



GAIL (India) Limited

**Impact Assessment Report on Support for
Distribution of Aids & Assistive Devices to
Divyangjans in Various States (FY 20-21)**



Disclaimer and Notice to Reader

1. This report This report has been prepared by KPMG Assurance and Consulting Services LLP (“KPMG” or “we”) exclusively for GAIL (India) Limited (“Client”) in accordance with the terms of the Request for Quotation dated 18.08.2022 issued by GAIL (India) Limited , our quotation for services dated 07.09.2022, the Fax of Acceptance issued by GAIL (India) Limited on 20.09.2022, KPMG’s acknowledgement of Fax of Acceptance on 23.09.2022, the Letter of Acceptance issued to KPMG dated 27.09.2022 , and KPMG’s Letter of Acceptance dated 11.10.2022 . The performance of KPMG’s services and the report issued to the Client are based on and subject to the terms of the Contract.
2. This report is for the use of management only and not for use by any other party, in whole or in part, without our prior written consent.
3. This report sets forth our views based on the completeness and accuracy of the facts stated to KPMG and any assumptions that were included. If any of the facts and assumptions is not complete or accurate, it is imperative that we be informed accordingly, as the inaccuracy or incompleteness thereof could have a material effect on our conclusions.
4. While performing the work, we have assumed the authenticity of all documents or information referred or provided. We have not independently verified the correctness or authenticity of the same.
5. We have not performed an audit and do not express an opinion or any other form of assurance. Further, comments in our report are not intended, nor should they be interpreted to be legal advice or opinion.
6. In accordance with its policy, KPMG advises that neither it nor any partner, director or employee undertakes any responsibility arising in any way whatsoever, to any person other than GAIL (India) Limited in respect of the matters dealt with in this report, including any errors or omissions therein, arising through negligence or otherwise, howsoever caused.
7. In connection with our report or any part thereof, KPMG does not owe duty of care (whether in contract or in tort or under statute or otherwise) to any person or party to whom the report is circulated to and KPMG shall not be liable to any party who uses or relies on this report. KPMG thus disclaims all responsibility or liability for any costs, damages, losses, liabilities, expenses incurred by such third party arising out of or in connection with the report or any part thereof.
8. While information obtained from the public domain or external sources has not been verified for authenticity, accuracy, or completeness, we have obtained information, as far as possible, from sources generally considered to be reliable. We assume no responsibility for such information.
9. Our report may make reference to ‘KPMG Analysis’; this indicates only that we have (where specified) undertaken certain analytical activities on the underlying data to arrive at the information presented; we do not accept responsibility for the veracity of the underlying data.
10. By reading our report the reader of the report shall be deemed to have accepted the terms mentioned hereinabove.

Table of Contents

1.1	Executive Summary	4
1.2	Introduction	6
1.2.1	CSR at GAIL	6
1.2.2	GAIL CSR Vision	6
1.2.3	GAIL CSR Objectives	6
1.2.4	About the project/ programme	7
1.3	About the Implementing Agency	8
1.4	Methodology and Approach	9
1.4.1	OECD DAC: Evaluation Criteria	10
1.4.2	Geographical Coverage	11
1.4.3	Sampling Strategy	11
1.4.4	Data Collection and Analysis	11
1.4.5	Stakeholder Map	11
1.4.6	Impact Map	12
1.5	Scoring Matrix	15
1.6	Impact Assessment	16
1.6.1	Relevance of Intervention	16
1.6.2	Coherence of Intervention	17
1.6.3	Effectiveness of Intervention	18
1.6.4	Efficiency of Intervention	19
1.6.5	Branding/ GAIL visibility	20
1.6.6	Sustainability of Intervention	20
1.6.7	Impact of Intervention	21
1.6.8	Overall rating of the project	25
1.7	Case Studies	26
1.8	Conclusion and Way Forward	27

1.1 Executive Summary

The Department of Empowerment of Persons with Disabilities (DEPwD) estimates that there are around 80 million persons with disabilities in India, which accounts for around 6-7% of the total population¹.

However, disability, in a large number of cases, is preventable. Even in cases where it cannot be prevented, there are various measures that can be taken up to reduce the plight of persons with disabilities, one such measure being provision of aids and assistive devices. The Indian government has been supporting persons with disabilities buy contemporary, durable devices and appliances that meet Indian Standard Institute (ISI's) standards. These aids and appliances can help people become more physically, socially, and psychologically independent by lessening the impact of their disabilities. Every year, individuals with disabilities are given devices such as prosthetics and orthoses, tricycles, wheelchairs, surgical footwear, dictaphones, CD players, and tape recorders through National Institutes, State Governments, and NGOs. They are also provided with low vision aids, special mobility aids like canes for the blind, hearing aids, educational kits, communication aids, and assistive & alerting devices.

GAIL (India) Limited, being a socially responsible public sector undertaking, recognizes the necessity of addressing the above-mentioned issue and contribute towards empowerment of persons with disabilities. Thereby, in alignment with the thematic areas as mentioned in the Schedule VII of the Companies Act, 2013, GAIL collaborated with ALIMCO to mobilize aids and assistive devices/ appliances and provide them to those in need of it. Through its pan- Indian presence and field visits, teams from ALIMCO organized various camps in different states and identified beneficiaries for the programme.

The objective of the programme was to empower the PwDs by providing assistive aids and equipment required by them. For this purpose, GAIL had supported the programme through a funding of INR two crores, spread over financial years 2020- 21 and 2021- 22.

To evaluate the impact of the project and understand the perception of the stakeholders, GAIL (India) Limited empaneled KPMG to conduct an impact assessment study. Along with stakeholder consultations, review of documents and data provided by the team was undertaken to understand the objective and coverage of the project. Subsequent to the desk review, key performance indicators were identified and finalised, in consultation with the programme team. For the purpose of this study, OECD- DAC (Organisation for Economic Co-operation and Development- Development Assistance Committee) framework was

¹ Ministry of Social Justice and Empowerment. 2020.

used for developing the research tools (questionnaires for qualitative surveys) and evaluating the impact created.

During the impact assessment study, it was found that the programme interventions were extremely relevant to the needs of the beneficiaries across all the five targeted districts, namely, Dhenkanal (Odisha), Shivpuri (Madhya Pradesh), Auraiya (Uttar Pradesh), Udham Singh Nagar and Haridwar (Uttarakhand). It was also found that the programme was effective and efficient in implementation, with the following impacts:

- i. Improved awareness of all the beneficiaries and caretakers.
- ii. Around 95% of the respondents reported improved access and mobility in day- to- day life.
- iii. Over 85% of the respondents reported an improved quality of living, whereas around 80% of them reported an increase in confidence pertaining to decision- making.
- iv. 68% of the respondents reported reduced dependency on the caretakers.

