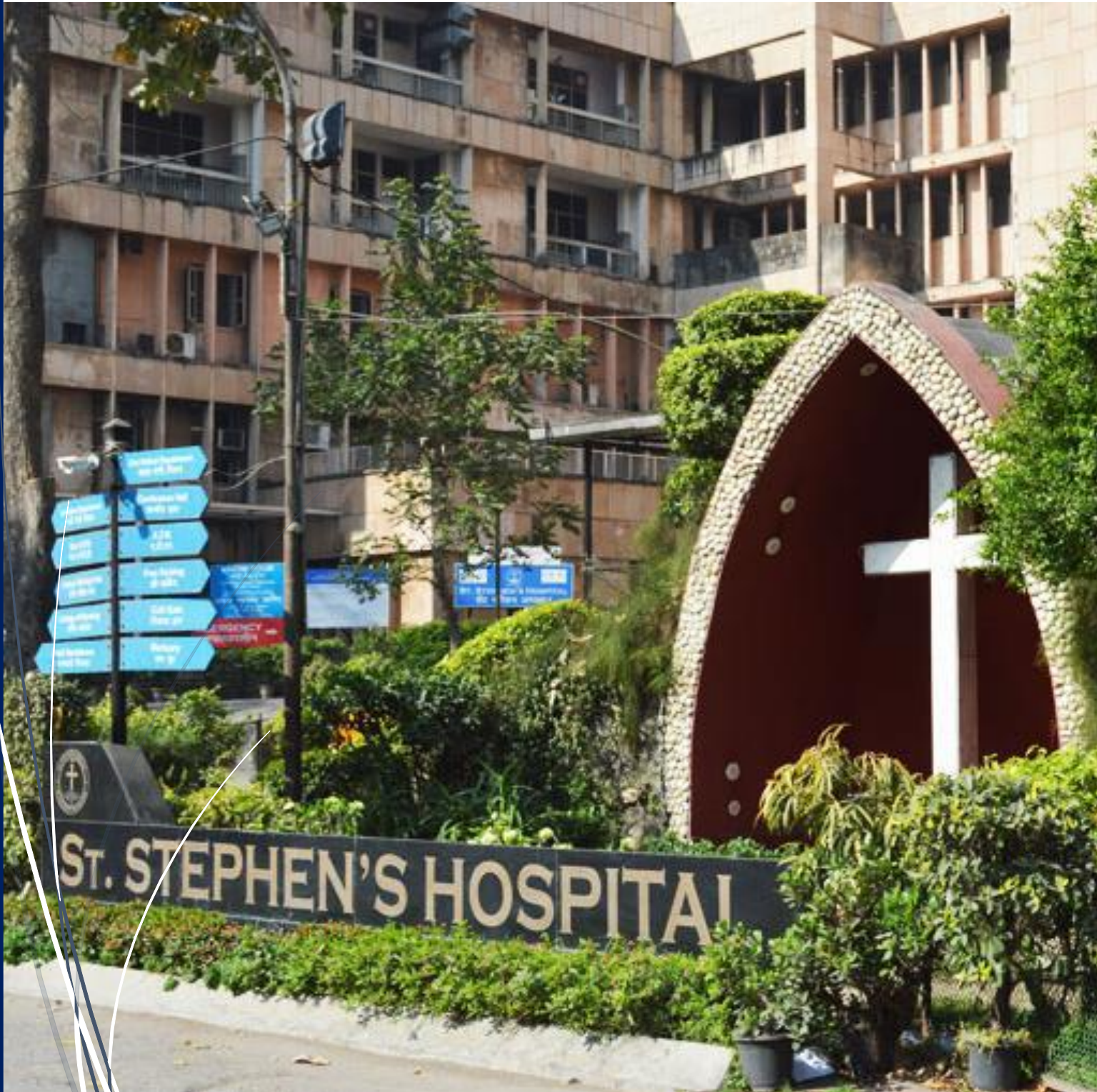


Impact Assessment Report

Project: Fight Against Covid

A CSR Initiative of Sonalika International



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The Organisation for Economic Co-operation and Development (OECD) DAC Network on Development Evaluation (EvalNet) has defined six evaluation criteria – relevance, coherence, effectiveness, efficiency, impact, and sustainability – and two principles for their use. These criteria provide a normative framework used to determine the merit or worth of intervention (policy, strategy, programme, project, or activity). They serve as the basis upon which evaluative judgements are made.

