



# SOCIAL IMPACT ASSESSMENT

Financial support to the centre for life-saving  
treatment of underprivileged children  
suffering from cancer at  
Tata Memorial Centre- Mumbai



**Centre of Excellence in CSR**  
**Tata Institute of Social Sciences- Mumbai**

# FINANCIAL SUPPORT TO THE CENTRE FOR LIFE SAVING TREATMENT OF UNDERPRIVILEGED CHILDREN SUFFERING FROM CANCER AT TATA MEMORIAL CENTRE- MUMBAI

Project Details	
Implementing Agency	ImPaCCT Foundation, Tata Memorial Centre-Mumbai
Duration of the Project	FY 2018-20
Cost of the Project	₹ 9.50 Cr
Total Number of Beneficiaries	657
Project Status	Completed



# BRIEF OF THE IMPLEMENTING AGENCY

Tata Memorial Centre is an autonomous body under the Department of Atomic Energy, Government of India, which was founded in 1941. It is one of the largest cancer centres in the world, providing exceptional clinical service, imparting high-quality training and conducting innovative need-based clinical research. The hospital caters to over 1,00,000 new patients each year –amongst them, 4000 are children (less than 18 years of age). Patients come from all over the country, and a vast majority of them (at least 70%) are given free or highly subsidised treatment.

The Department of Paediatric Oncology endeavours to provide holistic support to all children with cancer during their difficult cancer treatment journey. Like every department in the TMC, Paediatric Oncology also has a foundation which will act as an implementing partner that will facilitate the corporates, departments and beneficiaries. "ImPaCCT Foundation", an acronym for "Improving Paediatric Cancer Care and Treatment", is the Paediatric Foundation of Tata Memorial Hospital. It was established in October 2010 to ensure that every child with cancer coming to Tata Memorial Hospital receives treatment and other support regardless of family background.

## BACKGROUND OF THE PROJECT

The Airports Authority of India, through its CSR fund, supported around 753 children at Tata Memorial Centre (TMC), Mumbai, during the FY 2018-21. AAI being a solid support for three continuous years, ensured the children have got timely treatment. The parents/family members who are illiterate and come from various states in India would have struggled for applying funds from multiple organisations and NGOs. This has helped them to focus on their child rather than running around with no clue in this big city. Every child who comes to TMC will register with a centralised portal, and from there, they can choose to get treatment under Private or as a General category consultation. Parents opting for the 'general category' are supposed to submit all the documents to prove their income, and the source of income shows the inability to

proceed with the private category. This database will be shared with the ImPaCCT Foundation, and then there, the Foundation will adopt the child for Phase one of the treatment, which is Workup; this is a 15-day period where the child will undergo all the tests which will help the doctors to decide on the due treatment to be administered. This phase usually, on an average, requires ₹ 50,000 per child. After that, the child will be given treatment in Phase Two, which will cost an average of ₹ 5-6 lakh per patient. Following the treatment, the child will be moved to the last phase, Survival Phase.

The abandonment and refusal rates for treating children at TMC have significantly decreased over the years. The abandonment rate has shown a remarkable decline, dropping from 25% in 2009 to an impressive 2% at present. This achievement is attributed to the unwavering support received from various PSUs and corporates, which have enabled the ImPaCCT Foundation to ensure that no child is denied treatment due to financial constraints. With the burden of financial expenses lifted, families have been able to redirect their focus and resources towards other critical aspects of their child's care, such as maintaining proper hygiene, providing adequate nutrition, and implementing infection control measures. This holistic approach to treatment has positively impacted the overall well-being of the children undergoing cancer care at TMC. The joint efforts of the ImPaCCT Foundation, partnering organisations, and the hospital's dedicated medical team have played a crucial role in enhancing the quality of care and support provided to these patients and their families.

## OBJECTIVE OF THE PROJECT

The foundation's objective is to provide holistic support to every child coming to the hospital in the following: Finance Accommodation, Nutrition Transfusion, Psychological Support, Transport Education, Vocational training, Survivorship Support and Bereavement.

Through these comprehensive initiatives, the Foundation strives to make the child's and their family's harrowing journey as manageable and supportive as possible, promoting their overall well-being throughout the cancer treatment process.

