

Date: 11-04-2023

To
Infosys Ltd,
6, Infosys Drive,
Konappana Agrahara, Electronic City,
Bengaluru,
Karnataka 560100

Subject: Independent Programmatic Evaluation of Infosys Grants (12 reports)

LEAD at Krea University (IFMR) was commissioned in the financial year 2022-23 to undertake programmatic evaluation of Infosys CSR projects completed in the financial year 2021-22.

A team of researchers from LEAD has independently carried out the assessments. The aim was to measure the impact created by CSR investments. To this end, the evaluation team assessed each of the 16 grantees located across the country, who had undertaken projects in the areas of healthcare, education, environmental preservation, disaster response (flood relief and Covid relief), and rural development. The financial reports and administrative data for the evaluations were provided by the Foundation and the respective grantees.

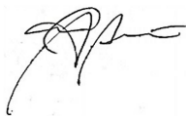
The methodology for the assessments included 4 major components:

- Key informant interviews with relevant persons in each grantee organization;
- Project site observation;
- Analysis of data related to project implementation and output shared by the grantee;
- And beneficiary surveys for an understanding of end-user perspective.

The information gathered through all the above methods was collated and the findings were triangulated to assess the impact created by the project.

The impact reports present key information like grant objective, the impact created, end-user satisfaction, SDG-mapping, and ESG-mapping. The programmatic evaluation of the CSR projects highlights the contributions made towards achieving their outcomes/objectives as well as identifies areas for improvement.

Best regards
For LEAD



Sharon Buteau
Executive Director

Advanced Centre for Treatment and Education in Cancer (ACTREC), Navi Mumbai

INFOSYS FOUNDATION ASHA NIVAS

Introduction

The Advanced Centre for Treatment, Research, and Education in Cancer (ACTREC) is the Research and Development wing of the Tata Memorial Centre (TMC) and serves as a satellite centre to the main hospital located in Mumbai. TMC is internationally recognized as a leading cancer hospital and is a leading provider of tertiary care for cancer in India.

Need

TMC receives cancer patients from across the country, many of whom are unable to bear the high cost of rental accommodation in Mumbai. These patients and their attendants live on the streets surrounding the hospital or drop out of treatment.

Grant

The objective is to provide cancer patients and attendants from outside Mumbai an accommodation at a subsidized, minimal, or no cost. The project relates to the construction of a long-term stay facility for patients at the new ACTREC campus. The duration of the construction project is 3 years (2018–2021). The total grant amount was Rs 80 Crores.

Methodology

- **Key Informant Interviews (KIIs):** The senior management at TMC and ACTREC, the site engineer, and the management of the facility provided the details of the relevance of the building, current operations, and plans for operational sustainability.
- **Observation and checklist:** Observations from the site visit and checklist were used to assess the building structure and operations on nine broad domains were taken, ranging from building, rooms, services, amenities, and management, among others. The checklist was triangulated by observations, secondary data, and surveys.
- **Secondary data analysis:** Data from the facility was analyzed for details about the project implementation and operations.
- **End-user survey:** A sample of 76 current users of the facility were surveyed to capture the beneficiary profile and feedback on the operational functionality.

Results

Program Execution

- **Relevance of the grant:** The building is relevant to the needs of the current users who are underprivileged and economically vulnerable cancer patients and their attendants, who lack affordable accommodation facilities in Mumbai.
- **Case selection:** The criteria for room allotment are based on metrics that ensure that the patient is currently under treatment, is a non-resident of Mumbai, and reservations are provided to patients based on the order of arrival at the facility.
- **Connectivity with other structures:** Within the ACTREC campus, patients must walk or use private transportation.

- **Operational sustainability:** The cost of running the accommodation facility is financed from a trust fund. The future plan is to augment this with minimal user fees to ensure operational sustainability.
- **Profile of end-users:** Majorly, the socially and economically vulnerable are catered to at the facility with 68% belonging to rural areas and 42% BPL cardholders with aggregate monthly household income between Rs 5,800 – Rs 11,000.
- **End-users' satisfaction:**¹



- **Scalability:** Not applicable.

Main Outcomes

The long-term patient stays facility: This main objective at ACTREC campus is realized by the establishment of the 12-storeyed building with an area of 2,30,850 sq. ft, which is utilized every month by an estimated total number of 300 patients, during their diagnosis and treatment.

Operational functionality: The facility is in process of becoming fully functional and is expected to achieve full functionality by the end of January 2023. Of the total capacity of 260 private rooms and 10 dormitories, the operational capacity achieved is 100 private rooms and 8 dormitories as of December 2022.

Housing the patients for the duration of treatment: The average length of stay of patients is 12 days, which exceeds to over 3 months in some cases, indicating that provision of long stay is needed during cancer diagnosis and treatment.

Patient retention: The main expected outcome is the retention of patients. A 29% increase in registrations transferred from TMC to ACTREC points towards increasing coverage of patients who could not be treated at the main TMC branch due to limited capacity. These patients would have otherwise dropped out of treatment or been put up in streets around TMC.

Long-term impact: The investment is estimated to directly benefit an estimated 9.13 Lakh cancer patients and their attendants. At the current value, every Lakh of the grant money invested will provide accommodation to over 114 patients and families across the lifespan of the building.

Impact

The Infosys Foundation Asha Nivas has offered affordable accommodation facilities for the vulnerable population who come to Mumbai from all around the country for their cancer treatment and has ensured high beneficiary satisfaction. The facility is meeting the objective of drawing the patients from the main TMC campus towards the ACTREC campus. The project aligns with the Social ESG goals and supports the commitment towards SDG 3, SDG 9, SDG 10, and SDG 11.



¹ % who reported 'satisfied' on a 3-point scale on satisfaction in the end-user surveys. This evaluation was conducted by LEAD at Krea University (IFMR).

National Cancer Institute, Jhajjar

INFOSYS FOUNDATION VISHRAM SADAN

Introduction

The National Cancer Institute (NCI), a campus of All India Institutes of Medical Sciences (AIIMS) Delhi at Jhajjar, Haryana, is a specialty healthcare institute that provides cancer care and treatment. The Jhajjar extension campus of AIIMS is planned to be developed as the largest medical education center for medical super-specialties.

Need

Cancer patients usually need to make multiple visits to the hospital in the course of the treatment and costs of accommodation for patients and their family members, in addition to the cancer treatment expenses, act as a serious barrier to accessing sustained medical care.

Grant

The project relates to the construction of Infosys Foundation Vishram Sadan, an accommodation facility to provide low-cost accommodation to cancer patients and their attendants seeking care at NCI, Jhajjar. The duration of the construction was 2 years (2019–2021). The total grant amount is Rs 93 Crores.