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Executive Summary

The "Fight Against Covid" project, initiated by Sonalika Social Development Society (SSDS), was a comprehensive response to the unprecedented COVID-19 pandemic, focusing on critical needs in Delhi and Punjab. As the pandemic surged, SSDS acted swiftly to address severe shortages in medical oxygen and essential healthcare equipment. Key interventions included the installation of a 50-bed capacity oxygen plant at St. Stephen's Hospital in Delhi, provision of ventilators, and distribution of oxygen cylinders, PPE kits, face masks, and pulse oximeters. Additionally, financial aid was provided to COVID-19 patients, and food kits were distributed to vulnerable populations, ensuring support extended beyond healthcare to address immediate needs.

The project's impact was substantial, significantly improving the capacity of healthcare facilities to manage the pandemic. At St. Stephen's Hospital, the oxygen plant and ventilators enhanced the hospital's ability to treat critically ill patients, while the distribution of medical supplies and protective gear bolstered the overall response. In Punjab, the provision of oxygen cylinders and financial aid supported healthcare infrastructure and alleviated the financial burden on patients, contributing to a more effective statewide response to the crisis. The comprehensive support not only addressed immediate healthcare needs but also helped stabilize and strengthen the region's overall pandemic response.

The success of the "Fight Against Covid" project has provided valuable insights into effective crisis management and preparedness. Key recommendations for future preparedness include developing robust contingency plans, strengthening supply chains for essential medical resources, and investing in healthcare infrastructure. These measures, informed by the experiences and outcomes of the current project, aim to enhance the company's resilience and responsiveness to any future emergencies, ensuring a proactive approach to safeguarding public health and well-being.

1. Introduction

1.1 Overview of Sonalika Social Development Society (SSDS)

Sonalika Social Development Society (SSDS) was established in 2015 as a CSR arm of M/s International Tractors Ltd. (ITL). The foundation of SSDS marks a significant step towards advancing ITL's commitment to corporate social responsibility, focusing on impactful community initiatives.

The organization operates under several legal and regulatory frameworks to ensure transparency and accountability, including registrations with the Registrar of Societies, Income Tax Department, and Department of Companies Affairs.

1.2 Mission and Vision

SSDS aims to foster social development through welfare programs focusing on health, education, and community empowerment. Its vision is to cultivate a sustainable and equitable society through impactful CSR initiatives and active community engagement.

1.2 CSR Compliance

SSDS ensures its alignment with the CSR Law's requirements. This organization operates within the legal framework established for CSR activities, thereby enhancing its credibility and commitment to social responsibility. The compliance with CSR regulations underscores the organization's dedication to maintaining high standards of transparency, accountability, and ethical conduct in its social initiatives.

About this report

The impact assessment report conducted by CauseBecause for the CSR project 'Fight Against Covid' on behalf of Sonalika Social Development Society (SSDS) offers a comprehensive evaluation of the initiative's effectiveness and reach. Utilizing a robust methodology, the assessment began with a detailed desk review of all relevant project documentation, including concept notes, progress reports, and stakeholder information. This was followed by extensive field research, involving direct and indirect stakeholder discussions, including interviews with beneficiaries and project partners.

The qualitative data collected was meticulously analyzed by a team of management trainees, communication executives, and market research interns under the guidance of seasoned research professionals. With a focus on accuracy and credibility, the team ensured a thorough and insightful evaluation of the project's impact and alignment with SSDS's mission and CSR compliance standards.

2. Impact Assessment Methodology

Team CauseBecause studied the project concept and its objectives thoroughly and also had brief discussions with Team CSR at Sonalika before devising the assessment methodology.

2.1: Desk review of available documents

As a first step, a thorough desk review of all the available material related to the project was done. This included literature provided by Team CSR as well as partner NGOs.

