases like diabetes, hypertension, common flu, gastrointestinal etc.</li> <li>Grant of <b>INR 1,930,510</b> and <b>INR 1,762,884<sup>57</sup></b> was disbursed towards pharmaceutical support to the beneficiaries in FY 22-23 and FY 23-24 respectively.</li> <li><b>100% of the patients</b> interacted confirmed availability of medicines.</li> <li>Households are saving as an average ~INR 11,000-13,000 per year from the services of NMHC.</li> <li>As an average <b>~INR 81,342,000** is saved by 27,114 beneficiaries</b> of both the NMHCs.</li> </ul>
4	Schedule of NMHC	<ul style="list-style-type: none"> <li>In Kothur, Sanjeevani operates Monday to Saturday covering 22 villages in between 10 a. m. to 1 p.m.</li> <li>Rest of the time it is available in Natco plant's Occupational Health Centre (OHC).</li> <li>In Nagarjuna Sagar, Sanjeevani operates in 17 villages between 9:30 a.m. to 5:30 p.m.</li> <li>It also gives time in the evening to OHC at the N. Sagar Natco plant.</li> <li>On an average, NMHC spends about 1.5-2 hours in a village at 2-3 locations.</li> </ul>

<sup>57</sup> Based on data provided by Natco Trust

5	<b>Staff and Infrastructure in NMHC</b>	<ul style="list-style-type: none"> <li>Both NMHCs consists of a doctor, a staff nurse, a pharmacist, and a driver.</li> <li>The NMHC has a bus converted into a clinic setup with a table, 4 chairs, almirah and refrigerator for storing medicines.</li> <li>No training has been provided to NMHC staff after COVID-19.</li> <li>The NMHCs are equipped with instruments to check patients' vitals including weighing machine, B.P machine, oximeter etc. and tablets for entering data online.</li> <li>At places, with out of network coverage area, staff must do registration work first manually and then enter it digitally once they under network coverage area, creating double work for them.</li> </ul>
6	<b>Process of registration and Records keeping</b>	<ul style="list-style-type: none"> <li>The whole process at NMHC starts with registration, measuring vital, consultation and prescription and pharma collection.</li> <li>The entire process of registration to consultation and prescription in NMHC is done digitally on <a href="https://nssanjeevani.natcopharma.in">nssanjeevani.Natcopharma.in</a> portal.</li> <li>ID proof is required for registration of the patients.</li> </ul>

\*147928.5 hours saved is calculated as product of No. of consultations at NMHC and Average time saved per consultations = (32,873\*4.5)

\*\*INR 81,342,000 saved is calculated as product of No. NMHC beneficiaries and Annual average saving per beneficiary = (27,114\*3,000)



*"Since last evening I am feeling as of full, even if I haven't eaten anything. I have told to doctor about this, and he has prescribed medicines to me. I got all the medicines free-of-cost. The Natco Mobile Health Clinic is a very important service for our Nellikal village as there is no public means of transport to go directly to a hospital. For getting an autorickshaw we have to walk or use personal transport to the main road which is 2.5 km away from here and the nearest public hospital is 12 Km. As the people hear the siren of the vehicle, those in need come to the van to utilize the services. Doctor and other staffs are very cooperative and guide us properly."*

Naper Mohan (24-year-old), patient



**Natco Mobile Health Clinic at Nellikal village**



*“Natco’s Mobile Health Clinic is a key service provided to 16 villages of Nagarjuna Sagar area for the marginalized and underprivileged people. We cover almost 3-4 villages daily and make sure to reach each village once a week. There are some patients of diabetes, hypertension, arthritis, etc. who are on regular medicines, and they are saving about INR 3,000 monthly as the medicines are provided free-of-cost to them.”*

Dr. V Muralidhar, Doctor – NMHC Nargajuna Sagar

### **6.2.2. Natco Digital Primary Healthcare Centre**

Natco Digital Primary Health Care Centre' was established at Mekaguda village, Nandigama Mandal, Ranga Reddy district with effect from 2018. By providing health diagnostic testing, this centre improves community accessibility to testing.

The NDPHC comprises staff of e-Vaidya who are specialized in providing quality healthcare services. The team has one CMO, a doctor, lab technician, staff nurse, DEO, pharmacist etc. NDPHC is helping people in accessing quality and free healthcare services near to their home.

S. No.	Theme	Observations
1	Community Outreach	<ul style="list-style-type: none"> <li>A total of <b>15 villages</b> impacted during FY 2022-23 while <b>20 villages</b> in FY 2023-24.</li> <li>It was also observed that the patients of other nearby villages also come for consultation.</li> <li>A total of <b>27,063 consultations</b> were provided in which 14,582 were during FY 2022-23 while 12,481 were in FY 2023-24.</li> </ul>
2	OPD and referrals	<ul style="list-style-type: none"> <li>Daily footfall of around <b>60-70 patients</b> was observed.</li> <li>Teleconsultation services are also available supported by eVaidya.</li> <li>As an average around 10-15 minutes is given to each patient to understand their issues, symptoms, and case history.</li> <li>Nearest referral hospital to Kothur is CHC Farooqnagar which is ~15 km from the NDPHC.</li> <li>Consultation to referral hospitals is provided if the patient needs it.</li> <li><b>100% of the patients</b> interacted were satisfied with the OPD services.</li> <li>As an average 2 -3 hours is saved by a patient by utilizing the NDPHC services. Thus, save a full day of livelihood by using the NDPHC services.</li> <li>Estimated <b>~67,657.5 hours*</b> of patients are saved through the NDPHC.</li> </ul>
3	Pharmaceutical and Diagnostic support	<ul style="list-style-type: none"> <li>Medicines are available free of cost for the patients for the diseases like diabetes, hypertension, common flu, gastrointestinal etc.</li> <li>More than 20 types of diagnostic tests are available free of cost like malaria, complete blood count, liver function test etc.</li> <li>Households are saving ~INR 24,000-25,000 per year from the services of the NDPHC (diagnostics and pharmacy).</li> <li>As an average <b>~INR 139,656,000*</b> is saved by 23,276 beneficiaries of the NDPHC through free-of-cost pharmacy and diagnostic services.</li> <li>Grant of <b>INR 4,911,711</b> and <b>INR 5,636,825<sup>58</sup></b> was disbursed towards pharmaceutical and diagnostic support to the beneficiaries in FY 2022-2023 and FY 2023-2024 respectively.</li> <li><b>100% of the patients</b> interacted confirmed availability of medicines and essential tests.</li> </ul>
4	Schedule, staff, and Infrastructural support	<ul style="list-style-type: none"> <li>NDPHC services are available from 9 a.m. to 5:30 p.m. (Monday to Saturday)</li> <li>NDPHC has 7 staff of eVaidya – a CMO, a MO, a data operator, a pharmacist, a staff nurse, a lab technician, and a housekeeping staff.</li> <li>Natco has supported in the entire construction of NDPHC from beginning to setting up equipment like wheelchair, computers, fridge, televisions, inverter, CC Cameras etc. for proper functioning of the centre.</li> <li>Natco has supported in procurement of lab consumables.</li> <li><b>100% of the patients</b> interacted with were satisfied with the services and infrastructure.</li> <li>Television/screen used for telemedicine services was not operational.</li> </ul>
5	Process of registration and Records keeping	<ul style="list-style-type: none"> <li>The whole process at the NDPHC starts with registration, measuring vitals of the patient, consultation, and prescription and pharma collection.</li> <li>The entire process of registration to consultation and prescription in the NDPHC is done digitally on <a href="https://natco-mis.evaidya.com">natco-mis.evaidya.com</a> portal.</li> <li>ID proof is required for registration of the patients.</li> </ul>

<sup>58</sup> Based on data received from Natco Trust



- Documents on telemedicine services/consultations were not segregated with normal consultations.

\*67,657.5 hours saved is calculated as product of No. of consultations at NDPHC and Average time saved per consultations = (27,063\*2.5)

\*INR 139,656,000 saved is calculated as product of No. NDPHC beneficiaries and Annual average saving per beneficiary = (23,276\*6,000)



*"I was diagnosed with arthritis by the doctors. There was severe pain in my joints and body parts. Sometimes, it was so bad that I was not able to stand and walk. Then my son brought me here and the doctor tested me and prescribed medicines and asked me to do regular physical exercise or yoga to maintain body/joint mobility.*

*I am on regular medicines which I get free-of-cost from the clinic. Some of these medicines are not available at the government hospital, but are available here. The pain is in control now and I am also doing regular exercise. Some medicines have been stopped but I must continue with a few. I visit once a month for a follow up and for taking medicines. Thanks to Natco for providing such a good hospital for us."*



**Natco Digital Primary Health Centre in Mekaguda**





*"If I say, Natco is the parent of the hospital then it would be no wrong. They have given birth to this hospital. Everything here is supported with the help of Natco. This type of digital health clinic is something I haven't seen anywhere during my 20+ years of experience across our country. People are getting the medical consultations and medicines free-of-cost. There is an annual saving of around INR 25,000 per family on healthcare on an average. We from e-Vaidya are assisting in operation of the healthcare services here and are trying to ensure a wide outreach and provide quality healthcare to the village residents"*

Dr. Surender Kavali, CMO NDPHC Kothur

### 6.2.3. Natco Trust's Support to Hospitals

A total of **781,368 patients** were supported by Natco supported staff by counselling or in deliveries in 4 government hospitals of Hyderabad to enhance delivery of public healthcare services.

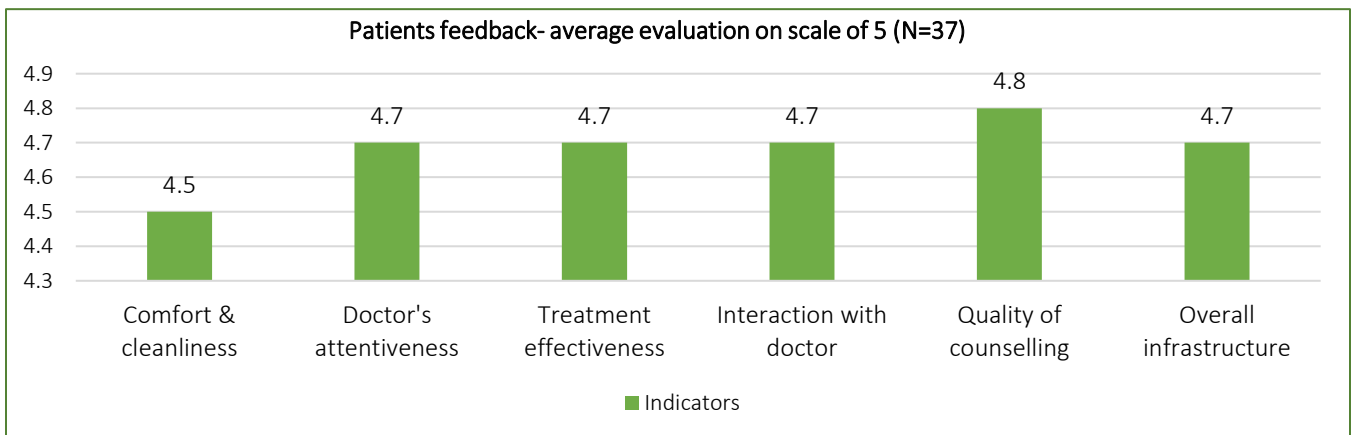
S. No.	Theme	Niloufer Hospital	Gandhi Hospital	MNJ Hospital	Osmania Hospital
1	<b>Infrastructural Support</b>	<ul style="list-style-type: none"> <li>Supported the construction of the Natco OPD Block in Niloufer Government Hospital</li> <li>Natco facilitated all construction works including water supply, electricity, pathways, waiting room etc.</li> <li>While Natco has provided state of the art infrastructure to the hospital, there is a lack of maintenance staff at the hospital to clean and retain hygienic conditions</li> </ul>	<ul style="list-style-type: none"> <li>During the Covid-19 pandemic, Natco donated two oxygen plants to Gandhi hospital</li> </ul>	<ul style="list-style-type: none"> <li>Supported paediatric palliative care block</li> </ul>	-

Personnel Support	<ul style="list-style-type: none"><li>• 2 counsellors are supported for the help desk in the OPD through Natco’s intervention.</li><li>• The counsellors aid new registrations in the OPD, and handhold them throughout the visit.</li><li>• Natco supports 2 nurses for the gynaecological OPD supporting in delivery of new-borns.</li><li>• During FY 2022-23, 4 counsellors were supported by Natco.</li><li>• 9 Nurses in Niloufer assisted in <b>2,254 deliveries and 109 special cases in FY 2022-23 while 2,539 in FY 2023-24.</b></li><li>• <b>133,750 patients</b> were benefitted with counselling services in FY 2022-23 while 140,129 in FY 2023-24.</li></ul>	<ul style="list-style-type: none"><li>• 2 counsellors are supported for the help desk in the OPD through Natco’s intervention.</li><li>• The counsellors aid new registrations in the OPD, and handhold them throughout the visit.</li><li>• During FY 2022-23, 2 counsellors were supported by Natco.</li><li>• <b>141,836 patients</b> were benefitted with counselling services in FY 2022-23 while 109,917 in FY 2023-24</li></ul>	<ul style="list-style-type: none"><li>• 1 counsellor is supported for the help desk in the OPD through Natco’s intervention.</li><li>• The counsellors aid new registrations in the OPD, regular follow-ups and handhold them throughout the visit.</li><li>• During FY 2022-23, 1 counsellor was supported by Natco.</li><li>• <b>24,642 patients</b> were benefitted with counselling services in FY 2022-23 while 24,786 in FY 2023-24</li><li>• Based on the interaction with staff, it was observed that no training has been provided to counsellors from last 5 years.</li></ul>	<ul style="list-style-type: none"><li>• 2 counsellors are supported for the help desk in the OPD through Natco’s intervention.</li><li>• The counsellors aid new registrations in the OPD, and handhold them throughout the visit.</li><li>• During FY 2022-23, 2 counsellors were supported by Natco.</li><li>• <b>105,990 patients</b> were benefitted with counselling services in FY 2022-23 while 95,722 in FY 2023-2024.</li></ul>
Pharmaceutical support		<ul style="list-style-type: none"><li>• <b>~10 types</b> of oncology medicines worth <b>INR 87,021,818</b> and <b>INR 65,395,501</b> provided in FY 2022-2023 and FY 2023-2024 respectively.</li></ul>	NA	



*"I was diagnosed with Anorectal cancer last year in August. One of my husband's family friends from Natco helped us in connecting with the counsellor. Currently my radiation therapy is going on along with the medications. I am getting free-of-cost medicines of around INR 4,000 for the last 4 months regularly. Counsellor didi here is very helpful and guided us through the entire process of treatment and therapies along with dosage of medications. I am hoping to get better soon."*

Kota Vijaya Laxmi (37-year-old), patient



Deloitte team conducted survey with 37 patients on the healthcare facilities at 4 public hospitals in Hyderabad. Patients were asked to rate out of 5 on various indicators. The patients rated 4.5 to comfort and cleanliness at the hospitals, 4.7 each to the doctor's attentiveness during consultations, treatment effectiveness, interaction with the doctor and overall infrastructure and maximum 4.8 to the quality of counselling services supported by Natco.