1.2 Introduction

1.2.1 CSR at GAIL

GAIL (India) Limited, conferred with the status of Maharatna in 2013, is India's leading natural gas company with diversified interests across the natural gas value chain of trading, transmission, LPG production, LNG-regasification, petrochemicals, city gas, etc. It owns and operates a network of around 14617 km of natural gas pipelines spread across the length and breadth of country. GAIL firmly believes that responding to the needs of the people, benefitting communities, and safeguarding the environment will ultimately determine the sustainability of continued progress.

Pursuant to the provisions of the Companies Act, 2013 and rules made thereunder including the statutory modifications/ amendments from time to time as notified by the Government of India, GAIL (India) Limited earmarks at least two percent of its average net profit of the preceding three financial years towards achieving its CSR objectives through implementation of meaningful and sustainable CSR programmes.

1.2.2 GAIL CSR Vision

GAIL, through its CSR initiatives, will continue to enhance value creation in the society and in the community in which it operates, through its services, conduct & initiatives, so as to promote sustained growth for the society and community, in fulfillment its role as a Socially Responsible Corporate, with environmental concern.

1.2.3 GAIL CSR Objectives

- Ensure an increased commitment at all levels in the organization, to operate its business in an economically, socially & environmentally sustainable manner, while recognizing the interests of all its stakeholders.
- To directly or indirectly take up programmes that benefit the communities in & around its work centres and results, over a period of time, in enhancing the quality of life & economic well-being of the local populace.
- To generate, through its CSR initiatives, goodwill, and pride for GAIL among stakeholders and help reinforce a positive & socially responsible image of GAIL as a corporate entity.

1.2.4 About the project/ programme

As per Census 2011, in India, out of the total population of 121 crore, about 2.68 crore persons are disabled (2.21% of the total population)². Out of these 2.68 crore, 1.5 crore are males, and 1.18 crore are females. Around 69% of the disabled population lives in rural India, and 31% in urban areas of the country. Roughly 2.45% of persons with disabilities (PwD) in India are from Scheduled Castes and 2.05 % are from Scheduled Tribes³.

In their daily lives, the PwDs face various challenges that act as an impediment in their growth. Some of these challenges are institutional bottlenecks, lax implementation, societal attitude, and issues due to health.

Assistive technology is an umbrella term for assistive products and their related systems and services. Assistive technology is of fundamental importance for persons with permanent or temporary functional difficulties as it improves their functional ability and enables and enhances their participation and inclusion in all domains of life. Assistive products may be:

- i. Physical products such as wheelchairs, spectacles, hearing aids, prostheses, walking devices or continence pads; or
- ii. Digital products, occurring in the form of software and apps that support interpersonal communication, access to information, daily time management, rehabilitation, education, and training etc.
- iii. Adaptations to the physical environment, for example portable ramps or grab-rails.

Acknowledging the relevance of assistive technology, GAIL (India) Limited, in collaboration with Artificial Limbs Manufacturing Corporation of India (ALIMCO), initiated the project for support for distribution of aids and assistive devices to Divyangjans in various states in FY 2020-22. The objective of the programme is to empower the PwDs by providing assistive devices and equipment required by them, thereby supporting them in the following:

- i. Access to aids and assistive devices/ appliances
- ii. Improved and increased awareness on health

The project included the following two components:

² Census 2011

³ Census 2011

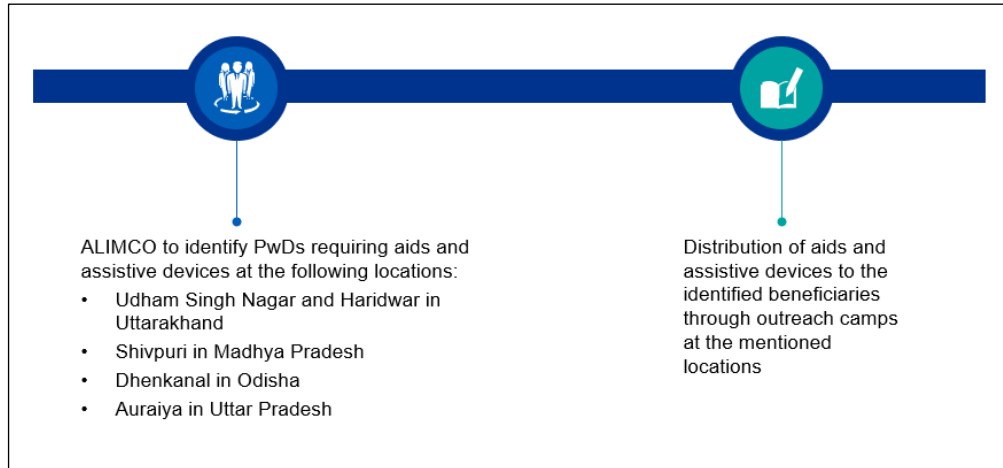


Figure 1: Programme components

1.3 About the Implementing Agency

Artificial Limbs Manufacturing Corporation of India (ALIMCO) is a Schedule 'C', Mini- Ratna Category II Central Public Sector Enterprise working under the aegis of Department of Empowerment of Persons with Disabilities, Ministry of Social Justice and Empowerment, Government of India. It was established in 1972 with the following objectives:

- i. To promote, encourage and develop the availability, use, supply, and distribution at reasonable cost in the country of Artificial Limbs and accessories and constituents thereof to needy persons particularly disabled defense personnel, hospitals, and such other welfare institutions.
- ii. To establish facilities for the manufacture of Artificial Limbs and accessories and constituents thereof and all other things which can be or may conveniently be used for the manufacture of or in connection with such articles, things as aforesaid.
- iii. To carry on the business of manufacturers, buyers, sellers, importers, exporters, dealers in and of Artificial Limbs and accessories and constituents thereof and all other things which can be or may conveniently be used for the manufacture of or in connection with such articles, things as aforesaid.