The documents included:

- I. Project concept notes and implementation framework
- II. Project monitoring reports and project progress reports
- III. Names and coordinates of stakeholders, especially the project beneficiaries
- IV. Thorough details of courses and other activities under the project
- V. Monitoring and mid-term assessment reports by the company or third-party entities

2.2: Field research

The research team applied the following techniques for assessing the outcomes of the project:

- Thorough discussions with direct and indirect stakeholders of the project, including Sonalika team and the partner NGOs
- Interviews (in-person, virtual meetings and telephonic talks) with project stakeholders, including beneficiaries

2.3: Qualitative data analysis

In order to collect essential information from the sampled participants, a professional team of management trainees, communication executives and market research interns worked under senior research professionals.

- **Quality control during collection**
CauseBecause project lead and supervisors engaged in the interviews.
- **Data verification post-collection**
Project lead verified interviewees' responses through random sampling. They also did a post-interview satisfaction survey.
- **Data analysis**
Experienced research professionals and the IT team at CauseBecause worked together for data analysis. The latest version of IBM® SPSS® platform, an effective statistical software, was used for extraction of accurate insights.

KEY FINDINGS

3. Project Overview

3.1 About the Project

The "Fight Against Covid" project spearheaded by Sonalika Social Development Society (SSDS) emerged as a critical initiative aimed at addressing the acute challenges posed by the COVID-19 pandemic, particularly in Delhi and Punjab. The project's genesis traces back to the onset of the pandemic in early 2020 when COVID-19, caused by the SARS-CoV-2 virus, began spreading globally. With India facing an escalating crisis, including severe shortages of medical oxygen, SSDS swiftly identified the need for a robust intervention. By late March 2020, the Indian government had enforced a nationwide lockdown, underscoring the urgency of the situation. In response, SSDS mobilized resources to support healthcare infrastructure under immense strain. The organization focused its efforts on enhancing oxygen supply systems and providing essential medical equipment in critical areas, notably St. Stephen's Hospital in Delhi and various hospitals across Punjab.

The project's scope included establishing an oxygen plant at St. Stephen's Hospital to support its 50-bed capacity for COVID-19 patients and providing additional critical supplies such as ventilators and pulse oximeters. In Punjab, SSDS addressed urgent requests from local administrations by distributing over 100,000 oxygen cylinders, PPE kits, and face masks. The initiative also encompassed setting up COVID wards, supporting the financial needs of patients, and providing essential food kits to those affected by the pandemic.

By the project's end in FY 2021-22, SSDS had significantly contributed to augmenting oxygen availability, improving healthcare services, and safeguarding public health in the impacted regions. The long-term impact of the project is expected to include better preparedness for future health crises, enhanced medical support infrastructure, and a strengthened community resilience against such pandemics.

3.2 Project goals

The goals of the "Fight Against Covid" project by Sonalika Social Development Society (SSDS) are:

- a) **Enhance Medical Oxygen Availability:** Establish and operationalize an oxygen plant at St. Stephen's Hospital, Delhi, to support a 50-bed capacity, and provide a reliable supply of medical oxygen to address acute shortages.
- b) **Improve Healthcare Infrastructure:** Support the expansion of COVID-19 treatment facilities at St. Stephen's Hospital by increasing its bed capacity, including ICU and non-ICU beds with oxygen supply.
- c) **Distribute Critical Medical Supplies:** Provide essential medical equipment, including oxygen cylinders, ventilators, pulse oximeters, PPE kits, and face masks to hospitals and healthcare facilities in Delhi and Punjab.
- d) **Support Patient Care:** Offer financial aid and medical support to patients suffering from COVID-19, ensuring they receive necessary treatment and care.
- e) **Aid in Food Security:** Distribute food kits to vulnerable populations affected by the pandemic, addressing immediate nutritional needs.
- f) **Strengthen Public Health Response:** Collaborate with local administrations and healthcare providers to ensure effective distribution of medical supplies and support during the crisis.
- g) **Promote Long-term Health and Wellness:** Plan and initiate the establishment of Yoga and Meditation Centers in various cities of Delhi and Punjab to foster preventive health care and community well-being.
- h) **Support Health Education and Awareness:** Enhance public awareness about COVID-19 and preventive measures through community outreach and health education initiatives.