Education  
Nutrition Bereavement  
Vocational training  
Psychological support  
Survivorship support  
Finance Transfusion  
Accommodation Transport

## METHODOLOGY

Sample surveys and interviews were conducted, with direct and indirect beneficiaries as part of social impact assessment of this project. The study encompassed all stakeholders involved with the project, including both direct and indirect beneficiaries, as well as the hospital staff. Various tools for data collection like interview schedules and key informants was used, with selected respondents dependent upon their engagements with the project. The necessary data from the sample respondents were collected by trained field investigators with the help of a structured interview schedule. The interview schedule developed by TISS was finalized after getting inputs from the implementing partner at the TMC.

### ETHICAL CONSIDERATION

Informed consent is a fundamental principle in all research endeavours, and this study was no exception. The respondents and key stakeholders were fully informed about the purposes and objectives of the research. Moreover, they were assured of the utmost confidentiality regarding the interviews. During the interviews, respondents were given

complete autonomy to decline to answer any question or discuss any experience they felt uncomfortable disclosing.

## STUDY AREA

The study area was at Tata Memorial Hospital at Homi Babha Building, Dr Ernest Borges Rd, Parel East, Parel, Mumbai, Maharashtra 400012. ImPaCCT Foundation is the Paediatric Foundation of Tata Memorial Hospital.



**Figure 1: Tata Memorial Hospital**

## LIMITATIONS

A limitation of this study arises from the ethical standards set by the ImPaCCT Foundation at Tata Memorial Centre-Mumbai, which prevent the disclosure of the beneficiaries' identities and contact information. Moreover, as the project concluded in 2021, the beneficiaries have already completed their treatment and returned to their respective hometowns, which are scattered across India. This makes us to depend upon the beneficiaries who had come for the follow up for the treatment which is schedule for once or twice in a year. The photos used in this study is shared by the ImPaCCT Foundation and the photography within the hospital premises was prohibited.

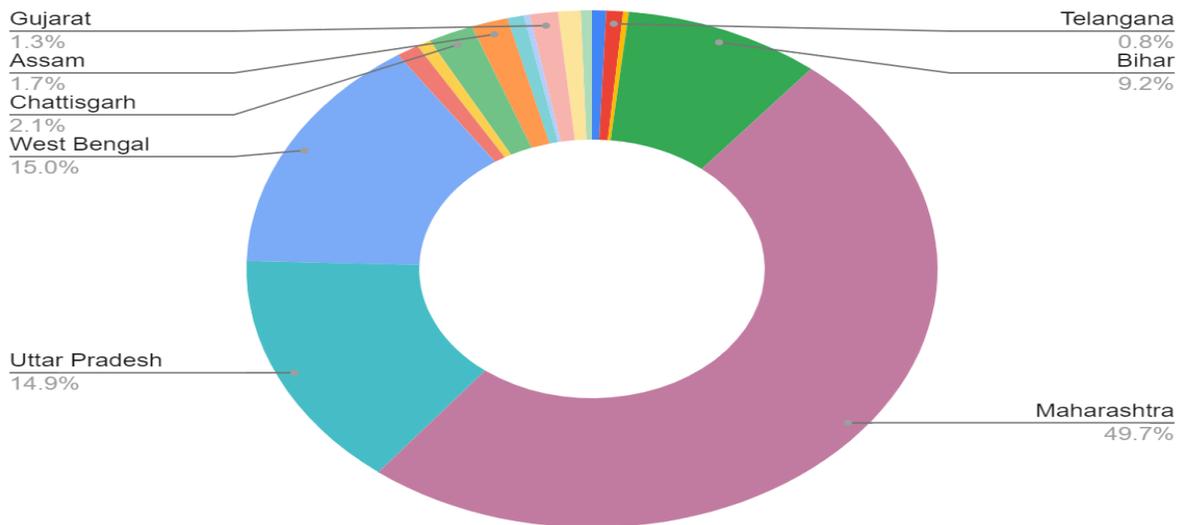
# FINDINGS

Every parent who brings their child to the pediatric oncology department at Tata Memorial Hospital is filled with hope and expectations for their little one's recovery. The hospital witnesses an overwhelming number of new patient registrations daily, with an average of 300+ new cases daily. For the ImPaCCT Foundation at TMC, the substantial fund of ₹ 10,81,38,719 received from AAI has been an invaluable and robust support. While many corporates generously contribute their CSR funds towards acquiring new medical equipment for the hospital, the foundation faces the ongoing challenge of securing sufficient funds to cover the extensive costs of children's treatments. Ensuring that every child receives the best possible care and treatment necessitates considerable financial resources, making the Foundation's fundraising efforts critical. By raising awareness and garnering support from diverse sources, the ImPaCCT Foundation strives to bridge the financial gap and provide a lifeline of hope for every child and their family during their journey towards recovery.