*"For the last few years Natco has been providing us oncology medicines for the patients. These medicines are very costly in market, and they are providing these free-of-cost. Almost ~3 Lakhs medicines are provided by them monthly, helping the needy patients who are diagnosed and receiving oncological treatment. Counsellor here also is doing a very good job in helping the patients in OPD and guiding them about the process of treatment."*

N. Srinivasan, Purchase In-charge MNJ Hospital

#### 6.2.4. Natco L.V. Prasad Eye Institute

With aim of developing comprehensive eye care plan encompassing preventive, curative and rehabilitative services, LV Prasad Eye Institute – “Natco Eye Care” was built. The mission of Natco L V Prasad Eye Institute is to be a centre of excellence in Eye care services, basic and clinical research into eye diseases and vision-threatening conditions, training, product development, and rehabilitation for those with incurable visual disability, with a focus on extending equitable and efficient Eye care to underserved populations in the developing world.

S. No.	Theme	Observations
1	Infrastructural Support	<ul style="list-style-type: none"> <li>Support in construction of building.</li> <li><b>100% of patients</b> interacted confirmed they are satisfied with the infrastructure and cleanliness at the hospital.</li> </ul>
2	OPD/surgery	<ul style="list-style-type: none"> <li><b>26,184 patients</b> utilized the services of OPD/IPD and cataract surgeries at the hospital in FY 2022-23 while 28,400 in FY 2023-24.</li> <li>Selection of beneficiaries for free of cost consultation, treatment, and surgery is done by hospital administration on case-to-case basis considering the socio-economic conditions.</li> <li>OPD and surgery are offered free of cost to economically underprivileged population.</li> <li><b>100% of patients</b> interacted confirmed free cost services at the hospital.</li> <li>Patients undergoing cataract surgery is saving ~INR 20,000 per surgery.</li> <li>Estimated <b>INR 107,440,000*</b> is saved by 5,372 beneficiaries of cataract surgery.</li> <li>264 patients were treated in eye camp organized at Nagarjuna Sagar in FY 2023-24</li> </ul>
3	Staff and Equipment support	<ul style="list-style-type: none"> <li>Assistance in procurement of all the equipment at the hospital.</li> <li>Initial support in recruitment of staff at hospital.</li> </ul>

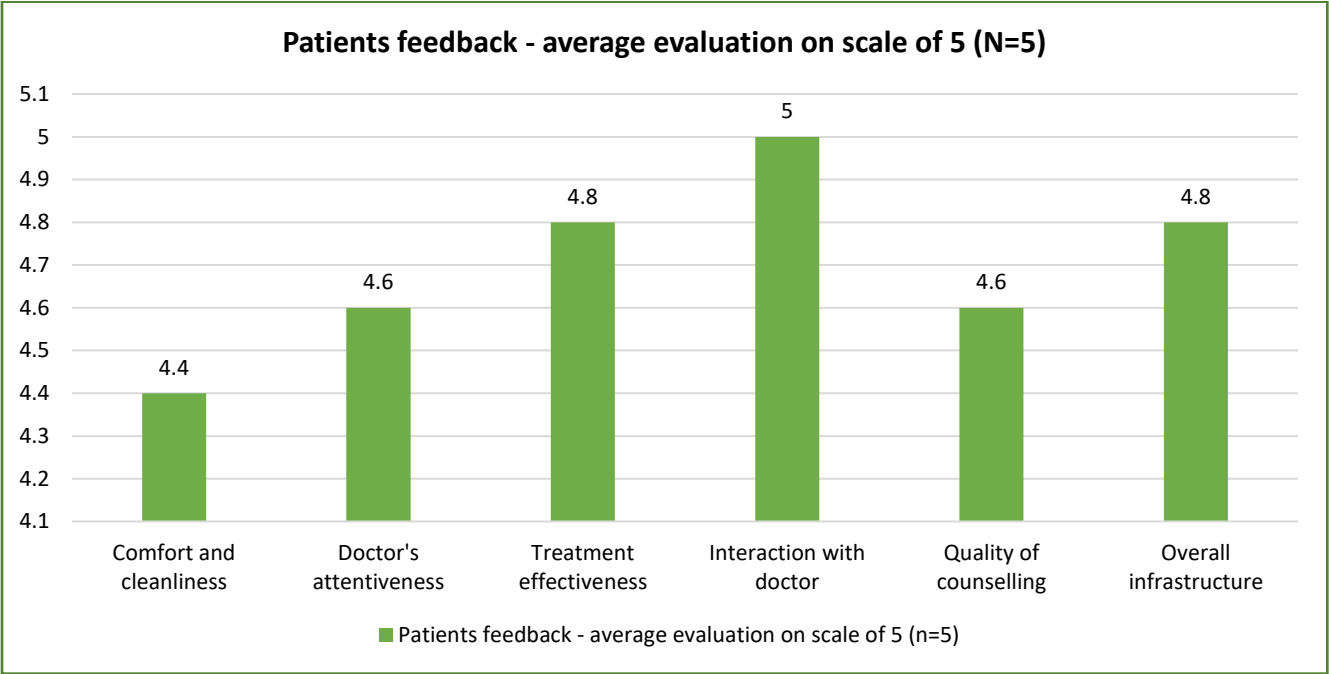
\*INR 107,440,000 saved is calculated as product of No. of cataract surgeries supported\*Market cost of cataract surgeries = (5,372\*20,000)



Captured, Natco L V Prasad Eye Institute during Deloitte teams' visit

Deloitte's study team conducted survey with 5 patients on the healthcare facilities at Natco LV Prasad Eye Institute in Kothur. Patients were asked to rate out of 5 on various indicators. The patients rated 4.4 to comfort and cleanliness at the

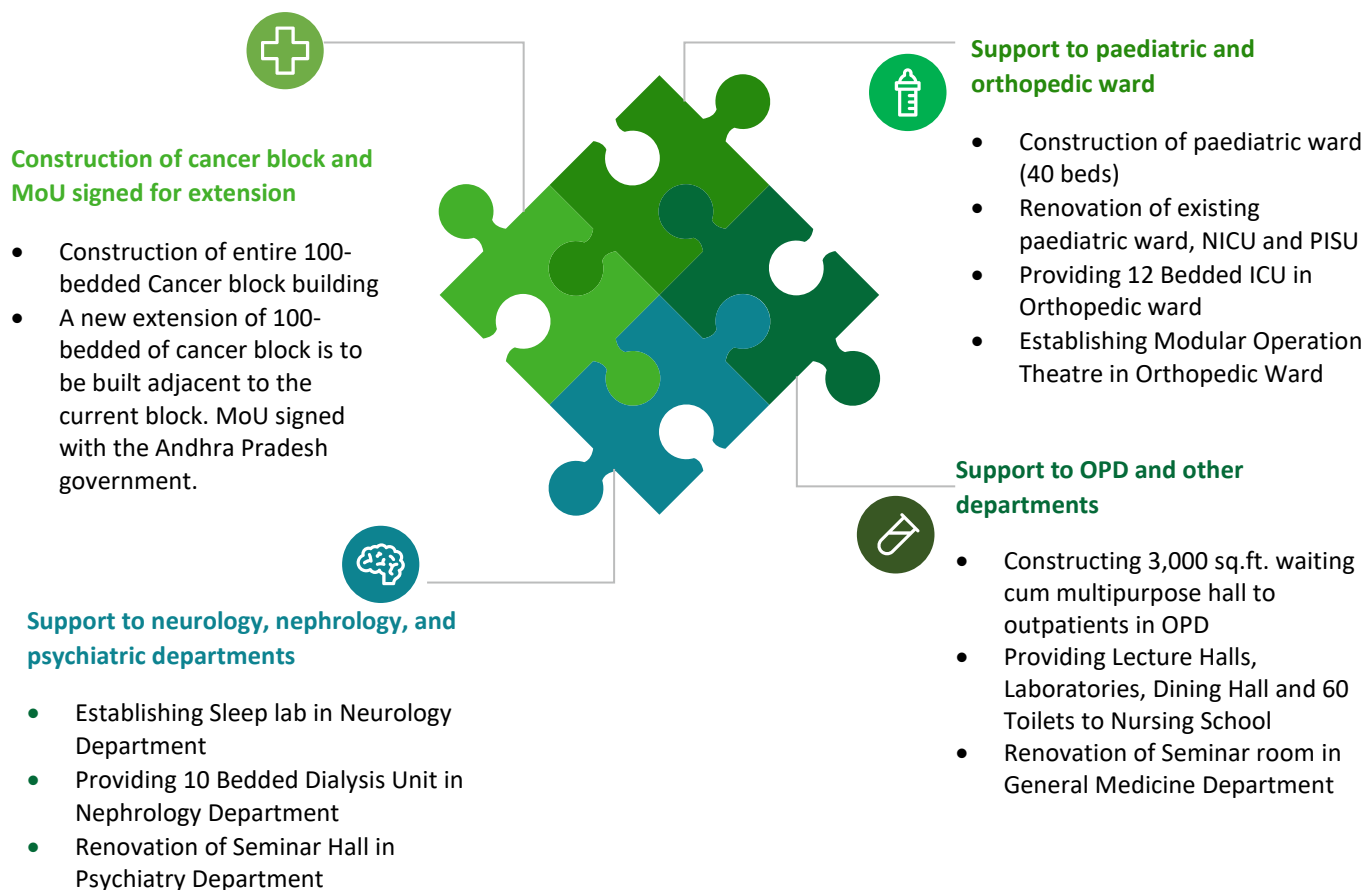
hospitals, 4.6 to the doctor’s attentiveness during consultations, 4.8 to treatment effectiveness, 4.6 to quality of counselling, 4.8 to overall infrastructure and maximum 5 to the interaction with doctor.



*"I came to know about this hospital from my relatives. I had cataract surgery last month and came for a follow-up today. Services like surgery, food and stay are free-of-cost. In private hospitals this surgery costs around INR 15,000-20,000 depending upon the services. Doctors and staff in the hospital are very cooperative. This hospital is not less than a 5-star private hospital."*

Borola Yadamma (58-year-old), patient

### 6.2.5. Natco Trust's Support to Guntur General Hospital



The Andhra Pradesh government and Natco Trust collaborated to build the 80,000 square foot Natco Cancer Centre as part of Guntur General Hospital. Part of the Guntur Government Hospital, which was constructed at a standard comparable to upscale private hospitals, the centre was opened in 2020. Improving the quality of life for people in need of treatment is one of the centre's main goals by making cancer treatment easily accessible and reasonably priced for patients from underprivileged communities.

Patients seeking medical care from all around Andhra Pradesh have been drawn to the facility since its establishment. It has been observed through interactions with the patients that some visit from more than 100 miles away. In addition to word-of-mouth, recommendations from other medical professionals also lead them to visit and trust the centre. This demonstrates the extraordinary level of popularity the institution has attained in just three years after its construction. This can be confirmed further by looking at the 200–300 patients that visit the centre every day, enhancing the standard of living for individuals requiring medical attention.

S. No.	Theme	Observations
1	OPD and IPD	<ul style="list-style-type: none"> <li>• A total of <b>66,574 patients</b> utilized the support of Natco at GGH in FY 2022-23, out of which <b>49,029 were from OPD/IPD</b>.</li> <li>• A total of <b>66,436 patients</b> utilized the support of Natco at GGH in FY 2023-24, out of which <b>48,422 were from OPD/IPD</b>.</li> <li>• <b>17,545</b> patients used the services at oncology department at the GGH Natco Cancer Centre in FY 2022-23 while <b>18,014</b> in FY 2023-24</li> </ul>