3.3 Project facility and locations

The "Fight Against Covid" project was implemented in key locations across Delhi and Punjab, focusing on:

Delhi: St. Stephen's Hospital: A major site for intervention, where an oxygen plant was established to support a 50-bed capacity and additional critical medical supplies were provided. The hospital, a leading tertiary care institution, played a central role in treating COVID-19 patients in the capital.

Punjab:

Hoshiarpur: A significant location where oxygen cylinders were distributed, and support was provided to local hospitals and the civil administration in managing the COVID-19 crisis.

Various Other Locations: Medical supplies, including oxygen cylinders, PPE kits, face masks, and ventilators, were distributed to several hospitals and health centers throughout Punjab to bolster the state's healthcare response.

These locations were chosen based on the critical needs of the healthcare infrastructure and the intensity of the COVID-19 impact in these regions.

3.4 Facility description

The facility spans 4,200 square feet and has been meticulously renovated to serve as a state-of-the-art yoga and wellness centre. The renovation process included creating specialized spaces for yoga studios, meditation rooms, and healing areas, all designed to foster a serene and conducive environment for wellness activities.

4. Project Implementation

Project Implementation Plan for "Fight Against Covid"

Phase 1: Initial Assessment and Planning

a) Needs Assessment:

- Evaluate the impact of COVID-19 on healthcare facilities in Delhi and Punjab.
- Identify specific needs for medical oxygen, ventilators, PPE kits, face masks, and other critical supplies.

b) Stakeholder Engagement:

- Coordinate with St. Stephen's Hospital, local hospitals in Punjab, and state health authorities.
- Discuss project scope, requirements, and logistics with key stakeholders.

c) Project Planning:

- Develop a detailed project plan outlining objectives, timelines, and resource allocation.
- Define key performance indicators (KPIs) to measure project success.

Phase 2: Resource Mobilization

4. Procurement:

- Source medical supplies including oxygen cylinders, ventilators, PPE kits, face masks, and pulse oximeters.
- Arrange for the import and transportation of these supplies to the targeted locations.

5. Establish Oxygen Plant:

- Plan and set up the oxygen plant at St. Stephen's Hospital, including installation and testing.

Phase 3: Deployment and Distribution

6. Deployment at St. Stephen's Hospital:

- Install and commission the oxygen plant to support a 50-bed capacity.
- Distribute and set up ventilators and other essential medical equipment.

7. Distribution in Punjab:

- Coordinate with local officials to distribute 100,000 oxygen cylinders across various districts.
- Provide PPE kits, face masks, and pulse oximeters to hospitals and healthcare centers.

Phase 4: Support and Monitoring

8. Financial Aid and Patient Support:

- Provide financial assistance to COVID-19 patients and support their treatment needs.
- Distribute food kits to affected individuals and families.

9. Monitoring and Evaluation:

- Regularly assess the effectiveness of the oxygen plant and medical supplies distribution.
- Collect feedback from healthcare facilities and beneficiaries to evaluate impact.

5. Need Assessment Outcomes

The need assessment for the "Fight Against Covid" project highlighted several critical requirements that drove the project's focus and implementation. The key needs identified were:

1. Medical Oxygen Supply:

- **Oxygen Shortage:** The surge in COVID-19 cases created an unprecedented demand for medical oxygen. Hospitals faced severe shortages, impacting their ability to provide adequate care to patients with respiratory distress. The establishment of an oxygen plant at St. Stephen's Hospital in Delhi aimed to address this critical shortage and support the hospital's capacity.

2. Ventilators:

- **Critical Care Equipment:** The increasing number of severe COVID-19 cases required additional ventilators for patients in critical condition. The project sought to provide ventilators to enhance the hospital's capacity to treat patients with severe respiratory complications.

3. Personal Protective Equipment (PPE):

- **Healthcare Worker Protection:** There was an urgent need for PPE kits to protect healthcare workers who were on the front lines of the pandemic. Distribution of PPE kits ensured that medical staff could safely perform their duties while minimizing the risk of infection.

4. Face Masks and Pulse Oximeters:

- **Preventive Measures:** Face masks and pulse oximeters were essential for both patients and healthcare workers. Masks helped reduce the spread of the virus, while pulse oximeters were crucial for monitoring oxygen levels in patients.

