



## Impact Assessment Report- 2017- 2018

### स्वस्थ सारथी अभियान

### Preventive Health Programme for Auto Drivers – NCR Delhi, India



## IGL- CSR Initiative

**Impact Assessment Report**  
**CSR Project- Swasth Saarthi Abhiyaan**  
**(Preventive Health Programme for Auto rickshaw Drivers)**

**Year 2017-18**

**Supported and funded by**

**Indraprastha Gas Limited** 

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**Implementing Agency**

**Community Health Department**  
**St. Stephen's Hospital** 

**Study by**

**SR Asia**



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## **1. Executive Summary**

### **1.1- Introduction**

Swasth Saarthi Abhiyaan is a flag ship health program organized at different IGL gas stations across Delhi and Noida (UP) to conduct health checkups of auto drivers throughout the year. The Programme is supported by Indraprastha Gas Limited as its CSR Initiatives to the community and is executed by Community Health Department of St. Stephen's Hospital, Delhi.

The health camps schedules are displayed at IGL gas stations for the information of the beneficiaries. In these camps the auto drivers receives all basic medical care, medicine and counseling on preventive healthcare including sessions on de-addiction such as alcohol. Special eye care camps are also organized wherein specs and cataract surgery are also organized.

#### **Training, awareness and counseling**

First aid training, awareness talks and counseling sessions helped the auto drivers to reduce their stress and work for longer hours and increasing concentration on work. These practices made auto drivers more focused towards their work resulting in longer working hours.

#### **Monetary aspect**

Free medicines, health checkups and medical tests has helped auto drivers to save money and indirectly giving them monetary benefits as well as saving their time of going to hospitals and waiting for hours. Improved health has helped to earn more as well.

#### **Avoidance of negligent behavior towards health**

The health camps in between the work place of the auto drivers has made them more prone to take corrective health measures on time as they avoid going for regular health checkups. These camps alarm them on time about any health problem they have which they avoid otherwise.

#### **Encouragement towards a positive attitude**

Swasth Saarthi has helped the auto drivers to make a positive attitude as they are not just given medical treatment but also counselling in these camps. This makes them mentally stronger and lively. They enjoy their work and work for more hours. Some auto drivers must be working for

longer hours which a person should avoid but after getting consultation in these camps they have a better outlook towards their life and work.

### **About Swasth Saarthi CSR Project**

As per IGL CSR policy, Health has been identified as one of the primary focus areas of IGL's CSR interventions and the policy also lays stress on initiatives for underprivileged backgrounds like Auto & Taxi drivers. Preventive health care has also been identified as an area of intervention in Schedule VII of CSR Rules which mandates that the CSR programmes need to be undertaken in a project mode which can make measurable impact on the society.

### **1.2- Scope of the Program**

Hospital will implement Swasth Saarthi by providing comprehensive health check up programme including Health Management Information System (HMIS) for the Auto drivers, Minimum of 220 General health check-up camps across Delhi & NCR at selected CNG stations, Blood tests, Eye Checkups and dispensing spectacles to those who need, Health Education etc. and take place on Mondays, Wednesdays and Fridays.

Hospital will organize 80 no. of specialized Non Communicable Diseases (NCD) clinics twice a week, on Mondays and Thursdays, at a fixed facility of Community Health Department (CHD) to carry out blood tests and prescribe anti-hypersensitive as well as anti-diabetic medicines.

De-Addiction centre activities would be carried out at the NCD clinics and aim to help a minimum of 15 cases in a year. Minimum of 25 Cataract patients would be referred for surgeries at St. Stephens Hospital.

Hospital will also organize The Red Cross Society recognized First Aid training for 5-6 Auto drivers, who agree to pay 50% of the cost of training. Hospital will run a campaign for Health Education for promoting healthy behaviour, stress management and safety related information.

Dental care and treatment of Sleep Apnoea drivers have been added. Sleep Apnoea drivers means medical issues related to sleep deficiency/ irregularities especially during nights which put drivers and general public at risk during day time while driver is driving the auto / taxi.

### 1.3- Project Objective

Objective of Swasth Saarthi Program is to improve the health status of Auto Rickshaw and Public Transport drivers through improving health awareness, health related behaviour and early detection of diseases.

### 1.4- Project Methodology

Following are the components of the proposed programme:

- To Manage and update the **Health Management Information System (HMIS)** for Auto drivers – a MIS will be maintained to keep track of health status of drivers. Reminders to be regularly sent to the auto drivers about the Non Communicable Diseases (NCD) camps in the nearby CNG stations, through phone calls, etc.
- Minimum of **220 Swasth Saarthi preventive health checkup camps** will be organized at selected CNG stations, across Delhi & NCR. Camps would be organized on Mondays, Wednesdays & Fridays.

Following services would be provided at the camps:

- Registration in HMIS.
- Height, Weight & BMI measurements
- Blood pressure measurement
- Eye check up
- Blood test
- Medical check up & counselling
- Free spectacle distribution to the needy drivers post diagnosis of problem
- Free medicines distribution to the needy drivers
- Health Education and First aid training capsules
- **80 no. of specialized NCD clinics** would be organized at a fixed facility i.e, Community Health Department, Sundar Nagari, New Delhi. Blood tests would be carried out along with prescription of anti-hypersensitive as well as anti-diabetic medicines. There will be a team of doctor, 1 lab technician, 1 optometrist, 1 pharmacist and health assistant. The health assistant would assist drivers in carrying out various steps for their thorough checkup and care. Drivers would also be given in-depth health education on life style changes and dietary advice.
- **De-Addiction centre activities** would be carried out at the NCD clinics and aim to help a minimum of 15 cases in a year.
- **Dental care** for auto drivers through Rotary Club Dental Vehicles, twice a month at the fixed facility of Community Health Department, Sundar Nagari.
- Refer and get **Cataract surgeries** done for 25-30 patients at St. Stephens Hospital, Delhi.