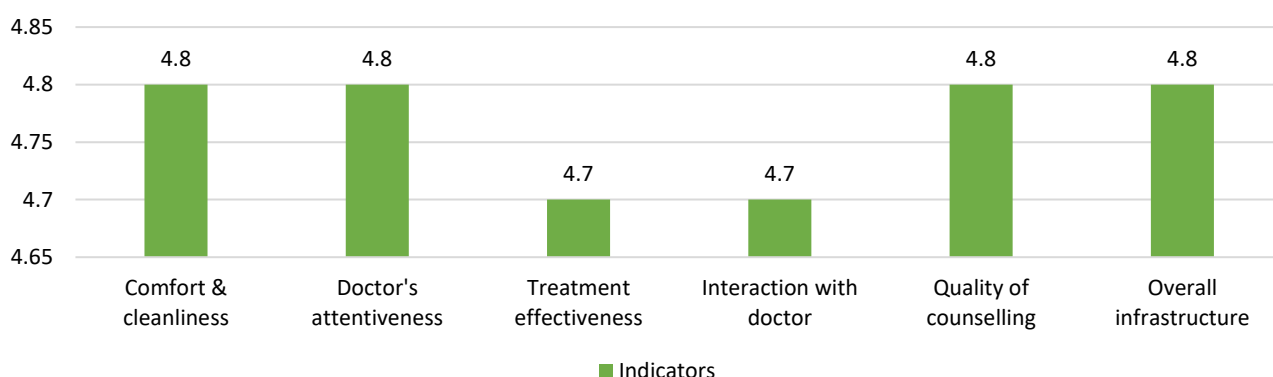
		<ul style="list-style-type: none"> <li>The services at the oncology new block is reported to be comparable to a good private multi-speciality hospital.</li> <li>GGH hospital designated <b>Level-1 Cancer</b> Centre by Andhra Pradesh govt.</li> </ul>
2	<b>Pharmaceutical and equipment support</b>	<ul style="list-style-type: none"> <li><b>25+ oncology medicines</b> are available for the patients free of cost.</li> <li>Equipment supported in the Natco Cancer Block and the previously existing GGH building includes: <ul style="list-style-type: none"> <li>Paediatric Ventilators - 08</li> <li>Phototherapy units - 20</li> <li>Warmers - 20</li> <li>Haemodialysis Machines - 02</li> <li>High Digital Mammogram -01</li> <li>Chemotherapy Bio safety cabinet -01</li> <li>Bed side monitors – 03</li> </ul> </li> <li>Currently blood tests/diagnostic services are not available at GGH cancer block.</li> </ul>
3	<b>Infrastructural &amp; personnel support</b>	<p>GGH Cancer block and previously existing GGH building:</p> <ul style="list-style-type: none"> <li>Construction of entire 100-bed Cancer block building</li> <li>11 staff are supported currently by Natco for maintenance of cancer block.</li> <li>Construction of paediatric ward (40 beds)</li> <li>Renovation of existing paediatric ward, NICU and PISU</li> <li>Providing 12 Bedded ICU in Orthopaedic ward</li> <li>Establishing Modular Operation Theatre in Orthopaedic Ward</li> <li>Establishing Sleep Lab in Neurology Department</li> <li>Constructing 3,000 sq.ft. Waiting cum Multipurpose Hall to Outpatients in OPD</li> <li>Providing Lecture Halls, Laboratories, Dining Hall and 60 Toilets to the Nursing School</li> <li>Providing 10 Bedded Dialysis Unit in Nephrology Department</li> <li>Renovation of Seminar room in General Medicine Department</li> <li>Renovation of Seminar Hall in Psychiatry Department</li> <li><b>100% of patients</b> reported good maintenance and operation services at the cancer block of the hospital.</li> <li>Infrastructure support provided other than Cancer block is maintained by GGH administration and reported functioning satisfactorily.</li> <li>In the previously existing GGH block where Natco has supported renovations and construction, decline in maintenance and upkeep was observed.</li> <li>Currently there is no specified OPD help desk at GGH.</li> </ul>
4	<b>Future Support</b>	<ul style="list-style-type: none"> <li>A new extension of 100-bedded cancer block is to be built adjacent to the current block.</li> <li>MoU has been signed with the Andhra Pradesh government.</li> </ul>



*"I have been associated with this hospital from last 25+ years. I was posted here in the PWD department. The foundation stone of cancer block was laid down in 2017 and it was completed in September 2020. In last 3+ years hospital has become designated Level-1 cancer centres of Andhra Pradesh. GGH administration has been receiving overwhelming response from thousands of patients for providing exceptional services. We are now expanding it 200 beds for which an MoU is already signed with the government. We are keeping the infrastructure asset operation and maintenance part with us to keep the quality of the services."*

Ashok Garu, Co-ordinator GGH Natco Cancer Block

**Patients feedback GGH- average evaluation on scale of 5 (n=17)**



Deloitte's study team conducted survey with 17 patients on the healthcare facilities at Guntur General Hospital. Patients were asked to rate out of 5 on various indicators. The patients rated 4.8 to comfort and cleanliness at the hospitals, 4.8 to the doctor's attentiveness during consultations, 4.7 to treatment effectiveness, 4.8 to quality of counselling, 4.8 to overall infrastructure and 4.7 to the interaction with doctor.



**Guntur General Hospital – Natco Cancer Block and Department of psychiatry**



*“Natco’s Cancer Block is like a big private hospital with all the facilities like labs, doctors, medicines, and wards. Everything here is systematic and very neat and clean. I was diagnosed with CA cervical cancer. My surgery was 25 days ago, but still the pain is there. I also don’t want to go to home as facilities here are very good and free of cost. Washrooms are also clean. Doctors and nurses are also very supportive. They keep asking about how I am feeling. Everything here is top notch.”*

B Jay Amma (60-year-old), patient

## Cancer Screening and Blood Donation Camps

Natco Trust believes precancer screening camps and blood donation camps serve important purposes in promoting public health by facilitating early detection of cancer and ensuring a sufficient supply of blood for medical treatments. They contribute to disease prevention, community engagement, and the wellbeing of individuals and society as a whole.

S. No.	Camps	Observations
1	Cancer screening camps	<ul style="list-style-type: none"> <li>• <b>3 precancer screening camps</b> were organized in conjunction with MNJ Hospital during FY 2022-23.</li> <li>• <b>50+ villages</b> were covered during these screening camps.</li> <li>• <b>422 villagers and Natco staff</b> were screened at these 3 locations in FY 2022-23.</li> <li>• <b>419 villagers and Natco staff</b> were screened in FY 2022-23.</li> </ul>
2	Founder’s Day - blood donation camps	<ul style="list-style-type: none"> <li>• Blood donation camps were organized at <b>10 locations</b> across India on Founder’s Day in conjunction with various hospitals and NGOs.</li> <li>• A total of <b>931 people</b> volunteered for blood donation in FY 2022-23 while <b>1,071 people</b> in FY 2023-24.</li> </ul>





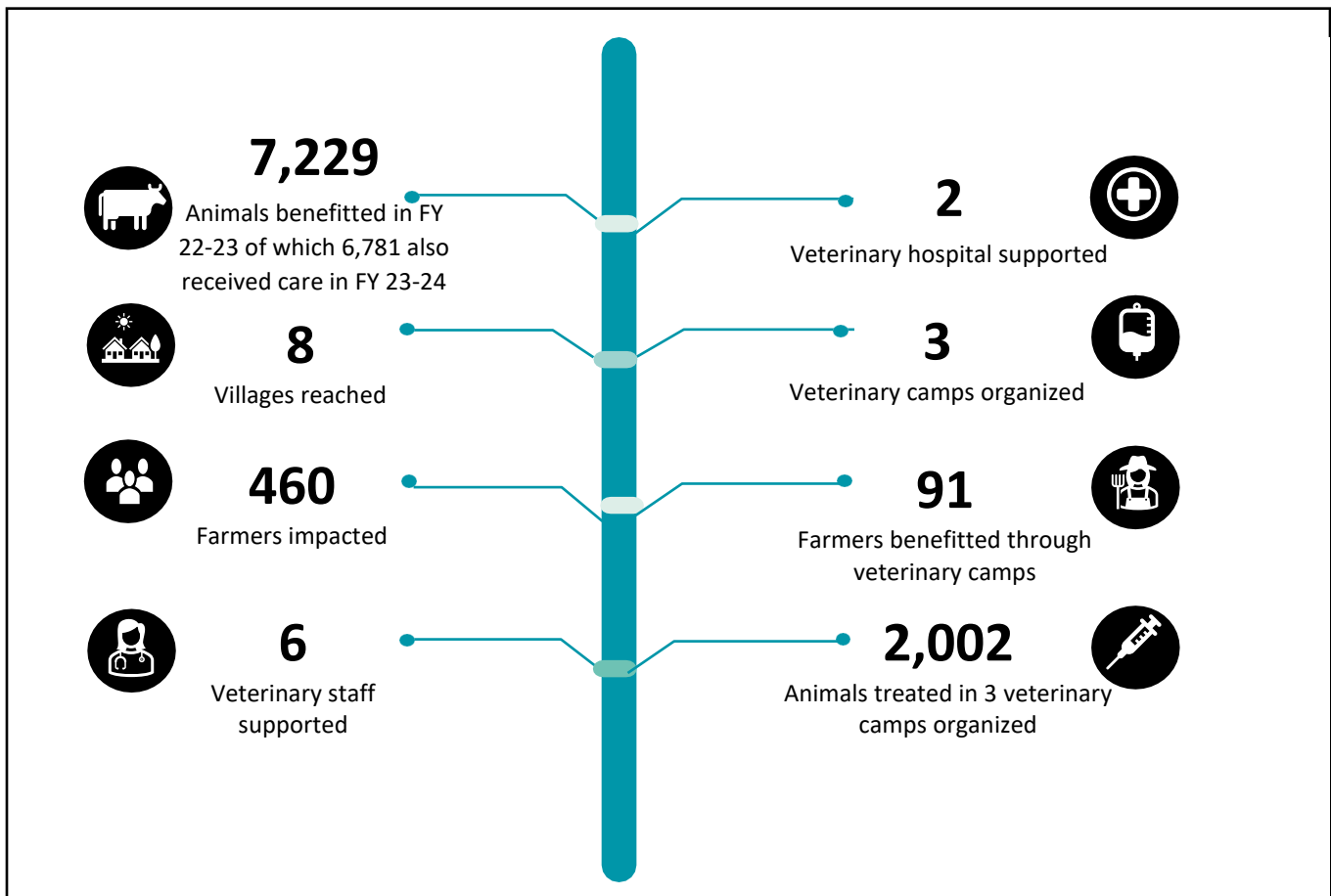
# Impact Assessment Findings:

## *Veterinary Support*



# Impact Assessment Findings: Veterinary Support

## <sup>59</sup>Veterinary Support



<sup>59</sup> Cumulative numbers for FY 22-24 added based on data received from Natco Trust.



## 7.1. Key Processes and Observations

Natco extended veterinary support to farmers in Kothur and Nagarajuna Sagar region with a vision for maintaining the health, welfare, and productivity of animals, as well as safeguarding public health and ensuring the sustainability of animal-related industries.

S. No.	Theme	Observations
1	Community Outreach	<ul style="list-style-type: none"> <li><b>7,229 animals</b> were benefitted with the veterinary services provided in FY 2022-23 of which 6,781 also received care in FY 2023-24.</li> <li><b>350 farmers</b> utilized the veterinary support provided by Natco Trust in FY 2022-23 while <b>110</b> in FY 2023-24.</li> <li><b>100% of farmers</b> interacted confirmed free veterinary check-up support from Natco.</li> </ul>
2	Staff support	<ul style="list-style-type: none"> <li>6 staff are deployed in Kothur for veterinary support including a doctor, 2 veterinary assistant and 3 office subordinates.</li> <li>At Nagarjuna Sagar, government veterinary doctor's help is taken for the veterinary interventions.</li> <li>There is a scope of involving more women in livestock related activities.</li> </ul>
3	Pharmaceutical and Diagnostic support	<ul style="list-style-type: none"> <li>Animal treatments include suspected theilerioses, Diarrhoea, Mastitis, Anaemic &amp; Inappetence, Milk Fever, Pyometra &amp; Endometritis, ROP, Pregnancy diagnosis, Deworming, Foot and Mouth disease, Anoestrus, Calf scours, Lumpy skin disease (Viral Break Out), IV infusions of Calcium, Mg (450 ml) for animals about to parturient and after parturition based on animal's condition.</li> <li>Every two months, farmers are provided with oral calcium for their cattle with 50% discount.</li> <li><b>100% of farmers</b> interacted confirmed of saving of money and increased milk production with oral calcium support.</li> <li>Three veterinary camp was organized in Nalgonda during FY 2022-23. 2,002 animals were treated for medical, surgical, and gynaecological cases in the camp benefitting 91 farmers.</li> <li>During the visit it was observed that not all supported villages had a travis in place for cattle. During the health camps, members of the community held their cattle or tied them to available tractors during surgery and check-ups which may result in injury and is a risk to safety.</li> </ul>



*"We are supporting farmers with mineral mixture, Oral calcium, treatment, and medicines (130+ varieties) for their livestock. We have also started surgeries now. First of kind in Natco, we did a successful limb amputation surgery of a cow for a beneficiary. We have also procured a cow lifting machine. About 70% of the farmers in this region is utilizing our veterinary services. I consider myself very lucky and proud to be part of Natco and giving free of cost/subsidized services to the farmers."*

Dr. Shravan Kumar Reddy, Natco Veterinary doctor



Interaction with veterinary beneficiary during field visit



Disinfectant support to farmers to keep the floor clean



*"I have 100+ cows and 125+ calves currently. Natco's veterinary doctor and staff is helping us by providing mineral mixture, oral calcium supplement, regular follow-up of diseased cows and providing free medicines for them. Usually, treatment of one cow for fever costs INR 1,500-2,000 if we call a civil doctor. Disinfectants are also provided to keep the floor clean of the cow shed. Natco's veterinary support to farmers has a huge impact on cows' milk production and reduction in the disease spread, which was earlier not the case."*

Malleesh (37 yrs.), veterinary beneficiary



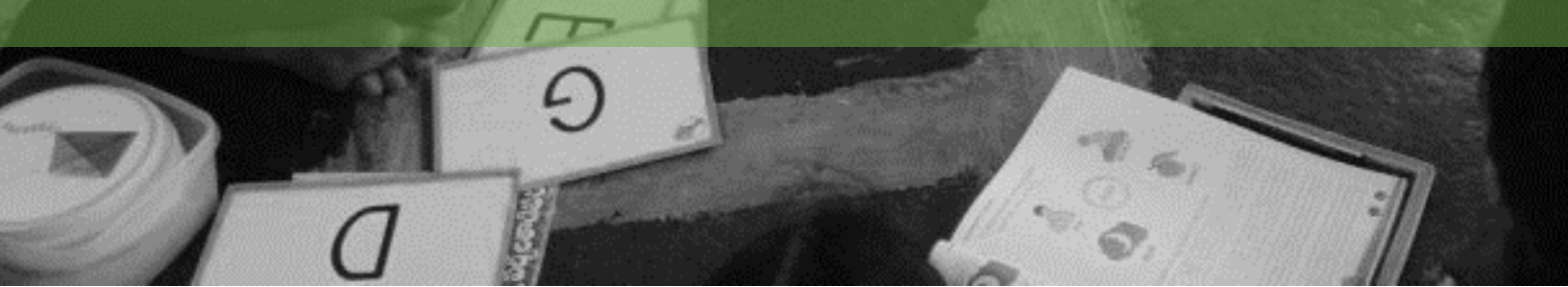
*"Natco has provided us with mineral mixture for my buffalo and ox at 50% subsidized rate. I also went for exposure visit to Guntur through Natco's support for livestock management training. I always keep on experimenting with the wastes to make meaningful things. I have made poultry house with the help of net and tractor tire. Also. I have made poultry house with the waste fridge cabin to save them from cats and monkeys. Natco staff and veterinary doctor has always been supportive to me and keeps on guiding me too."*

Anant Reddy, veterinary beneficiary





**Strategic differentiators**



# Strategic differentiators

## 8. Strategic differentiators

In the realm of corporate social responsibility, Natco Trust's commitment to health and education initiatives underscores its dedication to enhancing societal wellbeing. Recognizing the interdependence of health and education in driving holistic development, Natco Trust has strategically invested in programs aimed at addressing critical needs and fostering sustainable progress within communities.