In line with the above- mentioned objectives, ALIMCO's mission is to provide state- of- the- art assistive devices and rehabilitation services that meet the needs of PwDs across the world. They focus on continuous technology upgradation along with manufacturing high quality devices/ appliances which is at par with the international standards. ALIMCO supports PwDs with products for the following:

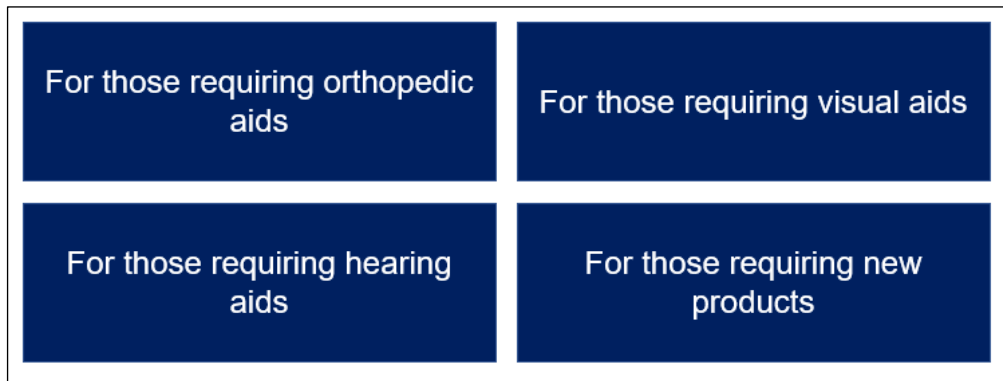


Figure 2: Types of disability products supported by ALIMCO

1.4 Methodology and Approach

GAIL has been implementing successful CSR initiatives based on community needs. A third-party evaluation of the results attained is essential given the dynamic nature of the social development programmes deployed. This impact assessment aims to explain what has been done well and what can be done moving forward. It will not only assist in determining the significance of the project, including the efficiency of project design and interventions, sustainability of results, and impact of the intervention on the target community, but it will also provide guidance for expanding or replicating the successful initiatives while redesigning or ending the projects/initiatives that were unable to have the intended impact.

The impact assessment is intended to provide key insights on the following questions:

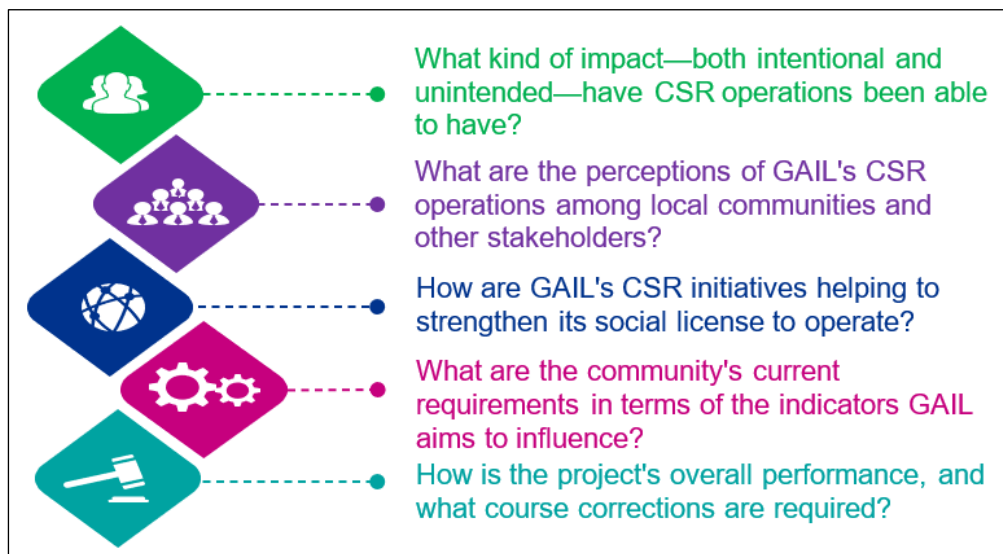


Figure 3: Research Questions

The study was conducted through qualitative data collection techniques. This includes in-depth interviews with key stakeholders, as well as secondary research in the multiple thematic areas for a baseline perspective.

1.4.1 OECD DAC: Evaluation Criteria

Given the fundamental approach for conducting an impact study, the OECD-DAC (Development Assistance Committee) Evaluation Network's framework is well regarded for assessing the efficacy of development programmes. In response to the need for a method through which bilateral development agencies could monitor the financing supplied to multilateral organisations for various development initiatives, the DAC Evaluation Network developed a set of evaluation criteria for measuring the performance of any development project (UNICEF, 2012).

In 1991, the OECD Development Assistance Committee (DAC) devised the criteria for assessing international development cooperation. They are now widely used beyond the DAC and have established themselves as a cornerstone of evaluation methodology. These standards have routinely been used for international donors, including UN agencies (OECD, 2020).

The OECD DAC Network has identified six evaluation criteria and two principles for their application: relevance, coherence, effectiveness, efficiency, impact, and sustainability. These criteria are meant to help facilitate evaluations. They were revised in 2019 to improve the accuracy and utility of assessment and to strengthen the evaluation's contribution to sustainable development (OECD, 2020).

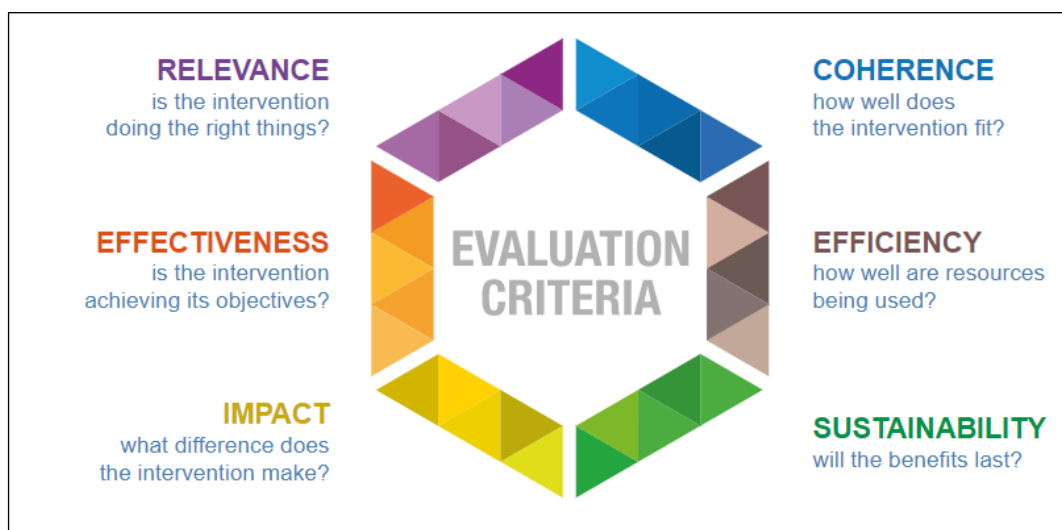


Figure 4: OECD-DAC Framework

1.4.2 Geographical Coverage

The impact assessment for this programme involved four states and five districts.