Methodology

- **Key Informant Interviews (KIIs):** The senior doctors, hospital administrators and the third-party service provider shared the details on the relevance of the building, current operations, and plans for sustainability.
- **Observation and checklist:** Observations from the site visit and checklist to assess the building structure and operations on nine broad domains ranging from building, rooms, services, amenities, and management, among others. The checklist was triangulated by observations, secondary data and surveys.
- **Secondary data analysis:** Data from the facility was analyzed for details related to the project implementation and operations.
- **End-user survey:** A sample of 100 current users of the facility were surveyed to capture the beneficiary profile and feedback on the operational functionality.

Results

Program Execution

- **Relevance of the grant:** The grant addresses the needs of cancer patients by providing subsidized accommodation facilities for patients and their family members within the NCI Jhajjar campus.
- **Case selection:** Admission to the facility is provided upon submission of a relevant set of documentation proving 1. Patient status (OPD Card), 2. Proof of identity, and 3. Against payment of one week's tariff.
- **Operation management:** A third-party organization manages the operations. The service delivery includes furnishing, housekeeping, security, reception, and meals.

- **Profile of end-users:** Patients from Uttar Pradesh (37%) and Bihar (23%) form the bulk of those accommodated, with most (58%) coming from rural areas. At least half (50%) of the patients are likely to belong to extremely poor households.
- **End-users satisfaction:** ¹



96%

Stay in Vishram Sadan



95%

Registration process



97%

Staff behaviour



95%

Vishram Sadan is affordable



85%

Utilized shared dormitory



93%

Quality of drinking water



87%

Availability of essential amenities

- **Scalability:** Not applicable.

Main Outcomes

Accommodation for cancer patients and families: The 10-storeyed building with a total area of 2,71,250 sq. ft has the estimated capacity to accommodate 806 beds within the NCI campus at Jhajjar. NCI was turned to an exclusive Covid treatment centre during the pandemic and cancer patients were begun to be housed from September 2022.

Operational functionality: The current capacity is 686 beds and the current average occupancy is 373 (November 2022). Three floors are yet to be operational due to delayed initiation because of the pandemic. Full operationalization would expand the total capacity to 806 beds. The function of providing long-stay accommodation is reached with a median stay duration: of ~12 days.

Low-cost to patients: Most of the beds are provided at low cost with shared dormitories (8 beds/room) – 584 beds (85%) made available at Rs 60 per day. The food is provided at a subsidized cost, with the total cost averaging at ~Rs 120 per day.

Long-term impact: The investment made in constructing the building is estimated to benefit more than 12.3 Lakh cancer patients and their attendants during the lifetime of the building. For every Lakh of grant spent on the building, over 132 patients and families will be housed at NCI Jhajjar (at current rates).

Impact

The construction of the Vishram Sadan has successfully offered affordable accommodation facilities to the patients and their family members for sustained medical care and treatment, especially so for the underprivileged sections of society. The project aligns with the Social ESG goals and supports the commitment towards SDG 3, SDG 9, SDG 10, and SDG 11.



Covid Relief Projects, India

Introduction

The declaration of the COVID-19 pandemic by the World Health Organisation (WHO) as a public health emergency highlighted the need of preparing in advance to meet the unforeseen requirement of handling COVID-related illnesses and fatalities.¹ The below organizations were part of the COVID-19 relief efforts carried out in different parts of the country.

- **Nirmaan Organisation, Hyderabad, Telangana:** A non-profit entity serving in education, health and community well-being came forward to support the charitable Niloufer hospital in Hyderabad during the Covid-19 pandemic.
- **Ullal City Municipal Corporation (CMC), Mangalore, Karnataka:** The government body responsible for ensuring the civic amenities of Ullal City in Mangalore.

Need

To prepare in advance for the Covid third wave, additional hospital facilities and medical equipment were required to cater to the anticipated patient load, and in case of fatalities, an environmentally safe and pollution-free crematorium was needed.

Grant

The grant addresses the expansion of medical aid and hospitalization services to meet the current and estimated needs of the affected patients and anticipated cremation needs in case of COVID-19 fatalities in Mangalore. Following is the grant information:

Organisation	Type of relief	Project duration	Grant amount
Nirmaan Organisation, Hyderabad, Telangana	<ul style="list-style-type: none">• Renovation of a 25-bedded Paediatric ICU ward at Niloufer Hospital, Hyderabad• Procurement of specific medical and ICU equipment for the hospital	6 months	Rs 1.64 Crores
Ullal City Municipal Corporation (CMC), Mangalore, Karnataka	<ul style="list-style-type: none">• Construction of an electric crematorium	8 months	Rs 1.08 Crores

Methodology

- **Key Informant Interviews (KIIs):** The designated contact points from each organisation provided the details of the projects, the processes involved, and the outcomes intended.
- **Site visit and observation:** Observations from the site visit were recorded for a deeper understanding of the projects and their impact.
- **Secondary data analysis:** Data from the organisation was analyzed for details of the project output and implementation.

¹ Source: <https://www.who.int/europe/emergencies/situations/covid-19>

- **End-users survey:** The following sample of individuals benefitting from the initiatives were surveyed to capture their experience and satisfaction with the facilities provided under the project.
 - Nirmaan Organisation: 84 guardians of patients
 - Ullal City Municipal Corporation (CMC): Not applicable

Results

Program Execution

Relevance of the grant: In anticipation of the third wave of the pandemic, the grant was utilized towards preparing in advance for providing immediate support by two grantee organisations:

- Expanding the healthcare and treatment facility for children by upgrading/renovating the Paediatric ICU ward at Niloufer Hospital and procuring medical equipment.
- To address the social need for an additional crematorium facility at Mangalore owing to the unforeseen load of fatalities.

Project operations: The grant was used towards the following:

- **Enhancing the capacity of the hospital:** The Paediatric ICU ward was renovated and equipped with 25 beds and all intensive care medical equipment was set up. The ward began operations in March 2022.
- **Construction of electric crematorium:** An electric crematorium was constructed in Mangalore, which will be operationalized by April 2023.

Profile of end-users: The beneficiaries of Nirmaan Organisation mostly belong to low economic strata of the society and socio-economically vulnerable sections, hail from rural areas, hold Below Poverty Line cards issued by the government and have a median monthly household income of Rs 10,000/-. The electric crematorium caters to all segments of the population and serves 6 villages surrounding Ullal City.

End-users' satisfaction:²



100%

Nirmaan
Organisation

Scalability: Not applicable.

Main Outcomes

Nirmaan Organisation: The 25-bedded PICU ward and medical equipment cater to the free-of-cost intensive medical care of paediatric patients at Niloufer Hospital who mainly belong to low socio-economic strata.

