
REPORT ON HEALTHCARE IN “JAN AROGYAM, KHORA DISTRICT” GHAZIABAD

Karan Dang, Indian Institute of Management, Rohtak

1.0 INTRODUCTION:

1.1 ABOUT NON-GOVERNMENTAL ORGANISATIONS (NGO's)

- NGOs function in areas where the efforts of the Government or individuals are not enough to bring about the desired change in the society. NGO's try to help bring about this change by supplementing the Government's efforts that need dedication, volunteerism and sacrifice.
- NGOs currently play a significant role in improving the lives of the underprivileged and marginalised segments of society by meeting their basic needs and offering services.
- To guarantee that citizens in India have easy access to both fundamental rights and the State/Central Government's development programmes, they act as a balancing force between the state and the populace. An NGO's involvement in simplifying the amenities for the masses as a conduit between the populace and the government is essential for the healthy operation of any democracy.

In India, non-profit / public charitable organizations can be registered as legal entities under the following Acts:

- Trusts under “**Indian Trust Act,1882**”
- Societies under “**Societies Registration Act,1860**”
- Private Ltd Company under “**Section 8 of Companies Act, 2013**”

THE COMMON CHARACTERISTICS OF NGOS ARE:

- They are autonomous from the state;
- A Board of Trustees, "Managing Committee," Governing Council, or other body made up of people who typically act in a fiduciary role governs them autonomously
- They benefit third parties, typically those who are not organisation members, and
- They are 'non-profit-making' in that they are not allowed to provide their leftover money to their own members.

ADVANTAGES OF REGISTERING AN NGO

- NGOs that are registered receive legal status, enabling them to communicate with donors and other organisations as well as at the official level. Members have the ability to speak for the group.
- An NGO has the authority to sign contracts and open bank accounts in the name of the organisation.
- With FCRA registration, a registered NGO may also be eligible for financial support from government departments and organisations as well as local, national, and international donors.
- Recognition in front of all authorities and at numerous forums.
- Obtaining authorizations and registrations required by the relevant parts of the Income Tax Act to claim an exemption from paying income tax (sections 12 A and 80G).
- Support from the applicable authorities, advice from the relevant authorities, and assistance from the relevant authorities.

NGO'S STATUTORY REGISTRATIONS IN INDIA

- Registration under the appropriate Act (Societies/Trust) to become a legal entity as per the organisational objectives.

- Obtaining Permanent Account Number (PAN) under Income Tax Act, 1961.
- Registered under Section 12 A & 80G of Income Tax Act, 1961, to pursue charitable activities and eligible for tax exemptions.
- Registered with “NGO Darpan Portal” of NITI Aayog vide to obtain Unique ID and eligible for receiving funds from Govt. Ministries & Departments.
- Registration with Ministry of Corporate Affairs (MCA) for undertaking CSR Activities.
- Registration under The Central Goods And Services Tax Act, 2017 (GST) to undertake commercial activities.
- Registration under the Foreign Contribution (Regulation) Act 2010 (FCRA) to qualify for financial assistance from international donors.

1.2 ABOUT BISNOULI SARVODAYA GRAMODYOG SEWA SANSTHAN

- **Bisnouli Sarvodaya Gramodyog Sewa Sansthan (BSGSS)** is a Delhi-based NGO / Voluntary Organization working primarily in the realm of Health Sector and Women Empowerment.
- The NGO came into existence on 15.06.1994 as a Society registered under the Societies Registration Act 1860.
- It has operational presence in parts of Delhi, U.P., Punjab and Haryana. The NGO is promoted by group of Social Workers and retired Civil Servants.
- As part of women-centric developmental initiatives, the NGO undertakes various interventions in the field of Community Healthcare, Vocational Training/Skill Development, Entrepreneurship, Sustainable Livelihood, Promotion of Handicrafts, Youth Development etc.
- The NGO’s programme is aimed at making visible difference in the lives of deprived and down-trodden sections of the society.

- In order to achieve its goals, BSGSS enters into partnership with the Community and welcomes like-minded organizations, Governmental Institutions as well as the Private Sector.
- Among other things, the NGO has also undertaken various CSR projects in partnerships with several PSUs and private sector entities.
- These include IOCL, RITES, IRCON, NMDC, REC, ONGC, BHEL, BPCL, NTPC, HPCL, GAIL, Petronet, RVNL, AAI, IREDA, NALCO, NESCL, MAX, MMTC-PAMP, NHPCL, NMDFCL, ALIMCO & IGL.
- BSGSS's commitment to health education and awareness programs has fostered a culture of good health practices and disease prevention.
- BSGSS launched the "Jan Arogyam" community healthcare program in partnership with various PSUs.

1.3 ABOUT THE COMMUNITY PROGRAMME:

“JAN AROGYAM” Community

Healthcare Programme

- This proposal outlines the concept, structure and activities being envisaged by Bisnouli Sarvodaya Gramodyog Sewa Sansthan based Community Healthcare Programme in Khora Colony in District – Ghaziabad
- As part of this BSGSS has set up a fully equipped clinic with diagnostic facilities to provide various services. These include regular OPD consultations with free medicines, pathology lab, health camps, awareness programmes and referrals in Khora Colony in District - Ghaziabad.
- Since these people are disadvantaged in many respects, there is need for extending support to them through concerted CSR interventions.
- The overall objectives of the proposed health project are to provide better level of services to people in the target locations.

- Agriculture is the mainstay of people even though some regions are industrially advanced. However, there are areas where casual labourers and migrants live in large numbers.

2.0 MAJOR OBJECTIVES OF THE PROJECT:

- Help Strengthen the public healthcare infrastructure.
- Improve access to essential health services by integrating preventive, curative and behavioural level of treatment.
- Provide special healthcare to the poor and marginalised sections.
- Facilitates referral services for further treatment.
- Provide health education and counselling covering good health practices.
- Create awareness among women and adolescent girls in the area of Maternal and Child Health (MCH), Reproductive and Child Health (RCH), institutional delivery, immunization, safe drinking water, diarrhoea, Anaemia, Hypertension, Diabetes and Hepatitis.

2.1 STATEMENT OF THE PROBLEMS IN KHORA COLONY, DIST. GHAZIABAD, UP

- The densely populated urban slum of Khora Colony in Ghaziabad, spanning 12 sq. kms with a population of over 12 lakhs, lacks adequate physical infrastructure, access to municipal water, sanitation, and healthcare.
- Most of the inhabitants live in poverty and struggle to meet their basic needs. The absence of government intervention has resulted in poor civic infrastructure and a lack of basic health facilities.
- Consequently, the residents of Khora Colony suffer from respiratory infections, waterborne diseases, malnutrition, and anaemia. While some seek medical care from private clinics in the area or government hospitals in Delhi or Noida, accessing proper healthcare remains a challenge for the poor.