- To help **Sleep Apnoea drivers** by filling a questionnaire in the regular camps. Holding a screening camp by ENT specialist in the hospital. Getting 5 patients treated through surgeries.
- To run a campaign for **Health Education** for promoting healthy behaviour, stress management and safety related information. The drivers could also be a good resource for dissemination of healthy practices to their passengers and friends as well.

## **2. Impact Assessment Study**

In order to have the feedback of Auto drivers, an Impact assessment study of the Programme has been undertaken.

### **2.1- Objectives**

The Objectives of the impact assessment study are:

- To understand the impact and effectiveness of IGL Swasth Saarthi Abhiyan- Preventive Health Programme conducted by Community Health Department of St. Stephen's Hospital on participant's health.
- To assess the execution of Swasth Saarthi- Preventive Health Programme for Auto drivers.
- To assess the level of awareness regarding health of the Auto drivers.
- To assess the benefit of the services received by the Auto drivers through this Programme.
- To identify and explore ideas and suggestions for enhancing the impact of the Programme.

### **2.2- Research Methodology**

#### **➤ Literature**

For Impact assessment study, we have taken both primary and secondary data. The Secondary data were collected from governance statement, office noting sheet, reports and documents available under the official recording system. It involved all sorts of secondary literature and data available about the planning, process and execution of activities. Analyzing this data provides basic findings about the overall aspects of the Programme. For primary data, a survey was carried out through interview schedule method, using a structured questionnaire consisting closed ended questions. The questionnaire constituted relevant sections for both qualitative and quantitative data extraction required for analysis. The survey was done in order to assess the effectiveness and impact of the Programme and level of awareness on health issues, and benefit of the services received by the Auto drivers through this Programme.



## ➤ **Planning**

Detailed discussions over the topic after literature review and formulation of objectives, team formation and development of data collection tools and then development of time line and outline of the report have been done.

## ➤ **Data Collection**

Collection of data has been done through Interview schedule method using a structured questionnaire consisting almost closed- ended questions and Focus Group Discussions to assess and observe the impact and effectiveness of the Programme. Total 54 Auto drivers were interviewed at 3 selected areas (East Delhi, Central Delhi and North Delhi). Along with Interview and FGDs, informal talks has been undertaken in order to gain feedback of Auto drivers on this Programme. Informal talk with the team of St. Stephen's Hospital also has been done in order to gain latest activities and progress that has been done and will happen in future.

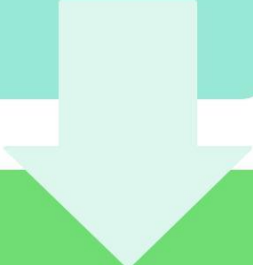
## ➤ **Data Analysis**


The Statistical analysis has been done by using *MS Excel*. The statistical data has been analyzed and represented by pie-charts and graphs.

## ➤ **Report**

The report is a comprehensive document made out of primary and secondary research and findings.

### **3. Planning and Evaluation**

- First process involves the **literature review** of secondary data and literature available. Reports and document have been read.
  - Secondly, selection of **data collection tools** and preparation of structured questionnaire for Auto drivers.
- 

- The second process was **visiting to selected IGL gas stations site (East Delhi, Central Delhi and North Delhi)**, for doing survey and Focus Group Discussions to collect primary data.
- 

- The third process or specifically **the evaluation process** involved segregation of data and data analysis, evaluating or comparing with the planned guidelines and the standards available. These planned guidelines were actually the catalogue of the activities scheduled.

## 4. Profiling of Auto Drivers

### 4.1- Auto Drivers Profile: East Delhi



Age			Marital Status		Income (In INR)			Residents	
18-24	25-35	Above 36	Unmarried	Married	<10000	10000-15000	Above 16000	Migrant	Local
3	2	7	3	9	2	8	2	5	7

Alcohol Consumption			Auto		Working Hours			Educational Qualification			
Daily	Weekly	No	Auto Owner	Driver	<8 Hr.	8- 12 Hr.	Above 12 Hr.	Illiterate	Prim.	Sec.	Higher Edu.
2	4	6	8	4	0	12	0	0	9	2	1

## 4.2- Auto Drivers Profile: Central Delhi



Age			Marital Status		Income (In INR)			Residents	
18-24	25-35	Above 36	Unmarried	Married	<10000	10000-15000	Above 16000	Migrant	Local
1	2	14	1	16	6	10	1	10	7

Alcohol Consumption			Auto		Working Hours			Educational Qualification			
Daily	Weekly	No	Auto Owner	Driver	<8 Hr.	8- 12 Hr.	Above 12 Hr.	Illiterate	Prim.	Sec.	Higher Edu.
2	5	10	9	8	1	13	3	2	9	4	2

### 4.3- Auto Drivers Profile- North Delhi



Age			Marital Status		Income (In INR)			Residents	
18-24	25-35	Above 36	Unmarried	Married	<10000	10000-15000	Above 16000	Migrant	Local
2	11	12	3	22	5	12	8	13	12

Alcohol Consumption			Auto		Working Hours			Educational Qualification			
Daily	Weekly	No	Auto Owner	Driver	<8 Hr.	8- 12 Hr.	Above 12 Hr.	Illiterate	Prim.	Sec.	Higher Edu.
1	7	17	15	10	0	23	2	3	15	6	1

According to the data, mostly the Auto drivers are above the age of 25 and are married, having income generation of above or equal to 12000 Rs. Most of the Auto drivers are Migrant and work over time than the normal working hours and have valid ID card and driving license. As most of them are migrated from villages and small towns, they are less aware of so- called social structure of metropolitan cities like Delhi. There is a need to aware people on Gender equality as it plays a bigger role in cities.



The important point to note is that all age group in the auto driver's community has health problems and mostly visits monthly to the health camps supported and organized at IGL gas stations in Delhi and NCR region.