5. Financial Aid for Patients:

- **Economic Impact:** Many COVID-19 patients faced financial difficulties due to the high cost of medical treatment. Financial assistance was needed to help patients manage their medical expenses and recovery.

6. Food and Basic Necessities:

- **Support for Vulnerable Populations:** The pandemic exacerbated food insecurity for many individuals and families. Providing food kits addressed immediate nutritional needs and supported those affected by the economic fallout of the pandemic.

7. Healthcare Infrastructure Support:

- **Capacity Building:** The project aimed to enhance healthcare infrastructure by expanding treatment facilities and improving the capacity of hospitals to handle the increased patient load.

These needs were identified based on the escalating crisis, the strain on healthcare systems, and the direct impact of COVID-19 on patients, healthcare workers, and communities.

Table 1: Interventions under the project

INTERVENTION	DETAILS	LOCATION(S)
OXYGEN PLANT INSTALLATION	Installation of a 50-bed capacity oxygen plant at St. Stephen's Hospital	St. Stephen's Hospital, Delhi
VENTILATOR PROVISION	Provision of ventilators for critical COVID-19 patients	St. Stephen's Hospital, Delhi
DISTRIBUTION OF OXYGEN CYLINDERS	Import and distribution of 100,000 oxygen cylinders	Various locations in Punjab, including Hoshiarpur
PROVISION OF PPE KITS	Distribution of PPE kits to healthcare facilities and workers	Hospitals in Delhi and Punjab
DISTRIBUTION OF FACE MASKS	Provision of face masks for patients and healthcare workers	Hospitals in Delhi and Punjab
DISTRIBUTION OF PULSE OXIMETERS	Provision of pulse oximeters to monitor patient oxygen levels	Hospitals in Delhi and Punjab
FINANCIAL AID FOR PATIENTS	Financial assistance to COVID-19 patients for medical treatment	Delhi and Punjab
FOOD KITS DISTRIBUTION	Provision of food kits to vulnerable individuals and families affected by the pandemic	Various locations in Delhi and Punjab
REFRIGERATOR PROVISION	Supply of refrigerators for storing COVID-19 medicines and life-saving drugs	Civil Hospitals in Punjab
YOGA/MEDITATION CENTERS	Establishment of centers for preventive health care	Various cities in Delhi and Punjab

6. Project Outcomes

Major Outcomes and Impact of the "Fight Against Covid" Project

1. Oxygen Plant Installation

- **Outcome:** Enhanced the capacity of St. Stephen's Hospital to provide continuous and reliable oxygen supply for COVID-19 patients.
- **Impact:** Reduced the strain on external oxygen supply sources, improved patient outcomes by ensuring a steady flow of oxygen, and increased the hospital's ability to handle a higher volume of critical cases.

2. Ventilator Provision

- **Outcome:** Increased the availability of life-saving ventilators for patients with severe respiratory distress.
- **Impact:** Improved survival rates for critically ill COVID-19 patients, reduced the burden on existing ventilator resources, and enhanced the overall quality of care provided in the hospital.

3. Distribution of Oxygen Cylinders

- **Outcome:** Delivered 100,000 oxygen cylinders to various locations in Punjab, addressing widespread shortages.
- **Impact:** Alleviated critical shortages of medical oxygen in multiple districts, supported the treatment of COVID-19 patients across the state, and strengthened the overall healthcare response to the pandemic.

4. Provision of PPE Kits

- **Outcome:** Supplied essential protective gear to healthcare workers and facilities.
- **Impact:** Enhanced the safety and well-being of medical personnel, minimized the risk of infection among healthcare workers, and ensured continued care delivery amid the pandemic.

5. Distribution of Face Masks

- **Outcome:** Provided face masks to patients and healthcare workers.
- **Impact:** Contributed to the reduction of virus transmission, protected individuals from infection, and supported public health measures aimed at controlling the spread of COVID-19.

6. Distribution of Pulse Oximeters

- **Outcome:** Supplied pulse oximeters for monitoring patient oxygen levels.
- **Impact:** Facilitated early detection of oxygen desaturation in patients, improved management of respiratory conditions, and supported effective monitoring and treatment strategies.

7. Financial Aid for Patients

- **Outcome:** Offered financial assistance to approximately 30 COVID-19 patients.