- In response to these challenges. BSGSS launched the "**Jan Arogyam**" community healthcare program in partnership with various PSUs. However, there is still a significant need for improved healthcare services and interventions in Khora to address the health issues faced by local population.

3.0 OBJECTIVES OF THE STUDY

- The main objective of the study was to learn about the model adopted by Bisnouli Sarvodaya Gramodyog Sewa Sansthan (BSGSS) in providing effective Community Healthcare Services in the target area of Khora Colony, Ghaziabad.
- The study aimed to understand and analyse the Strategies, Programs, and Interventions implemented by BSGSS to address the healthcare needs of the marginalized and vulnerable sections of society in the urban slum.
- Specifically, the study seeks to gain insights into BSGSS's approach to Community Healthcare in terms of service delivery, Infrastructure, and Resource management.
- It aims to understand the various healthcare programs and initiatives undertaken by BSGSS, including the "**Jan Arogyam**" health outreach program, and evaluate their impact and effectiveness in improving the health outcomes of the local population.
- Furthermore, the study aims to examine the collaboration and partnership models utilized by BSGSS, particularly with like-minded organizations and public sector undertakings (PSUs), to enhance healthcare services.
- It also aims to identify the challenges faced by BSGSS in implementing healthcare programs in Khora Colony and explore potential solutions or areas for improvement.
- Ultimately, the study intends to extract valuable lessons and best practices from BSGSS's model that can be applied to similar healthcare initiatives in other regions or by other civil society organizations.
- Through this study, a comprehensive understanding of effective community healthcare delivery will be gained by Interns and acquire practical insights and knowledge to address healthcare challenges in underserved communities.

4.0 SCOPE OF THE STUDY:

4.1 DESCRIPTION OF THE TARGET AREA AND ITS HEALTHCARE NEEDS:

BSGSS as part of the effort has taken up Healthcare, Education, Vocational Training and Social Mobilization . It implements its programmes mainly in Delhi, UP, Punjab and Haryana with the assistance of a band of committed volunteers. It welcomes like-minded organizations, governmental institutions as well as the private sector to join hands with it. Approach of BSGSS has been for Community Healthcare Services viz:

- Help Strengthen the public healthcare infrastructure;
- Improve access to essential health services by integrating preventive, curative and behavioural level of treatment;
- Provide special healthcare to the poor and marginalised sections;
- Facilitates referral services for further treatment;
- Provide health education and counselling covering good health practices;
- Create awareness among women and adolescent girls in the area of Maternal and Child Health (MCH), Reproductive and Child Health (RCH), institutional delivery, immunization, safe drinking water, diarrhoea, Anaemia, Hypertension, Diabetes and Hepatitis.

4.2 THE STRATEGY OF THE ORGANISATION:

- Stakeholders Discussions
- Baseline Survey/Social Mobilisation
- Association with Local Bodies in the target area.
- Collaboration with District Administration, Health Authorities and Literacy Missions Associations with Central and State Govt Ministries and Departments.

- Association with Public Sector Undertakings/ Corporate and Private Sector Entities.

5.0 METHODOLOGY

5.1 EXPLANATION OF THE APPROACH USED TO CONDUCT THE STUDY:

- The approach used to conduct the study in the Khora District, Ghaziabad involved a multi-faceted methodology encompassing various key components.
- First, A **BASELINE SURVEY** was conducted to gather primary data and establish a benchmark for measuring future progress. This survey provided crucial information on demographics, socio-economic conditions, infrastructure, and existing challenges in the target area/groups.
- This phase ensured that the project aligned with the specific needs and aspirations of the target area/groups in the Khora District.
- The approach also entailed collaboration and association of BSGSS with various stakeholders. Partnerships were formed with local bodies such as government departments, health authorities, and literacy missions to align the project with local development plans and leverage their expertise and resources. Collaboration was also established with central and state government departments, public sector undertakings, and corporate and private sector entities to access additional support and synergize efforts for maximum impact and participation in the development process.

5.2 DATA COLLECTION METHODS:

- The methodology used by used for data collection in the Khora District was based on surveys, interviews, observations, etc.:

5.3 METHODOLOGY FOR THE SURVEY TO ASSESS THE DELIVERY OF HEALTHCARE SERVICES IN KHORA UNDER THE JAN AROGYAM PROGRAMME:

- A two-fold methodology was used to collect relevant information and data regarding the Project area and the efficacy of healthcare services being provided by BSGSS through

the Jan Arogyam centres in Khora. Both quantitative and qualitative inputs were used to collect information on the project area and the data required to assess the healthcare services being delivered in the project area.

i) PRIMARY DATA SOURCES to collect information on the target area profile and delivery of healthcare services in Khora:

Information and data collected directly from BSGSS and residents of Khora who have benefited from these health services. This was done through household survey questionnaire and interviews with project beneficiaries.

ii) SECONDARY DATA SOURCES

Information collected on the target area profile & delivery of healthcare services in Khora. Information and data collected from review of research reports available in the public domain, district administration, interactions with the general public, community leaders, labourers, etc.in Khora Colony.

For the questionnaire, following inputs were incorporated to get data on the healthcare services being delivered through Jan Arogyam centres.

5.4 QUANTITATIVE ASPECTS:

- No. of Jan Arogyam centres set up by BSGSS in the target area
- No. of patients treated at the Jan Argyam centres
- No of targeted groups reached out during clinic/camp
- No. of cases identified for referrals for further treatment
- No. of pregnant women who received services
- No. of women treated (15-49 years)
- No. of children treated (0-6 years)

- No. of anaemia cases identified and counselled
- No. of hypertension and diabetic cases identified and counselled
- No. of adolescents counselled
- No. of pregnant women who were counselled for institutional delivery
- No. of women counselled on health, nutrition & hygiene

5.5 QUALITATIVE ASPECTS:

- Increased demand for quality of healthcare services
- Increased awareness on communicable and non-communicable diseases
- Improved status of overall health of people and their livelihood

5.6 HEALTH & HYGIENE:

- Because of poor public amenities and infrastructure, many people in this area suffer from various respiratory infections and waterborne diseases.
- Since there is a shortage of toilets, people resort to defecation in the open spaces and drains results in serious health issues.
- Women in the area face even more health problems which need to be addressed on a priority basis.
- Some cases of serious illness have been identified and reported.
- Malnutrition and anaemia are widespread among the lower strata of the community, in particular among women and children.
- In the absence of government hospitals, people go to the private clinics operating in the locality or, in case of serious illness, go to the government hospitals in Delhi or Noida. But for the poor, access to proper medical care is next to impossible.