The implementation agency may prepare a health profile of the auto drivers with respect to the age group of auto drivers so that early cases of chronic diseases can be found out and due preventive health care measure can be planned.

## **5. Impact and Effectiveness Indicator**

The statistical analysis was done by using MS- Excel. Following are findings of the impact assessment study

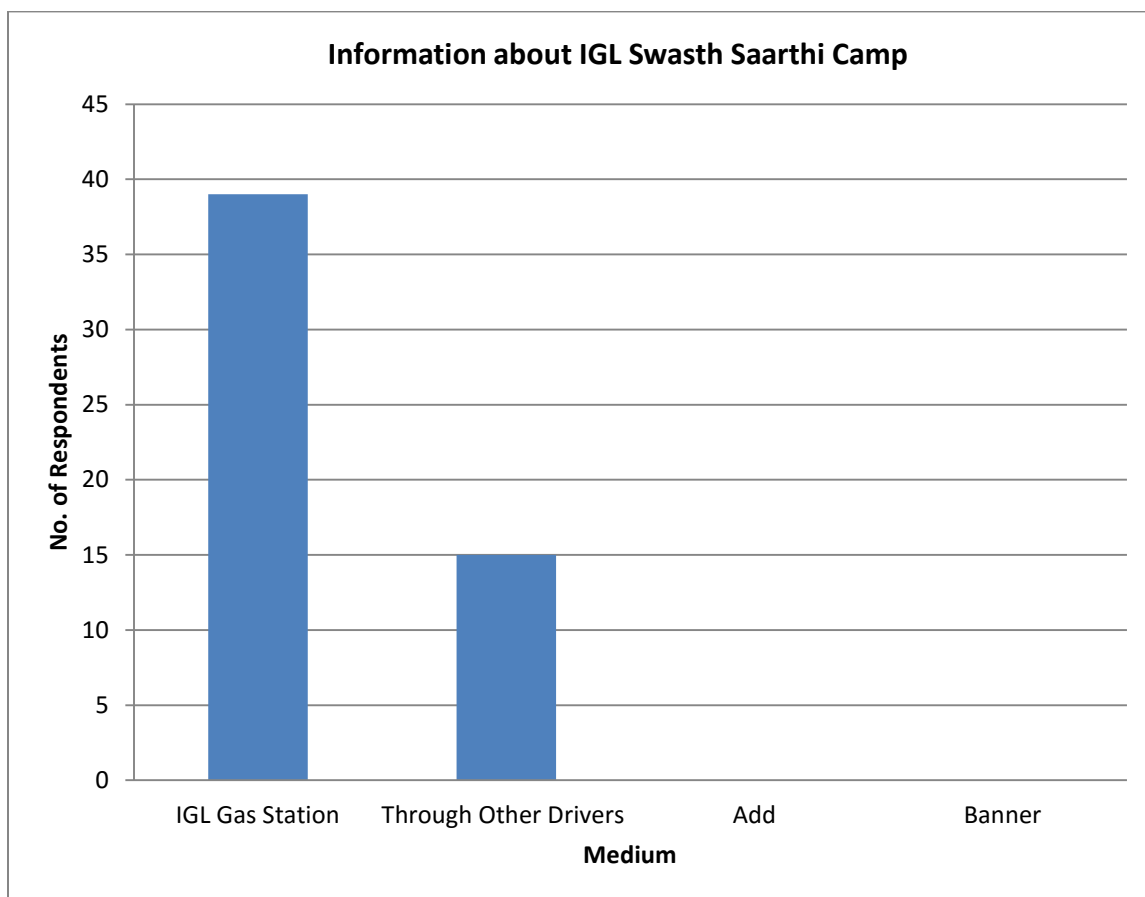


Figure- 5.1

The graph clearly indicates that most of the drivers (39) got to know about this Programme from IGL gas stations and the remaining was informed through other drivers.