Long-term impact: The investment made in setting up the facility is estimated to benefit 9.13 Lakh paediatric patients during the lifetime of the ward. For every Lakh of grants spent, nearly 5,600 patients can avail of treatment in the PICU ward (at current rates).

Ullal City Municipal Corporation: Construction of the electric crematorium in Mangalore has contributed to an affordable, time-efficient and environment-friendly cremation facility.

Long-term impact: The investment made in constructing the crematorium is estimated to facilitate 21,900 cremations during the lifetime of the crematorium. For every Lakh of grant spent, 163 cremations can be conducted (at current rates).

² % who reported "Satisfied" on a 3-point scale on satisfaction in the end-user surveys.

Impact



In anticipation of the third wave of the pandemic, Niloufer Hospital aimed to enhance its PICU capacity, while Ullal City Municipal Corporation expected high fatalities and thus, aimed to increase the overall capacity of the existing crematorium. The grant was successful in meeting these objectives during the pandemic. The project aligns with the Social ESG goals and supports the commitment towards SDG 3, SDG 9, SDG 10, SDG 11 and SDG 13.



Flood Relief Efforts, India

Introduction

Four organisations carried out flood relief efforts in different parts of the country.

- **Ramakrishna Kutir, Almora, Uttarakhand:** A non-political, non-sectarian spiritual organisation engaged in various forms of humanitarian and social service activities.
- **Deseeya Savabharathi, Kottayam, Kerala:** An NGO that aims to serve the poor and the marginalised segments of society through its social development programmes
- **Navy Welfare and Wellness Association (NWWA), Cochin, Kerala:** An NGO operated by the wives of naval officers and sailors, which undertakes community-driven activities.
- **Sri Ramakrishna Sevashrama, Pavagada, Karnataka:** An NGO and a spiritual organisation that particularly works in the field of health and relief efforts in the Tumkur district of Karnataka.

Need

The heavy rainfalls experienced in Almora, and parts of Kerala and Andhra Pradesh resulted in exhaustive damage to houses and livelihoods in these regions. The socio-economically vulnerable populations residing in rural areas were in most need of aid.

Grant

The grant addresses the immediate disaster relief and rehabilitation needs of the affected households and the renovation needs of structures damaged by the calamity. Following are the grant details:

Organisation	Affected region	The type of aid distributed	Project duration	Grant amount
Ramakrishna Kutir	Almora, Uttarakhand	<ul style="list-style-type: none">• Construction material• Cost of labour on a need basis	Ongoing	Rs 1.00 Crore
Deseeya Sevabharathi	Kottayam, Kerala	<ul style="list-style-type: none">• Basic need items• Construction and repair of houses• Monetary compensation	Ongoing	Rs 1.00 Crore
Navy Welfare and Wellness Association (NWWA)	Ernakulam, Kerala	<ul style="list-style-type: none">• Renovation and repair of <i>Matruchaya</i>¹• Daily and medical needs items to inmates	1 month	Rs 30.00 Lakh
Sri Ramakrishna Sevashrama	Kadapa and Tirupati, Andhra Pradesh	<ul style="list-style-type: none">• Basic need items for households• Stationery kits, furniture, and appliances for schools	4 months	Rs 1.00 Crore

Methodology

- **Key Informant Interviews (KIIs):** The designated contact points from each organisation provided the details of the relief efforts, the processes involved, and the outcomes intended.
- **Site visit and observation:** Observations from the site visit were recorded for a deeper understanding of the projects and their impact.

¹ Matruchaya is an old-age home and orphanage facility.

- **Secondary data analysis:** Data received from the organizations was analyzed for details of the project output and implementation.
- **End-users survey:** The following sample of people affected by the calamity were surveyed to capture their experience and satisfaction with the aid received.
 - Ramakrishna Kutir: All 20 households aided
 - Deseeya Sevabharathi: 90 households
 - NWWA: 100 inmates from the NGOs Matruchaya and Welfare Association Trust (WAT)
 - Sri Ramakrishna Sevashrama: 98 households and representatives of 12 schools

Results

Program Execution

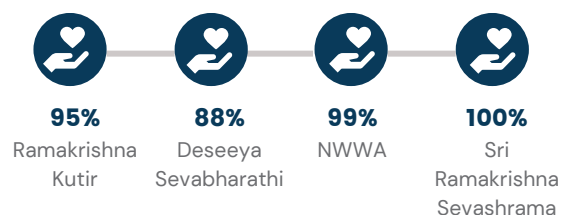
Relevance of the grant: Following the calamity in these regions, the grant was used towards providing immediate relief and rehabilitation to the affected population and undertaking renovation and repair works wherever required.

Relief process: The relief efforts were undertaken in the following steps:

- **Need assessment:** The efforts began with the need identification of the affected population. While in some cases, people approached the grantee seeking aid or were identified through third parties, grantees also conducted a survey of the affected areas to assess the needs of the people.
- **Beneficiary selection:** To ensure the aid reached the ones in need the most, grantees reviewed the extent of damage faced and further implemented a screening process to select households based on their financial status.
- **Implementation:** Following implementation, processes were followed for each aid:
 - Immediate relief: As part of immediate relief, basic need items were distributed at one common public place where people could come and collect the items.
 - House construction: The house construction was carried out through a contractor and handed over to the selected households.
 - Repair and renovation: This included the delivery of the required construction material as well as complete repair and renovation work by the respective grantee.
 - Assistance to schools: Stationery kits were distributed to primary-grade students, and assets like furniture and appliances were delivered to the schools.

Profile of end-users: The beneficiaries of relief activities belonged to socio-economically vulnerable sections belonging to rural areas. The majority are 84% BPL cardholders having a median monthly household income of Rs 10,000.

End-users satisfaction: ²



Scalability: Not applicable.

² % who reported 'very good to 'satisfactory' on a 5-point Likert scale on satisfaction in the end-user surveys.

Main Outcomes

Immediate relief to households: As part of immediate relief efforts, basic need items like groceries, clothes, toiletries, and other essentials were distributed to 6975 affected households in Andhra Pradesh (6450) and Kerala (525).

Construction of houses: Deseeya Sevabhrathi constructed houses for 12 families that lost their houses and even land in some cases, due to the landslides in the hilly regions of Kottayam.

Repair and renovation: Construction material was distributed to 20 families in Almora whose houses were damaged in the aftermath, and 6 families in Kottayam received construction material or monetary support. In Cochin, NWWA undertook the repair and renovation work at Matruchaya. Monetary compensation to survivors: Monetary compensation was given to survivors of 7 people who lost their lives in 2021 and 2018 due to the floods in Kerala.

Assistance to flood-affected schools: Sri Ramakrishna Sevashrama assisted 126 flood-affected schools in the villages of Andhra Pradesh by providing them with furniture and appliance like computers, chairs, tables, almirahs, and water purifiers, among others, and by distributing stationery kits to 5276 primary grade students.