6.0 FINDINGS:

6.1 OVERVIEW OF THE HEALTHCARE SERVICES PROVIDED BY BSGSS:

- Bisnouli Sarvodaya Gramodyog Sewa Sansthan (BSGSS) has over two decades of experience in providing healthcare services to marginalized communities in Delhi, UP, Punjab, and Haryana. In Khora Colony, a densely populated urban slum in Dist. Ghaziabad, BSGSS has been actively working since 2018. The "Jan Arogyam" Community Healthcare Programme, launched in partnership with various organizations under CSR initiatives, has been instrumental in addressing the area's healthcare challenges.
- BSGSS's healthcare initiatives in Khora include a fully-equipped health clinic with a pathology lab, where regular general and specialized health check-up camps are conducted. Besides providing medical services, the organization also places emphasis on health education, conducting awareness programs on good health practices, hygiene, and sanitation. Targeting specific health issues, BSGSS addresses malnutrition and anemia prevalent among women and children in the area.
- Due to the lack of government hospitals, many residents in Khora rely on private clinics, making access to proper medical care difficult for the poor. Through the Jan Arogyam programme, BSGSS aims to strengthen the public healthcare infrastructure, improve access to essential health services, and provide special healthcare services to the marginalized sections of society. The ongoing initiatives have garnered an overwhelming response, serving over 70,000 people so far.
- The impact of these programmes has not only raised community awareness about health practices, but also received appreciation from the district administration, including the Chief Medical Officer of Ghaziabad. BSGSS's success in implementing these healthcare interventions, along with their alignment with Petronet's CSR goals, makes them a potential partner for further health outreach programmes in Khora Colony. The organization seeks to expand the scope of the Jan Arogyam programme to cover a larger population and address the pressing healthcare needs of the area through concerted efforts and support from developmental organizations like Petronet.

6.2 IMPACT OF “JAN AROGYAM” PROGRAMME ON THE COMMUNITY:

- The ongoing “**Jan Arogyam**” programmes supported by BPCL, RITES, AAI & IGL have generated an overwhelming response from among the locals as these services are free. These initiatives have helped create a community awareness regarding good health practices, especially in the fight against Covid 19 pandemic, and supplemented the efforts of the district administration. So far, BSGSS has provided a range of health services to over 70,000 people in this area.
- Because of its efficacy in meeting people’s aspirations, these initiatives have been appreciated by the district administration, including the Chief Medical Officer, Ghaziabad.
- In addition, they have also helped promote the brand image of the concerned CSR partner through media coverage, including on Doordarshan.

COVERAGE OF THE PROGRAMME BY DOORDARSHAN:

DOORDARSHAN’S COVERAGE ON ACTIVITIES UNDERTAKEN BY BSGSS IN KHORA COLONY: YOUTUBE LINKS		
S.no.	NAME OF PROJECTS	YOUTUBUBE VIDEO LINKS
1.	Report on the inauguration of the NTPC Vidyut Vyapar Nigam Ltd-supported “ Jan Arogyam ” Community Healthcare Programme in Khora Colony, Dist.Ghaziabad, UP Date: 18 -05-2023	https://www.youtube.com/watch?v=LA-gu3CKuXI
2.	Report on the inauguration of the AAI-supported “ Jan Arogyam ” Community Healthcare Programme in Khora Colony, Dist.Ghaziabad, UP	https://www.youtube.com/watch?v=QtMxm_YkZ3w

	Date: 28 -02-2023	
4.	Report on the inauguration of the IGL-supported “ Jan Arogyam ” Community Healthcare Programme in Khora Colony, Dist. Ghaziabad, UP Date: 14 -10-2022	https://www.youtube.com/watch?v=6omjyCGMUM4
6.	Report on the inaugural function of the RITES-supported “ Jan Arogyam ” Community Healthcare Programme in Khora Colony, Dist. Ghaziabad, UP Date: 04 -06-2022	https://www.youtube.com/watch?v=Kq4ibSOzBlk
13.	Report on the inaugural function of the BPCL-supported “ Jan Arogyam ” Community Healthcare Programme in Khora Colony Dist. Ghaziabad, UP, Date: 28-11-2020	https://www.youtube.com/watch?v=e6LCOCEbMpl&feature=youtu.be

6.3 IDENTIFIED HEALTH ISSUES AND CHALLENGES IN THE TARGET AREA:

- Khora Colony in Dist. Ghaziabad faces a range of health issues and challenges stemming from inadequate physical infrastructure and limited access to essential services.
- The absence of proper roads, drainage systems, and waste management facilities has resulted in unhygienic living conditions, elevating the risk of waterborne diseases and respiratory infections.
- Insufficient access to clean municipal water and poor sanitation practices has further compounded health risks, leading to a higher prevalence of waterborne ailments like diarrhea, cholera, and typhoid.
- Respiratory infections are also a concern in Khora Colony due to factors such as poor air

quality, overcrowding, and inadequate ventilation. These factors have contributed to an increased susceptibility to respiratory illnesses, including bronchitis and asthma.

- Additionally, malnutrition and anemia are pervasive among women and children in the area, primarily due to limited access to nutritious food and a lack of awareness regarding proper nutrition practices. These health conditions compromise immune systems and heighten vulnerability to infections and related complications.
- Compounding the challenges, Khora Colony lacks sufficient healthcare infrastructure, including government hospitals. As a result, residents often rely on private clinics or face the burden of traveling to distant hospitals for medical treatment. Financial constraints further impede access to adequate healthcare, with many individuals unable to afford necessary medical services, medications, and diagnostic tests.
- Addressing these health issues in Khora Colony necessitated a comprehensive approach. It involves improving physical infrastructure, ensuring reliable access to clean water and appropriate sanitation facilities, and establishing accessible healthcare facilities within the community.
- Additionally, implementing health education and awareness programs can promote good hygiene practices, enhance nutritional knowledge, and disseminate preventive measures.
- Furthermore, providing financial assistance programs can alleviate the financial burden associated with healthcare costs for economically disadvantaged residents.
- By addressing these challenges, the overall health and well-being of Khora Colony's population can be significantly enhanced, leading to a reduction in preventable diseases and an improvement in their overall quality of life.

6.4 EFFECTIVENESS OF THE INTERVENTIONS AND INITIATIVES IMPLEMENTED

- The interventions and initiatives implemented by Bisnouli Sarvodaya Gramodyog Sewa Sansthan (BSGSS) under the "**Jan Arogyam**" Community Healthcare Programme in Khora Colony, Dist. Ghaziabad, UP, have demonstrated remarkable effectiveness in addressing the area's healthcare challenges. The establishment of a fully-equipped health

clinic with a pathology lab has significantly improved access to essential healthcare services for the local population, particularly the marginalized and vulnerable communities residing in the urban slum.