## Number of Visits made by the Auto Drivers to General Health Camps

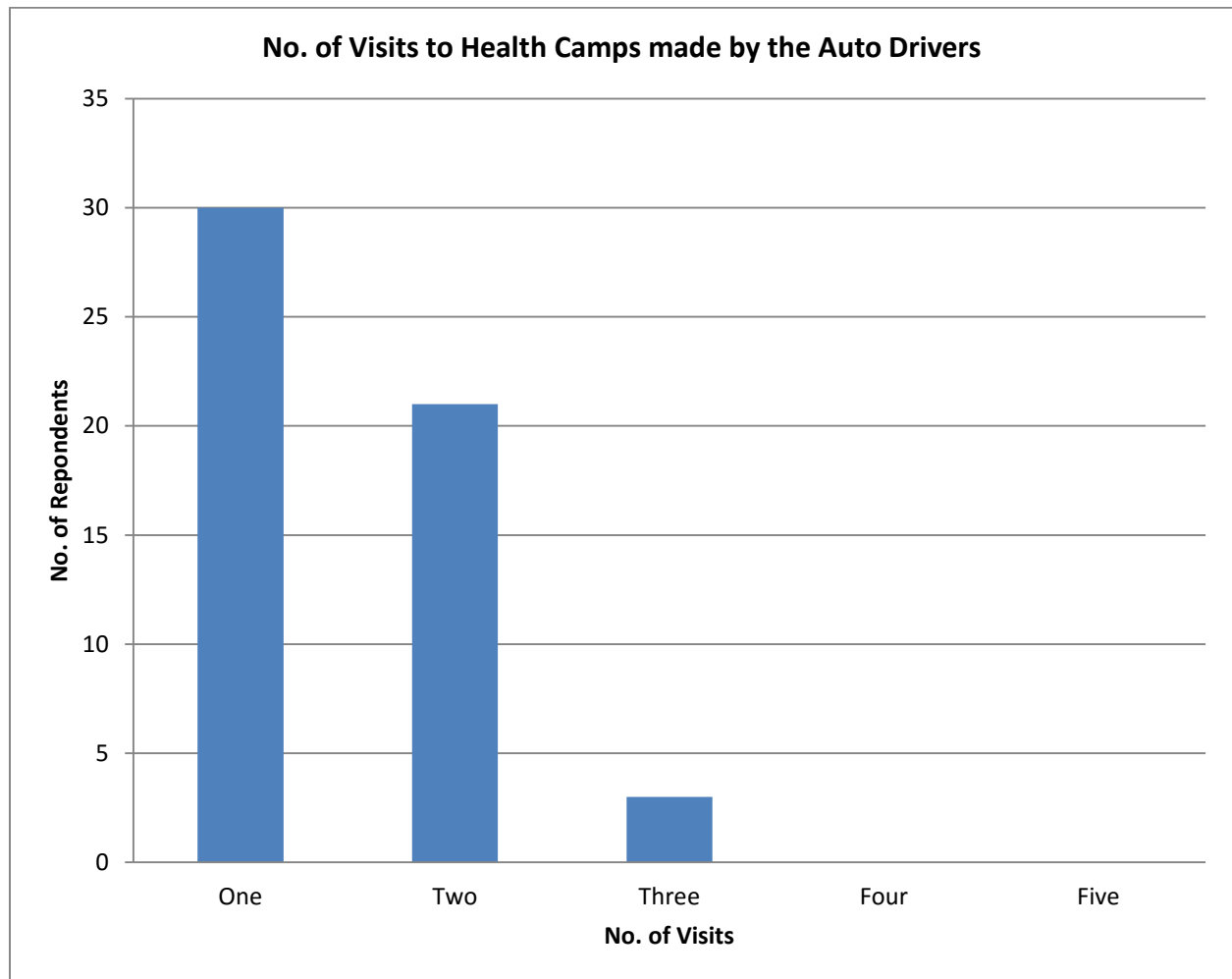


Figure- 5.2

As per the above data which indicates that most of the Auto Drivers (30 out of 54) have visited the Swasth Saarthi Health Camps for the first time and 21 have visited for the 2<sup>nd</sup> time. It is clear from the above bar graph that a very less number of Auto Drivers have visited for the 3<sup>rd</sup> time.

## Services received by the Auto drivers through Swasth Saarthi Abhiyan

Auto Drivers receives benefits of numerous services through IGL Swasth Saarthi- Preventive Health Camps like Free Medical check-ups, medicine, counselling, first aid training, health education, specs, etc.

Below are the graphs and charts:

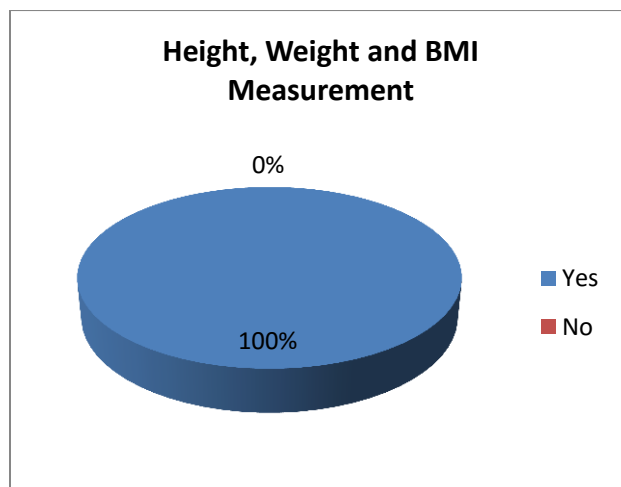


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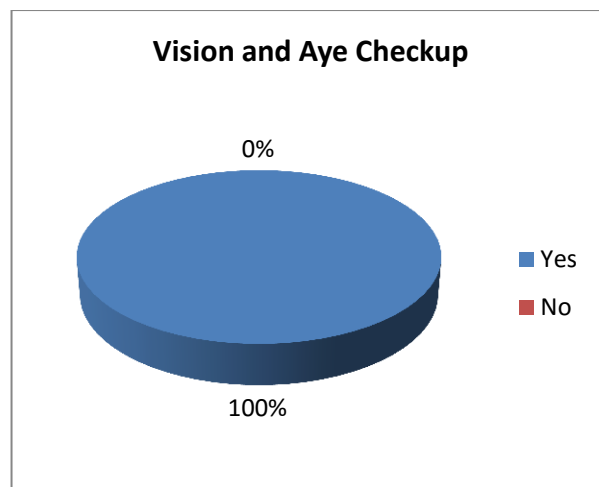


Figure- 5.4

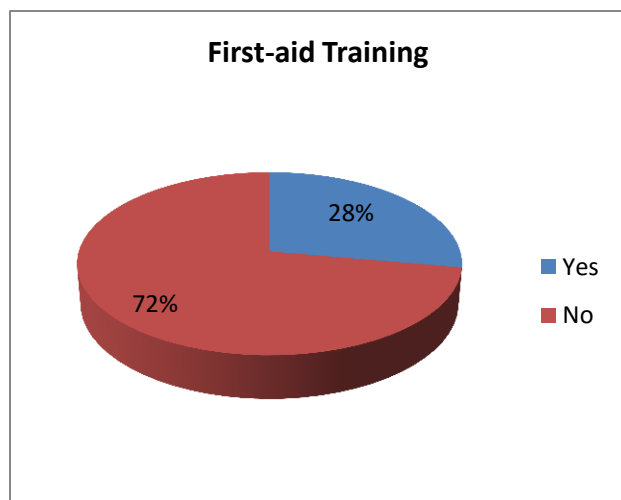


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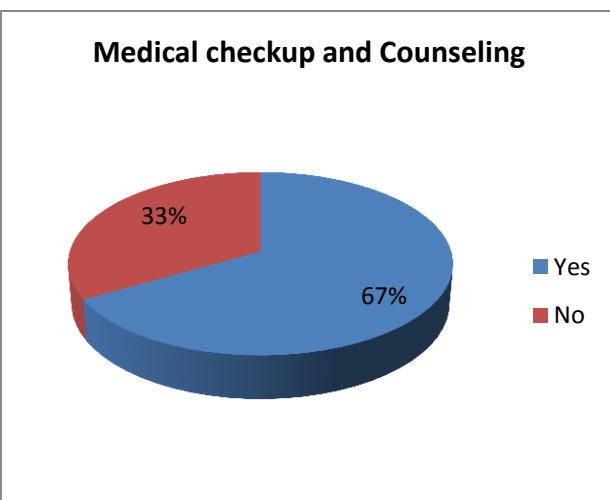