- **Impact:** Eased the financial burden of medical expenses on patients and their families, enabled access to necessary treatments, and supported recovery efforts during a challenging time.

8. Food Kits Distribution

- **Outcome:** Distributed food kits to vulnerable individuals and families affected by the pandemic.
- **Impact:** Addressed immediate food insecurity, provided essential nutrition to those in need, and supported community welfare during economic disruptions caused by COVID-19.

9. Refrigerator Provision

- **Outcome:** Supplied refrigerators for the storage of COVID-19 medicines and life-saving drugs.
- **Impact:** Ensured the proper storage and efficacy of critical medicines, supported the safe administration of treatments, and improved the overall logistical capacity of civil hospitals in Punjab.

10. Yoga/Meditation Centers Establishment

- **Outcome:** Initiated the creation of Yoga and Meditation Centers in Delhi and Punjab.
- **Impact:** Promoted preventive health care and mental well-being, offered community support for stress management during the pandemic, and contributed to long-term health and wellness in the regions served.

6.1 Impact of Support to St. Stephen's Hospital

The "Fight Against Covid" project provided targeted support to St. Stephen's Hospital in Delhi to enhance its capacity to manage COVID-19 patients effectively. The interventions aimed at addressing critical needs and bolstering the hospital's infrastructure during the pandemic.

- **Oxygen Plant Installation**
 - **Action:** Installed a 50-bed capacity oxygen plant.
 - **Outcome:** Ensured a reliable and continuous supply of medical oxygen, significantly reducing the hospital's dependency on external sources and supporting a higher volume of patients.
- **Ventilator Provision:**
 - **Action:** Supplied additional ventilators.
 - **Outcome:** Enhanced the hospital's ability to provide life-saving respiratory support to critically ill COVID-19 patients, improving treatment outcomes and patient survival rates.

- **Distribution of Oxygen Cylinders:**
 - **Action:** Provided a substantial number of oxygen cylinders to the hospital.
 - **Outcome:** Supplemented the hospital's oxygen supply, ensuring that patients had access to necessary respiratory support and alleviating the pressure on existing resources.

- **PPE Kits and Face Masks:**
 - **Action:** Supplied PPE kits and face masks.
 - **Outcome:** Protected healthcare workers from infection, enabling them to safely care for patients while minimizing the risk of virus transmission within the hospital.

- **Pulse Oximeters:**
 - **Action:** Distributed pulse oximeters for patient monitoring.
 - **Outcome:** Allowed for precise monitoring of oxygen levels in patients, aiding in the early detection of complications and ensuring timely medical interventions.

- **Financial Aid:**
 - **Action:** Provided financial assistance for medical expenses.
 - **Outcome:** Supported the treatment of COVID-19 patients by covering part of their medical costs, alleviating financial stress on patients and their families.

The interventions collectively strengthened St. Stephen's Hospital's capacity to manage the COVID-19 crisis, improved patient care, and supported the well-being of healthcare workers. The enhancements made during the project period contributed to better health outcomes and operational efficiency in the hospital.

7. Project Statistics

Throughout the "Fight Against Covid" project, Sonalika Social Development Society (SSDS) ensured rigorous data management and project oversight through consistent monitoring and assessment by internal teams. Dedicated internal teams conducted regular evaluations of project activities to maintain data accuracy and reliability. This involved systematic tracking of interventions such as oxygen plant installation, distribution of medical supplies, and financial aid allocation.

The project team utilized detailed progress reports and real-time data collection methods to monitor the effectiveness of each initiative. This meticulous approach ensured that the project's goals were met efficiently and transparently, ultimately contributing to the effective management of resources and impactful support during the COVID-19 crisis.