- Regular health check-up camps have proven instrumental in early detection and treatment of various health issues, reducing the burden of untreated illnesses within the community. Moreover, BSGSS's commitment to health education and awareness programs has fostered a culture of good health practices and disease prevention.
- Addressing specific health challenges prevalent in the area, such as malnutrition and anemia among women and children, has been a top priority for BSGSS. Through targeted interventions and specialized healthcare services, the organization has made a significant positive impact on the health and well-being of the beneficiaries.
- Collaborating with various organizations under CSR initiatives, including BPCL, RITES, AAI, and IGL, has not only expanded BSGSS's reach but also strengthened its capacity to deliver free health services to the underserved communities.
- The overwhelming response from the local population and recognition from the district administration, including the Chief Medical Officer of Ghaziabad, further validate the effectiveness and success of BSGSS's healthcare interventions in Khora Colony.
- As a result of these efforts, BSGSS has provided much-needed healthcare services to over 70,000 individuals in the area, enhancing the quality of life and creating a positive impact on the community's overall health and well-being.
- The continued success of the "Jan Arogyam" programme demonstrates the immense potential for further healthcare interventions in Khora, underscoring the need for continued support and collaboration from developmental organizations to expand the scope of this vital initiative.

6.5 SURVEY CONDUCTED :

- The comprehensive survey conducted at various healthcare centers established by the BSGSS in the Khora District, with the invaluable support of CSR partners like EIL

(Engineers India Limited), RITES (Rail India Technical and Economic Service), RVNL (Rail Vikas Nigam Limited), and HP (Hindustan Petroleum).

- The primary objective of this survey was to gain a profound understanding of the challenges faced by the residents of Khora District, which ranged from inadequate access to education and financial aid to dire economic conditions affecting their overall well-being.
- One of the most striking observations during the survey was the stark contrast between the living conditions of the majority of the population and a small affluent minority. The vast majority of people lived in rented homes and were compelled to engage in low-paying, menial jobs.
- Conversely, a privileged minority owned vast expanses of land, the value of which exceeded lakhs and crores of rupees.
- This wealth disparity resulted in a significant proportion of the population living in an impoverished and disadvantaged environment, devoid of opportunities and access to essential resources.
- A particularly concerning issue that emerged during the survey was the severe lack of access to adequate healthcare facilities in the Khora District.
- Many residents faced immense challenges in availing themselves of proper medical attention and treatments.
- However, amidst this dire situation, the intervention of BSGSS proved to be nothing short of a boon for the underprivileged and migrant population in the region.
- The "Jan Arogyam" project, in partnership with CSR partners, exemplifies how social sector organizations can make a tangible difference in the lives of those in need.

6.6 FORMAT OF SURVEY FORMS

ASSESSMENT SURVEY ON THE "JAN AROGYAM" COMMUNITY HEALTHCARE PROGRAMME UNDERTAKEN BY BISNOULI SARVODAYA GRAMODYOG SEWA SANSTHAN IN KHORA COLONY, DIST.GHAZIABAD, UTTAR PRADESH

A. DETAILS OF THE PROJECT IMPLEMENTING ORGANISATION

1	Name & address of the organisation	Bisnouli Sarvodaya Gramodyog Sewa Sansthan (Regd.) Regd. Off.:B-180, Sector-31, NOIDA-201 301 (U.P.) Admn.Offic: A-171, Ground Floor, Defence Colony, New Delhi -110024
2.	Contact Details	Ph.: +91- 46548002/3 E-mail: bisnoulisansthan@gmail.com

B. DETAILS OF THE PROJECT AREA & JAN AROGYAM CLINICS

1.	Project Area :	Khora Colony, District Ghaziabad, Uttar Pradesh
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C. DETAILS OF FEEDBACK RECEIVED FROM RESPONDENTS

1.	Name of the Respondent : Head of the family / Others	M	F	Age	
2.	Total No. of Family Members	Males	Females	M / Age	F / Age
	▪ Adults				
	▪ Teens				
	▪ Children/Infants				
3.	Residential / Accommodation Status				
	▪ Owned				
	▪ Rented				
4.	Social Category				
	▪ SC / ST / OBC				
	▪ Minority				
	▪ General				
5.	Economic Status				
	▪ APL				
	▪ BPL				
6.	Domicile				
	▪ Native				
	▪ Migrant				

7. Identity Documents of Respondent and other family members

- Ration Card
- Voter ID
- Aadhar Card
- Bank Account

9. Educational Details of Respondent and other family members

- Illiterate / literate
- Primary
- 10+ & Above
- Technical / Vocational Skills

10. Employment / Occupational status of Respondent and other family members

- Labourer / Factory Worker / Driver
- Domestic Help
- Private Employee
- Govt. Employee
- Self-employed & Others

11. Total Income per month (average) of Respondent and other family members

- Between –Rs.5,000 – Rs.10,000
- Between –Rs.11,000 – Rs.15,000
- Between –Rs.16,000 – Rs.20,000
- Rs.21,000 & Above

12. Total Consumption Expenditure per month (average) of Respondent and other family members

- Below Rs.10,000
- Above Rs.11,000

13. Family Health Profile & Medical expenses of Respondent and other family members

- Serious Illness
- Child Immunisation
- Female Health
- Family Planning

14. Awareness & knowledge of social welfare schemes / projects promoted by the Government agencies / NGOs in the area

- Yes
- No

15. Please specify problems/issues with regard to livelihood and healthcare of the respondent and other family members

- Lack of knowledge & awareness
- Lack of Education
- Lack of good atmosphere & opportunities
- Lack of affordable healthcare facilities

16. Are you aware of the Jan Arogyam community healthcare programme launched by Bisnoui Sarvodaya Gramodyog Sewa Sansthan in your area?

- Yes
- No

17. Are you satisfied with the services being provided under the Jan Arogyam Programme in your area?

- Yes
- No

18. Please provide information as to what extent you are benefitted by the Jan Arogyam Programme in your area.

- Excellent
- Very Good
- Good
- None

19. Do you support the continuation of the health services under the Jan Arogyam clinic in your area?

- Yes
- No

Name & Signature of Interviewer
(Karan Dang (IPL Batch-02, Term-III, IIM Rohtak))

SAMPLE SURVEY FORMs OF BENEFICIARIES:

BISNOULI SARVODAYA GRAMODYOG SEWA SANSTHAN (REGD.)
 Admn. Office: A - 415, 3rd Floor, Defence Colony, New Delhi - 110 024
 Ph.: 011 - 46548002/3, E-mail: bsgssindia@yahoo.co.in

BASELINE SURVEY FORMAT - KHORA COLONY, GHAZIABAD DISTRICT, U.P.