Figure- 5.6

According to the data which indicates 100% of the respondents got Height, Weight and BMI measurement, Eye checkup and Blood test in order to get physical information of the Auto Drivers.



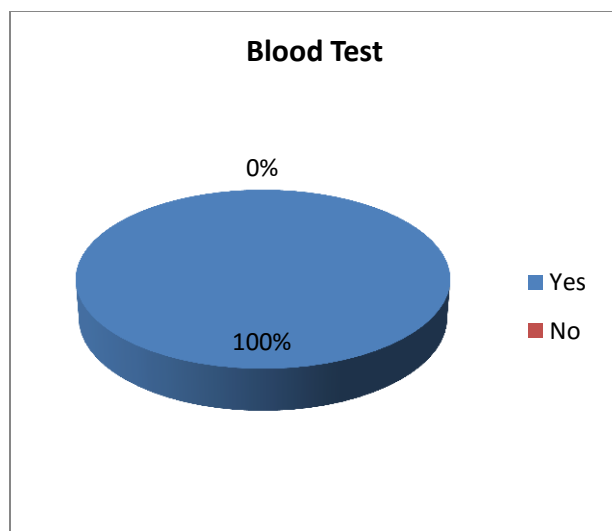


Figure- 5.7

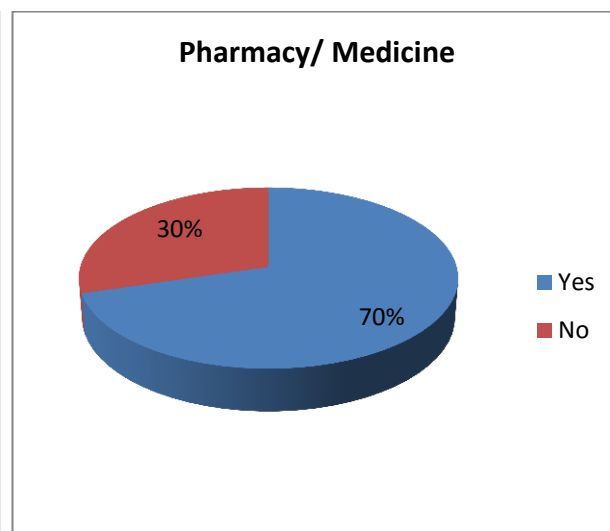


Figure- 5.8

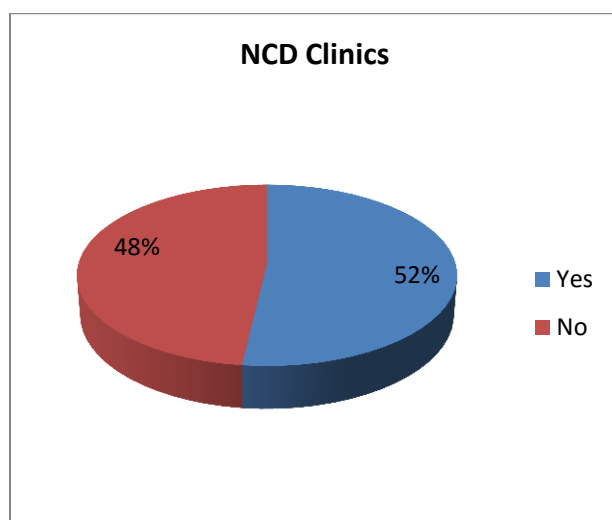


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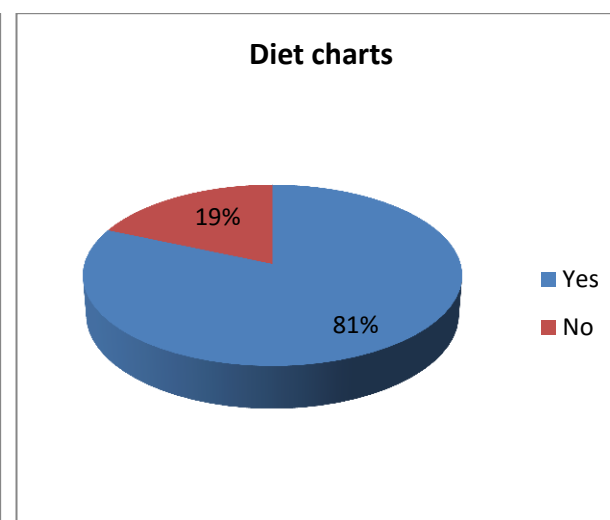