Impact

The grant was useful in aiding the populations devastated by the natural disaster in three states, viz. Uttarakhand, Kerala, and Andhra Pradesh. Through an array of initiatives, the grantee organizations provided relief and rehabilitation to a large number of socio-economically vulnerable people in these regions. The project aligns with the Social ESG goals and supports the commitment towards SDG 1, SDG 2, SDG 6, SDG 9, and SDG 10.



Infosys Science Foundation, Bengaluru

Introduction

The Infosys Science Foundation (ISF) is a not-for-profit trust, set up in 2009 by Infosys Limited, with the objective of recognizing, encouraging, and fostering world-class contributions to science and research impacting India. It governs prizes across six categories to honour and celebrate outstanding achievements of contemporary researchers and scientists and encourage young minds to explore science as a career option and for the betterment of humanity.

Need

The Infosys Science Foundation did not have its own office building and needed a separate building to operate out of, with enough space to also host events like the Infosys Prize, seminars on scientific research and development, film screenings, and so on.

Grant

The project involves the construction of a Centre of Excellence building that serves as the Infosys Science Foundation office, including spaces for a public forum for interactions, and an event space for hosting seminars, and prize ceremonies. The duration of the project is 2.5 years (2019-2022). The total grant amount is Rs 76 Crores.

Methodology

- **Key Informant Interviews (KIIs):** Interviews were conducted with General Manager and all the other employees of the Infosys Science Foundation.
- **Site visit and observation:** Observations from the site visit were recorded for a deeper understanding of its structural features and current functionality.
- **Secondary data analysis:** Secondary data involving details about the project implementation and operations were procured and analyzed.

Results

Program Execution

- **Relevance of the grant:** The grant has been relevant in setting up a Center of Excellence building that serves as the Infosys Science Foundation office, a space for conducting seminars, rewards, and prize ceremonies, and as a public forum for the exchange of ideas on scientific research and development. The building thus accords the grantee a distinct identity and would further enable it to realize the vision of creating a science hub in Bengaluru with Infosys Science Foundation at its centre.
- **Operational sustainability:** The average monthly cost of running the building is Rs 8 Lakh¹, which is borne by a corpus fund, making it operationally sustainable.

¹ This amount excludes the salary component of core team members.

- **End-users profile:** The end users of the building are the visitors who come to attend the events in the auditorium. This building is also used as office space by the employees.
- **End-users satisfaction:** The employees expressed high satisfaction with such aspects as space and size, lighting, accessibility, and cleanliness within the building.
- **Scalability:** Not applicable.

Main Outcomes

Adequate office space: The Centre of Excellence is a three-storeyed building with a built-up area of 3585.93 square meters, which serves as the permanent office of Infosys Science Foundation. The building has adequate office space which includes: A reception, workstations and cabins, a boardroom, and one technologically advanced auditorium. Additional service areas include a pantry area, a staircase, two elevators, and a parking lot.

Auditorium space for hosting events: The auditorium has the capacity to accommodate 100 people. It also has a control room for multi-camera control and broadcast of events in real-time. The reception area outside the auditorium has TV screens installed to live stream the events for attendees in case the auditorium footfall exceeds the capacity.

Events held since operationalisation: The Infosys Science Foundation has held the following events in the new building:

- Infosys Prize 2022 Winners Announcement
- Accelerating a Transition to Net-Zero Energy | A Public lecture by Dirk Smit
- Science Has a New Address: Inauguration of the new office of Infosys Science Foundation
- Film screening and AI-driven artworks
- B.V Sreekantan: A tribute (Documentary screening)

Long-term impact: The building is the first step towards fulfilling the long-term vision of creating a scientific hub and promoting a culture of science in Bengaluru.

Impact



The Centre of Excellence building has offered a distinct space for the Infosys Science Foundation to operate out of, and the space to bring together people with scientific curiosity and commemorate those at the highest level of their scientific research and achievement while encouraging young minds to follow in their footsteps. The building also serves as the foundation for gradually developing a science hub in Bengaluru. The project aligns with the Social ESG goals and supports the commitment towards SDG 4, SDG 9, and SDG 16.



Sri Jayadeva Institute of Cardiovascular Sciences and Research, Bengaluru

INFOSYS FOUNDATION BLOCK

Introduction

Sri Jayadeva Institute of Cardiovascular Sciences and Research at Bengaluru, Karnataka, is an autonomous tertiary healthcare institute run by the Government of Karnataka. It is one of the largest cardiac care hospitals providing adult and paediatric cardiac care at affordable rates to all patients and free-of-cost to the deserving poor.¹

Need

The Institute sees a high influx of inpatients and outpatients daily and had lately been facing an acute shortage of space to accommodate the patient load. The Institute urgently needed an expansion of its hospital space capacity.

Grant

The project relates to the construction of a hospital block within the hospital premises to manage the increasing patient load as well as the provision of medical equipment to provide affordable, high-end critical cardiac care facilities to patients. The Infosys Foundation Block is a four-storey building with a built-up area of 1,71,311 sq. ft and a capacity of 350 beds (100 ICCU beds and 250 general ward beds). The duration of the construction was 2 years (2019 -2021). The total grant amount is INR 103 Crores.

Methodology

- **Key Informant Interviews (KIs):** The Director of the hospital provided the details of the relevance of the block, its intended outcomes, and its impact in the long run.
- **Site observation and checklist:** Observation from the site visit and checklist was used to assess the block's functionality related to physical characteristics, accessibility, functions, manpower, staffing, patient care, etc.
- **Secondary data analysis:** Data procured from the hospital were analyzed for details related to the project implementation and operations.
- **End-user survey:** A sample of 123 patients was surveyed to capture their perspective, experience, and satisfaction with the hospital block.

Results

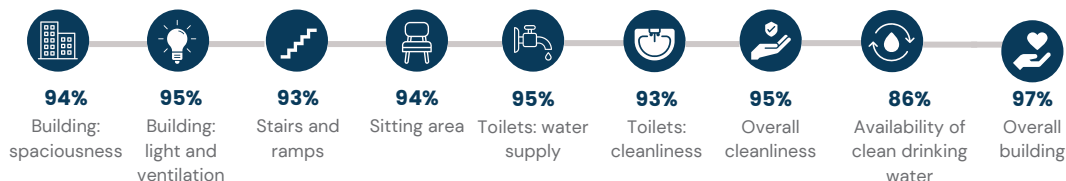
Program Execution

- **Relevance of the grant:** The grant has been utilised towards the expansion of the hospital capacity through the construction of a new block creating an additional capacity of 350 beds and the provision of medical equipment to provide cardiac care facilities within the same campus.
- **Operational sustainability:** The operations and maintenance costs of the building are borne from the institute funds. The state government funding covers all running costs including staff, information and financial systems, medical and non-medical systems, and other hospital management costs.