This section delves into the multifaceted relevance of Natco's health and education initiatives, highlighting both their existing strengths, best practices, and potential.

### 8.1. EDUCATION AND INFRASTRUCTURAL SUPPORT

The implementing organization focused on learning by engaging with multiple stakeholders. The differentiators observed in the different projects of the organization are listed below –

Interventions	Themes	Strategic differentiators
<b>Bal Vikas Kendras (BVK)</b>	<ul style="list-style-type: none"> <li>Teaching and learning outcomes, infrastructure, health, and hygiene</li> </ul>	<ul style="list-style-type: none"> <li>Established institution in the community in operation since 2008, pioneers in the region.</li> <li>Parents' inclination towards BVKs despite presence of alternatives in vicinity.</li> <li>100% participation and awareness of course noted.</li> <li>Effective teaching methodologies such as sand tracing, and alphabet placement on placards incorporated for experiential learning.</li> <li>Adequate TLM present in the classroom to provide affective learning and participation.</li> <li>Increased parental involvement through volunteering activities and PTMs.</li> <li>MUAC, weight, height, and nutritional intake is actively monitored.</li> </ul>
<b>Anganwadi Centres (AWC)</b>	<ul style="list-style-type: none"> <li>Focus on holistic development and effective record maintenance</li> </ul>	<ul style="list-style-type: none"> <li>Natco Volunteers function as AWC workers in various locations addressing personnel challenges.</li> <li>AWCs have a defined curriculum that involves teaching young children's manners, good habits, spellings, rhymes, introduction to numbers, animals, identifying objects in their surroundings, colours, object segregation, playing games, physical activity, gross motor skills, fine motor skills, etc. These make them more aware of their surroundings.</li> <li>Strong focus is on strengthening learning outcomes and teacher and building capacity of existing staff capacity</li> </ul>

<p><b>Natco's support to government schools</b></p>	<ul style="list-style-type: none"> <li>• Facilitating availability of educators, appropriate learning tools, and infrastructure</li> <li>• Administration and Parental Involvement</li> </ul>	<ul style="list-style-type: none"> <li>• Teaching Volunteers are assigned as teachers and tutors in government schools. Many Teaching Volunteers have advanced educational qualifications such as a master's degree.</li> <li>• The teaching learning materials (TLM) provided by the IP is actively utilized in classrooms and aid students' understanding.</li> <li>• The Teach for India (TFI) fellows that have been supported by the IP also follow integrated lesson plans and facilitate creativity and knowledge in Natco Government High School (NGHS) Borabanda, GPS Rajeev Gandhi Nagar Primary School, and Jyothi Nagar Urdu School</li> <li>• ZPHS Indiranagar serves as a key provider of school education to ~15 villages in proximity.</li> <li>• ZPHS Indiranagar is a high performing school, with an average scores SSC results at 95%. Growing alumni reach as alumni have secured seats at IIIT Adilabad for higher education.</li> <li>• High enrollment owing to improved facilities and positive feedback in the community. Alumni have shifted to ZPHS Indiranagar nearby private counterparts for aforementioned reasons along with affordability.</li> <li>• At ZPHS Indiranagar, there is dedicated construction of inner quadrangle to accommodate 1000+ students for assemblies and midday meals.</li> <li>• Strong infrastructural support including RO water facility with a capacity of 1000 litres/day, solar panel of 5kW capacity, 12 CCTV cameras for surveillance, and public address system installed.</li> <li>• Partnership with key partnership such as SHG groups undertaken for midday meals at ZPHS Indiranagar to provide midday meals.</li> <li>• There has been significant infrastructural support to the Natco Government High School (NGHS) Borabanda from 2007 to 2020. Work such as building construction, painting, new drainage line, construction of water storage pump, renovation of toilets, plumbing, and electrical work has been undertaken.</li> <li>• In 2020, beautification work through paintings and attractive slogans has also been done at the NGHS Borabanda</li> <li>• 18 girls' toilets, 18 boys' toilets, 3 women staff toilets, and 3 men staff toilets have also been constructed along with 13 water closets.</li> <li>• Besides these, Natco Trust also supports with municipal garbage van's monthly payment, needs based drainage cleaning expenses, and housekeeping materials. Snacks for students every year for 45 days prior to their exams, and for national festivals, and children's day are also provided at the NGHS.</li> </ul>
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		<ul style="list-style-type: none"> <li>• At the ZPHS Kothur, Natco Trust has constructed 12 additional classrooms, 3 staff rooms, a kitchen room, and a dining hall.</li> <li>• They also undertook the construction of 2 toilet blocks for boys which included 7 toilets (including 1 toilet for Children with Special Needs-CWSN) and 14 urinals. 10 toilets for girls (including 1 toilet for CWSN) were also established.</li> <li>• Construction of the compound wall, erection work of the gates, and renovation work of the existing ZPHS Kothur building was also done.</li> <li>• Active involvement of parents is ensured in the School Management Committee (SMC).</li> </ul>
<b>Natco High School (NHS) and Natco School of Learning (NSL)</b>	<ul style="list-style-type: none"> <li>• Classroom and practical learning, extracurricular activities, and infrastructure</li> <li>• Administration</li> </ul>	<ul style="list-style-type: none"> <li>• The Natco High School (NHS) and Natco School of Learning (NSL) makes private, English-medium education accessible to students in rural settings in the vicinity of Natco's plants.</li> <li>• Besides following the CBSE syllabus, their comprehensive curriculum includes digital learning, experiential learning, and activity-based learning.</li> <li>• At NHS, participation in diverse student clubs is encouraged.</li> <li>• At NSL, Remedial classes conducted for students to provide subject-specific support basis students' performance.</li> <li>• Inclusion of field visits, group discussions, projects, use of practical tools such as maps and models.</li> <li>• Regular use of practical media such as science labs and computer labs for greater conceptual clarity.</li> <li>• At NSL, activities such as Scouts and Guides and National Cadet Corps incorporated to generate leadership and responsibility.</li> <li>• One day per week dedicated for extra-curricular activities, thereby ensuring holistic development of students.</li> <li>• Adequate water supply for students. Technicians/attendants have been appointed to undertake maintenance and operation.</li> <li>• At NSL, the libraries contain 6000+ books which are reviewed and replaced on a regular basis.</li> <li>• Computer labs with proper lighting and seating arrangement with a 1:1 student-system ratio</li> <li>• Head of the departments for each subject has been appointed. Due responsibilities including classroom observations, syllabus review, notebook supervision conducted.</li> <li>• Effective feedback mechanism to gauge best practices in classroom and areas of improvement, along with meetings to discuss observations and suitable classroom practices</li> </ul>

## 8.2. HEALTH AND INFRASTRUCTURAL SUPPORT

Interventions	Themes	Strategic differentiators
<b>Natco Mobile Health Clinic (Sanjeevani)</b>	<ul style="list-style-type: none"> <li>Community outreach, OPD and referrals, pharmaceutical support, schedule of NMHC, Process of registration and documentation</li> </ul>	<ul style="list-style-type: none"> <li>Established since 2008 and 2012 in Nagarjuna Sagar and Kothur</li> <li>Impacted 39 villages covering indigenous communities.</li> <li>The mobile health clinic reaches remotest region or underserved areas where access to healthcare is limited.</li> <li>By bringing healthcare directly to the community, Natco's mobile clinic removes barriers to access, such as transportation costs and distance to healthcare facilities.</li> <li>140+ medicines are available free of cost for the patients for the diseases like diabetes, hypertension, common flu, gastrointestinal etc. ensuring cost is not barrier for accessing healthcare.</li> <li>On an average, NMHC spends about 1.5-2 hours in a village at 2-3 locations, once in a week.</li> <li>The entire process of registration to consultation and prescription in NMHC is done digitally on <a href="https://nssanjeevani.natcopharma.in">nssanjeevani.natcopharma.in</a> portal</li> </ul>
<b>Natco Digital PHC</b>	<ul style="list-style-type: none"> <li>Community outreach, OPD and referrals, pharmaceutical and diagnostic support, schedule of NMHC, Process of registration and documentation</li> </ul>	<ul style="list-style-type: none"> <li>Established since 2018</li> <li>Impacted 15 villages covering indigenous communities.</li> <li>NDPHC consists of multidisciplinary care team, of doctors, pharmacist, staff nurse, lab technician, data operator etc. of highly professional eVaidya organization partnered for operation of NDPHC.</li> <li>150+ medicines are available free of cost for the patients for the diseases like diabetes, hypertension, common flu, gastrointestinal etc. ensuring cost is not a barrier for accessing healthcare.</li> <li>More than 20 types of diagnostic tests are available free of cost like malaria, complete blood count, liver function test etc.</li> <li>The entire process of registration to consultation and prescription in NDPHC is done digitally on <a href="https://natco-mis.evaidya.com">natco-mis.evaidya.com</a> portal and are very systematic</li> </ul>
<b>Support to government hospitals in Hyderabad</b>	<ul style="list-style-type: none"> <li>Personnel and infrastructural support, pharmaceutical support</li> </ul>	<ul style="list-style-type: none"> <li><b>~10 types</b> of oncology medicines worth <b>INR 87,021,818</b> and <b>INR 65,395,501</b> provided in FY 2022-2023 and FY 2023-2024 respectively.</li> <li>7 counsellors supported in 4 hospitals in Hyderabad for the helpdesk in OPD for convenience of public.</li> <li>9 nurses in Niloufer hospitals were supported for deliveries and special cases to improve Maternal and Child health. Currently 2 nurses supported in Niloufer hospital.</li> <li>Supported the construction of the OPD Block in Niloufer Hospital to enhance public services.</li> </ul>
<b>Natco L.V. Prasad Eye Institute</b>	<ul style="list-style-type: none"> <li>Infrastructural support, Staff and equipment support and OPD/surgery</li> </ul>	<ul style="list-style-type: none"> <li>Supported in construction of entire building.</li> <li>Assistance in procurement of all the equipment and initial support in recruitment of staff at hospital.</li> </ul>

		<ul style="list-style-type: none"> <li>Support to economically weaker sections of free OPD and free cataract surgery with a focus on extending equitable and efficient eye care.</li> </ul>
<b>Guntur General Hospital</b>	<ul style="list-style-type: none"> <li>OPD and IPD, pharmaceutical and equipment support, infrastructural support, and future support</li> </ul>	<ul style="list-style-type: none"> <li>Construction of entire 100-bed Cancer block building.</li> <li>GGH hospital designated <b>Level-1 Cancer</b> Centre by Andhra Pradesh govt.</li> <li>The services at the oncology new block is reported to be comparable to a good private multi-specialty hospital.</li> <li>A new extension of 100-bedded of cancer block is to be built adjacent to the current block. MoU signed with the Andhra Pradesh government.</li> </ul>
<b>Cancer screening and blood donation camps</b>	<ul style="list-style-type: none"> <li>Conduction of regular screening camps</li> </ul>	<ul style="list-style-type: none"> <li>Natco believes that by enabling early cancer detection and guaranteeing an adequate supply of blood for medical treatments, precancer screening and blood donation camps play significant roles in promoting public health.</li> <li>They support the wellbeing of people and society at large, as well as the prevention of disease and community involvement.</li> </ul>

### 8.3. VETERINARY SUPPORT

Interventions	Themes	Strategic differentiators
<b>Veterinary support at Kothur and Nagarjuna Sagar</b>	<ul style="list-style-type: none"> <li>Community outreach, staff support and pharmaceutical and diagnostic support</li> </ul>	<ul style="list-style-type: none"> <li>Natco's veterinary support to farmers extended with vision for maintaining the health, welfare, and productivity of animals, as well as safeguarding public health and ensuring the sustainability of animal-related industries.</li> <li>6 staff are deployed in Kothur for veterinary support including a doctor, 2 veterinary assistant and 3 office subordinates.</li> <li>Every two months, farmers are provided with Oral calcium for their cattle with 50% discount.</li> <li>Three veterinary camp was organized in Nalgonda during FY 2022-23. 2,002 animals were treated for medical, surgical, and gynecological cases in the camp benefitting 91 farmers.</li> <li>Animal treatments include suspected theilerioses, Diarrhea, Mastitis, Anemic &amp; Inappetence, Milk Fever, Pyometra &amp; Endometritis, ROP, Pregnancy diagnosis, Deworming, Foot and Mouth disease, Anestrus, Calf scours, Lumpy skin disease (Viral Break Out), IV infusions of Calcium, Mg (450 ml) for animals about to parturient and after parturition based on animal condition</li> </ul>





# Challenges and Recommendations




# Challenges and Recommendations

Natco Pharma Ltd.'s CSR initiatives, while impactful, encounter various challenges in their implementation. The key challenge observed on the field is related to the scalability, sustainability, and continuity of the interventions undertaken by the implementation team. Such challenges require careful planning and resource allocation to prioritize and address key issues effectively.