Figure- 5.10

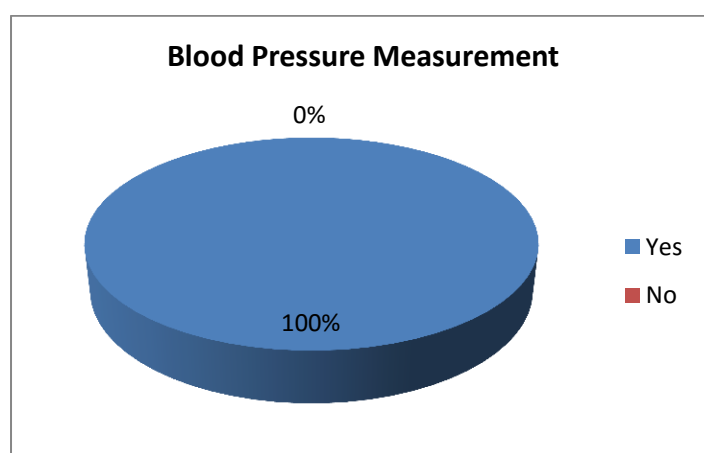


Figure- 5.11

## Improvement in Knowledge of Health Awareness improved

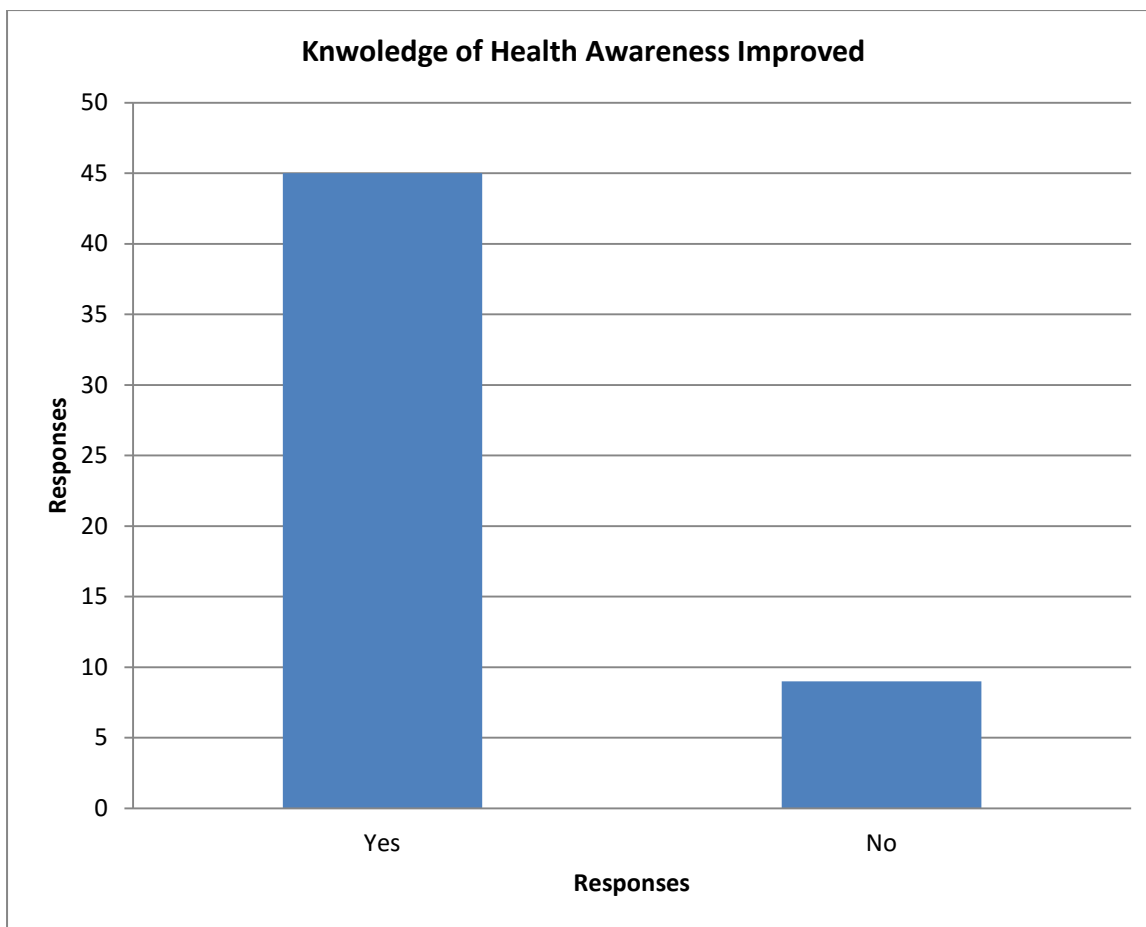


Figure- 5.12

With the consultation of team members of Swasth Saarthi Abhiyan and Auto Drivers, it has been observed that the beneficiaries are also getting knowledge of health awareness and according to the data from the survey, it clearly shows most of the Auto Drivers are aware about health issues.

## Providing Spectacles to Auto Drivers in case of low eyesight

When Auto Drivers were asked whether they received Spectacles in case low eyesight, the response is as follows