The sanctioned amounts varied significantly across the three years, with the highest amount allocated in the second year, totalling Rs.5 Crores. In the first year, out of the sanctioned amount, ₹ 31,38,719 was utilized to purchase equipment, while the remaining funds were dedicated to providing comprehensive care and support to children in need.

The majority of beneficiaries receiving support from the ImPaCCT Foundation are from Maharashtra. Additionally, many beneficiaries are coming from other states, such as Uttar Pradesh, West Bengal, and many more. The Foundation has established partnerships with over 30 NGOs to cater to these out-of-state beneficiaries. Through these collaborations, arrangements for accommodations are provided, ensuring that patients and their attendants have a comfortable place to stay during their treatment period. Transportation facilities are also efficiently organized for patients and their attendants to reach the hospital and return to their accommodation places seamlessly. Nutritious food, psycho-social support, education, and various activities and

entertainment are also offered to the beneficiaries with the assistance of these partnering NGOs, making their treatment journey more bearable.



#### State Wise distribution of beneficiaries

The Foundation goes the extra mile to ease the financial burden on patients and their attendants. Train tickets of AC 3 Tier are fully reimbursed for patients, while the attendants receive a reimbursement of 40% of the fare. This financial support enables them to reach Tata Memorial Hospital without any difficulty and continue their treatment without worrying about transportation expenses. This holistic approach of the ImPaCCT Foundation ensures that beneficiaries receive medical care and comprehensive support and comfort during their cancer treatment at TMC.



(Source: ImPaCCT Foundation)

## Case Study 1

### Prince - Battling Blood Cancer and Vision Loss



**Prince CU/20805 Disease:-B-ALL, State-Uttar Pradesh**

Name: Prince

Location: Pratapgarh, Uttar Pradesh, India

Year of Initial Diagnosis: 2021

Date of Registration at Tata Memorial Hospital: 17th August 2021

#### **Clinical History:**

In 2021, Prince, a young and vivacious child from the small village of Pratapgarh, Uttar Pradesh, began experiencing continuous fever. Alarmed by their son's deteriorating health, Prince's parents took him to the local primary health clinic for medical evaluation. During this time, Prince also experienced a day when blood came from his tooth, which further concerned his parents. The primary health clinic referred Prince to a specialized child hospital in Allahabad for advanced examination and treatment.

#### **Medical Examination and Initial Diagnosis:**

Upon reaching the child hospital in Allahabad, Prince underwent a series of diagnostic tests, including a bone marrow test. The test results confirmed the distressing news that Prince had B Cell Acute lymphoblastic leukaemia (a type of cancer that affects the blood and bone marrow.)

#### **Treatment at Tata Memorial Hospital:**

Prince's uncle, who worked in Mumbai, was informed about the diagnosis. He advised Prince's parents to take him to Tata Memorial Hospital-Mumbai. On 17th August 2021, Prince registered at Tata Memorial Hospital to begin his battle against blood cancer.

### **Initial Treatment:**

From August 2021 to October 2022, Prince underwent four cycles of chemotherapy and two maintenance sessions scheduled every three months. During this period, his medical team closely monitored his progress and tailored the treatments to target the cancer cells effectively.

### **Vision Loss and Relapse:**

Prince's parents noticed decreased eye vision during his third maintenance session. Concerned parents brought it to the attention of his medical team at Tata Memorial Hospital, and the doctors referred him to K B Haji Bachooali Charitable Ophthalmic & ENT Hospital for further evaluation. The ophthalmic hospital confirmed that Prince's vision loss was a rare side effect of chemotherapy in one in a thousand cases. The news was distressing for the young boy and his family. Additionally, the relapse of the disease was confirmed, which necessitated a new round of chemotherapy in January 2023.

### **Current Treatment Status:**

As of now, Prince has completed two chemotherapy sessions after the relapse. At present, he is undergoing his third maintenance session after the chemotherapy.