¹ <http://jayadevacardiology.com/>

- **Profile of end-users:** Majorly, the socially and economically vulnerable are catered to at the facility with 66% belonging to rural areas and 84% BPL cardholders having a median monthly household income of Rs 10,000.

- **End-users' satisfaction:** ²



- **Scalability:** Not applicable.

Main Outcomes

Structural features: The hospital block is a four-storey building with all critical care cardiac equipment. It connects to the main hospital building through a foot-over bridge on the first floor for the convenience of patients. The block has the following features:

- **Main section:** An emergency section, an outpatient department with diagnostics, and a non-invasive cardiology section.
- **Patient care:** Total 350 Beds (100 ICCU beds and 250 general ward beds).
- **Surgical care:** Two Operation Theatres (OTs), one hybrid operation theatre, and two Cardiac Cath labs.

Medical equipment: The following medical equipment was also procured through the grant – 3 Cath lab machines, 8 Pendants for OT, 4 OT lights, 1 OT table for hybrid OT and 4 scrub stations.

Functional utility: All the floors of the block are fully functional, and offer end-to-end services to the patients including registration, billing and medical services. The building scores high on functional utility in terms of physical characteristics, ease of navigation, accessibility from the main gate and hospital, disabled-friendly facilities, adequate staff, toilets, and adherence to cleanliness.

Capacity enhancement: With the addition of the block, there has been an increase in medical services offered, notably 28% increase in laboratory services, 14% increase in open heart surgeries and 21% increase in inpatient services.

Long-term impact: The investment is estimated to benefit 20 Lakh outpatients and 50,000 inpatients in an estimated 50 years the building will serve the hospital. For every Lakh of grant invested at current value, an estimated 200 cardiac patients will benefit from receiving care services at the building during its lifetime.

Impact

The Infosys Foundation Block addresses the need of serving the increasing cardiac patient load at Sri Jayadeva Institute of Cardiovascular Sciences and Research. This allows the public hospital to continue to provide high-end paediatric and adult cardiac care procedures with higher efficiency and reach. The building performs well in terms of functioning and services and ensures high satisfaction among the patients. The project aligns with the Social ESG goals and supports the commitment towards SDG 3, SDG 9, SDG 10 and SDG 11.



² Proportion of patients who scored excellent on a 5-point Likert scale in the end user survey. This evaluation was conducted by LEAD at Krea University (IFMR).

Kidwai Memorial Institute of Oncology (KMIO), Bengaluru

OUTPATIENT DEPARTMENT (OPD) BLOCK

Introduction

Kidwai Memorial Institute of Oncology (KMIO) is a tertiary cancer care center, as well as an academic and research institute in Bengaluru, and one among the 10-regional cancer centres in India.

Need

The institute sees an annually increasing footfall of more than 20,000 new patients and over 3.5 Lakh follow-up patients. The existing OPDs were operating in different buildings within the campus and the institute needed a single outpatient complex.

Grant

The project involves the construction of an outpatient department (OPD) block within the premises of KMIO. It aims to serve approximately 1800 cancer patients every day. The duration of the construction was 3 years (2018 -2021). The total grant amount is Rs 25.5 Crores.

Methodology

- **Key Informant Interviews (KIIs):** The senior management, medical officers and hospital administrators provided the details on the relevance of the building and current operations of the OPD block.
- **Observation and checklist:** Observations from site visits and a checklist were used to assess the building structure and operations on the following broad domains: Physical characteristics, Function, Manpower and staffing, Accessibility, and Patient care. The checklist was triangulated by observations, secondary data, and surveys.
- **End user surveys:** A sample of 122 patients were surveyed to capture their perspectives and feedback on the operational functionality of the OPD Block.

Results

Program Execution

- **Relevance of the grant:** The existing OPDs were in different parts of the hospital campus and were too small to accommodate the high patient footfall. The new OPD block has successfully consolidated all the services to meet the outpatient footfall.
- **Service to the patient:** Patients book appointments for consultation and/or medical tests and avail of these services in the same building. Every floor has a waiting lounge for patients to sit.
- **Patient profile:** The patient survey highlights that a majority come from socio-economically vulnerable sections. Most surveyed patients belong to the socio-economically disadvantaged category households and come from rural areas. Most patients are residents of Karnataka (95%), but some also travel from states like Andhra Pradesh (2%), West Bengal (2%), and Jharkhand (1%).

• **End-users satisfaction:** ¹



• **Scalability:** Not applicable.

Main Outcomes

Consolidating OPD services at KMIO: The new OPD block offers end-to-end OPD services in the five-storeyed building. Following are the departments and services housed within the building: 8 OPDs, 1 department for minor day procedures (endoscopy and anaesthesia), laboratory services, registration and billing area, and medical education and research infrastructure.

Meeting the OPD footfall: The building can house the OPD footfall of more than 1800 daily patients in all the departments at KMIO.

Long-term impact: The investment made in constructing the OPD block will serve an estimated 3.1 Crore cancer patients through the lifetime of the building. For every Lakh of grant invested in the building at its current value, over 12,000 patients will benefit from tertiary cancer care services at the building.

Impact



The OPD block fulfills the objective of enhancing the overall capacity of the OPD at KMIO to provide medical care to cancer patients. The hospital has successfully housed OPD services within a single complex that performs well in terms of providing services and ensures high satisfaction among the patients. The project aligns with the Social ESG goals and supports the commitment towards SDG 3, SDG 9, SDG 10 and SDG 11.



¹ % who reported 'satisfied' on a 3-point scale on satisfaction in the end-user surveys. This evaluation was conducted by LEAD at Krea University (IFMR).

Department of Archaeology, Museum, and Heritage, Karnataka

REJUVENATION OF WATER BODIES

Introduction

Melukote, one of the prominent pilgrimage sites in Southern India, has several heritage structures, including 108 *kalyanis* or temple tanks. Panchakalyani is the biggest temple tank in this area situated close to another tank called Ganesha Honda. The preservation of these ancient structures comes under the purview of the Department of Archaeology, Museum, and Heritage of the Government of Karnataka.

Need

The ancient monuments of Panchakalyani and Ganesha Honda tanks were contaminated and silted, and the surrounding structures were in a state of disrepair due to negligence by the public, vandalism, contamination, heavy silt deposition, and lack of maintenance.

Grant

The objective was to rejuvenate the two water bodies – Panchakalyani and Ganesha Honda, renovate the surrounding structures, construct compound walls, and connect to a rainwater harvesting system. The duration of the project was 3 years (2018 – 2021). The total grant amount is Rs 4 Crores.