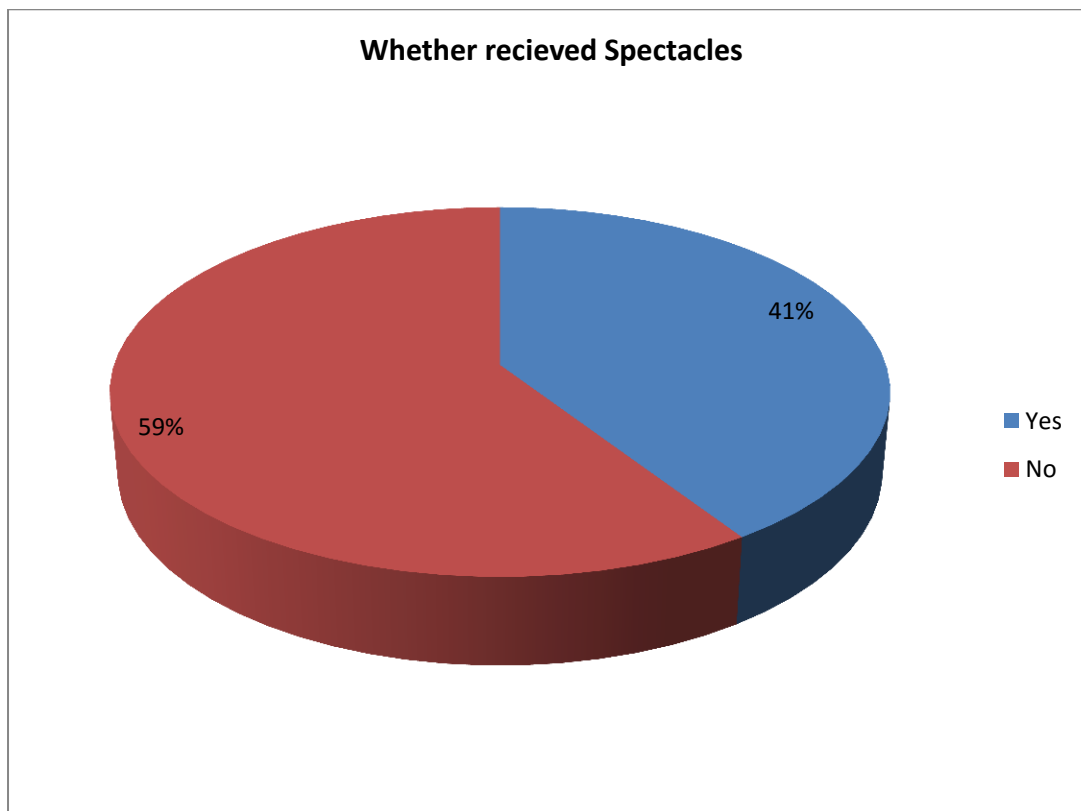


Figure- 5.13

According to data given above, it indicates that 41% Auto Drivers received spectacles from the IGL "Swasth Saarthi" Heath Camp. Observation shows that most of the Auto Drivers have no time to visit NCD clinics at Sunder Nagri where spectacles are being provided or they have a clear vision and there is no need to provide spectacles to them.

It has been found by consulting with the senior doctor of the health camp that 1024 spectacles have been provided to the Auto Drivers throughout Delhi and NCR from 31<sup>st</sup> March 2017 till 31<sup>st</sup> December 2017.

## **6. Magnitude of Stress due to various components**

What could be the possible cause of the health problems and Stressful life; seven key parameters were identified and asked with respect to the daily life patterns and behaviour.