## Case Study 2

# Fighting the Odds: Bhavya Nakrani's Battle Against T-Cell Acute Lymphoblastic Leukemia



### **Bhavya Nakrani CU/00841 Disease: - T-ALL**

Name: Bhavya Nakrani

Location: Palghar, Maharashtra, India

Year of Initial Diagnosis: 2021

Date of Registration at Tata Memorial Hospital: 12th January 2021

### **Clinical History:**

Bhavya faced a challenging journey when diagnosed with T-Cell Acute Lymphoblastic Leukemia (T-ALL). Coming from a small family, Bhavya's father was the sole breadwinner, and his mother was dealing with her own health issues as a BP patient. His father was having only vision in his right eye. Bhavya's personal struggles were compounded by the limited resources and lack of medical knowledge in his family. In the early stages, Bhavya developed small lumps inside his mouth, which concerned his parents. Believing it to be a simple throat infection, they attempted home remedies with turmeric. However, as the condition worsened, Bhavya's weight plummeted, raising alarm for his parents. It was evident that the situation required medical intervention.

### **Medical Examination and Initial Diagnosis:**

Recognizing the severity of Bhavya's condition, his parents rushed him to the closest hospital for a proper diagnosis. Medical professionals conducted multiple tests, which ultimately led to the diagnosis of T-Cell Acute Lymphoblastic Leukemia. The news

devastated Bhavya's family, who were unfamiliar with this rare form of leukaemia and its implications.

### **Treatment at Tata Memorial Hospital:**

Bhavya's treatment protocol comprised four cycles of chemotherapy, followed by seven rounds of maintenance therapy. Each cycle of chemotherapy aimed to eradicate cancer cells and induce remission. While undergoing treatment, Bhavya exhibited immense courage and resilience, supported by his loving family and the compassionate medical team at Tata Memorial Hospital.

### **Current Treatment Status:**

Bhavya is undergoing his eighth maintenance therapy round. Despite the obstacles, he has shown remarkable progress, and the medical team remains optimistic about his recovery. Regular check-ups and monitoring are essential to track Bhavya's treatment response and address potential side effects.

## **Case Study 3:**

### **Rehan Shaikh's Journey with E-Wing Sarcoma**



Name: **Rehan Shaikh**

Location: Gorakhpur, Uttar Pradesh, India

Year of Initial Diagnosis: 2021

#### **Introduction & Clinical History:**

Rehan Shaikh, a young boy from Gorakhpur, Uttar Pradesh, was born on 28th December 2008. In the year 2021, his life took an unexpected turn when he started experiencing excruciating leg pain at night, accompanied by high fevers. Despite these difficulties, Rehan remained active during the day, engaging in play and daily activities. This case study follows Rehan's battle with Ewing Sarcoma, a rare and

aggressive form of bone cancer, and his path to treatment and recovery at Tata Memorial Hospital.

### **Medical Examination and Initial Diagnosis:**

Initially, parents sought help at the local primary health center, where he was given pain relief tablets and an ointment for applying to his legs. However, the prescribed medications did not alleviate Rehan's symptoms, leading to further anxiety for his parents. With no improvement in Rehan's condition, his parents decided to seek more advanced medical care at a nearby private hospital. The medical team at the hospital ordered an MRI, which revealed the presence of Ewing Sarcoma, a rare and aggressive type of bone cancer. The devastating diagnosis left Rehan's parents in shock and despair.

### **Treatment at Tata Memorial Hospital:**

Before reaching Tata Memorial Hospital, Rehan's parents wanted to confirm the diagnosis and sought a second opinion at Prince Aly Khan Hospital-Mumbai. The specialists at Prince Aly Khan Hospital confirmed the presence of Ewing Sarcoma, reaffirming the necessity for immediate and specialized treatment. Since beginning treatment at Tata Memorial Hospital, Rehan has shown remarkable resilience. He has successfully completed 14 rounds of chemotherapy, which is a crucial step in eradicating cancer cells from the body. Additionally, he has undergone eight surgeries.

### **Current Treatment Status:**

The most recent surgery, conducted on 17th June 2023, marked another significant milestone in his treatment journey and came for a review after the surgery at TMC. The medical team will continue to assess his response to treatment, manage any side effects, and make adjustments to the treatment plan if necessary.