Methodology

- **Key Informant Interviews (KII):** The officials of the Archeology Department and the engineer involved in the restoration work provided the details of project implementation and impact.
- **Site observation:** Observation from the site visit was used to assess the quality and extent of work done through the grant.
- **Secondary data analysis:** Data procured from the Department was analyzed for details related to the project implementation and operations.
- **End-user survey:** A sample of 101 visitors was surveyed to capture their perspective, experience, and satisfaction with the restored heritage site.

Results

Program Execution

- **Relevance of the grant:** The grant has been utilised towards the conservation and preservation of ancient heritage sites, Panchakalyani, Ganesha Honda, and surrounding structures, which hold cultural and historical significance, but had long been in a state of disrepair due to neglect and lack of maintenance.
- **Operational sustainability:** There is no revenue generation due to the lack of visiting fees, however, the maintenance and operational costs of the heritage site are borne by the state government, which lends it operational sustainability.

- **End-users profile:** The Panchakalyani sees a high footfall (Weekdays: 500–1,000 per day, Weekends: 5,000–10,000 per day) of visitors from the nearby temples, who come to perform rituals at the tank. Some tourists also visit as part of a guided tour and for sightseeing. Most visitors are residents of Karnataka who visit at least once a year, usually with family.

- **End-users satisfaction:** ¹



- **Scalability:** Not applicable.

Main Outcomes

Quantum of restoration work: The renovation work includes the following:

- Rejuvenation of the tanks through de-silting and de-watering.
- Renovation of surrounding structures such as the steps, pathways, and cloisters.
- Construction of compound wall and fencing around the heritage monuments, cleaning of feeder canal, and construction of a boundary wall around it.
- Reconstruction of ancient filter chambers and connecting the Panchakalyani to the feeder canal and filter chambers, to ensure rainwater harvesting and filtering of clean water into the Panchakalyani.

Clean water for the pilgrims: The rejuvenation of the water bodies and continued supply of clean water through the rainwater harvesting system allows the visitors access to a clean water body, especially during the local festivals that draws thousands of visitors.

Recharging groundwater: The geo-morphology and topography of Melukote restricts rainwater from percolating to the water table.² With the rejuvenation of the tanks, rainwater can be stored, and thereby recharge groundwater levels.

Aesthetic and historical importance: The restoration of the structures has revived their aesthetic and historical importance. As a result, study tours and movie shootings are also held at the Panchakalyani. To further spread awareness about the heritage site, the State Government has also established 'heritage clubs' at the colleges around the city.

Long-term impact: The impact on the water bodies is not time-bound. However considering a 10-year lifecycle of the restoration,³ the investment is estimated to benefit over 92 Lakh visitors. At the current value, every Lakh of the grant money invested will benefit over 23,000 visitors to the heritage site in the lifecycle of the restoration.

Impact

The grant has successfully rejuvenated the water bodies and restored the surrounding structures without altering their original features. This has revived their cultural and historical significance and brought about a holistic change in the aesthetics and sanitation of the area. The project aligns with the Social and Environment ESG goals and supports the commitment towards SDG 6, SDG 9, and SDG 11.



1 % of visitors who scored 'Average' to Excellent' on a 5-point Likert scale in the end-user surveys.

2 Ramineni, S., & Bharadwaj, M. (2021). Integrated Water Systems in Vernacular Settlements: Temple City of Melukote, Karnataka, India.

3 The Archaeology Department reported that the restoration work shall last 10 years.

This evaluation was conducted by LEAD at Krea University (IFMR).

Sri Chamarajendra Zoological Gardens, Mysore

GORILLA ENCLOSURE

Introduction

Sri Chamarajendra Zoological Gardens (or the Mysore Zoo) is a 157-acre zoo in the heart of Mysore. It is one of the oldest and most popular zoos which is known for being well-planned and maintained, carrying out conservation and breeding of endangered species, housing exotic animals from around the globe, and recreating natural habitats for animals.

Need

Under the EAZA Ex-situ Programme (EEP) strategies for long-term management and conservation of endangered species populations, The Mysore Zoo got the privilege to house the western lowland gorillas that were brought to India. Consequently, the zoo was required to construct an animal enclosure of international standards to house the members of this critically endangered species.

Grant

The project involves the construction of a world-class visitor and animal-friendly enclosure designed in accordance with the standards set by the EAZA, for housing the two resident gorillas. The duration of the construction is 11 months (2020-2021). The total grant amount was Rs 3 Crores.

Methodology

- **Key Informant Interviews (KIIs):** The senior management and other administrative staff of the zoo provided the details on the relevance of the enclosure, current operations, and plans for operational sustainability.
- **Site visit and observation:** Observations from the site visit were recorded for a deeper understanding of the gorilla enclosure, its current functionality, and operational requirements.
- **Secondary data analysis:** Data from the zoo and enclosure was analyzed for details for the project implementation and operations.
- **End-users survey:** A sample of 127 zoo visitors was surveyed to capture their experience and satisfaction vis-à-vis the zoo in general and the gorilla enclosure.

Results

Program Execution

- **Relevance of the grant:** The grant has been used to house the gorillas procured under the EEP with the standards set by EAZA, hence addresses the need for an enclosure that aligns with the required standards to house this species.
- **Operational sustainability:** The cost of upkeep of the gorillas and the enclosure is financed from the zoo's revenue. Following the downturn during the pandemic, the revenue of the zoo is now recovering, and that will further contribute to its revenue and operational sustainability.

- **Profile of end-users/visitors:** The zoo sees visitors from all around India as well as from other countries. People usually visit the zoo because their children want to visit, there are opportunities for photography and the availability of exotic animals.

- **End-users satisfaction:** ¹



- **Statement about the zoo and enclosure:**



- **Scalability:** Not applicable.

Main Outcomes

Structural features: The gorilla enclosure is spread over an area of 25,000 sq. ft. and constructed as per EAZA standards. The enclosure has the following features:

- Den fencing points
- Toughened glass viewpoints
- Stainless steel fabrication
- Strength of the RCC structure
- Swings and sitting benches inside the enclosure for gorillas

Economic impact on the zoo: The addition of gorillas to the zoo's inventory of animals and flora and fauna has contributed to improved visitor footfall metrics as every fifth visitor to the zoo comes to see the gorillas. Coupled with the rise in ticket prices, the gorilla enclosure has led to an increase in revenue generation for the zoo.

Long-term impact: The investment is estimated to benefit an estimated nearly 13.6 Lakh zoo visitors during the lifetime the enclosure is likely to serve the zoo. At the current value, every Lakh of the grant money invested will allow over 4,500 visitors to view the gorillas housed in the enclosure.