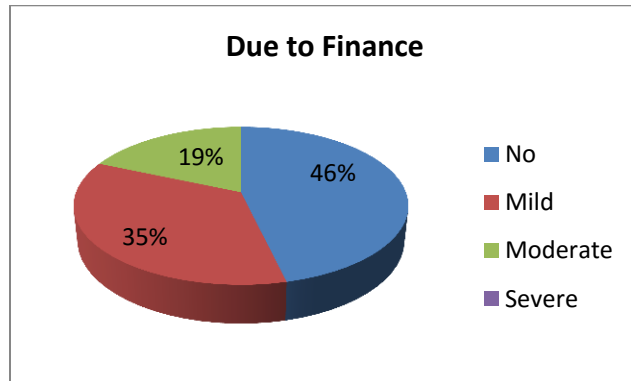


Figure- 5.14

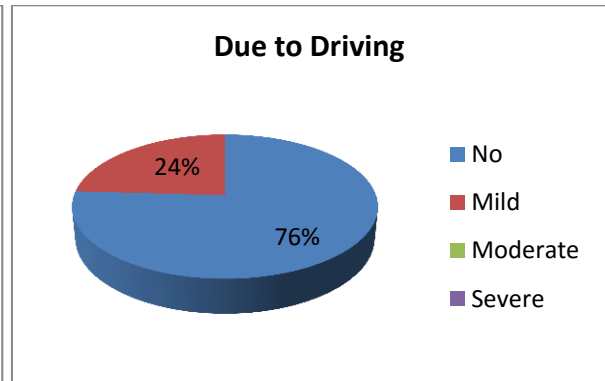


Figure- 5.15

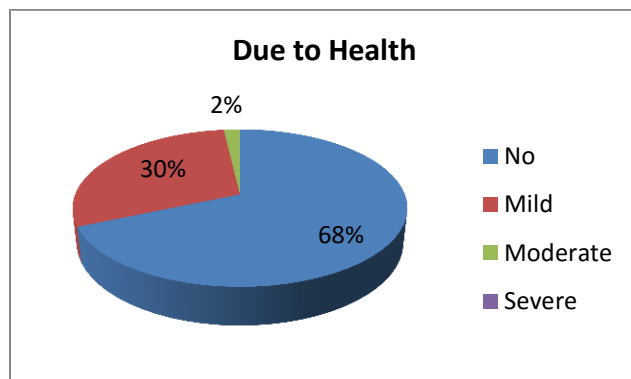


Figure- 5.16

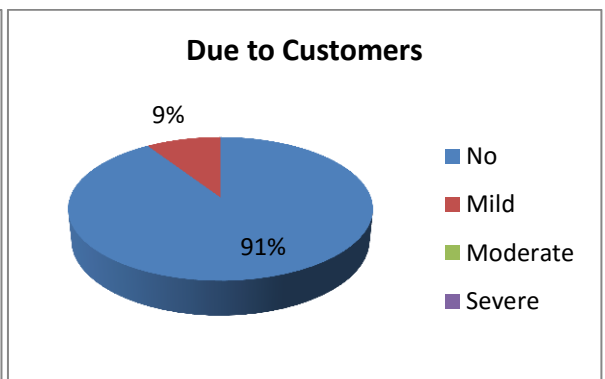


Figure- 5.17

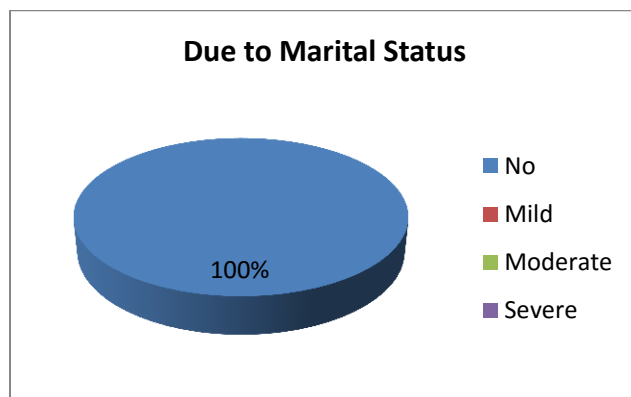


Figure- 5.18

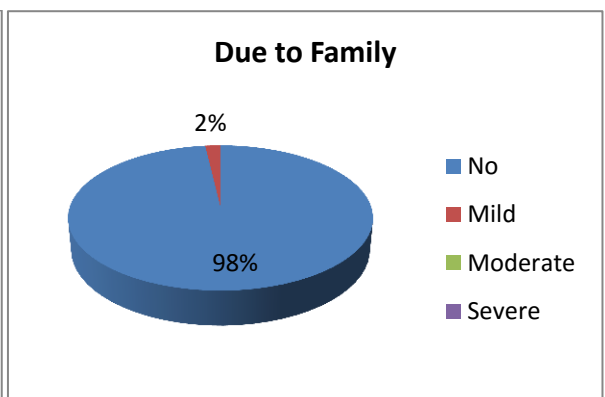


Figure- 5.19

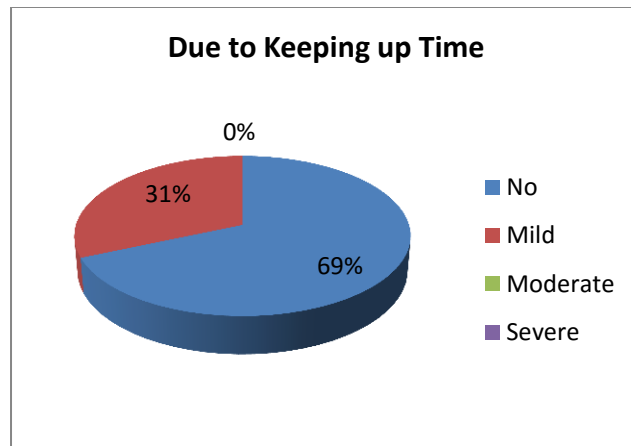


Figure- 5.20

Undoubtedly the research and feedback established to the fact that every day life exposure to the work practices and family life has a co-relation to the health profile of these Auto drivers. The research parameters can be further analyses as internal and externals factors. One part of self and family with socio- economic

Another is external environment where in an auto driver is affected by the response and dealing of the client to an auto drivers. Over time and odd hours working also has a linkage to the health.

The above study may be further used in profiling the health records of the auto drivers so that a proper treatment and counseling is planned and executed for overall health wellbeing and program success in a big way.

## **6. Conclusion**

St. Stephen's hospital has implemented the activities in Delhi and NCR region as stated. From the impact assessment it has been observed that the Programme is a great success and is beneficiary for the Auto drivers in Delhi and NCR region. The key observations are made in view of the CSR and sustainability principles.

Project planning, scheduling, resources, responsibility, time line, target beneficiary, records are well kept and regular reporting to the nodal officer is maintained. HMSI software is developed and being maintained by St. Stephens Hospital's Team.

The Programme is highly desirable and relevant in the given situation and studies available. Health is a measure issue in India and identified diseases among auto drivers need to be attended for their own safety, their families and the clients they serve on day to day basis at large. The programme may be highlighted more in view of its holistic approach and need of the people in the area so that other agency can learn from this.

Project effectiveness is high and is unique i.e. Auto and taxi drivers who are mostly migrant and have health problems. The health camps are organized in a project mode and throughout the year in Delhi and NCR regions. The health camps have extended support system like Cataract surgery and free supply of specs. The program is holistic as not only doctor consultation and medicine are provided but health counseling and nukkad natak are organized to for behavioral change and sustainable health.

It has been found by consulting with the senior doctor of health camp that from 31<sup>st</sup> March 2017 till 31<sup>st</sup> December 2017, 191 General health camp out of 220, 72 NCD clinics out of 90 and total 93 camps at St. Stephen's Hospital has been organized. This is clear from the survey result and consultation with auto drivers that the health camps has helped them doing more work and earn more. It could not be established from the survey that how many of the drivers received the services were cured fully or partly.

The cause of stress was evaluated during the field survey and it can be observed that most of them were having no stress while driving the auto.

The program is unique and planned for long term in a project mode gives a clear idea that it will make positive impact and bring about positive changes in the life of the auto and tax drivers and eco system. Sustainable health is a good initiative and concept implemented for a long term goals for attaining health and economic well being.

## **7. Photo Album**











## **8. Success Stories**

*1 .My name is Kartar Singh, I have been driving since 17 years in Delhi. I got to know about IGL health camp “Swasth Saarthi” organized by St. Stephen’s hospital by other auto drivers.*

*Through this health camp, I got spectacles which improved my eyesight. Now I can drive auto without any problem.*

*In this camp, a proper health checkup has been done and the doctors were very helpful and supportive. I also have been provided some medicines (Iron and Vitamin pills).*

*Swasth Saarthi is a very nice initiative by IGL implemented by St. Stephen’s hospital. In my opinion, these health camps should be organized on a regular basis throughout the year for the Auto Drivers.*



*2. My name is Raju, I am 38 years old and I got to know about IGL health camp “Swasth Saarthi” organized by St. Stephen’s hospital when I went to fill up the CNG in my auto from IGL gas station.*

*I found this health camp very useful for the auto drivers as they have very low income to go to a hospital and get health checkup with proper medicine.*

*In this health camp I got free medicines and also first aid training which helped me in improving my health and knowledge related to health issues.*

*The health camp “Swasth Saarthi is really very helpful for me as I do not have enough money to get regular health checkup from hospitals. I am very thankful to St. Stephen’s hospital for organizing such camps and I hope to visit such health camps in future as well.*

## **10. Research Team Members**



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