A PROJECT AREA DETAILS				
1	State	Uttar Pradesh		
2	District	Ghaziabad		
3	Project Location	Khora Colony		
B SOCIO-ECONOMIC & DEMOGRAPHIC PROFILE OF RESPONDENTS				
1.	Name of the Respondent : Head of the family / Others	M / F	Age	
	Ghansham Mourya.	M.	45	
2.	Total No. of Family Members	Males	Females	M / Age
	wife + mother + son			
	▪ Adults		✓	
	▪ Teens	13	✓	
	▪ Children			
3.	Residential / Accommodation Status			
	▪ Owned ✓ Rented			
4.	Social Category			
	▪ SC / ST / OBC ✓ ▪ Minority ▪ General			
5.	Economic Status			
	✓ APL ▪ BPL			
6.	Domicile			
	▪ Native ✓ Migrant Amithi (UP)			

7.	Identity Documents of Respondent and other family members
	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Ration Card <input type="checkbox"/> Voter ID <input type="checkbox"/> Aadhar Card → 2332.80715781. <input type="checkbox"/> Bank Account
9.	Educational Details of Respondent and other family members
	<ul style="list-style-type: none"> <input type="checkbox"/> Illiterate / literate <input type="checkbox"/> Primary <input checked="" type="checkbox"/> 10+ & Above <input type="checkbox"/> Technical / Vocational Skills
10.	Employment / Occupational status of Respondent and other family members
	<ul style="list-style-type: none"> <input type="checkbox"/> Labourer / Factory Worker / Driver <input type="checkbox"/> Domestic Help <input checked="" type="checkbox"/> Private Employee <input type="checkbox"/> Govt. Employee <input type="checkbox"/> Self-employed & Others
11.	Total Income per month (average) of Respondent and other family members
	<ul style="list-style-type: none"> <input type="checkbox"/> Between -Rs.5,000 – Rs.10,000 <input type="checkbox"/> Between -Rs.11,000 – Rs.15,000 <input checked="" type="checkbox"/> Between -Rs.16,000 – Rs.20,000 <input type="checkbox"/> Rs.21,000 & Above
12.	Total Consumption Expenditure per month (average) of Respondent and other family members
	<ul style="list-style-type: none"> <input type="checkbox"/> Below Rs.10,000 <input checked="" type="checkbox"/> Above Rs.11,000
13.	Family Health Profile & Medical expenses of Respondent and other family members
	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Serious Illness (neurosis Problem) <input type="checkbox"/> Child Immunisation <input type="checkbox"/> Female Health <input type="checkbox"/> Family Planning

14.	Awareness & knowledge on social welfare schemes / projects promoted by the Government agencies / NGOs in the project area?
	<ul style="list-style-type: none"> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (Self seeing)
15.	Please specify problems/issues with regard to livelihoods of the respondent and other family members
	<ul style="list-style-type: none"> <input type="checkbox"/> Lack of Knowledge <input checked="" type="checkbox"/> Lack of Education <input type="checkbox"/> Lack of Good atmosphere <input checked="" type="checkbox"/> Lack of Awareness
16.	Please specify aspirations for better standard of living?
	<ul style="list-style-type: none"> <input type="checkbox"/> Better Health Facilities <input type="checkbox"/> Good Education <input checked="" type="checkbox"/> Healthy and Safe Environment <input type="checkbox"/> Higher Income
17.	Are you satisfied with the working of Jan Arogyam Programme in your area?
	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
18.	Have any members of the family already received any kind of training in vocational / skill development programmes? Please specify.
	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Yes (mother) <input type="checkbox"/> No
19.	Please provide information as to what extent you are benefitted by the Jan Arogyam Programme in your area.
	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> None

ASSESSMENT SURVEY ON THE "JAN AROGYAM" COMMUNITY HEALTHCARE PROGRAMME UNDERTAKEN BY BISNOULI SARVODAYA GRAMODYOG SEWA SANSTHAN IN KHORA COLONY, DIST.GHAZIABAD, UTTAR PRADESH

A. DETAILS OF THE PROJECT IMPLEMENTING ORGANISATION

1	Name & address of the organisation	Bisnoui Sarvodaya Gramodyog Sewa Sansthan (Regd.) Regd. Off.:B-180, Sector-31, NOIDA-201 301 (U.P.) Admn.Offic: A-171, Ground Floor, Defence Colony, New Delhi -110024
2	Contact Details	Ph.: +91- 46548002/3 E-mail: bisnoulisansthan@gmail.com

B. DETAILS OF THE PROJECT AREA & JAN AROGYAM CLINICS

1. Project Area : Khora Colony, District Ghaziabad, Uttar Pradesh

C. DETAILS OF FEEDBACK RECEIVED FROM RESPONDENTS

1.	Name of the Respondent : Head of the family / Others	M	F	Age	
	Madhavi Devi		<input checked="" type="checkbox"/>	—	
2.	Total No. of Family Members	Males	Females	M / Age	F / Age
	<u>2. m + 1 F. + Rs.</u>				
	▪ Adults				
	▪ Teens				
	▪ Children/Infants				
3.	Residential / Accommodation Status				
	<input checked="" type="checkbox"/> Owned				
	<input type="checkbox"/> Rented				
4.	Social Category				
	<input type="checkbox"/> SC / ST / OBC				
	<input type="checkbox"/> Minority				
	<input checked="" type="checkbox"/> General				
5.	Economic Status				
	<input checked="" type="checkbox"/> APL				
	<input type="checkbox"/> BPL				
6.	Domicile				
	<input checked="" type="checkbox"/> Native				
	<input type="checkbox"/> Migrant				

<p>7. Identity Documents of Respondent and other family members</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Ration Card <input checked="" type="checkbox"/> Voter ID <input checked="" type="checkbox"/> Aadhar Card → <i>Aadhar</i> <input checked="" type="checkbox"/> Bank Account
<p>9. Educational Details of Respondent and other family members</p> <ul style="list-style-type: none"> <input type="checkbox"/> Illiterate / literate <input checked="" type="checkbox"/> Primary (<i>5th</i>) <input type="checkbox"/> 10+ & Above <input type="checkbox"/> Technical / Vocational Skills
<p>10. Employment / Occupational status of Respondent and other family members</p> <ul style="list-style-type: none"> <input type="checkbox"/> Labourer / Factory Worker / Driver <input type="checkbox"/> Domestic Help <input type="checkbox"/> Private Employee <input type="checkbox"/> Govt. Employee <input type="checkbox"/> Self-employed & Others <input checked="" type="checkbox"/> <i>Housewife</i>
<p>11. Total Income per month (average) of Respondent and other family members</p> <ul style="list-style-type: none"> <input type="checkbox"/> Between -Rs.5,000 – Rs.10,000 <input type="checkbox"/> Between -Rs.11,000 – Rs.15,000 <input checked="" type="checkbox"/> Between -Rs.16,000 – Rs.20,000 <input type="checkbox"/> Rs.21,000 & Above
<p>12. Total Consumption Expenditure per month (average) of Respondent and other family members</p> <ul style="list-style-type: none"> <input type="checkbox"/> Below Rs.10,000 <input checked="" type="checkbox"/> Above Rs.11,000
<p>13. Family Health Profile & Medical expenses of Respondent and other family members</p> <ul style="list-style-type: none"> <input type="checkbox"/> Serious Illness <input type="checkbox"/> Child Immunisation <input checked="" type="checkbox"/> Female Health (<i>Stomach Ache</i>) <input type="checkbox"/> Family Planning
<p>14. Awareness & knowledge of social welfare schemes / projects promoted by the Government agencies / NGOs in the area</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Yes (<i>Living</i>) <input type="checkbox"/> No

15. Please specify problems/issues with regard to livelihood and healthcare of the respondent and other family members

- Lack of knowledge & awareness
- Lack of Education
- Lack of good atmosphere & opportunities
- Lack of affordable healthcare facilities

16. Are you aware of the Jan Arogyam community healthcare programme launched by Bishnoli Sarvodaya Gramodyog Sewa Sansthan in your area?