The below section focuses on the challenges observed on field in all locations, along with specific recommendations for the interventions covered under each thematic area:

## 9.1. EDUCATION AND INFRASTRUCTURE SUPPORT



### 9.1.1. Bal Vikas Kendra (BVKs)



Thematic area	Observed challenges	Recommendations
 <b>Teaching and Learning Outcomes</b>	<ul style="list-style-type: none"> <li>At BVK Thangilla Thanda, it was observed that due signatures on correction of LMN worksheets are not in place.</li> <li>Basis field interactions at BVK Thangilla Thanda, it was noted that sand-tracing activities lacked proper usage protocols such as avoiding contact with face and washing hands post usage.</li> <li>At BVK Thatigaddathaanda, it was observed that while children could recite Telugu alphabet, they had trouble in reciting the English alphabet.</li> </ul>	<ul style="list-style-type: none"> <li>The designated staff should ensure due signatures are in place during the correction of LMN worksheets.</li> <li>Adequate supervision during sand-tracing activities including proper sanitation and precautionary safety measures to ensure only external usage.</li> <li>Capacity-building training for English communication can be provided to BVK teachers to enhance their teaching skills.</li> </ul>
 <b>Infrastructural issues</b>	<ul style="list-style-type: none"> <li>The infrastructure at BVK Thangilla Thanda did not have electricity supply. During peak summer months and heat waves, children may have to study in a very hot and unventilated classroom.</li> <li>Source of drinkable water has been established at the kitchen and store area, leading to children's access to kitchen room.</li> </ul>	<ul style="list-style-type: none"> <li>Electricity connection can be explored to aid lighting, and airflow.</li> <li>Water station and use of RO systems for drinking water could be installed in the classroom to prevent children's entry into the kitchen and store.</li> </ul>
 <b>Health and hygiene</b>	<ul style="list-style-type: none"> <li>Currently, Thangilla Thanda BVK incharge assists and undertakes the hygiene requirements such as providing both male and female children assistance for using washroom and related facilities. During the visit, children were observed to be waiting in dirty clothes after having urinated in their uniform.</li> <li>At the BVK Thatigaddathaanda, it was observed that there is no helper for the teacher. Thus, if any child wants to use the washroom, they must wait for a parent to come from home to take them to use the washroom. Otherwise, in urgent cases, the</li> </ul>	<ul style="list-style-type: none"> <li>Considering the young age of the children, BVKs can be equipped with diapers to avoid having children soil themselves. Additionally, parents can be made aware to send an additional set of clothes with their wards in case of an emergency.</li> <li>Support staff/attendants can be onboarded, especially for female students.</li> <li>Water stations or containers can be stored nearer to the classroom to avoid classes being disrupted.</li> <li>First-aid kit could be maintained at the BVK.</li> </ul>





	<p>teacher has to leave the class alone and accompany the child.</p> <ul style="list-style-type: none"> <li>Similarly, if a child requires water, the teacher has to stop teaching and bring them to the kitchen area.</li> <li>During the visit, first-aid kit was not available at both the BVKs.</li> <li>Maintenance of immunization record for children aged 1-5 not recorded at both the BVKs.</li> <li>Limited information related immunization requirements for children were available to the incharge.</li> </ul>	<ul style="list-style-type: none"> <li>Maintenance of immunization record for children aged 1-5 years can be enhanced at the BVK.</li> <li>Capacity building of staff in terms of awareness and information related immunization requirements for children can be conducted. This can be further disseminated to parents during the PTMs.</li> <li>Additional indicators like BMI of children, head, and chest measurements for children of age 1 or below can be recorded to track progress in health and nutrition levels.</li> </ul>
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### 9.1.2. Anganwadi Centres (AWCs)




Thematic area	Observed challenges	Recommendations																																																																																																
<div></div> <div>Documentation</div>	<ul style="list-style-type: none"><li>The AWC assessment sheets that were shared do not mention all the activities/parameters (as per the Child Assessment Card by the Ministry or Women and Child Development, Government of India) that the children shall be assessed on.</li></ul> <div><p>Average score of POLISHED, UNLINED Children age group for grade wise 3-4 age group</p><table><thead><tr><th>Indicators / Parameters</th><th>Total children</th><th>Total children</th><th>No. of children</th><th>Did not</th><th>Not</th><th>able to</th><th>Children</th></tr><tr><th></th><th></th><th></th><th>assessed</th><th>assessed</th><th>assessed</th><th>assessed</th><th></th></tr></thead><tbody><tr><td>HAND: Can thread beads</td><td>40</td><td>40</td><td>39</td><td>1</td><td>25</td><td>14</td><td>52</td></tr><tr><td>HAND: Using thumb finger to catch small objects</td><td>40</td><td>40</td><td>39</td><td>1</td><td>25</td><td>14</td><td>52</td></tr><tr><td>HAND: Rolling of the paper without parents</td><td>40</td><td>40</td><td>39</td><td>1</td><td>25</td><td>14</td><td>52</td></tr><tr><td>HAND: Using the toilet individually</td><td>40</td><td>40</td><td>39</td><td>1</td><td>25</td><td>14</td><td>52</td></tr><tr><td>L.I.T. Opening bottle through</td><td>40</td><td>40</td><td>39</td><td>1</td><td>25</td><td>14</td><td>52</td></tr><tr><td>L.I.T. Making air, salt and water</td><td>40</td><td>40</td><td>39</td><td>1</td><td>25</td><td>14</td><td>52</td></tr><tr><td>L.I.T. Recognizing sounds and shapes</td><td>40</td><td>40</td><td>39</td><td>1</td><td>25</td><td>14</td><td>52</td></tr><tr><td>L.I.T. Naming and describing thoughts</td><td>40</td><td>40</td><td>39</td><td>1</td><td>25</td><td>14</td><td>52</td></tr><tr><td>HAND: Identifying names and activities</td><td>40</td><td>40</td><td>39</td><td>1</td><td>25</td><td>14</td><td>52</td></tr><tr><td>Creativity: Using articles in different ways</td><td>40</td><td>40</td><td>39</td><td>1</td><td>25</td><td>14</td><td>52</td></tr></tbody></table></div> <ul style="list-style-type: none"><li>A record of details of visits by the Child Development Project Officers (CDPO) to the AWC are not maintained.</li></ul>	Indicators / Parameters	Total children	Total children	No. of children	Did not	Not	able to	Children				assessed	assessed	assessed	assessed		HAND: Can thread beads	40	40	39	1	25	14	52	HAND: Using thumb finger to catch small objects	40	40	39	1	25	14	52	HAND: Rolling of the paper without parents	40	40	39	1	25	14	52	HAND: Using the toilet individually	40	40	39	1	25	14	52	L.I.T. Opening bottle through	40	40	39	1	25	14	52	L.I.T. Making air, salt and water	40	40	39	1	25	14	52	L.I.T. Recognizing sounds and shapes	40	40	39	1	25	14	52	L.I.T. Naming and describing thoughts	40	40	39	1	25	14	52	HAND: Identifying names and activities	40	40	39	1	25	14	52	Creativity: Using articles in different ways	40	40	39	1	25	14	52	<ul style="list-style-type: none"><li>While this does not directly fall under the purview of their support, the team can support AWCs in capacity building to ensure that the detailed format of the child assessment is followed, and children’s performance is recorded accordingly.</li><li>Natco Trust team could encourage the AWC staff to maintain details of visits by the Child Development Project Officers (CDPO) to the AWC and their work.</li></ul>
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<div></div> <div>Infrastructural issues</div>	<ul style="list-style-type: none"><li>The Anganwadi centre in Arogya Nagar Hyderabad often experiences power-cuts. This disrupts the functioning of the centre. Natco Trust has supported them with solar panels. However, they only cover a part of the electricity demand.</li><li>The rented space for the AWC in Guntur does not have gendered toilets for girls and boys.</li></ul>	<ul style="list-style-type: none"><li>The team can explore enhancing the capacity of the solar panels provided to AWC according to the need.</li><li>While this does not directly fall under the purview of their support, Natco Trust team can liaison with the responsible government officials to ensure that the quality of the AWCs is maintained.</li></ul>																																																																																																

 <p><b>Health and hygiene</b></p>	<ul style="list-style-type: none"> <li>At the Salvendriguda AWC, the bandages in the first aid box had been expired for 11 months. At the Guntur AWC, the Benzyl Benzoate Application liquid had been expired for 2 months.</li> </ul> <div data-bbox="394 373 857 604">  </div> <ul style="list-style-type: none"> <li>Detailed stock register was not maintained at the AWCs.</li> </ul>	<ul style="list-style-type: none"> <li>While this is not directly under the purview of the support provided by Natco, the team can support AWC workers by building capacity to maintain and regularly update detailed stock registers with details of product expiry dates.</li> <li>Expiry dates of all medicines, sachets, ointments, bandages etc. in the first aid kit should be checked in regular intervals and accordingly be replaced.</li> </ul>
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### 9.1.3. Natco's support to government schools

Thematic area	Observed challenges	Recommendations
 <p><b>Teaching and Learning Outcomes</b></p>	<ul style="list-style-type: none"> <li>Natco Government High School Borabanda, there is lack of communication between Teaching Volunteers and government school teachers. Basis field interactions, Teaching Volunteers also reported having additional responsibilities outside their purview of duties.</li> <li>It was reported that the Teach for India fellows assigned as teachers do not always know Telugu. Hence, they are unable to teach it as a subject as part of their responsibility in a multigrade, single teacher classroom. This leads to the other teacher taking up the task.</li> <li>Basis discussion with teachers at NGHS, Borabanda: learning tools and resources for practical learning need improvements. Lab technicians are required for science labs. Further, science labs are being used as classrooms to conduct regular classes. Tools such as lab apparatus, geometric boxes, maps, globes, and models need improvement and maintenance.</li> <li>At MPPS Jalthanda, there is lack of electricity. Hence, the students are unable to utilize the tablet (provided by the government) and electronic media to facilitate learning.</li> </ul>	<ul style="list-style-type: none"> <li>The Trust could facilitate efficient communication and distribution of responsibilities amongst the Teaching Volunteers and other teachers at the Natco Government High School Borabanda. This could be done by supporting creation of better reporting mechanisms between Teaching Volunteers and school administration.</li> <li>Trust can look at possibilities of mapping TFI fellows with sufficient knowledge of regional languages, especially in remote schools where there are language barriers.</li> <li>Lab technician volunteer support could be extended, or lobbying could be done with the authorities for the recruitment of adequate teachers to NGHS Borabanda. Alternative methods such as periodic monitoring of lab apparatus and regular maintenance to be undertaken. Tools such as lab apparatus, geometric boxes, maps, globes, and models could be improved and maintained.</li> <li>For addressing the lack of use to technological devices in MPPS Jalthada, a solar powered device charger could be provided.</li> </ul>
 <p><b>Lack of staff</b></p>	<ul style="list-style-type: none"> <li>Despite availability of infrastructure and equipment, lack of cultural and sports events and training due to lack of staff was observed in all schools visited.</li> </ul>	<ul style="list-style-type: none"> <li>The team can liaison with the school administration, SMC, and District Education Officer (DEO) to ensure onboarding of cocurricular faculty in the long-term. In the</li> </ul>

	<ul style="list-style-type: none"> <li>In ZPHS in Kothur, it was observed that there is no housekeeping staff available for the school. Teachers or students volunteer to clean the classrooms.</li> </ul>	<p>short term, volunteers can take up charge to conduct cultural and sports events.</p> <ul style="list-style-type: none"> <li>While staffing is not under the purview of the team, Natco can liaison with the supported schools to ensure onboarding of housekeeping staff.</li> </ul>
 <p><b>Infrastructural issues</b></p>	<ul style="list-style-type: none"> <li>Playground at Natco Government High School (NGHS) Borabanda and Zila Parishad High School (ZPHS) in Kothur have not been levelled and contains gravel and construction material. This can pose a potential safety risk owing to frequent usage.</li> </ul>  <ul style="list-style-type: none"> <li>During the visit at NGHS Borabanda, construction was underway at the staircase, frequently used by students to go to their classrooms. Barricading was not undertaken to prohibit access.</li> </ul>  <ul style="list-style-type: none"> <li>During the field visit, it was observed that the midday meal at ZPHS Indiranagar was being cooked in the open space, close to taps for portable water accessed by students.</li> </ul>	<ul style="list-style-type: none"> <li>While maintenance of infrastructure is not directly under the purview of Natco, the team can liaison with the school management committee to ensure sustainability of support.</li> <li>Levelling and maintenance of the playground could be conducted as part of infrastructure support to ensure elimination of hazards such as gravel and construction material.</li> <li>Natco Trust could advise for barricading during construction process to prohibit students' access. Repair works could be executed during post school hours to ensure safety.</li> <li>Natco Trust could liaison with the school regarding meal preparation being conducted at designated kitchen spaces to prohibit access to students.</li> <li>Natco Trust could advise better placements of the CCTV cameras to avoid blindspots near the corridor for grade 10 students at ZPHS Indiranagar.</li> </ul>

	 <ul style="list-style-type: none"> <li>• CCTV cameras are located in blindspots in the corridor for ZPHS Indiranagar and ZPHS Kothur.</li> </ul>	
 <p><b>Functionality and usage of infrastructure</b></p>	<ul style="list-style-type: none"> <li>• In ZPHS Kothur, it was observed that the CCTV cameras were not in use by the school facility as they did not have the knowledge on how operate the computer system or view the CCTV footage and did not have a dedicated resource personnel for the same.</li> <li>• The desks provided by Natco in ZPHS Kothur are built with too much space. Students find it uncomfortable to sit on the desk for long durations.</li> </ul>  <ul style="list-style-type: none"> <li>• In ZPHS Kothur, it was observed that students were attending classes in the open due to a lack of classrooms.</li> </ul>	<ul style="list-style-type: none"> <li>• Capacity building trainings for new technologies and infrastructure can be provided to school staff. Additionally, volunteers can be identified to navigate new technologies.</li> <li>• Infrastructure like desks etc. provided can be improved by taking requirements of students into consideration. Liaising could be done with the school for deployment of special officers for monitoring the infrastructure utilization and satisfaction.</li> <li>• Schools can utilize the infrastructure provided in a more efficient manner. Natco Trust can liaison with the school to understand operational challenges resulting in students not being able to access the infrastructure like classroom, dining hall etc.</li> <li>• Alternatively, the school can employ strategies like staggered timetables, lunch breaks etc. so all students can make use of the infrastructure.</li> <li>• Natco can liaison with school management and administration to understand challenges in using science and computer labs. Subject teachers and volunteers can take up responsibilities to take students to the labs.</li> </ul>



- In ZPHS Kothur, female students shared that they were not allowed in the dining hall due to a lack of space. Only male students were allowed to eat in the dining hall, it was observed that female students were eating outside, under the sun in places like the parking lot, staircase etc.









- In ZPHS Kothur, it was observed that the laboratories constructed for science, computers, and arts are not in use due to lack of equipment and lack of staff.
- Students shared that the none of the computers in the lab work, and thus, they do not have a scheduled computer period in the timetable.





- Regular servicing and repairs of computers and equipment can be undertaken.
- Additionally, Natco team can liaison with the District Education Officer (DEO) to ensure regular monitoring of schools through monitoring visits and deployment of special officers.