Table 1: Geographical coverage

	State	Districts
GAIL CSR	Odisha	Dhenkanal
	Madhya Pradesh	Shivpuri
	Uttar Pradesh	Auraiya
	Uttarakhand	Udham Singh Nagar
		Haridwar

1.4.3 Sampling Strategy

The sample size for this study has been calculated using purposive sampling methodology. Out of the total population of 1143 beneficiaries, a sample size of 40 was chosen for the study. This was done keeping in mind the beneficiary spread as well as collecting data from diverse stakeholders covering all the states and districts.

Duplication of responses were also avoided to ensure opinion of all stakeholders is covered adequately.

1.4.4 Data Collection and Analysis

To conduct impact assessment, KPMG carried out the data collection exercise virtually with assistance from GAIL CSR SPOCs.

With the help of pre-designed questionnaires, in-depth interviews were conducted with the relevant stakeholders, through telephonic means and Microsoft Teams for data collection. The data was later updated and translated into excel sheets. Following data collection and cleaning, the data was analysed, and the outcomes were utilised to assess the project's impact.

1.4.5 Stakeholder Map

Stakeholders play an imperative role in project implementation on the ground. Stakeholder involvement can offer insightful information that aids in making critical decisions for the organisation. They can aid in designing improved guidelines, processes, and systems, as well as future communications and plans. Institutions and stakeholders taking part in the exercise include:

Table 2: Stakeholder Map

Project	Type of Stakeholder	Number of stakeholders
Support for Distribution of Aids & Assistive Devices to Divyangjans in Various States (FY 20-21)	GAIL	1
	Implementation agency	1
	Beneficiaries	40

1.4.6 Impact Map

Table 3: Impact Map

Thematic Area	Location	Project Name	Implementing Agency	Overall Objective	Key Activities	Key Outputs	Key Outcomes	Impact
Care of Elderly and Disabled, [Schedule VII (iii), Companies Act 2013]	Uttarakhand, Uttar Pradesh, Madhya Pradesh, Odisha	Project 5: Support for Distribution of Aids & Assistive Devices to Divyangjans in Various States (FY 20-21)	ALIMCO (Artificial Limbs Manufacturing Corporation of India)	The objective of this programme is to empower the PwDs by providing assistive aids and equipment required by them	<ul style="list-style-type: none"> • Organization of assessment camps for identification of beneficiaries • Organization of camps • Distribution of aids and assistive devices to Divyangjans 	<ul style="list-style-type: none"> • No. of distribution camps organized • No. of aids and assistive devices provided to PwDs • No. of PwDs benefitted 	<ul style="list-style-type: none"> • Improved access to aids and assistive devices amongst PwDs leading to reduction in challenges faced due to disabilities 	Empowerment of PwDs and reducing inequalities

1.5 Scoring Matrix

A scoring guideline was designed where OECD DAC parameters were scored and bundled basis our understanding of the project and availability of information. Weights were assigned to the bundled OECD DAC parameters. Also, a parameter on Branding was included to understand the community's awareness on the project. Various components within the parameters have been assigned scores. Weights and scores have been used to compute the overall score for each district.

The following scoring matrix was developed to rate the performance of the projects across districts:

Table 4: Scoring Matrix

OECD Parameters	Indicators	Weightage	Combined Weightage
Relevance	Needs Assessment Report	20%	W1: 40%
	Relevance to target beneficiaries	50%	
	Alignment to SDGs	30%	
Coherence	Alignment with national policy	50%	
	Alignment with GAIL CSR policy	50%	
Efficiency	Timeline Adherence: Project Completion	40%	
	Duplication	20%	
	Adherence: Budget	40%	
Effectiveness	Identification of problem	25%	
	Process driven implementation strategy	25%	
	Qualified implementation team	25%	
	Targeted beneficiaries	25%	
Impact	% respondents reporting improved access assistive devices	25%	
	% respondents reporting savings/ reduction in expenditure	25%	
	% respondents reporting reduced dependency	25%	
	% respondents reporting overall satisfaction with the support provided	25%	
Branding	Visibility (visible/word of mouth)	100%	W3: 10%
Sustainability	Sustainability Mechanism, Convergence	50%	W4: 10%
	Post intervention support	50%	
Score= W1*Average (Relevance, Coherence) + W2*Average (Efficiency, Effectiveness, Impact) + W3* (Branding) + W4* (Sustainability)			

1.6 Impact Assessment

1.6.1 Relevance of Intervention

Relevance is a measure of how much the intervention objectives and design respond to the needs, beliefs, and priorities of the beneficiaries and continue to do so even if circumstances change.

Relevance aims to know if the programme is relevant to the needs of the beneficiaries. The program's relevance is understood in this context in terms of community needs as well as linkages to existing government operations.

Inclusion and involvement are enabled and encouraged through assistive technology, notably for the elderly and individuals with disabilities. The basic objective of assistive devices is to preserve or enhance a person's independence and functioning, hence enhancing their wellbeing. They make it possible for people to take part in civic engagement, education, the job market, and healthy, successful, independent lifestyles. More than two billion individuals worldwide are anticipated to use at least one assistive product by 2030, up from the current one billion users⁴. The data is all the more alarming in India. As per Census 2011, around 4.1 million people suffer from some form of hearing, vision, or orthopedic disability in Uttar Pradesh⁵, whereas around 12.5 lac people in Odisha suffer from some form of disability⁶.

The programme conducted needs assessment camp prior to providing aids and assistive devices to those in need of them. 95% of the total respondents from all the states highlighted that the support provided to them has been beneficial and relevant to their over- all needs.

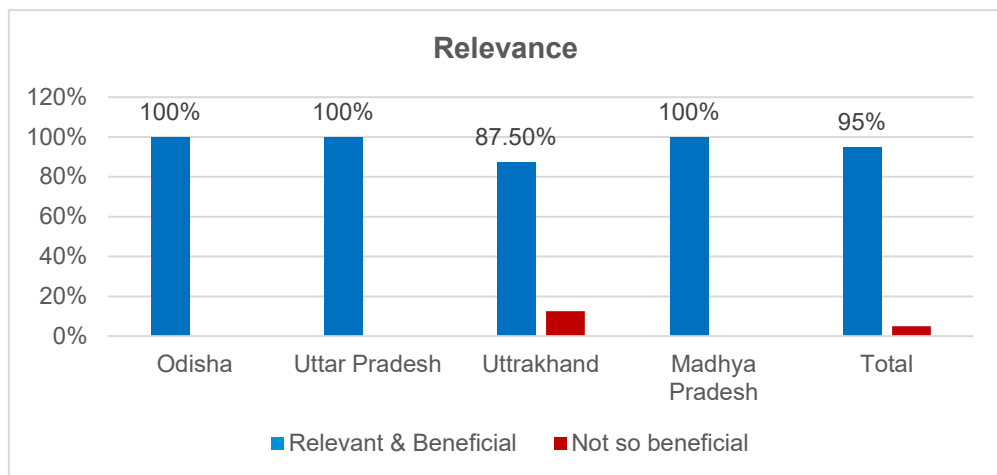


Figure 5: Relevance of programme in targeted states

⁴ World Health Organization: Assistive Technology

⁵ Census 2011.