Impact



The gorilla enclosure has successfully helped the Mysore Zoo in being placed on the global map for providing a safe habitat to two gorillas belonging to a critically endangered species, that were placed in India for population management purposes. The project aligns with the Environment and Social ESG goals and supports the commitment towards SDG 9 and SDG 15.



¹ % of visitors who scored 'Good' to Excellent' on a 5-point Likert scale or agreed to statements. This evaluation was conducted by LEAD at Krea University (IFMR).

Infosys Foundation Sainik Sadan, Bhubaneswar

Introduction

The Rajya Sainik Board of Odisha is an administrative body under the Home Department of the Government of Odisha. It acts as a nodal agency for coordinating and implementing various policies formulated by the Central and State Governments for promoting the welfare and resettlement of ex-servicemen, war widows, war-disabled soldiers, World War II veterans, widows and dependents of ex-servicemen belonging to the State of Odisha.¹

Need

The Board in the delivery of services on welfare schemes and other benefits for families and dependents comes across several families who travel to Bhubaneswar for getting access to these schemes. The Board realized that as one of the welfare measures, it was required to provide a rest house for the war widows, disabled soldiers, ex-servicemen, and their families travelling to Bhubaneswar.

Grant

The project relates to the construction of a rest house for the aforementioned visitors to stay. The Infosys Foundation Sainik Sadan is a four-storey building with a built-up area of 1099.30 sq. m. The duration of the construction was 2 years (2020 -2021). The total grant amount is Rs 6.24 Crores.

Methodology

- **Key Informant Interviews (KIIs):** The Secretary of the Rajya Sainik Board Odisha and other members of the management provided the details of the relevance of the facility and its impact in the long run.
- **Site observation:** Observations from site visits were used to assess the facility's structure and functionality.
- **Secondary data:** Data received from the grantee was used to analyze the details related to the project implementation and operations.

Results

Program Execution

- **Relevance of the grant:** The grant is relevant to the need for a decent and comfortable accommodation facility at subsidized rates for war widows, disabled soldiers, ex-servicemen, and their families.
- **Operations:** The building is not yet operational, as changes were made in the architectural plan resulting in more dormitories and fewer private rooms. To ensure the privacy needs of the families availing lodging, the new management of Rajya Sainik Board is remodelling the floors to create more private rooms and will begin operation by end of April 2023.

¹ <https://rsbodisha.nic.in/>

- **Operationalisation requirement:** To operationalise the building, the grantee would incur an estimated expense of Rs 30 Lakh, which includes remodelling, procurement of furniture for the rooms, installation of generators and appliances for the kitchen, and fixing other structural issues.
- **Operational sustainability:** The grantee estimates the running cost of the facility to be Rs. 1.50–2 Lakhs per month, which would be borne by the Rajya Sainik Board. The cost would be financed initially by the state budget and later by the revenue from room tariffs.
- **Staff facility:** Around 5–6 staffers for security and hospitality purposes like cooking and serving food would be required in running the facility. The manpower for the building is yet to be sanctioned by the state government.
- **End-users' satisfaction:** Not applicable.
- **Scalability:** Not applicable.

Main Outcomes

Structural features: The Sainik Sadan is a four-storey building with basic amenities such as beds, mattresses, bedding, a kitchen, a dining area, basic furniture, ACs in the dormitories and rooms, and a water tank. The main features of the building are as follows:

- **Common area:** Reception lounge, 1 office/security office, kitchen with 40-seater cafeteria/dining area, and parking provision (to fit 1 four-wheeler and 1 two-wheeler vehicle)
- **Residential area:** 11 dormitories, 2 private single rooms and 1 private twin-sharing room

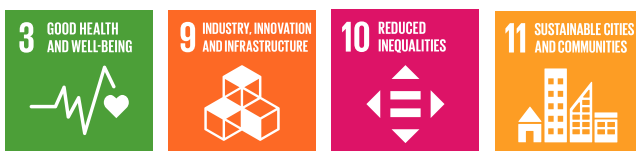
Other facilities: Other facilities include 1 lift with a 13-person capacity, 1 overhead tank of 18,000-liter, a 12,000-liter sump, 2 stores, 2 caretaker rooms, and 1 terrace.

Functional utility of the block: The functional utility of the Sainik Sadan is dependent on its nature of utilisation.

- Per the current floor plan, the facility would have high functional utility if it is used by jawans, who are comfortable using shared dormitories.
- In the case of families and servicemen/ex-servicemen of senior/higher rank, private rooms are more suited to their needs, which can be fulfilled with the remodelling of floors. However, there are space and layout constraints to remodelling.
- There is also room to improve functional utility by refining certain fittings and fixtures.

Impact

The Infosys Foundation Sainik Sadan addresses the objective of creating a rest house for war widows, disabled soldiers, ex-servicemen, and their families. The construction of the building is complete, and it will be operational after some additional remodelling is being carried out by the Rajya Sainik Board. The project aligns with the Social ESG goals and supports the commitment towards SDG 3, SDG 9, SDG 10, and SDG 11.



Ramakrishna Mission, Shivanahalli

INFOSYS FOUNDATION GIRLS BLOCK, SRI SARADA DEVI VIDYA KENDRA

Introduction

Sri Sarada Devi Vidya Kendra, is an English-medium school located in Shivanahalli village on the outskirts of Bengaluru and is run by the Ramakrishna Mission. The school caters to students living in and around Shivanahalli village who need affordable quality education.

Need

The school offers co-educational classes only till grade V, after which girls have to transfer to a different school for further education. Many of the girls are forced to discontinue their education after this point because the families accord low priority to girls' education due to existing patriarchal norms. Most families are also unable to afford travel and fees of better or distant schools.

Grant

The objective is to enable girl students to continue their education in the same school after they complete grade V. The project relates to the construction of a two-storeyed academic block at Sri Sarada Devi Vidya Kendra for girls of middle school level (grades VI-VIII). This is planned for later expansion to the secondary level. The duration of the construction was 3 years (2018-2021). The total grant amount is INR 9 Crores.

Methodology

- **Key Informant Interviews (KIIs):** Interviews were done with members of Ramakrishna Mission and the school management to gain an understanding of the context, the relevance of the building, current operations, and plans for sustainability.
- **Site visit and observation:** Observations from the site visit provided a deeper understanding of the school block, its current functionality, and operations.
- **Secondary data analysis:** Data from the school records was analyzed for details about the project implementation and operations.
- **End users survey:** A sample of 47 students and 10 teachers in the block were surveyed to capture the end-user profile and feedback on the operational functionality.

Results

Program Execution

- **Relevance of the grant:** The block is relevant to the needs of girl students at the school who have completed education till grade V and have to transfer to a different school or drop out. There is a lack of affordable schools offering quality education in the area, and schools in Bengaluru city require long commutes, which often leads to the discontinuation of their education.
- **Operations within the building:** The block currently caters to 50 students and has a pupil-teacher ratio of 23:1. Except for housekeeping and electricity, all the operational expenses of the building are common to the whole school, such as expenses relating to teaching staff, students' uniforms and meals, extra classes, bus facility, etc.