 <p><b>Accessibility</b></p>	<ul style="list-style-type: none"> <li>• Lack of tools for disability inclusion and accommodation was observed at MPPS SPL PT Paruru, Guntur</li> <li>• At ZPHS in Kothur, it was observed that there is a lack of wheelchair accessibility. There is no elevator, and the ramp constructed is obstructed with the water station.</li> </ul>  <ul style="list-style-type: none"> <li>• At ZPHS Siddipet, lack of wheelchair accessibility was observed first floor onwards. Only the ground floor had ramps to reach classrooms.</li> </ul>	<ul style="list-style-type: none"> <li>• At MPPS SPL PT Paruru, Guntur, there are three students with intellectual disabilities. IP could support the school by facilitating their inclusion and care at the school. This could be done by arranging capacity building sessions for teachers, helper staff, and classmates at the school. Another way to support would be by assessing the severity of the disability of the students and engage them in activities as per their intellectual capacity.</li> <li>• Construction and renovation activities undertaken can be made more inclusive and accessible through mindful inclusion of ramps, elevators, smooth pathways etc.</li> </ul>
 <p><b>Health and hygiene</b></p>	<ul style="list-style-type: none"> <li>• A vendor has been onboarded at NGHS, Borabanda to provide mid-day meals. However, basis visit, the food was kept in closed containers at the entrance.</li> <li>• Basis interaction with support staff, 2 boys' washrooms and 2 girls' washrooms need repair work.</li> <li>• Students at ZPHS Kothur shared that both the water station and the washrooms were located outside the building, hence they would have to get special permission from teachers to go out of the building to use the services.</li> <li>• Female students and teachers at ZPHS Kothur shared that due a lack of maintenance of toilets, they were not able to use the constructed toilets.</li> </ul> 	<ul style="list-style-type: none"> <li>• Designated storeroom could be allocated for keeping midday meals with limited access to minimize scope of contamination, maintain hygiene, and restrict students' access.</li> <li>• IP could address the importance of maintaining hygienic toilets at MPPS Jalthanda. Sessions on community health with teachers, parents, and students could be held to emphasize collective responsibility.</li> <li>• In future projects of a similar nature, the design can incorporate such feedback from students and faculty.</li> </ul>

	<ul style="list-style-type: none"> <li>At ZPHS Kothur, students and faculty shared that it was difficult for them to access the dining hall and classes located in the same corridor as the washrooms due to the foul smell.</li> </ul>	
 <b>Gender sensitization</b>	<ul style="list-style-type: none"> <li>During the visit at ZPHS in Kothur, it was observed that despite the school being co-ed, students were sectioned in different classrooms based on gender. When probed, the school faculty suggested this was to limit contact between girls and boys and ensure they do not interact. This is harmful for students in the long run, as it restricts their access to infrastructure within the school compound and affects their communication skills with a different gender.</li> </ul>	<ul style="list-style-type: none"> <li>Gender sensitization workshops and capacity building sessions of school management committee, school leadership and parents can be undertaken to avoid such limitations on students.</li> </ul>
 <b>Communication with parents and students</b>	<ul style="list-style-type: none"> <li>Parents' participation is reported to be low (~30%-40% as per stakeholder interactions) in the parent-teacher meetings (PTMs) because attending PTMs may lead to loss of wages.</li> <li>2 parents reported that their children have left the Gurukula after a few months of taking admission due to homesickness and adjustment issues.</li> </ul>	<ul style="list-style-type: none"> <li>Natco team can liaison with the schools to incorporate virtual connects and telephonic discussions with parents in case they are unable to attend PTMs.</li> <li>IP could offer counseling support to them. Sessions about stress management, time management, emotional regulation, and navigating novel life situations, could be conducted once the students have cleared the entrance exam.</li> </ul>


#### 9.1.4. Natco High School (NHS)






Thematic area	Observed challenges	Recommendations
 <b>Teaching and Learning Outcomes</b>	<ul style="list-style-type: none"> <li>Since the NHS's partnership with Hippocampus<sup>60</sup> is in its nascent stage, there is a gap in knowledge transition towards a new teaching pedagogy. The teachers will require some time to get used to the new adaptations to the curriculum and teaching methodology.</li> <li>The periodic and final assessment sheets shared are from 1<sup>st</sup> to 8<sup>th</sup> grade only and are missing the data of several students.</li> </ul> 	<ul style="list-style-type: none"> <li>Capacity building and training sessions for staff can be undertaken to ensure a smooth transition to Hippocampus's policies and teaching pedagogies. Based on interactions with the implementation team, capacity building sessions are currently underway.</li> <li>Record keeping and maintenance of assessment data can be strengthened. The school can look at maintaining digital databases to make it easier to access and track.</li> </ul>

<sup>60</sup> NHS's partnership with Hippocampus began in April 2023, post the review period.

 <p><b>Infrastructural issues</b></p>	<ul style="list-style-type: none"> <li>During the field visit, it was observed that the campus is not wheelchair accessible. There is no ramp or elevator, and the ground is filled with gravel which makes it difficult to maneuver a wheelchair.</li> </ul>  <ul style="list-style-type: none"> <li>Leakage near the washrooms, in the RO station, and fire hydrant pipe observed on field.</li> </ul>  	<ul style="list-style-type: none"> <li>In future projects of a similar nature, the design can incorporate such feedback from students and faculty. The ground can be leveled to ensure easy access.</li> <li>Periodic maintenance of infrastructure can be undertaken to mitigate concerns such as leakage and spillage.</li> </ul>
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

### 9.1.5. Natco School of Learning (NSL)


Thematic area	Observed challenges	Recommendations
 <p><b>Teaching and Learning Outcomes</b></p>	<ul style="list-style-type: none"> <li>Based on-field interactions, a discussion on streams and career options was explored. It was found that 23 of 35 students from 10th Grade were not aware of Commerce as a stream of choice and field of study. Basis survey conducted, 14% and 5% participants wanted to pursue Commerce and Humanities respectively.</li> <li>Currently, subject-teachers are assigned to students for conducting extra-curricular activities. Student Interest Groups (SIGs) are formed to conduct activities under subject-teachers' supervision.</li> </ul>	<ul style="list-style-type: none"> <li>A counsellor could be appointed to disseminate information related to future aspirations, availability of disciplines, and career opportunities.</li> <li>Activity periods and clubs for extra-curricular activities could be formed for art, dance, music, drama, elocution, etc.</li> <li>Activity teachers could be appointed to provide skill training in the aforementioned extra-curricular activities. Post which, students can undertake student interest groups (SIGs) as per their interests. This will ensure holistic development and consider students' preferences.</li> </ul>

 <p><b>Infrastructural issues</b></p>	<ul style="list-style-type: none"> <li>During field visit, leakage in the RO purifier was observed which led to accumulation of stagnant water on the terrace, thereby posing as a potential concern to the infrastructural layout.</li> </ul> 	<ul style="list-style-type: none"> <li>Periodic maintenance of infrastructure such as RO purifier could be undertaken to mitigate concerns such as leakage, spillage, or efficiency concerns.</li> </ul>
 <p><b>Health and hygiene</b></p>	<ul style="list-style-type: none"> <li>Medical professional/ attendant can be not available. Dependency on RMP for health-related concerns and consultation.</li> <li>Urinals present at girls' washrooms do not have adequate compartmentalization to ensure privacy.</li> </ul> 	<ul style="list-style-type: none"> <li>A medical professional/attendant can be onboarded on a full-time or consulting basis for the sick room to provide professional consultation and response in case of injuries and illness faced during school hours.</li> <li>Construction of concrete walls and doors could be undertaken to compartmentalize urinals for girls' washrooms. Based on the interactions with the Natco team, construction for the same is currently underway.</li> </ul>
 <p><b>Administration and Parental Involvement</b></p>	<ul style="list-style-type: none"> <li>Basis on-field interactions with the staff and administration, low parents' participation has been observed</li> </ul>	<ul style="list-style-type: none"> <li>Scope of greater representation of parents in the SMCs and home visits can be explored to increase parental involvement</li> </ul>



## 9.2. HEALTH, NUTRITION, WATER, SANITATION AND HYGIENE

### 9.2.1. Natco Mobile Health Clinic (NMHC)


Thematic area	Observed challenges	Recommendations
 <p><b>Operational Challenges</b></p>	<ul style="list-style-type: none"> <li>At places, with out of network coverage area, staff has to do registration work first manually and then enter it digitally once they are under network coverage area, creating double work for them.</li> </ul>	<ul style="list-style-type: none"> <li>Explore new areas in the village where NMHC can be set up and are under network coverage area to avoid duplication of work for the staff.</li> </ul>
 <p><b>Services</b></p>	<ul style="list-style-type: none"> <li>Presently 60-70% patients are follow-up patients with regular medicines or old age people.</li> <li>NMHC can increase its scope by undertaking additional services in the villages as the daily footfall of patients is around 50 and even</li> </ul>	<ul style="list-style-type: none"> <li>Diagnostic facilities could be introduced for the villagers so that they don't have to travel to nearest private/ public labs which is around 10-12 Kms from the villages.</li> <li>Frequency of Mobile Health Clinic in each village should be increased to twice a week to</li> </ul>

	<p>more during peak seasons of flu and other seasonal diseases.</p> <ul style="list-style-type: none"> <li>Villagers are travelling around 10-12 KM for availing even the basic diagnostic services.</li> </ul>	<p>cater larger population considering the daily footfall of around 40-50 patients.</p> <ul style="list-style-type: none"> <li>Due to prevalence of non-communicable diseases (NCDs), the concept of NCD group should be explored by 2-3 villages to ensure regular follow-up and medicines of the patients.</li> <li>Concept of Aarogya Mitra/Sakhi could be explored for enhancing community participation in the healthcare services.</li> </ul>
 <p><b>Training and Capacity Building</b></p>	<ul style="list-style-type: none"> <li>No training has been provided to NMHC staff after COVID-19.</li> </ul>	<ul style="list-style-type: none"> <li>It is important to conduct refresher or skill updating course for the NMHC staff once every year on NCDs, sanitation and hygiene, seasonal diseases etc.</li> </ul>


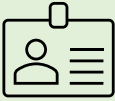
### 9.2.2. Natco Digital Primary Health Centre

Thematic area	Observed challenges	Recommendations
 <p><b>Operational Challenges</b></p>	<ul style="list-style-type: none"> <li>Television/screen used for telemedicine services was not operational.</li> </ul>  <ul style="list-style-type: none"> <li>Documents on telemedicine services/consultations were not segregated from regular consultations.</li> </ul>	<ul style="list-style-type: none"> <li>Proper maintenance of the assets should be assured by eVaidya team.</li> <li>Telemedicine services should be operationalized on priority and eVaidya's expertise should be used for providing multi-specialty telemedicine services to the beneficiaries.</li> <li>Documentation on telemedicine services should be segregated by keeping two sets of records one for normal consultations and other for telemedicine consultations.</li> </ul>



### 9.2.3. Natco's Support to Government Hospitals

Thematic area	Observed challenges	Recommendations
 <p><b>Maintenance of infrastructure</b></p>	<ul style="list-style-type: none"> <li>Based on interactions with hospital staff and the Deloitte team's field visit, maintenance of the OPD block at Niloufer Hospital emerged as a big concern.</li> <li>While Natco has provided state of the art infrastructure to the hospital, there is a lack of maintenance staff at the hospital to clean and retain hygienic conditions.</li> <li>Issues like broken chairs in the waiting area, and lack of shoe racks were observed during the visit.</li> </ul>	<ul style="list-style-type: none"> <li>Natco team can liaison with the hospital administration on a monthly or quarterly basis to ensure long-term sustainability of infrastructure.</li> <li>Natco can look at maintaining a provisional budget for long term maintenance of infrastructure.</li> </ul>







 <p><b>Training and Capacity Building</b></p>	<ul style="list-style-type: none"> <li>Based on the interaction with staff, it was observed that no training has been provided to counsellors from last 5 years.</li> <li>While the role of the counsellors is to run the help desk in the OPD and aid patients in registering and accessing services, it was observed that in most cases the counsellors act as a primary contact for patients from underprivileged backgrounds. They provide ad hoc services in terms of explaining them the diagnosis provided by the doctor, the details of treatment plan and medication provided etc.</li> <li>In many cases they also provide emotional support and counselling to the patients and their family. During interactions, it was observed that counsellors do not have sufficient training or qualifications in core counselling skills like psychological aid, grief counselling etc.</li> </ul>	<ul style="list-style-type: none"> <li>It is important to conduct refresher or skill updating course for counsellors once every year.</li> <li>There is a need to onboard qualified counsellors or upskill them to handle challenges emerging in their daily practice.</li> <li>Counsellors can be provided certifications in psychological first aid, different therapies, counselling skills etc.</li> </ul>
 <p><b>Employee Strength</b></p>	<ul style="list-style-type: none"> <li>During the visit, it was observed that 1-2 counsellors are assigned to each hospital.</li> <li>However, the daily case load of the counsellors is ~1,000 patients in OPD along with follow-up cases.</li> </ul>	<ul style="list-style-type: none"> <li>There is a risk of burnout in the existing employees.</li> <li>Currently, the case load of each individual counsellor is high, the implementation team can look at onboarding and training additional counsellors or social workers to reduce workload and ensure quality of care provided to each patient.</li> </ul>

#### 9.2.4. Natco L. V. Prasad Eye Institute

Thematic area	Observed challenges	Recommendations <sup>61</sup>
 <p><b>Maintenance and Sustainability</b></p>	<ul style="list-style-type: none"> <li>Maintenance of supported infrastructure which are under hospital administration may be a challenge in long run.</li> </ul>	<ul style="list-style-type: none"> <li>Natco team can liaison with the hospital administration on a monthly or quarterly basis to ensure long-term sustainability of infrastructure.</li> </ul>
 <p><b>Additional Services and opportunities</b></p>	<ul style="list-style-type: none"> <li>There is scope to turn the Natco L.V. Prasad Eye Institute into a tertiary eyecare centre</li> </ul>	<ul style="list-style-type: none"> <li>Natco in collaboration with the L.V. Prasad management can look at expanding the bed capacity of NLVPEI and turning it into a tertiary centre which can act as a referral hospital to support other eyecare hospitals in the state.</li> </ul>




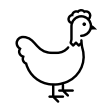

<sup>61</sup> It is important to note that several challenges observed do not come under the purview of responsibility of Natco Trust. Implementing some recommendations provided may require Natco Trust to collaborate with other stakeholders.