⁶ Odisha has 12.44 lakh disabled population: The Pioneer

The availability of these devices has supported the beneficiaries to overcome limitations and participate more fully in daily lives. The beneficiaries were provided with supporting appliances basis the disability certificate produced by them. However, for a few respondents, the appliances were not as beneficial as for others since they expected more technologically superior support.

For instance, motorized tricycle was provided to beneficiaries who needed support to walk. However, respondents of Uttarakhand claimed that the tricycle was extremely useful in regular terrains but did not function well on heights.



Figure 6: Motorized tricycle

1.6.2 Coherence of Intervention

Coherence refers to the compatibility of the intervention with other interventions in a country, sector, or institution.

It measures the extent to which other interventions (particularly policies) support or undermine the intervention, and vice versa.

I. Alignment of the programme with Sustainable Development Goals (SDGs)

The Sustainable Development Goals (SDGs), commonly recognized as the global goals, were established in 2015 by all United Nations members with the purpose of eradicating poverty, protecting the environment, and ensuring that everyone lives in peace and prosperity by 2030. India was a significant contributor to the development of the SDGs and is committed to achieving them by 2030.



SDG Goal	Target	Sub-targets ⁷	Coherence
GOAL 10	Reduced inequalities	10.2 By 2030, empower and promote the social, economic, and political inclusion of all, irrespective	The project's outcomes were targeted at providing support to disabled population with the aim of improving their mobility, communication, and independence.

⁷ <https://sustainabledevelopment.un.org/topics/sustainabledevelopmentgoals>

		<i>of age, sex, disability, race, ethnicity, origin, religion or economic or other status.</i>	
--	--	--	--

Table 5: Coherence with SDGs

II. Coherence with national priorities:

The project is further aligned with the national and state government goals, policies, and initiatives, as listed below:

Project	Description	Coherence
National Program for the Rehabilitation of Persons with Disabilities	This program is run by the Ministry of Social Justice and Empowerment and provides financial assistance for the purchase of aids and assistive devices for persons with disabilities.	In line with the vision and objectives of the scheme, the project activities aim at contributing towards supporting the disabled population with aids and assistive devices with the intention of reducing the economic and social costs associated with their disability.
Assistance to Disabled Persons for Purchase / Fitting of Aids and Appliances (ADIP)	<p>The ADIP Scheme is in operation since 1981 with the main objective to assist the needy disabled persons in procuring durable, sophisticated and scientifically manufactured, modern, standard aids and appliances.</p> <p>These appliances will promote their physical, social, and psychological rehabilitation by reducing the effects of disabilities and enhance their economic potential.</p> <p>The scheme is being implemented under Ministry of Social Justice and Empowerment through various implementing agencies.</p>	The project aims at providing a wide range of assistive devices to the disabled population, who suffer from various ailments in walking, hearing, or speech.

Table 6: Coherence with national priorities

1.6.3 Effectiveness of Intervention

Effectiveness is defined as an assessment of the factors influencing progress toward outcomes for each stakeholder as well as validation of the robustness of systems and processes.

It aids in ensuring that the implementation and monitoring processes are sturdy in order to achieve the greatest possible social impact. The efficacy of the programme is established by examining how well the program's activities were carried out as well as the efficiency with which the program's systems and processes were implemented.

Majority of those who need assistive technology do not have access to it⁸. Therefore, the programme aimed to support the PwDs with assistive devices in order to:

- i. Ensure their inclusiveness into the mainstream
- ii. Provide them with a quality life
- iii. Improve their access to healthcare, education, work, leisure, and other activities.

To effectively achieve these outcomes, the programme adopted the following measures:

- I. Needs- based beneficiary identification:** The programme covered the most vulnerable population among the five districts. Approximately 60% of the total respondents did not have any source of income, whereas around 80% of them belonged to Schedule Caste, Schedule Tribe, and Other Backward Classes.
- II. Professional team for implementation:** A professional team with prior expertise implementing comparable initiatives was assembled, which included professional doctors, physicians, and helpers. Field staff were stationed to efficiently administer and monitor the programme. This helped in maintaining execution quality and providing timely handholding support to beneficiaries.
- III. Process driven implementation strategy:** The programme integrated a process-driven implementation strategy that included a well- defined selection criteria for the beneficiaries, on a first- come first- serve basis post registration on the ALIMCO portal. This negated any chance of fraud since a beneficiary will only receive the aids/ devices upon submission of disability certificate. This helped ensure proper transparency throughout the implementation process.

1.6.4 Efficiency of Intervention

The efficiency criterion seeks to determine whether the project was completed in a cost-effective and timely way.

The purpose is to establish whether the inputs- funds, knowledge, time, etc.- were effectively employed to create the intervention outcomes. This evaluation criterion

⁸ Global Report on Assistive Technology: 2022

attempts to determine whether the programme was completed on schedule and within budget.

The project has been efficiently implemented in the target districts with the support of key stakeholders.

I. *Timeliness of delivery or implementation of project interventions*

Since the funds for the project were released in a timely manner by GAIL, those in need were promptly supported with provision of aids and assistive devices.

II. *Cost efficiency of project activities*

Interaction with the GAIL CSR and ALIMCO team members also revealed that there was no budget overflow and that all the activities were successfully carried out within the allotted budget. Payment milestones were clearly defined as such, and interventions were implemented in the districts in consultation with the key stakeholders.

III. *Duplication/ overlap of project activities*

Duplication of effort arises when similar interventions are needlessly undertaken within the same community/ location due to poor knowledge management and inadequate coordination of projects, thereby resulting in fund and resource inefficiency. In this case, it was discovered that no similar activity was being carried out in the district. Although 72.5% of the respondents were using some or the other kind of aids/ devices prior to the programme interventions, however, they reported various challenges pertaining to maintenance cost.

1.6.5 Branding/ GAIL visibility

The respondents reported that they were informed that the programme was being implemented via support from GAIL. 100% of the respondents had visibility of GAIL activities under the project.

1.6.6 Sustainability of Intervention

Sustainability assesses how well the programme secures the long-term viability of its outcomes and influence.

The continuation of a positive effect after development support provided under a project has stopped is referred to as sustainability. This evaluation criterion contains key elements concerning the likelihood of continuous long-term benefits and risk tolerance. To achieve sustainability, a governing framework, financial model, and operating system must be established.