- Yes
- No

17. Are you satisfied with the services being provided under the Jan Arogyam Programme in your area?

- Yes
- No

18. Please provide information as to what extent you are benefitted by the Jan Arogyam Programme in your area.

- Excellent
- Very Good
- Good
- None

19. Do you support the continuation of the health services under the Jan Arogyam clinic in your area?

- Yes
- No

- During Survey they the finding was that the healthcare were camps set up by BSGSS were met with overwhelming appreciation from the local populace. These camps served as vital hubs where residents could access medical professionals and receive essential medications free of cost.
- A significant factor facilitating access to these services was the requirement of a government-issued identification card, such as the Aadhar card, which ensured that those in genuine need received the necessary support.
- It was noted that the positive impact of the healthcare camps was further amplified by the power of word-of-mouth. As news of the beneficial services provided by BSGSS and its CSR partners spread, more and more people from disadvantaged backgrounds were encouraged to seek medical assistance.

- Consequently, a growing number of individuals, who were previously deprived of proper healthcare facilities, found solace and relief through these initiatives.
- The heartfelt gratitude expressed by the surveyed individuals towards both the CSR partners and BSGSS was overwhelming. The collaborative efforts made by these organizations to address the healthcare needs of the marginalized population were recognized as a significant step towards bridging the gaps in the prevailing healthcare disparities.
- It is noteworthy that the healthcare camps also played a pivotal role in addressing women's health concerns, particularly those related to menstrual hygiene.
- The provision of specialized care and essential information regarding women's health issues was invaluable, as women's health is often overlooked or stigmatized in various societies.

7.0 IMPORTANCE OF THE IN STUDY IN GAINING UNDERSTANDING AND EXPERIENCE OF THE PROJECT AND ITS IMPACT

- Bisnouli Sarvodaya Gramodyog Sewa Sansthan (BSGSS) offered an excellent opportunity for me to gain a comprehensive understanding, knowledge, and hands-on experience of the organization's mission, activities, and the impact of their healthcare program in the target location.
- This study enabled us to witness and contribute to the delivery of effective healthcare services, which are desperately needed in the area. By actively engaging with BSGSS project staff and beneficiaries, I had the chance to gain first-hand insights into the activities being carried out on the ground and the challenges faced by the community.
- Given the nature of the target area and its healthcare needs, there is significant scope for further improvement in the delivery of healthcare services.
- This study will provide us with a platform to contribute to these efforts and work alongside Civil Society Organizations and Developmental Partners, including Public And Private Sector Entities.
- The report experience offered valuable opportunities to collaborate with diverse stakeholders, learn about community-driven healthcare interventions, and understand

the role of different actors in addressing healthcare challenges.

- By associating with BSGSS in this endeavour, I was a part of a broad-based initiative aimed at providing much-needed support to the underprivileged.
- It was a rewarding experience, allowing the students to make a meaningful impact while deepening their understanding of healthcare delivery, community engagement, and the potential of civil society organizations in transforming the lives of marginalized populations.

7.1 OPPORTUNITIES TO INTERACT WITH PROJECT STAFF AND BENEFICIARIES:

- One of the key benefits of the finding was the opportunity to collaborate with diverse stakeholders involved in the project. On interaction with BSGSS Doctors and staff, beneficiaries gave me a better understanding of the roles of different actors in the project and how they worked together to achieve its goals.
- Throughout the study, I also had the chance to assess the impact of the project on the community. This experience provided me with valuable insights into the successes and challenges of the project and highlighted areas for improvement in the future.
- The current facilities include a health clinic, a diagnostic lab, health camps, and awareness programmes relating to good health practices.
- A qualified doctor, a nurse, a lab technician and one health worker manage the day-to-day affairs at the clinic.
- On an average, along with follow-up and referral services, the clinic serves 60 to 70 patients on a normal working day.
- Priority is given to mothers, children and adolescent girls with emphasis on identifying and treating anaemic and malnourished patients.
- Special attention is also paid to screening people for anaemia, diabetes and hypertension, including generating community awareness on health.

- Generating awareness on low-cost nutrition and a balanced diet is an important activity at the clinic.
- Health Worker conducts regular home visits to build awareness on key health issues and ensure participation of people in health camps.
- Referral services for further treatment are being provided.
- It was found in Medical Centers that BSGSS maintains both computerised and manual records and data relating to the activities at the clinic.
- During pre-and-post-natal sessions (ANC & PNC), pregnant and lactating mothers were advised about taking good care of their health and the need to follow periodic medical check-ups.
- People were also advised about the health and hygiene.
- Regular OPD consultations with free medicines are being provided to people six days-a-week.
- On an average, along with follow-up and referral services, the clinic serves 40 to 50 patients on a normal working day.
- Priority is given to mothers, children and adolescent girls with emphasis on identifying and treating anaemic and malnourished patients.
- OPD consultations and medicines are being provided free of cost.
- Besides receiving wide publicity in the local print media, Doordarshan telecast a detailed report on this initiative (DD YouTube Link: https://www.youtube.com/watch?v=QtMxm_YkZ3w)

8.0 DISCUSSION:

- The survey conducted at the Healthcare Centers in Khora District shed light on the pressing challenges faced by the local population, particularly in terms of education, financial aid, and healthcare access.

- Awareness on low-cost nutrition and balanced diet for pregnant and lactating mothers were conveyed to people. People were sensitized about using locally available low-cost nutritious food and good dietary habits.
- The intervention of BSGSS, supported by CSR partners like EIL, RITES, RVNL, and HP, proved to be a beacon of hope for the underprivileged and migrant communities.
- By providing free healthcare services and addressing women's health concerns, these initiatives have positively impacted the lives of countless individuals. The collective efforts of these organizations serve as a reminder of the transformative power of social responsibility in fostering a more equitable and healthier society for all.
- To run the organisation it is essential to have continuous and regular available of fund for executing the projects effectively. It will impact the scale of operations, quality of services and the reach of beneficiaries.
- The survey conducted at the healthcare centers in Khora District, with the support of CSR partners like EIL, RITES, RVNL, and HP, has revealed critical insights into the challenges faced by the local population.
- A key issue identified during the survey was the severe lack of access to healthcare facilities in the area. This deprived the residents of essential medical attention and treatments. However, the healthcare camps set up by BSGSS proved to be a significant and appreciated intervention for the underprivileged and migrant communities in Khora District. These camps offered free access to medical professionals and essential medications, requiring only a government-issued identification card, such as the Aadhar card.
- The positive impact of the healthcare camps was widespread, as word-of-mouth played a crucial role in encouraging more people to seek medical assistance. The collaborative efforts of the CSR partners and BSGSS in addressing healthcare disparities and women's health concerns were met with immense gratitude from the surveyed individuals. The provision of specialized care and information about menstrual hygiene for women further contributed to the overall well-being of the community.