### 9.2.5. Guntur General Hospital and Natco Cancer Block

Thematic area	Observed challenges	Recommendations <sup>62</sup>
 <b>Maintenance and Sustainability</b>	<ul style="list-style-type: none"> <li>Maintenance of supported infrastructure which are under hospital administration may be a challenge in the long run. In the previously existing GGH block where renovations were supported, decline in maintenance and upkeep was observed.</li> <li>Maintenance of shared equipment with the government hospital is also an emerging challenge. During the visit, it was observed that the MRI machine located in the Cancer Block was being used by other departments. The machine was taking patients thrice its intended capacity. This has also resulted in the machine being worn out.</li> </ul>  <ul style="list-style-type: none"> <li>In the paediatric unit in GGH hospital, supported by Natco, it was observed that the parents did not have any space to accompany their wards. Parents were either sharing the beds with their sick children or waiting/sleeping in the hallways.</li> </ul>	<ul style="list-style-type: none"> <li>Regular monitoring of infrastructural support would be required for proper functioning of the infrastructure.</li> <li>Natco can liaison with the hospital administration to have clear division of roles, responsibilities, and assets in place. For a long-term association, the team can look at providing such equipment and services to other departments to not overburden the staff and machinery at the Cancer Block.</li> <li>Natco can look at developing assigned waiting areas or beds for parents accompanying minors in the hospital.</li> </ul>
 <b>Counselling services</b>	<ul style="list-style-type: none"> <li>Considering the nature of cases and treatment provided in the Natco Cancer block, there is lack of emotional and mental health support for patients and their families.</li> </ul>	<ul style="list-style-type: none"> <li>There is a significant scope of onboarding mental health counsellors or social workers to support individual patients and their families during their treatment.</li> </ul>
 <b>Additional services and opportunities</b>	<ul style="list-style-type: none"> <li>Currently there is no specified OPD help desk at GGH.</li> <li>Currently blood tests/diagnostic services are not available at GGH cancer block.</li> </ul>	<ul style="list-style-type: none"> <li>Natco team can look at replicating its interventions in other hospitals and onboard counsellors to facilitate an OPD help desk and aid patients in registering and navigating the hospital processes.</li> <li>Natco team liaison with hospital administration to establish diagnostic labs at the centre itself to reduce out-of-pocket expenditures.</li> </ul>

<sup>62</sup> It is important to note that several challenges observed do not come under the purview of responsibility of Natco Trust. Implementing some recommendations provided may require Natco Trust to collaborate with other stakeholders.





### 9.3. VETERINARY SUPPORT

Thematic area	Observed challenges	Recommendations <sup>63</sup>
 <b>Veterinary camps</b>	<ul style="list-style-type: none"> <li>It was observed on field that only one veterinary camp had been conducted by Natco for each location in the previous FY.</li> </ul>	<ul style="list-style-type: none"> <li>Regular veterinary camps can be organized for improved health of the animals. This is especially the case in vaccination camps, as most cattle vaccinations are required to be administrated once every quarter.</li> </ul>
 <b>Equipment</b>	<ul style="list-style-type: none"> <li>During the visit it was observed that not all supported villages had a travis in place for cattle. During the health camps, members of the community held their cattle or tied them to available tractors during surgery and check-ups. This may result in injury and is a risk to safety</li> </ul>	<ul style="list-style-type: none"> <li>Support of travis could be explored to the villages, by identifying the villages where it is not available.</li> </ul>
 <b>Community involvement</b>	<ul style="list-style-type: none"> <li>There is a scope of involving more women in livestock related activities.</li> </ul>	<ul style="list-style-type: none"> <li>Concept of <i>Pashu Sakhi</i> could be explored for enhancing community participation in the healthcare services, in particular women.</li> <li>Women should be involved in livestock. Livestock support in form of goats or poultry could be explored for alternate source of income for women.</li> <li>SHGs should be activated and involved to start small/medium enterprises related to dairy/poultry for enhancing their income which will help in making them financially independent and ultimately empowered.</li> </ul>
 <b>Additional services and opportunities</b>	<ul style="list-style-type: none"> <li>During the visit, it was observed that only Kothur had a full team supported by Natco including a veterinary doctor and assistants.</li> <li>Scope for providing support in artificial insemination of cows and buffalos to increase dairy production.</li> <li>During the visit, it was observed that most of the veterinary supported provided is limited to cows and buffaloes.</li> </ul>	<ul style="list-style-type: none"> <li>Similar support can be provided in other remote locations like Nagarjuna Sagar where access to veterinary care is limited.</li> <li>Considering that the majority of villagers in project locations possess cattle, Natco can look at supporting artificial insemination of animals to improve farmers' livelihoods.</li> <li>Since most households in the project locations possess poultry and goats, there is ample scope of conducting specific interventions like poultry workshop, goat rearing workshops, specific health camps etc.</li> </ul>
 <b>Documentation and data collection</b>	<ul style="list-style-type: none"> <li>Detailed records and reports of veterinary support provided not maintained for different locations.</li> </ul>	<ul style="list-style-type: none"> <li>There is a scope to streamline the reporting and record-keeping for veterinary supported provided by Natco. Natco can work towards creating a centralized database for the intervention. This will also aid in understanding the trends in the support required, common diseases observed in area etc.</li> </ul>

<sup>63</sup> It is important to note that several challenges observed do not come under the purview of responsibility of Natco Trust. Implementing some recommendations provided may require Natco Trust to collaborate with other stakeholders.

## 9.4. THE WAY FORWARD

As Natco Pharma Ltd. moves forward with its CSR initiatives, the company is set to embark on a strategic approach that emphasizes the integration of social, environmental, and economic dimensions. Natco Pharma Ltd. can advance its CSR goals through a holistic approach that prioritizes collaboration, innovation, accountability, and community empowerment:

Thematic area	The Way Forward
 <b>Strategy</b>	<ul style="list-style-type: none"> <li>There is scope for Natco Trust to streamline its strategy and supporting more multi-year and long-term projects to create more significant impact.</li> </ul>
 <b>Documentation and monitoring</b>	<ul style="list-style-type: none"> <li>Natco can look at adopting digital solutions, data analytics, and emerging technologies to strengthen its interventions. There is an existing opportunity for the implementation team to enhance its mechanisms of program delivery, monitoring, and evaluation processes to maximize impact and insure sustainability of supported activities.</li> <li>Detailed records, reports and MIS not maintained for different interventions. There is a scope to streamline the organization's reporting and record-keeping.</li> <li>Information and data is not maintained in the same formats across locations. Fixed templates can be customized for each intervention and used to monitor each project.</li> </ul>
 <b>Financial recording and expense booking</b>	<ul style="list-style-type: none"> <li>Currently the expenses are booked according to the location.</li> <li>Natco can maintain and record intervention-wise expenses or incorporate cost-centre wise accounting practices.</li> </ul>
 <b>Volunteerism and employee engagement</b>	<ul style="list-style-type: none"> <li>Employee engagement and volunteerism are also realms that the company can explore to enhance its CSR initiatives. By fostering a culture of volunteerism in its workforce, Natco can make employees at different plant locations directly contribute to the communities in which they operate.</li> <li>Currently, employees only volunteer for few events like blood donation camps. There is scope to engage employees in volunteer activities in different thematic areas like interactions and sessions for school students, mentorship activities etc.</li> </ul>



Annexure



# Annexure

## 10.1. List of abbreviations

Abbreviation	Full form
<b>AWC</b>	Anganwadi Centre
<b>AY</b>	Academic Year
<b>BA</b>	Baseline Assessment
<b>BVK</b>	Bal Vikas Kendra
<b>CDPO</b>	Child Development Project Officer
<b>EA</b>	Endline Assessment
<b>FA</b>	Formative Assessment
<b>GGH</b>	Guntur General Hospital
<b>HM</b>	Headmistress/Headmaster
<b>HoD</b>	Head of Department
<b>ICDS</b>	Integrated Child Development Services
<b>IPD</b>	In-patient Department
<b>IV</b>	Intravenous
<b>LKG</b>	Lower Kindergarten
<b>MA</b>	Midline Assessment
<b>MNJ</b>	Mehdi Nawaj Jung Cancer Hospital
<b>MPPS</b>	Mandal Parishad Primary School
<b>NCC</b>	National Cadet Corps
<b>NCERT</b>	National Council of Educational Research and Training
<b>NDPHC</b>	Natco Digital Primary Health Care Centre
<b>NEP</b>	New Education Policy
<b>NGHS</b>	Natco Government High School
<b>NHS</b>	Natco High School
<b>NHTS</b>	National Health Tracking System
<b>NLVPEI</b>	Natco L. V. Prasad Eye Institute

<b>NMHC</b>	Natco Mobile Health Clinic
<b>NSL</b>	Natco School of Learning
<b>OECD-DAC</b>	Organization for Economic Cooperation and Development-Development Assistance Committee
<b>OHC</b>	Occupational Health Centre
<b>OPD</b>	Out-patient Department
<b>ORS</b>	Oral Rehydration Solution
<b>PET-CT</b>	Positron Emission Tomography-Computed Tomography
<b>PHC</b>	Primary Health Clinic
<b>PTM</b>	Parent-teacher meeting
<b>RMP</b>	Registered Medical Practitioner
<b>ROP</b>	Retinopathy of Prematurity
<b>SA</b>	Summative Assessment
<b>SAM</b>	Severe Acute Malnutrition
<b>SIG</b>	Student Interest Group
<b>SMC</b>	School Management Committee
<b>TFI</b>	Teach for India
<b>TLM</b>	Teaching-Learning Material
<b>UKG</b>	Upper Kindergarten
<b>WASH</b>	Water, Sanitation, and Health
<b>ZPHS</b>	Zila Parishad High School

## 10.2. Bal Vikas Kendras (BVK) covered on field

S. no.	Location	BVK	Stakeholders interacted with
1	Nalgonda	Thangilla Thanda Bala Vikasa Kendra Nagarjuna Sagar	BVK in-charge, BVK children

## 10.3. Anganwadi Centres covered on field

S. no.	Location	AWC	Stakeholders interacted with
1	Hyderabad	AWC Arogya Nagar	AWC staff, AWC children, parents
2	Nalgonda	AWC Jalthanda	AWC staff, AWC helper
3	Ranga Reddy	AWC Salvendriguda	AWC staff, AWC helper, AWC children, parents
4	Guntur	AWC MPPS SPL PT Parru	AWC helper, AWC children, parents, Teaching Volunteer
5	Guntur	AWC Patchalatadiparru	AWC staff, AWC helper

#### 10.4. Government schools covered on field

S. no.	Location	School	Stakeholders interacted with
1	Hyderabad	Rajeev Gandhi Govt School	Administration/teacher, TFI fellows, students, parents
2	Hyderabad	Natco Govt High School	Administration, teachers, Teaching Volunteers, students, parents, support staff
3	Nalgonda	MPPS Jalthanda School	Administration, teachers, students
4	Nalgonda	MPPS Palthi Thanda	Teachers, Teaching Volunteers, students
5	Nalgonda	MPPS Nellikal School	Teaching Volunteer, students
6	Ranga Reddy	MPPS Mekeguda Kothur	Administration, Teaching Volunteers, teacher, students
7	Ranga Reddy	Natco Zila Parishad School Kothur	Administration, teacher, students, Teaching Volunteer, support staff
8	Siddipet	Zila Parishad High School Indiranagar	Administration, teachers, students, School Management Committee (SMC) Chairman, District Education Officer (DEO), Self Help Group (SHG) members for mid-day meals
9	Guntur	MPPS SPL PT Paruru	Administration/teacher, Teaching Volunteer, students, parents

#### 10.5 Bal Vikas Kendras (BVK) supported by Natco Trust

S.no.	Location	BVK
1	Nalgonda	Thangilla Thanda Bala Vikasa Kendra Nagarjuna Sagar
2	Ranga Reddy	Thatigadda Thanda Bala Vikasa Kendra Kothur

#### 10.6. Government schools supported by Natco Trust

S.no.	Location	Name of the Schools
1	Kothur, Ranga Reddy	MPPS Mekhaguda
2		MPPS Kothur
3		MPPS Inmulnarva
4		MPPS Rangapur
5		MPPS Nandigam
6		MPPS Salvendriguda
7		MPPS Sangiguda
8		Natco Zila Parishad School Kothur
9	Nagarjuna Sagar, Nalgonda	Yarracheruvu thanda
10		Nellikal
11		Pilligundla thanda
12		Jal thanda
13		Godumadaka
14		Chintala Palem
15		Jamanna kota
16		Nagarjuna peta
17		Palthi thanda
18		Thangella thanda
19		Pulya thanda
20		Voorabavi thanda
21		Nayakuni thanda

22		Thimai palem
23		Sapavath Thanda
24	Siddipet	Zila Parishad High School Indiranagar
25		Gollamudipadu
26		Brahmanakodur MPP
27	Guntur	Brahmanakodur MPP Special
28		Jupudi
29		Pachalatadiparru
30		Rajeevgandhi Nagar
31		T.Anjaiah Nagar
32		Natco Primary School
33		Natco High school
34	Hyderabad	Jyothi Nagar Urdu Primary school
35		Jyothi Nagar Urdu High school
36		Paropakarini Balika Primary School
37		Paropakarini Balika High School

### 10.7. Healthcare and veterinary interventions supported by Natco Trust

S.no.	Location	Interventions	Stakeholders interacted with
1	Hyderabad	MNJ Hospital, Osmania General Hospital, Gandhi Hospital	Counsellors, patients, hospital staff
2	Nalgonda	NMHC, Veterinary camps	NMHC staff, patients, veterinary doctors, farmers
3	Ranga Reddy	NMHC, NDPHC, Natco LVPEI	NMHC, NDPHC and LVPEI staff, patients, veterinary staff, farmers
4	Guntur	Guntur General Hospital	Natco supported staff, GGH staff, patients