Assistive products/ devices increase functional ability of the person using them. However, people who have long-term or permanent functional issues will likely

have changing demands for assistive technology throughout their lives. This is especially true if those needs start in childhood and continue into old age.

The programme thereby intended to provide awareness on various alternatives that a person with disability can resort to for a convenient life. People becoming aware of the possibilities of availability and benefits of assistive technology is in itself the first step towards a sustainable access pathway.

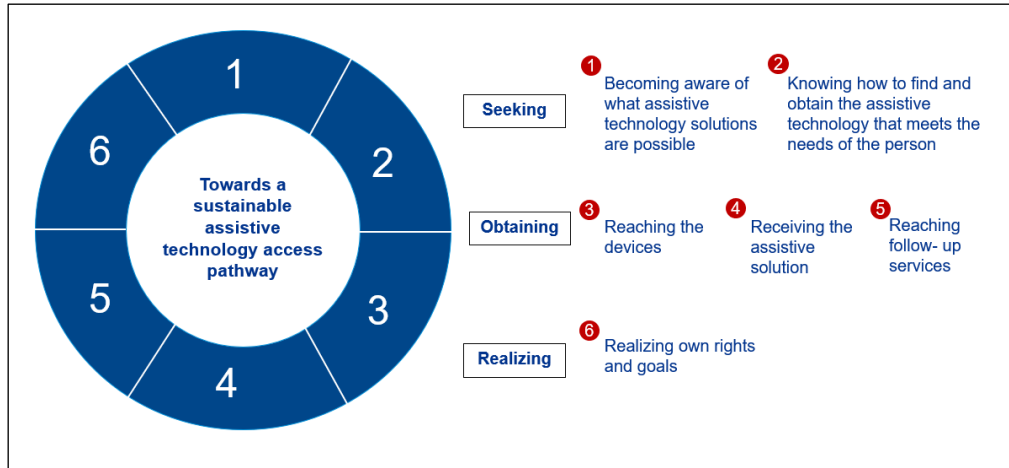


Figure 7: Pathway to sustainable programme implementation

1.6.7 Impact of Intervention

Impact has been measured in terms of the futuristic vision to address the issue and the significant changes observed.

The goal of measuring the impact is to determine the project's primary and secondary long-term impacts. This could be direct or indirect, intentional, or unintentional. The unintended consequences of an intervention can be favourable or harmful.

The programme directly supported 1143 beneficiaries by providing them a total of 1931 assistive devices/ appliances.

S.No.	State	Districts	Number of beneficiaries supported	Number of appliances provided
1	Odisha	Dhenkanal	160	307
2	Madhya Pradesh	Shivpuri	85	200
3	Uttar Pradesh	Auraiya	356	484
4	Uttarakhand	Udham Singh Nagar	287	511
5		Haridwar	255	429
Total			1143	1931

Table 7: Impact and outreach of the programme

The impact assessment study covered 40 respondents, over 20% of whom were females. The survey sample had respondents from various social categories such as OBC (62.5%), SC (12.5%), ST (5%), and General (20%).

Following were the major impact created:

I. Improved awareness

Assistive technology is an enabler of human rights⁹. However, globally, still one in three people¹⁰ need at least one assistive device/ product. The urgent need is to lower barriers and enable widespread access to assistive technology, so everyone, everywhere obtains the equipment they require without delay and without experiencing financial or other challenges.

Low uptake is frequently caused by a lack of knowledge of assistive technology, which is exacerbated by unreliable information regarding the types, availability, and potential solutions of available assistive technology. Users and their families can be discouraged and prevented by beliefs, myths, and stigma.

Prior to the intervention, respondents reported the following reasons for lack of access to such technology:

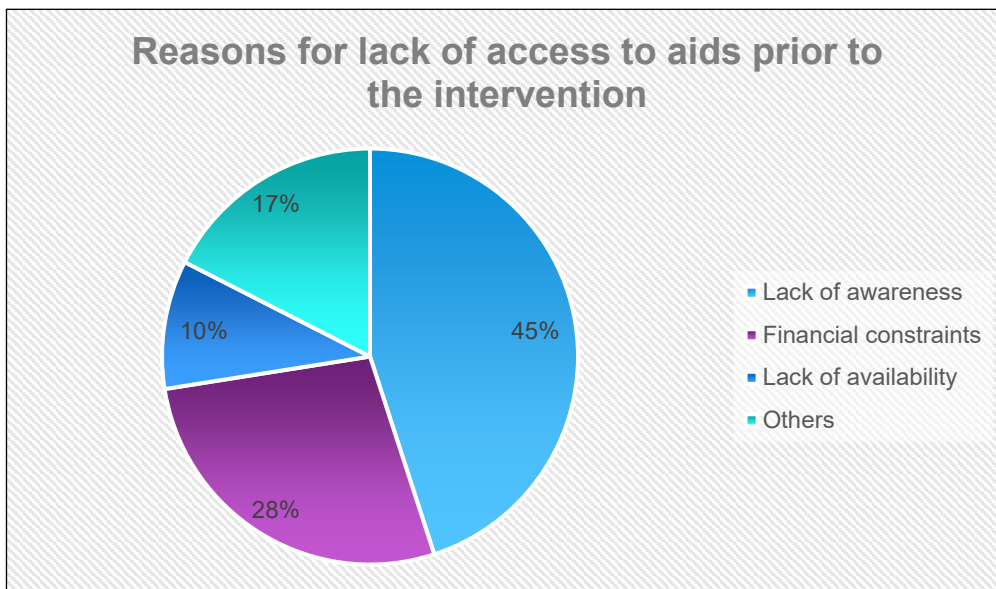


Figure 8: Challenges faced by respondents prior to intervention

While many respondents were aware of more commonly available assistive devices such as wheelchairs, hearing aids, spectacles, etc., majority of them were unaware of the wide range of assistive devices that could make significant improvements in their lives. The interventions helped them in becoming more informed.

⁹ United Nations Convention on Rights of Persons with Disabilities

¹⁰ Global Report on Assistive Technology. WHO. 2022

Catering to their specific needs, the respondents were provided with specialized assistive devices. Respondents were provided with the following devices:

- i. **Motorized Tricycle:** It is an irreplaceable expedient for an individual, either for a short time recovery or for lifetime. Unlike usual wheelchairs, the motorized tricycle is a new form of powered tricycle which can cover a long- distance range and is more easily accessible.



Figure 9: Motorized tricycle

- ii. **Crutch Axilla:** It is state- of- the- art adjustable axilla which is generally prescribed to patients with lower limb amputation or lower limb physical disorders. It provides stability and are extremely convenient to use.