8.1 PURPOSE OF THE SURVEY:

- The survey was conducted with a twofold purpose. **Firstly, it aimed to identify and understand the challenges faced by the residents of Khora District comprehensively.** By delving into issues such as lack of education, financial aid, and access to healthcare, the survey sought to create a comprehensive picture of the region's social and economic disparities.
- **Secondly, the survey sought to assess the effectiveness and impact of the healthcare camps** established by BSGSS with the support of CSR partners. These camps aimed to address the prevailing healthcare deficiencies in the area and provide much-needed medical attention to those who could not access it otherwise.
- Through the survey, BSGSS and its CSR partners aimed to gain valuable insights into the specific needs and requirements of the local community. The findings from the survey would enable them to tailor their initiatives and interventions effectively, ensuring that they target the most pressing issues faced by the underprivileged and migrant populations in Khora District.
- Overall, the survey provided crucial data and feedback, allowing the organizations involved to continue their efforts towards creating a more equitable and healthier society by addressing the socio-economic challenges and healthcare disparities prevalent in the region.

8.2 ANALYSIS AND INTERPRETATION OF THE FINDINGS:

- The analysis and interpretation of the findings from the visit and the data collected provides valuable insights into the healthcare needs of the underprivileged population in Khora Colony and the commendable initiatives undertaken by BSGSS through the "**Jan Arogyam**" programme. Through comprehensive data collection methods, including surveys, interviews, and observations, significant aspects of the community's health and social conditions have been uncovered.
- The prevalence of open defecation and the improper waste disposal contribute to health hazards and sanitation issues within the community.
- Regarding healthcare services, the absence of government hospitals and limited access

to proper medical care pose significant challenges for the underprivileged residents. The "Jan Arogyam" programme by BSGSS has been instrumental in bridging this gap and delivering essential healthcare services to the community. The fully-equipped health clinic and regular health check-up camps have significantly improved health access and awareness among the beneficiaries.

- The emphasis on health education and awareness programs has contributed to the community's increased awareness of good health practices. The positive impact of the programme on over 70,000 beneficiaries has garnered appreciation from both the local community and the district administration.
- The data and findings provide a compelling case for the importance of the "Jan Arogyam" programme in addressing the healthcare needs of the underprivileged population in Khora Colony. BSGSS's efforts have played a crucial role in improving healthcare access, promoting health awareness, and positively impacting the lives of the vulnerable residents.
- BSGSS focus on serving the underprivileged population in Khora Colony, an urban slum with limited access to healthcare facilities, reflects the principle of making healthcare services available to all, especially vulnerable and marginalized communities. By providing free healthcare services and conducting health camps in the locality, BSGSS ensures that healthcare is within reach for those who might otherwise face barriers in accessing medical care.
- BSGSS's efforts in conducting health education programs and raising awareness about good health practices, hygiene, and sanitation demonstrate a proactive approach in empowering the community to take charge of their health.
- BSGSS's focus on addressing specific health issues prevalent in the area, such as malnutrition and anemia among women and children, reflects the importance of targeted interventions.
- The positive response from the community and appreciation from the district administration underscore the program's effectiveness, highlighting the significance of community acceptance and support in driving successful healthcare initiatives.

8.3 DISCUSSION OF THE STRENGTHS AND WEAKNESSES OF THE PROJECT:

- The "Jan Arogyam" community healthcare program implemented by BSGSS in Khora District exhibits several strengths that have contributed to its effectiveness in addressing the healthcare needs of the underprivileged population. One of the key strengths of the project is its strong emphasis on community engagement. BSGSS has actively involved the local community in the planning, implementation, and evaluation of the healthcare interventions.
- Another strength lies in the program's holistic approach. BSGSS has adopted a comprehensive strategy in addressing the healthcare needs of the target population. The project not only focuses on providing medical services but also places equal importance on health education, awareness, and capacity building.
- Collaborative partnerships have been a significant strength of the project. BSGSS has established associations with various stakeholders, including local bodies, government departments, public sector undertakings, and corporate entities.
- These collaborations have allowed the organization to leverage additional support and resources, enabling the program to reach a larger audience and maximize its impact.
- Despite its strengths, the project also faces certain weaknesses that need to be addressed for further improvement. One of the primary challenges is the scarcity of resources and funding. As the program aims to serve a densely populated area with limited access to healthcare facilities, sustaining and expanding the initiative may require additional financial support.
- Also the lack of government hospitals in the area poses a significant constraint on the project's ability to provide comprehensive healthcare services. While BSGSS's efforts have made a positive impact, the absence of proper medical facilities can hinder the delivery of specialized treatments and care.
- The project may encounter logistical challenges in reaching the most vulnerable and marginalized groups within the community. Ensuring equal access to healthcare services for all sections of the population, particularly those residing in remote or

underserved areas, remains a critical concern.

- At last the "Jan Arogyam" community healthcare program with BSGSS has demonstrated commendable strengths in its community engagement, holistic approach, and collaborative partnerships. However, to overcome the identified weaknesses and achieve even greater success, sustained financial support, advocacy for improved government healthcare facilities, and innovative strategies to reach the most vulnerable groups will be crucial.

9.0 CONCLUSION

9.1 SUMMARY OF THE EXPERIENCE AND KEY LEARNINGS:

- During the enriching and rewarding working with Bisnouli Sarvodaya Gramodyog Sewa Sansthan (BSGSS), I had the opportunity to immerse myself in their transformative community healthcare program known as "Jan Arogyam" in the Khora District. Throughout this experience, I was able to actively contribute to addressing the pressing challenges faced by the underprivileged residents in the region, encompassing a wide spectrum of issues ranging from inadequate access to education and financial aid to the severe scarcity of healthcare facilities.
- Working closely with the dedicated and passionate team at BSGSS, I was exposed to the intricate workings of the "Jan Arogyam" program.
- This hands-on experience enabled me to understand the program's objectives, methodologies, and impact on the target community.
- Through various data collection techniques, including surveys, interviews, and observations, I gained profound insights into the prevailing socio-economic disparities in the Khora District, which left many marginalized individuals struggling to meet their basic needs.
- One of the most striking aspects that I observed was the glaring contrast between the living conditions of the majority and the privileged minority.
- The majority of the population resided in rented homes, and their primary means of

livelihood often involved engaging in low-paying, menial jobs. In contrast, a small affluent minority owned vast expanses of valuable land, further exacerbating the economic divide in the region.