Table 2: Project statistics

CATEGORY	METRIC	DATA	LOCATION(S)
OXYGEN PLANT CAPACITY	Bed capacity	50 beds	St. Stephen's Hospital, Delhi
VENTILATORS PROVIDED	Number of ventilators	4	St. Stephen's Hospital, Delhi
OXYGEN CYLINDERS DISTRIBUTED	Quantity	10,000 cylinders	Various locations in Punjab, including Hoshiarpur
PPE KITS DISTRIBUTED	Quantity	1700+	Hospitals in Delhi and Punjab
FINANCIAL AID PROVIDED	Number of patients supported	Approximately 30 patients	Delhi and Punjab
FOOD KITS DISTRIBUTED	Quantity	10,000	Various locations in Delhi and Punjab
REFRIGERATORS PROVIDED	Quantity	01	Civil Hospital in Punjab
YOGA/MEDITATION CENTER ESTABLISHED	Number of centres	01	Hoshiarpur, Punjab

Face Masks and Pulse Oximeters were distributed as per the need either directly to the government departments, hospitals and the company's partner NGOs

8. Recommendations

The recommendations for future preparedness were developed through a comprehensive review of the "Fight Against Covid" project and its implementation. By analyzing the successes and challenges encountered during the project, including the rapid deployment of medical resources and the establishment of critical support systems, we identified key areas for enhancement. Feedback from internal teams and stakeholders, along with an evaluation of the project's impact and outcomes, highlighted the importance of having robust contingency plans, strengthening supply chains, and investing in healthcare infrastructure.

Additionally, lessons learned from the project underscored the value of training, preventive health programs, and continuous improvement. These insights collectively informed the recommendations, aimed at building a resilient framework to address any future emergencies effectively.

a) Develop Contingency Plans

- **Action:** Create comprehensive emergency response plans for potential future health crises. These plans should include strategies for rapid deployment of medical supplies, establishment of temporary healthcare facilities, and coordination with local and national health authorities.
- **Rationale:** While pandemics are rare, being prepared with a well-defined contingency plan can ensure a swift and organized response to any future emergencies.

b) Strengthen Supply Chain Networks

- **Action:** Build and maintain robust supply chains for essential medical equipment, such as oxygen cylinders, PPE kits, and ventilators.
- **Rationale:** Ensuring reliable access to critical resources can mitigate shortages during crises and enhance the ability to respond effectively.

c) Invest in Healthcare Infrastructure

- **Action:** Consider investments in healthcare infrastructure, including the development of facilities for emergency medical care and the installation of essential equipment in hospitals.
-

- **Rationale:** Improved infrastructure can provide immediate support during emergencies and strengthen overall healthcare capacity.

d) **Promote Health and Wellness Programs**

- **Action:** Develop and support preventive health and wellness programs, such as yoga and meditation centres, to foster community resilience and well-being.
- **Rationale:** Preventive measures can improve public health and reduce the impact of future health crises.

e) **Review and Learn from Current Projects**

- **Action:** Conduct a thorough review of the "Fight Against Covid" project to identify lessons learned and areas for improvement.
- **Rationale:** Applying insights gained from current experiences will enhance preparedness and response capabilities for future emergencies.

By incorporating these recommendations, the company can build on its experiences and better prepare for any future calamities, ensuring a more resilient and responsive approach to crisis management.

9. Conclusion

The Divine Soul Yoga Centre – Solis Wellness Centre has emerged as a vital initiative addressing the multifaceted health and wellness needs of the community, particularly in the wake of the COVID-19 pandemic. The Centre's thoughtful design and phased implementation—from online meditation courses and yoga sessions to the establishment of a dedicated physical space—reflect its commitment to fostering holistic well-being and resilience among its participants.

The impact of the Centre is evident through its diverse offerings and the significant benefits reported by its users. The integration of guided meditation, yoga therapy, divine healing, and laughter therapy has provided comprehensive support, enhancing physical fitness, mental clarity, and emotional stability. The Centre has successfully created a supportive environment that not only addresses immediate wellness needs but also contributes to long-term community health.

Glimpses of the project







Sample of awareness collateral





SONALIKA GROUP'S ADVANCED VENTILATOR SYSTEMS IN THE FIGHT AGAINST COVID 19.

In response to our Hon'ble PM's call for 'Aatmanirbhar Bharat', Sonalika's made in India ventilators are ready to fight Covid-19.



Designed to meet variable mode requirements of invasive ventilation available on all advanced critical care ventilators.

Designed to be self-reliant for use outside an ICU.

Equipped with best-in-class medical grade sensors to deliver high accuracy.

Standard calibration tests done on artificial lungs, accelerated durability tests performed for 1 million cycles non-stop.

6 sigma project ensuring highest quality & performance standards

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