# CONCLUSION

The impact of this project goes beyond the happiness expressed by the children and parents mentioned in the case studies. While we may not have been able to reach all the beneficiaries, we are hopeful that similar positive responses will be seen as each child receives compassionate care and treatment from the very moment of registration. The ImPaCCT Foundation at Tata Memorial Hospital, led by the Officer in charge and her team tirelessly works towards achieving the goal of reducing the abandonment rate to less than 2% at TMC.

The Airports Authority of India has undeniably played a vital role in this success story, becoming a beacon of hope for countless tearful eyes seeking financial assistance for treatment.

## Appendix

# Financial Support to Centre for Life Saving Treatment of Underprivileged Children Suffering from Cancer at TMC



1. Interview with doctor/official of Tata Memorial Hospital
2. Interview of parents.

FOR DOCTOR/OFFICIAL FROM TATA MEMORIAL CENTRE	
Name-	
Designation-	Contact-
Location-	
Date-	
1. Brief history of the project? (When and how did it start)	
2. Has the project completed? If yes, when?	
3. What is the objective/s of the project?	
4. Who are the Target Beneficiary? What is the number of target beneficiary?	
5. How many children were provided treatment in the year ? Female-	

Male- Total-
6. How many children?  a. Completely Cured: F-      M- b. Undergoing Treatment: F      M- c. Passed Away: F      M-
7. Was there any specific component of the treatment that was funded by AAI? If yes, what?
8. If the answer to above question is no, where were the funds utilized? How did you keep the track of the same?
9. Funding of treatment:  a. Totally funded for all the beneficiaries b. Partially funded for all the beneficiaries(specify) c. Other (Please explain)
10. According to you, what are the ways the project has benefited the total population.
11. Any scope for further improvement of the project
12. Any further expectations from AAI (Funding Agency)?

**FOR PARENTS OF BENEFICIARIES**

1. Date-

2. Name-

3. Relationship with child-

4. Location-

5. Contact Number-

6. Child's Name-

7. Child's gender- M  
F  
Other

8. Child's Age (In Years at present)-

9. Religion-

- a. Hindu
- b. Muslim
- c. Sikh
- d. Christian
- e. Buddhist
- f. Others (Mention)

10. Caste –

- a. SC
- b. ST
- c. OBC
- d. General
- e. Others

11. Total number of family members –

12. Father's Education (Completed)-

- a. Illiterate
- b. Primary Education
- c. Senior Secondary Education
- d. Higher Secondary Education
- e. Graduation
- f. Above Graduation

13. Mother's Education (Completed)-

- g. Illiterate
- h. Primary Education
- i. Senior Secondary Education
- j. Higher Secondary Education
- k. Graduation
- l. Above Graduation

14. Father's Occupation-

15. Mother's Occupation-

16. Family Income (Per Annum in INR)-

- a. Below 50,000

- b. 50,001- 1,20,000
- c. 1,20,001- 3,00,000
- d. 3,00,001- 5,00,000
- e. Above 5,00,000

17. How did you come to know about the project?

- a. Through Hospital/doctor
- b. Through Newspaper/posters
- c. Through some awareness campaign
- d. Others (Please mention)-

18. Were you aware of the kind of treatment that was to be provided to the child?

Yes/No

If Yes, how?

19. When was the treatment started? (Date)

20. Type of health problem that your child suffered from?

21. Age of your child (In years) at the beginning of treatment-

- a. Below 5 years
- b. 6-10 years
- c. 11-14 years
- d. 15-18 years

22. Status of Treatment?

- a. Treatment Complete (and the child is cancer free)
- b. Undergoing Treatment
- c. Succumbed to Cancer
- d. Other (explain)

23. Those who chose option a in the above question: Does your child lead a normal life after the treatment?

- a. Yes (Completely)
- b. Yes (Partially)
- c. No

Interviewer should take brief explanation of the answer

24. Are you satisfied with the treatment (For those who chose a and b to question no. 22)?

- a. Yes

b. No (Reason)
25. Did you pay for the treatment?  a. Yes (Totally) b. Yes (Partially) c. No d. Other (Explain)
26. If the answer to above query is a or b, then how did you manage the remaining payment?
27. Any limitations/challenges in getting the treatment done? a. Yes (explain) b. No
28. Any suggestion for further improvement of this project.
29. Any further expectations from AAI (Funding Agency)?

Note for Investigator-

1. Please make sure that no one from the Implementation or Funding Agency is present with the parents during interview.
2. Please make sure that no one from the Funding Agency is present with the official of Tata Memorial Hospital during interview.