### 10.8. Villages covered under NMHC

S.no.	Location	Interventions	Stakeholders' locations covered
1	Ranga Reddy	NMHC	<ul style="list-style-type: none"> <li>• Rangapur</li> <li>• Nandigram SC Colony</li> <li>• Inmulnarva - two places</li> <li>• Salvendriguda</li> <li>• Sanghiguda</li> <li>• Jyothyatanda</li> <li>• Kolbaitanda</li> <li>• Darmaiah tanda</li> <li>• Tatigaddatanda</li> <li>• Pittalaguda</li> <li>• Kothur SC Colony</li> <li>• Chakalidaniguttatanda</li> <li>• Inmulnarva SC Colony</li> </ul>
2	Nalgonda	NMHC	<ul style="list-style-type: none"> <li>• Yerra Cheruvu Thanda</li> <li>• Chenchu Vani Thanda</li> <li>• Godumadaka</li> <li>• Nellikal</li> <li>• Pilli Guntla Thanda</li> <li>• Chintala Palem</li> </ul>

			<ul style="list-style-type: none"> <li>• Jal Thanda</li> <li>• Poolya Thanda</li> <li>• Thangilla Thanda</li> <li>• Palthi Thanda</li> <li>• Voorabai Thanda</li> <li>• Nagarjuna Peta</li> <li>• Jammaana Kota</li> <li>• Sapavath Thanda</li> <li>• Thimmai Palem</li> <li>• Nayakuni Thanda</li> </ul>
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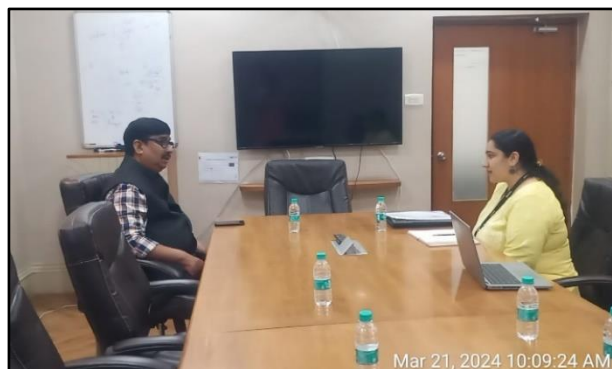
#### 10.9. List of medicines supported to MNJ Hospital

S.no.	Location	Hospital	Medicines supported
1	Hyderabad	MNJ Hospital	<ul style="list-style-type: none"> <li>• VEENAT 400Mg 30's</li> <li>• CAPNAT 500Mg 10's</li> <li>• GEFTINAT 250Mg 30's</li> <li>• SORAFENAT 200Mg 60's</li> <li>• ANASTRONAT 1Mg 10's</li> <li>• LENALID 10Mg 30's</li> <li>• LENALID 25Mg 30's</li> <li>• SORAFENAT 200Mg 60's</li> <li>• VORIZOL 200Mg 4's</li> <li>• TIPANAT 20Mg 20's</li> </ul>



## 10.10. Images from the field

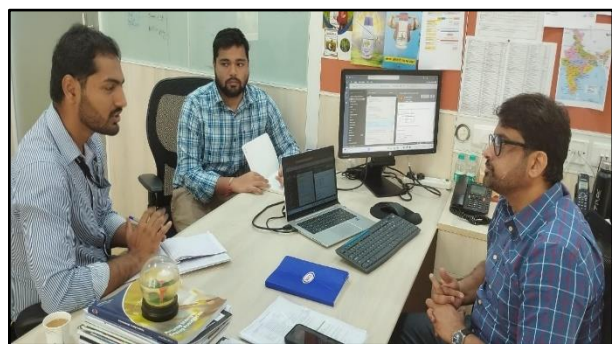
### 10.10.1. Interactions with the leadership of Natco Pharma Limited and Natco Trust



Interaction with Mr. Appa Rao (CFO, Natco Pharma) at Natco HO, Hyderabad



Interaction with Mr. N Sadasiva Rao (Executive Vice President, Natco Pharma) at Natco HO, Hyderabad



Interaction with Mr. A Lakshminarayan (Sr. V.P and Head H.R., Natco Pharma) at Natco HO, Hyderabad



Interaction with Mr. A Rajesh Chebiyam (Exec. V.P – Investor Relations, Natco Pharma) at Natco HO, Hyderabad



Interactions with Mr. Satyanaraya (GM – Chemical Division, Natco Pharma) at Nalgonda



Interactions with Natco Pharma Limited Plant Head Mr. N.M. Rao (left) and H.R. Head Mr. R. Ramesh (centre)

### 10.10.2. Scenes from the Anganwadi Centres and Bal Vikas Kendras



Thangilla Thanda Bal Vikas Kendra



Kitchen at Thangilla Thanda BVK



Child identifying objects at AWC Salvendriguda



Class interaction at AWC Salvendriguda



Nutrition room at AWC Salvendriguda



Nutrition room at AWC Arogya Nagar





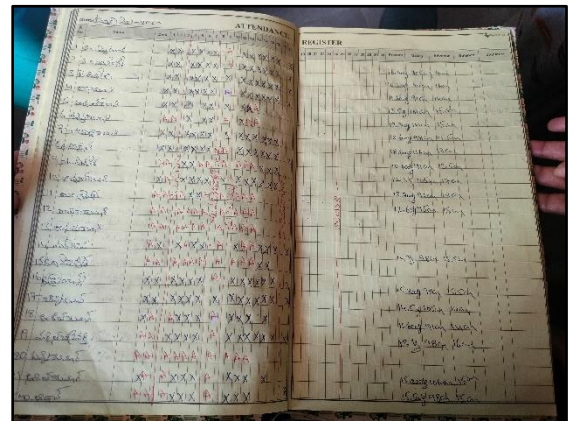
Documentation check at AWC Arogya Nagar



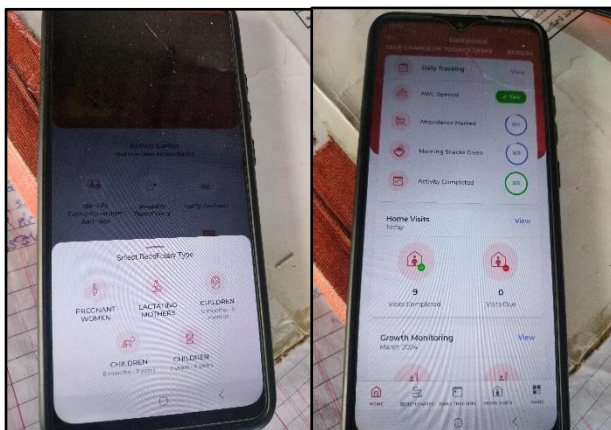
Teaching Learning Material used at AWC Arogya Nagar



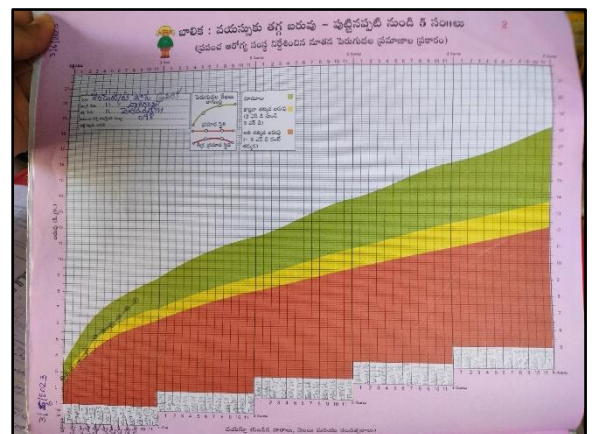
Placards used to teach alphabets and words in Telugu



Attendance registers maintained for children enrolled



AWC data maintained on the National Health Tracking System (NHTS) App



Health tracker for identifying children with or at risk for malnutrition



### 10.10.3. Scenes from the schools



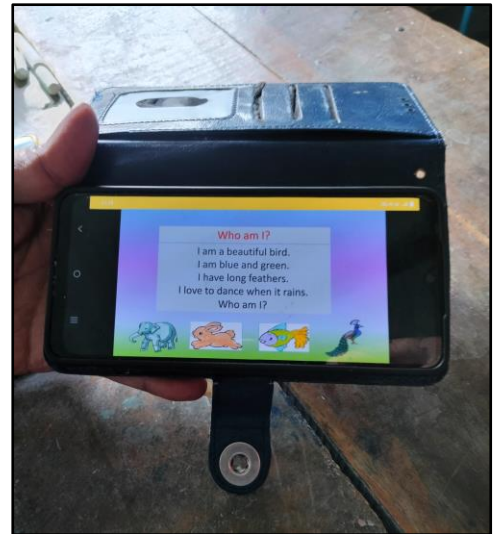
Interactions with students at Natco Govt High School  
Borabanda



Students filling the student survey  
form



Students at the MPPS Jalthanda school



The headmaster uses his phone to show educational  
videos to the students at MPPS Jalthanda

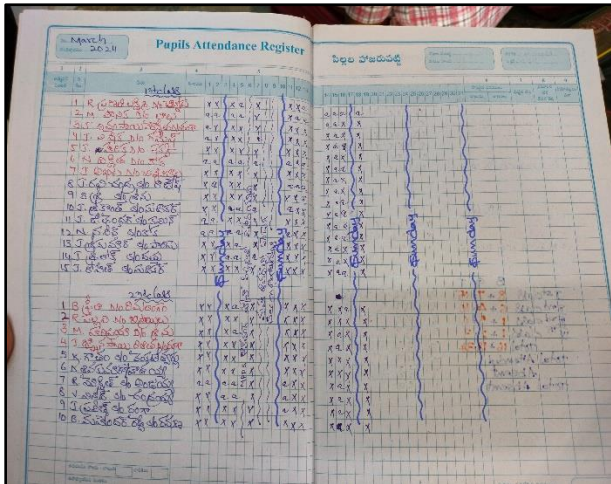


Teaching Learning Material (TLM)



Gurukula coaching and tuition  
at MPPS Nellikal





Students' attendance register for coaching and tuition at MPPS Nellikal



Students at the Natco High School (NHS)



Student interactions at the Natco High School (NHS)



Interaction with the headmistress and documentation check at MPPS SPL PT Paruru school



Student interactions at the MPPS SPL PT Paruru School



Teaching Volunteer at the MPPS SPL PT Paruru School



### 10.10.5. Scenes from Healthcare support



Interaction with GGH staff



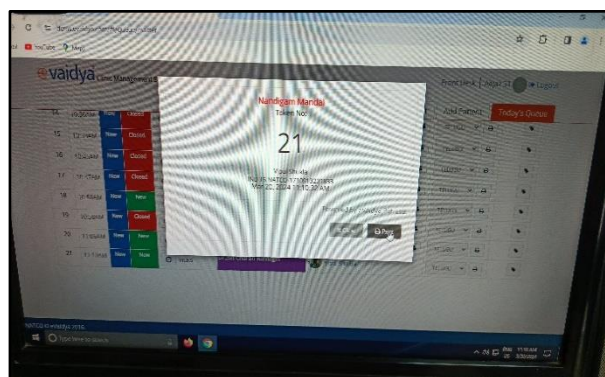
Interaction with counsellor and patients at MNJ



Waiting hall renovated at GGH



Patients utilizing services of NMHC, Nalgonda

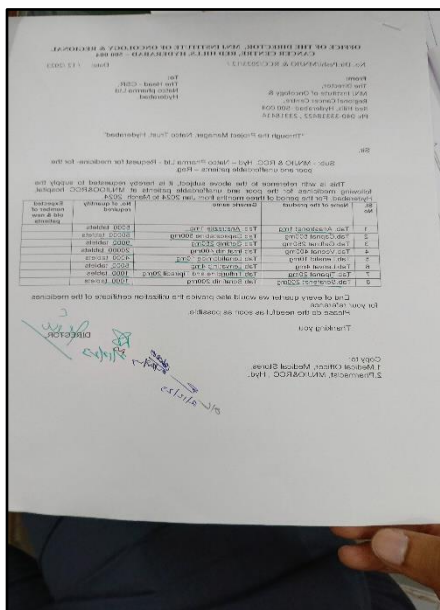


Digital registration portal at NDPHC

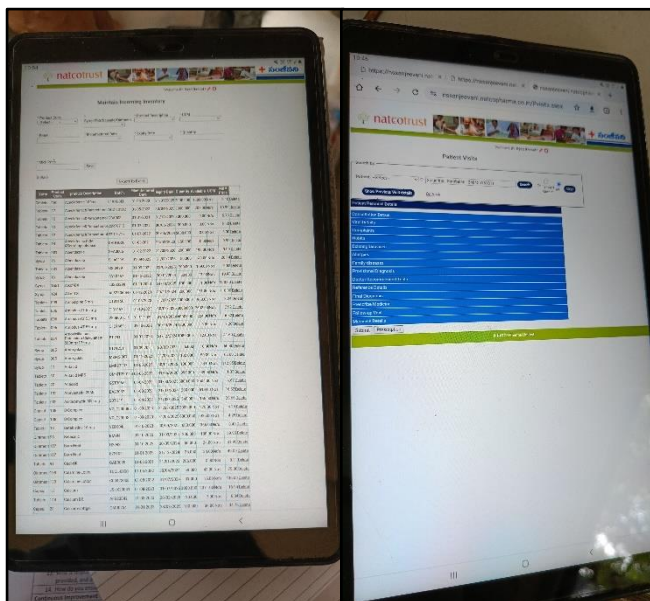


Interaction with patients at NDPHC

### 10.10.6. Scenes from Healthcare support

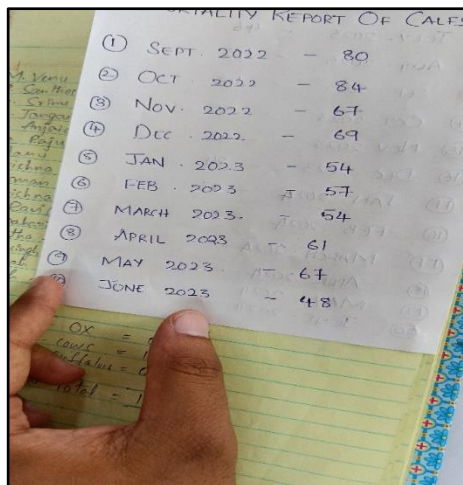


Medicine request letter from MNJ



## Natco's portal for digital patient records

### 10.10.7. Scenes from veterinary support



### Calf mortality report at Kothur



Cowshed of beneficiary in Mekaguda



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