Figure 10: Crutch axilla of different dimensions distributed to beneficiaries

Around 85% of the respondents received motorized tricycle and 100% of them reported that the device has been extremely relevant to their needs.

II. Improved access and mobility

The most vulnerable people may be neglected or ignored if common facilities, services, and programmes are inaccessible and not inclusive. People with impairments, particularly children and older adults, people with chronic ailments, women, migrants, and older people are among those who are most at risk and disproportionately impacted by crises.

Because of the programme interventions, around 95% of the respondents reported increased and improved mobility, whereas almost 68% reported improved access to public spaces. While the devices improved the overall access, a few respondents reported that restrictive accessibility in public spaces is majorly attributed to lack of supportive infrastructure.

III. Improved quality of living

Out of all the respondents surveyed, over 85% reported an improvement in quality of life, while around 80% of them reported an increase in confidence pertaining to decision- making.

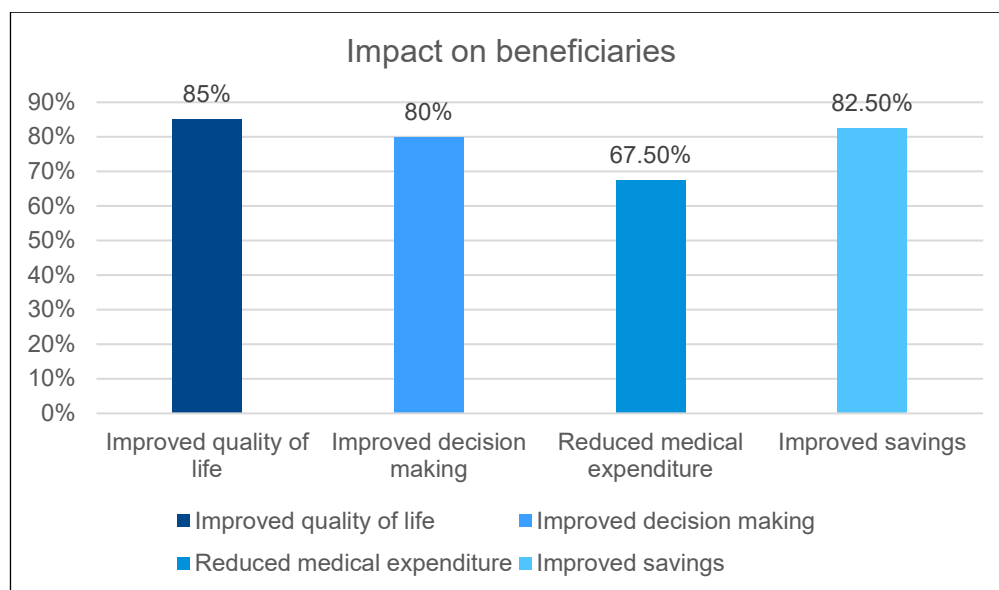


Figure 11: Impact on beneficiaries

A few respondents shared that improvement in mobility also led to more earnings, which eventually led to increased savings. However, additional expenditure pertaining to changing batteries in motorized devices, or other maintenance costs, was a cause of concern for a few of them.

IV. Reduced dependency

Almost 68% of the total respondents surveyed reported that there has been a reduced dependency on caregivers and 100% of them gave a rating of either 4 or 5 to the programme.

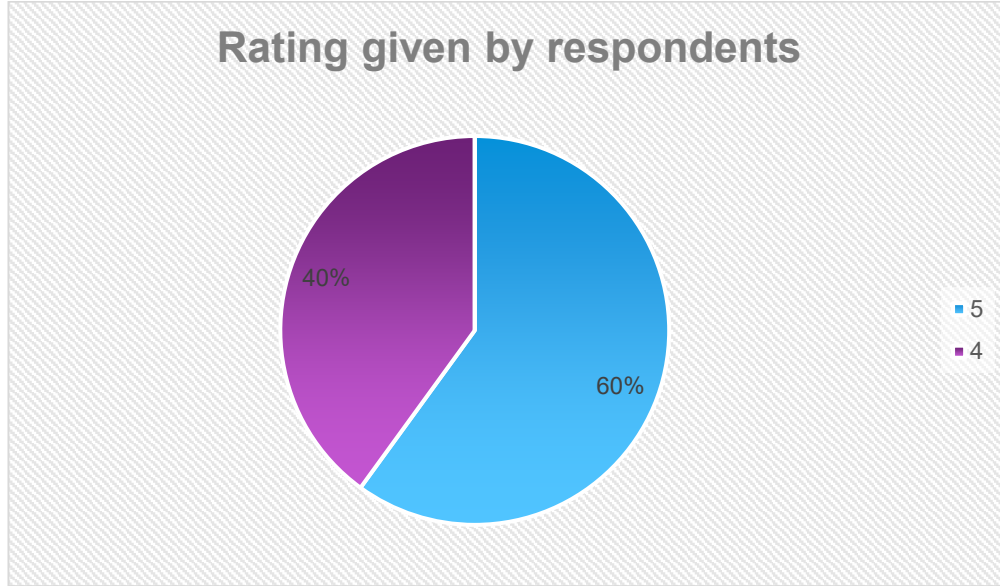


Figure 12: Rating provided by the respondents

For a few respondents, there was no or minimal effect on dependency as they were already not much dependent on the caregivers.

1.6.8 Overall rating of the project

The scoring matrix was used to evaluate and score performance of the project across all the four states. The following table provides the district-wise rating across the defined parameters:

Location	Relevance	Coherence	Efficiency	Effectiveness	Impact	Sustainability	Branding	Total Score
Dhenkanal, Odisha	100%	100%	100%	100%	100%	75%	100%	95%
Auraiya, Uttar Pradesh	100%	100%	100%	100%	100%	75%	100%	95%
Shivpuri, Madhya Pradesh	100%	100%	100%	100%	100%	75%	100%	95%
Haridwar & Udham Singh Nagar, Uttarakhand	100%	100%	100%	100%	100%	75%	100%	95%

Table 8: Overall scoring of the programme

The programme on distribution of aids and assistive devices was implemented in four states, with a total score of 95% in each of them. This attributes a Highly Impactful ranking to the programme interventions.

ALIMCO has pan- India presence, and it caters to the needs of persons with disabilities with the support of all- India data available through census. Additionally, needs assessment camps were also conducted whereby the devices distributed were carefully screened and provided only to those beneficiaries who had a disability certificate. Additionally, it was also found that the programme is aligned to Sustainable Development Goals, as well as national priorities to empower the PwDs, thereby reducing inequalities and creating a just society. The completion rate for the programme was 100% and 100% of the beneficiaries surveyed were satisfied with the support being provided.