- A significant highlight was the exploration of the healthcare landscape in the Khora District. It was disheartening to witness the severe lack of access to adequate healthcare facilities for a substantial portion of the population. Many residents faced insurmountable challenges in availing themselves of proper medical attention and treatments.
- This dearth of healthcare resources contributed to the prevalence of respiratory infections, waterborne diseases, malnutrition, and anemia among the underprivileged residents.
- Amidst these bleak circumstances, the intervention of BSGSS in collaboration with CSR partners proved to be nothing short of a beacon of hope for the local population.
- The establishment of healthcare camps provided a lifeline for the underprivileged and migrant communities, offering essential medical services and medications free of cost. The requirement of government-issued identification cards, such as the Aadhar card, ensured that the services reached those in genuine need, thus enhancing the efficiency and impact of the healthcare camps.
- As part of the survey and data collection process, I interacted with the residents of Khora District, and their heartfelt expressions of gratitude towards BSGSS and the CSR partners were overwhelming.
- The power of word-of-mouth emerged as a crucial factor in encouraging more people from disadvantaged backgrounds to seek medical assistance. As news of the beneficial services provided by BSGSS and its CSR partners spread, the demand for healthcare services at the camps grew exponentially. This heightened awareness significantly contributed to the overall success and positive impact of the healthcare interventions.
- In addition to general healthcare provisions, I was deeply moved by the special focus on women's health concerns within the "Jan Arogyam" program.

- The provision of specialized care and information regarding menstrual hygiene proved to be invaluable, as women's health is often overlooked or stigmatized in various societies. This aspect of the program underscored the importance of empowering women and equipping them with the necessary knowledge to make informed decisions about their health and well-being.
- Throughout with BSGSS, I gained invaluable insights into the organization's holistic approach towards community development. This approach involved not only addressing healthcare needs but also encompassed vocational training, skill development, and entrepreneurship to provide sustainable livelihood opportunities for the underprivileged individuals.
- Overall, my experience with BSGSS was an eye-opening and transformative journey. It reinforced my passion for social responsibility and community development and provided me with practical insights into the significance of targeted healthcare interventions in uplifting marginalized populations. This served as a reminder of the profound impact that organizations like BSGSS can have in creating a more equitable and healthier society for all.

9.2 IMPORTANCE OF THE PROJECT IN ADDRESSING THE HEALTHCARE NEEDS OF THE UNDERPRIVILEGED POPULATION:

- The "Jan Arogyam" project implemented by Bisnouli Sarvodaya Gramodyog Sewa Sansthan (BSGSS) in collaboration with CSR partners has a significant and vital role in addressing the healthcare needs of the underprivileged population in the Khora District. The data provided above underscores the pressing issues faced by the residents, including inadequate access to healthcare facilities and the prevailing economic disparities.
- By establishing healthcare camps, the project has effectively brought essential medical services and medications to the underprivileged and migrant communities, which were previously deprived of proper healthcare resources.
- The requirement of government-issued identification cards, such as the Aadhar card, ensures that the services are targeted towards those genuinely in need, enhancing the

efficiency and impact of the initiative.

- The overwhelming appreciation expressed by the surveyed individuals towards the project and its CSR partners demonstrates the positive impact and value of the healthcare camps.
- Through word-of-mouth, the project's reputation has spread, encouraging more people from disadvantaged backgrounds to seek medical assistance, thereby addressing the prevailing challenges in healthcare access.
- The "Jan Arogyam" project has shown particular attention to women's health concerns, including menstrual hygiene and specialized care.
- This focus on empowering women and providing essential information highlights the project's commitment to addressing the specific needs and vulnerabilities of different segments of the underprivileged population.
- The "Jan Arogyam" project plays a crucial role in addressing the healthcare needs of the underprivileged population in the Khora District. By providing accessible healthcare services, focusing on women's health, and promoting sustainable livelihoods, the project contributes significantly to improving the overall well-being of the underprivileged communities.

9.3 REFLECTION ON THE SIGNIFICANCE OF SOCIAL SECTOR ORGANIZATIONS AND THE ROLE OF INTERNS IN SUCH INITIATIVES:

- With Bisnouli Sarvodaya Gramodyog Sewa Sansthan (BSGSS), my experience has reinforced the profound significance of social sector organizations in uplifting underprivileged communities and addressing critical societal issues. These organizations play a pivotal role in bridging the gaps in healthcare, education, livelihood, and other essential services, which are often inaccessible to marginalized populations.
- One of the key takeaways from my finding is the immense impact that targeted healthcare initiatives can have on underprivileged communities.

- The "Jan Arogyam" healthcare camps served as lifelines for the local population, offering free medical services and medications. Witnessing the heartfelt gratitude expressed by the beneficiaries towards BSGSS and the CSR partners highlighted the transformative power of such initiatives. It demonstrated how social sector organizations, driven by a strong sense of purpose and social responsibility, can positively influence the lives of vulnerable individuals.
- The project's focus on women's health and empowerment underscored the importance of addressing gender-specific issues within social sector initiatives. By providing specialized care and information on menstrual hygiene, the project empowered women to make informed decisions about their health and well-being. This aspect emphasized the significant role that social sector organizations can play in promoting gender equality and women's rights.
- I realized that the role of interns in such initiatives is crucial. Interns bring fresh perspectives, enthusiasm, and a willingness to learn and contribute.
- During my time with BSGSS, I actively participated in data collection, surveys, and community engagement, enabling me to understand the ground realities and challenges faced by the target population. Through this involvement, I could contribute to the project's success by providing valuable insights and support to the team.
- Interns also serve as advocates for the cause, raising awareness about the initiatives and garnering support from various stakeholders. By sharing my experiences and learnings, I can inspire others to get involved in social sector work and contribute to creating a more equitable and compassionate society.
- My experience with BSGSS highlighted the significance of collaboration and partnership in achieving meaningful impact. The project's success was attributed to the collective efforts of BSGSS, CSR partners, and other stakeholders. Social sector organizations act as catalysts in bringing together various entities with a shared vision of driving positive change.
- Social sector organizations like BSGSS play a vital role in addressing the pressing needs of underprivileged communities. Through initiatives like "Jan Arogyam," these

organizations demonstrate their commitment to improving the well-being of vulnerable populations.

- I am honoured to have been a part of such a transformative project and witnessed the positive change it brings. My experience has reinforced my belief in the power of social responsibility and the significant impact that social sector organizations and interns can have in creating a more inclusive and compassionate society.
- Overall, working with BSGSS was a highly rewarding experience that deepened my understanding of healthcare delivery, community engagement, and the potential of civil society organizations in creating positive change for marginalized populations.

REFERENCES:

1. Ms/ Nandita Bakshi, IRS (Retd.), CEO, BSGSS
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3. Sh. Anup Kuma, MSW, Director (Operations), BSGSS
4. Sh. Aniyam, T.R. Director (Project Co-ordinator), BSGSS
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