- **Operational sustainability:** The operational expenses of the school including the Girls Block are financed from the donations received and revenue earned through school fees, making it a sustainable endeavour.
- **End user profile:** The end users are girl students belonging to middle or lower-income households, who reside in Shivanahalli village and Bannerghatta on the outskirts of the city.
- **End-users satisfaction:** All students rated the new block as better than the older building on parameters including classroom size, light, ventilation, corridors, passages, amphitheatre, cultural center, library, sports room, and washrooms.¹



- **Scalability:** Not applicable.

Main Outcomes

Structural features: The block is a two-storeyed building consisting of 6 classrooms, 4 laboratories, 2 washrooms, an amphitheatre, a library, a staff room, an indoor sports hall, a cultural center, and an underground water reservoir. The building features are planned for good aeration, lighting, noise cutting in classrooms, and accessibility.

Furthering education: The students are a mix of new students and continuing students, which indicates that the building has enabled both existing students and girls from other schools to continue their education. The bus facility by the school further facilitates girls' attendance and continuation at school.

Promoting holistic education: Besides their academic activities, school administration engages the students in extra-curricular activities like sports and culture. As a result, some students have bagged achievements in sports and academic events from the Taluk level to the national level.

Long-term impact: The investment is estimated to directly benefit an estimated 100 students per year and 5,000 student-years in total in an estimated 50 years that the building will serve the school. At the current value, every Lakh of the grant money invested will support approximately 6 student years for the girls in high school to access quality education across the lifespan of the building.

Impact

The Infosys Foundation Girls Block has successfully enabled girl students to continue their education after primary level at Sri Sarada Devi Vidya Kendra, which offers affordable value-based, concept-oriented education. The grant has, therefore, contributed to promoting girls' education among the economically backward sections where girls tend to drop out of the education system before completing high school. The project aligns with the Social ESG goals and supports the commitment towards SDG 4, SDG 5, SDG 9, and SDG 10.



¹ % of students and teachers who scored 'Excellent' on a 5-point Likert scale in the end-user survey. This evaluation was conducted by LEAD at Krea University (IFMR).

Sri Venkateswara Zoological Park, Tirupati

PROTECTION WALL

Introduction

Sri Venkateswara Zoological Park, located in Tirupati Reserve Forest Extension houses 1079 animals, birds and reptiles from 82 different species in vast enclosures similar to their natural habitat¹ in one of the largest zoological parks in Asia. The Forest Department of the Government of Andhra Pradesh manages the park.

Need

Due to the absence of a protection wall around Sri Venkateswara Zoological Park in Tirupati, the forest reserve within the zoological park was vulnerable to trespassers, particularly smugglers of red sandalwood, who enter through trails to illegally procure the wood. The absence of a wall also made the forest reserve susceptible to the poaching of highly endangered species, the spreading of forest fires, and other external threats.

Grant

The objective was to construct a protection wall of a stretch of around 8 kilometers radius alongside the said reserve forest as a measure to prevent trespassing and control the illegal felling of trees, smuggling, and poaching of highly endangered species. The duration of the construction project is 3 years (2018–2021). The total grant amount is Rs 17 Crores.

Methodology

- **Key Informant Interviews (KII):** The curator of the Zoological Park provided the details on the relevance of the protection wall, its intended outcomes, and its impact in the long run.
- **Observation and checklist:** A site visit was conducted for a deeper understanding, observation of the zoo and its adjoining forest reserve, and the utility of the protection wall. Observations from site visits and a checklist were used to assess the wall structure. The checklist was triangulated by observations and secondary data.
- **Secondary data analysis:** Data from the zoo was analyzed for details about the project operations and output.

Results

Program Execution

- **Relevance of the grant:** The protection wall is relevant to the objective of controlling the illegal felling of red sandalwood trees (*Pterocarpus santalinus*) and poaching of highly endangered species, through the prevention of trespassing.
- **Operational sustainability:** The wall requires minimal maintenance and is, therefore, a sustainable proposition.
- **End-users satisfaction:** Not applicable.
- **Scalability:** Not applicable.

¹ Annual report SVZPT 2017–18: <https://cza.nic.in/uploads/documents/reports/hindi/Annual%20Report%20tirupati%20zoo%202017-18%20PDF.pdf>

Main Outcomes

Structural features of the protection wall: The protection wall with a thickness of 200 mm stretches around a radius of 8 km. The built-up details of the wall are:

- Wall is made with features for long durability including support by RCC column and beam structure, columns constructed at an interval of 6 meters, and a footing of the column at 1.2 meters depth from the ground.
- Protective features include height of the column and the wall which is at 2.4 meters from the plinth beam, and a 900 mm barbed wire fencing done over and above the wall.
- Additional features include an unmetalled walkway of 1.5 meters width abutting the compound wall throughout and small culverts made to facilitate water flow.

Prevention of encroachment for smuggling: The protection wall prevents trespassing by smugglers and poachers. As a result, there has been no recorded incident of smuggling since the wall was constructed. The following are the direct impact on protection:

- This keeps the red sandalwood trees safe from illegal felling.
- The wall helps prevent poachers from entering the premises of the zoological park and capturing endangered species.

Zoo animals well-being: The wall acts as a preventative measure against disease outbreaks in the zoo from stray animals that could wander inside the premises in the absence of the wall.

Prevention against forest fires: The wall acts as a protection against trespassers who enter the forest for bonfires, cooking, and other such activities that pose the risk of causing forest fires.

Long-term impact: The red sandalwood trees provide commercially high-value wood, the protection of which is invaluable. The grant is estimated to indirectly benefit at least 3.9 Crore² people who visit the zoo during an estimated 40–50 years the wall will service the zoo. At the current value, every Lakh of the grant money invested will benefit over 23,000 zoo visitors, will help conserve 80 species of animals, birds and reptiles and protect innumerable flora and fauna in the forest reserve across the lifespan of the protection wall.

Impact



The protection wall has addressed multiple problems that came with open boundaries of the Sri Venkateswara Zoological Park and forest reserve like illegal felling and smuggling of red sandalwood trees, smuggling and poaching of endangered species, forest fires, threats to zoo animals' well-being, and so on. Due to its sturdy built, the wall is expected to provide protection to the forest reserve for well over half a century. The project aligns with the Environment and Social ESG goals and supports the commitment towards SDG 9 and SDG 15.



² The average footfall of the zoo is 2500 per day (based on data from zoo records). This evaluation was conducted by LEAD at Krea University (IFMR).