However, it was observed that the sustainability of the project was weighed at 75%. Although the devices provided to the PwDs had a toll-free number mentioned which would be used by the beneficiaries to reach out to the implementing agency as per requirement, interaction with beneficiaries revealed that more frequent follow – ups would be beneficial in the long run.

1.7 Case Studies

Case Study I: Shri Padam Singh



Figure 13: Padam Singh

Shri Padam Singh, 42 years old, is a PwD who suffers from Ataxia. The disease led to a loss of ability to control muscle movement in the legs, due to which he was not able to walk. As a result, he faced difficulties in his personal life due to increased dependency on his family members, and in his professional life as well, whereby he was unable to earn a decent income.

The initiative by GAIL supported him with a tricycle, which made him independent. He was freely able to go to the shop and manage work entire day without support from caretakers.

Case Study II: Shri Anjali



Figure 14: Anjali

16 years old Anjali is a PwD, who had been disheartened in her life due to her physical impairments. She used to think that her life will always be full of struggles, whereby, she will have to seek support from others. She used to face challenges even when she had to go to school.

Provision of assistive technology has transformed her life. She no longer feels that she has one leg, as the prosthetic leg has enabled her to go to the school independently, go out with her friends, and do household chores.

1.8 Conclusion and Way Forward

Alma Atta Declaration of 1978 declared health a human right for all. Later, WHO and UNICEF in their documents and Sustainable Development Goals (SDGs) as a universal mission, reiterated the importance of healthcare services. They highlight a whole-of-government and whole-of-society approach to health that combines the following three core components¹¹ as the core of integrated health services:

- i. Multisectoral policy and action
- ii. Empowered people and communities
- iii. Primary care and essential public health

Additionally, the Constitution of India ensures equality, freedom, justice, and dignity of all individuals and implicitly mandates an inclusive society for all including persons with disabilities.

The way society views people with disability has seen significant, positive changes in recent years. It has been recognised that most disabled people may live better lives if they have access to competent rehabilitation techniques and equitable chances. The word "*Divyangjan*" is a Hindi word that literally means "divine body" or "divine limb." It is used in India as a term to refer to people with disabilities. It was introduced by the Indian government in 2016 as a replacement for the word "Viklang," which means "disabled" or "crippled"¹². The term "divyangjan" is meant to convey a more positive and empowering image of people

¹¹ World Health Organization

¹² Press India Bureau. 2016.

with disabilities and to shift the focus from their impairments to their abilities. The goal of this change is to promote inclusivity, and to remove the negative connotations of the word "Viklang" which was in use for a long time. But merely addressing the persons with disabilities as Divyangjans does not address their basic needs to be able to live a normal life.

Thereby, the programme aims to distribute aids and assistive devices to persons with disabilities in order to improve their quality of life and enable them to live independently. The programme involved:

- i. Identifying the specific needs of individuals with disabilities.
- ii. Sourcing appropriate aids and devices for them.
- iii. Distributing them to those in need.

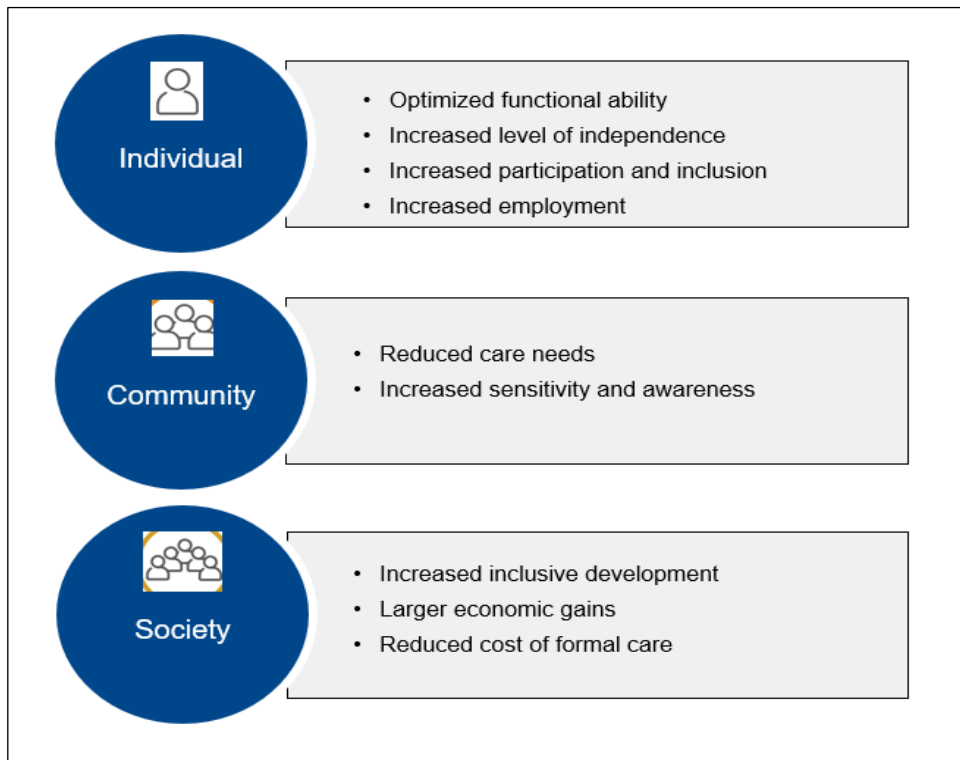


Figure 15: Overall impact of assistive technology on different stakeholders

The project also included conducting awareness sessions on the proper use and maintenance of the devices. It was implemented in partnership with ALIMCO and targeted specific communities with high concentrations of persons with disabilities. The goal of the project was to improve the independence and self-sufficiency of persons with disabilities and to promote inclusion in society.

However, during the impact assessment, majority of the respondents suggested that the provision of certain basic post- intervention follow- ups would further strengthen the impact.

Additionally, respondents also suggested that increasing the outreach of the programme to cover more beneficiaries will empower those in need. This could be achieved via establishing partnerships with local organizations, such as rehabilitation centers and disability advocacy groups.

Recommendations:

Other measures that can be taken to strengthen the programme outcomes are:

- i. To increase the outreach of the programme in order to cover more beneficiaries, more budget may be allocated to projects of such nature.
- ii. Active involvement of the children with disabilities, their families, and other stakeholders throughout service delivery and post-intervention follow-ups is already being done under this programme. This should be continued and further augmented.
- iii. Increase public awareness and eliminate the stigma.



Thank you



kpmg.com/socialmedia

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavour to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.

© 2023 KPMG Assurance and Consulting Services LLP, an Indian Limited Liability Partnership, and a member firm of the KPMG global organisation of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved