

Building Bharat

*Through Acceleration of
Information Systems*



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ABOUT PIRAMAL FOUNDATION

Aligned to the Sustainable Development Goals, Piramal Foundation is committed to improving the lives of marginalized communities, by leveraging the power of youth and strengthening Government systems. It works in collaboration with the Central Government and State Government, international and national organizations and academia to accelerate change in India. ✨

By focusing on the most marginalized groups within India, strengthening the ability of states to deploy impactful initiatives, and engaging youth in nation building efforts, the Foundation has touched the lives of **11.3 Crores** Indians in the last 17 years. We have a presence in **27 Indian States** and **2 Union Territories**.

Digital Bharat Collaborative is a part of Piramal Swasthya (a subsidiary of Piramal Foundation), which leverages digital technology to enable equitable access to quality public services for all.

Vision:

Building Bharat through acceleration of Information Systems to transform public systems' responsiveness and governance led by women and youth.

Mission:

Digital Bharat Collaborative aims to realize the full potential of Digital Technology to improve health outcomes across RMNCH+A (Reproductive, Maternal, Newborn, Child, and Adolescent Health), Communicable Diseases, Non-Communicable Diseases and Mental Health. Here is how:

- Empowering Stakeholders: State, District and Block Level Officials, Healthcare Professionals, Frontline Workers and Citizens.
- Improving Health Outcomes: Reproductive, Maternal, Newborn, Child, Adolescent Health and Nutrition, Communicable Diseases and Tropical Diseases, Non-communicable Diseases and Mental Health.



OUR LIGHTHOUSE STATES

We believe that the power of partnerships, fuelled by digital technology, is an accelerator of achieving scale. This power has enabled our presence in 17 states, with **Assam, Bihar, Chhattisgarh, Odisha and Uttar Pradesh** being the centres of some of our flagship programs.



We believe in supporting the government to transform public systems and it is with this belief that we are working to strengthen ‘Our Programs’- **Ayushman Bharat Digital Mission (ABDM)**, **Bihar State Transformation Program**, **Mission Unnayan**, **Local Initiatives of Digital Health**, **Employees’ State Insurance Scheme (ESI)**, **Health Online Parameter Evaluation (HOPE)**, **Health Information Helpline (HIHL)**, **Telemedicine**, **Mobile Medical Units**, **Niramay II**, **USAID Saksham**, **Xushrukha**, and **Xurakhya**.



The Ayushman Bharat Digital Mission (ABDM) Microsites are driving India’s healthcare digital transformation, specifically for small to mid-sized private hospitals, clinics, and diagnostic labs. These microsites serve as hubs for registering and integrating healthcare facilities and professionals into ABDM’s unified digital ecosystem, ensuring private sector participation.

As a Development Partner in three states, we manage 13 microsites: 8 in Uttar Pradesh, 4 in Bihar, and 1 in Assam.



Strengthening Ayushman Bharat Digital Mission - Priyamvada Tiwari, Catalyst Group in conversation with Anvesh T, Digital Bharat Collaborative.

Catalysing Social Impact (CSI) 2024 | Conversations Cafe



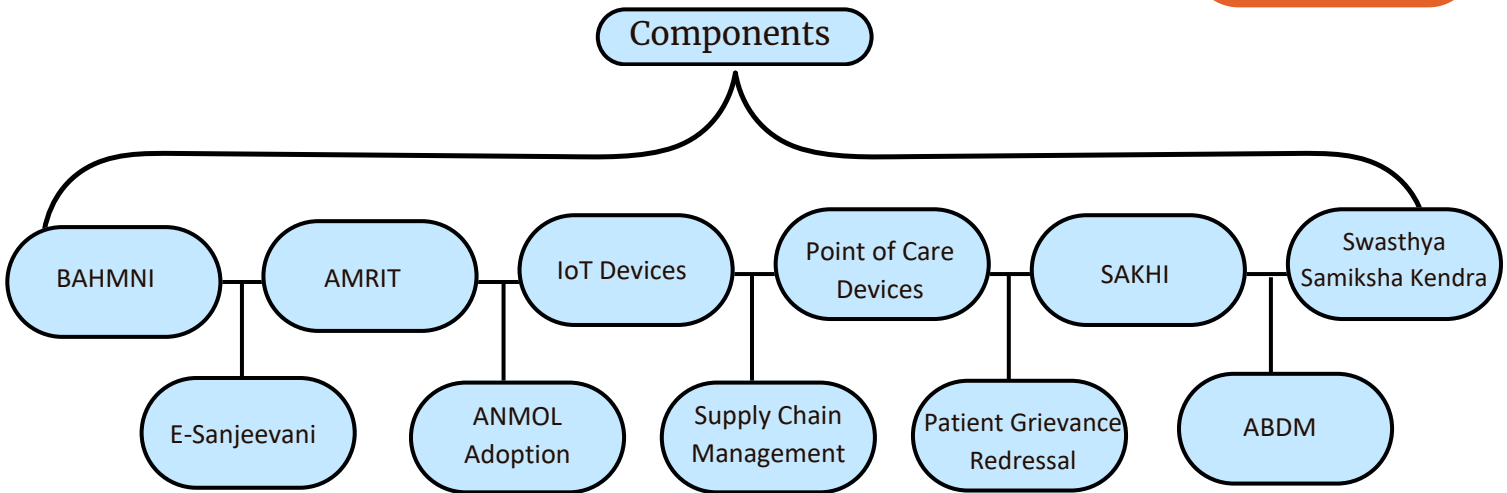
Click on the poster to watch
the engaging discussion



We are supporting the Department of Health, Government of Bihar to enable digital orchestration for health system strengthening across the state, with a special focus on Muzaffarpur district.

Core Services: Digitisation of health records | Tracking and monitoring health devices | Boosting ABDM adoption | Capacity-building of frontline workers | Data validation and monitoring of telemedicine consultation | Strengthening e-governance | Integration of dashboards





Digitally trained Auxiliary Nurse Midwives(ANM) transform healthcare in Bihar

Equipping frontline workers with digital skills is key to improving service delivery and quality. In Bihar, we are empowering 18,365 ANMs across 38 districts with digital tools like the ANMOL mobile application, to enhance child and maternal health services. Our training, adoption strategies, and creation of 1000+ Master Trainers have led to an increase in ANMOL adoption from 9% to 80%.

Manoj Kumar, Block Health Manager, Banka District, notes the positive impact: “The government introduced the ANMOL app, but only 33% of ANMs knew how to use it. Thanks to this intervention, ANMs can now serve more beneficiaries effectively.”

Mundrika Kumari, ANM, Banka district, shares her empowerment journey: “Before, we struggled with cumbersome registers and learning new technology. Now, thanks to the training, I confidently use the app to care for mothers and children.”



Mission Unnayan is a transformative initiative to elevate the standard and quality of pre-service nursing education across the state. It aims to build a robust quality assurance framework for nursing institutes.

Led by the Bihar Nurses Registration Council (BNRC) and supported by the Bill & Melinda Gates Foundation (BMGF), Mission Unnayan envisions setting the stage for high-caliber nursing professionals in Bihar.



Transforming Nursing Institute Registration in Bihar

Mission Unnayan's NI Tag App has helped 275 institutes in Bihar verify their data, creating an accurate map of nursing institutes across the state. By joining the Bihar Nursing Registration Council's (BNRC) NI Tag initiative, institutes can now easily adopt a digital system to improve location accuracy.

The app lets institutes register details like name, contact information, and geographic coordinates, while allowing them to upload a photo for verification and track submission status in real time. Our training sessions guide staff in entering precise data, and BNRC follow-ups ensure timely submissions. The NI Tag app makes institute locations accessible to both students and BNRC officials, enhancing administrative efficiency and visibility.



LOCAL INITIATIVES OF DIGITAL HEALTH

We are supporting the Government of Chhattisgarh in using the Ayushman Bharat Digital Mission (ABDM) ecosystem to establish a Continuum of Care in Mahasamund district.

Our focus is on deploying ABDM-enabled technology at all public and private health facilities to accelerate ABDM adoption. This will help deliver health and health-related services, including medical care and health data, through digital technology.

The LIDH intervention will help Mahasamund district create an integrated, equitable, and efficient healthcare system.



This report provides a comprehensive situational analysis of Mahasamund district's primary healthcare system, with a focus on improving RMNCH outcomes. It outlines key insights and recommendations for enhancing service delivery, strengthening ASHA capabilities and data management systems.

Local Initiative For Digital Health

*Click on the poster to
dive into the full report*



EMPLOYEES' STATE INSURANCE SCHEME (ESI)

The Employees' State Insurance Scheme (ESI) provides social security to employees in the organized sector, covering sickness, maternity, disability, death due to work-related injuries, and medical care for employees and their families.

To improve the lives of marginalized communities, we have partnered with CMS and Upfront to help transform the ESIC system. We've started pilot programs in Haryana, Maharashtra, and Karnataka, focusing on 6 areas that have diverse regions, high industrial activity, strong ESI services, and government support.

Based on the success of these pilots, we are expanding to Assam (Guwahati) and Uttar Pradesh (Kanpur and Lucknow) to further improve ESIC services.



From Manual to Digital: Dhanwantri enhances service delivery

This story highlights the successful adoption of Dhanwantri at an ESIC Dispensary in Seshadripuram, Bengaluru. Dhanwantri is a digital solution that streamlines prescription management and inventory control in healthcare facilities.

Before Dhanwantri, manual processes led to slow services and limited patient record access. After implementing Dhanwantri, our team updated 300+ stock details and helped staff transition to digital prescriptions. This shift improved service delivery, streamlined inventory management, and made patient records easily accessible, benefiting both staff and patients alike.



HEALTH ONLINE PARAMETER EVALUATION (HOPE)

HOPE (Health Online Parameter Evaluation) is a centralized Command and Control Center, established for Data-driven Governance and 24×7 monitoring of Government hospitals, falling under the purview of the Directorate of Medical and Health Services (DGMH) in Uttar Pradesh.

It has been pivotal in strengthening governance, fostering data democracy and driving efficiency in quality health service delivery. Strengthening the health system through digitization in 75 districts of Uttar Pradesh.



HOPE call centre saves a child’s life through timely decision-making

Swati* (name changed), a concerned citizen from Jalaun, Uttar Pradesh, highlights how our Health Online Parameter Evaluation (HOPE) center saves lives by enabling quick decisions during crises.

She spotted a pregnant woman in urgent need of help outside the District Women Hospital (DWH) Jalaun. Unable to get immediate medical attention, she tried reaching the Chief Medical Superintendent (CMS) but got no response. Recognizing the urgency, she contacted HOPE for assistance which quickly responded, verified details via CCTV, and escalated the situation to the authorities.

When the CMS was contacted by HOPE, they acted quickly, sending the necessary staff to DWH. This led to a successful delivery. This story highlights how data democracy, supported by these Command and Control Centers, ensures the right information reaches the right people at the right time.



HEALTH INFORMATION HELPLINE (HIHL)

Our Health Information Helpline (HIHL) provides reliable, timely support for health inquiries and virtual medical information, available 24/7 throughout the year. This service ensures that quality healthcare is accessible to remote and vulnerable communities.

HIHL operates through toll-free numbers in local languages, serving both rural and urban populations. It also facilitates real-time grievance redressal and complaint registration for public healthcare facilities.

The HIHL is actively providing quality medical advice in Assam, Bihar, Himachal Pradesh, and Jharkhand.



Life Saving Information by HIHL leads to timely Intervention

In India, snake bites cause around 50,000 deaths annually, often due to delays in medical care. A caller reached the SARATHI 104 Helpline, reporting a snakebite and urgently needing help. In his panic, he had contacted a local health center but couldn't get information about the availability of anti-venom.

The SARATHI 104 Health Advisory Officer calmly provided first-aid instructions and quickly confirmed with Tolaram Bafna Hospital in Guwahati that the anti-venom was available. The team directed the caller to the hospital and offered an ambulance, though he chose to use his own vehicle. Later, the team followed up and found that the caller had safely received the anti-venom and was recovering well. He expressed deep gratitude for the timely support, which likely saved his life



Telemedicine is an ICT-based service that offers consultations in specialties like general medicine, pediatrics, obstetrics, and gynecology, along with referral services and basic lab tests. It brings healthcare solutions to rural, remote, and underserved communities lacking access to specialist care, providing cost-effective and timely services from expert practitioners.

Our efforts also raise awareness on health hazards, hygiene, communicable diseases, epidemic management, and NCDs, strengthening the public health system. We provide telemedicine services across Andhra Pradesh, Bihar, Chhattisgarh, Jharkhand, Karnataka, Maharashtra, Telangana, and Uttar Pradesh.



Telemedicine brings remote relief to Chhattisgarh

Budhayrien Batti, a 68-year-old woman from Pharasgaon, Chhattisgarh, struggled with knee pain, weakness, and weight loss for two years despite seeking help at costly private clinics. Through our door-to-door community mobilization, she discovered free telemedicine services and booked an appointment via the AMRIT app. A specialist diagnosed her with Patellofemoral pain syndrome, advised lifestyle changes, and prescribed free medication. Since then, her condition has improved. This telemedicine service has brought accessible, specialized care to remote areas, improving healthcare for people like Budhayrien.



MOBILE MEDICAL UNITS

Mobile Medical Units (MMUs) play a vital role in providing healthcare in remote and underserved areas. Through MMUs, we offer services like early disease identification, screening, referrals, follow-ups, and free medicines. Staffed with qualified medical personnel, MMUs support Mobile Health Services (MHS), a flexible platform that customizes healthcare delivery to local needs.

MMUs provide a wide range of interventions, including treatment for hypertension and diabetes, management of non-communicable diseases (NCDs), cancer screening, and comprehensive RMNCH+A services. High-risk cases are referred to nearby public health facilities for further care.

Our MMUs are making a difference in states including Assam, Andhra Pradesh, Bihar, Chhattisgarh, Gujarat, Jharkhand, Karnataka, Maharashtra, Odisha, Rajasthan, Tamil Nadu, Telangana, and West Bengal.



Mobile Medical Units (MMU) bring care to the doorstep

Anjani Amma, a 70-year-old from Kokisare village, Sindhudurg, struggled with hypertension and lived 5 km from the nearest hospital. One day, feeling unwell and unable to reach the health facility, she was rescued by the Sehat OK Please MMU team. They took her to a health camp, checked her vitals, provided free medication, and even dropped her back home, easing her loneliness. Anjani Amma shared, "I'm so grateful for the MMU team. They saw me struggling, showed compassion, and brought a smile to my face. Their dedication is truly admirable."



The aim of this program is to leverage technology to establish continuum of care and enable digital transformation in all public and private health facilities in one aspirational district of Assam-Darrang.

The key focus areas are to accelerate adoption of ABDM building blocks and ensure interoperability across disparate systems. We also enable digitization of health facilities across the districts including frontline workers, and automation of ASHA incentives. Finally, the goal is to enable data-led decision making to enhance health outcomes.



USAID Saksham is a four-year project (2021-2025) in Assam, Chhattisgarh, and Odisha, led by PATH (Innovation), Piramal Swasthya (Community Engagement), Jhpiego (Clinical Training), and Deloitte (Digital Transformation). The project aims to improve Maternal, Newborn, and Child Health (MNCH) outcomes through capacity building, private-provider engagement, industry leverage, and community participation.

We focus on empowering frontline workers with digital skills, domain knowledge, and leadership to address MNCH challenges. The MAAdol Campaign in Assam resulted in a 45% increase in pregnant women registration under the Wage Compensation Scheme. In Odisha, practical training for frontline workers reduced home deliveries by 70% compared to 2021-22.



Frontline workers save Tijeshwari’s life and bring her child into the world

Tijeshwari Jurri from Kanker, Chhattisgarh, faced High-Risk Pregnancy (HRP) complications during her second trimester. In an area with high maternal and infant mortality, the local hospital couldn’t support her. Through the USAID Saksham program, Frontline Workers (FLWs) provided regular home visits, monitoring, and critical interventions.

Tijeshwari recalls, "The FLWs ensured I received timely referrals and challenged a risky hospital transfer, saving my life and allowing me to deliver safely in Kanker." Our program, empowering FLWs with training and digital tools, has improved maternal health outcomes, particularly for vulnerable communities.



Xushrukha is a pilot project focused on early identification and management of high-risk pregnancies (HRP) to reduce Maternal Mortality Rate (MMR). Launched with the National Health Mission, Assam, in collaboration with Kamrup rural district authorities, the program targets MMR reduction in three blocks of the district.

The program helps state and district health authorities identify and counsel at-risk women in the eligible couple category during pre and antenatal phases. Through the Utpreona App, ASHA workers can register, monitor, and follow up on HRP cases, ensuring timely referrals for specialized care.

By following a Continuum of Care approach, the program has led to increased institutional deliveries, better Antenatal Care (ANC) registrations, and greater adoption of family planning methods within the community.



Visually impaired mother Sonmoni gives birth with our support

Sonmoni, a visually impaired woman from Hatigarh village, Assam, shares her journey of overcoming challenges in maternal health with the support of our Xushrukha project. Sonmoni lost her sight at the age of two and was living with her husband, who was also partially visually impaired. They were expecting their second child when she became a part of our Xushrukha project. Despite her visual impairment and inadequate health infrastructure in her village, we supported her through her pregnancy and ensured that she delivers a healthy child. Partha, our field supervisor, and Jayati, an ASHA worker, provided special care, including medical resources and transportation for check-ups, while ensuring health protocols were followed.

Sonmoni expresses her gratitude: “Partha and Jayanti went beyond their call of duty and gave us immense emotional strength. Their consistent, comprehensive approach ensured that my pregnancy progressed smoothly, and I gave birth to a healthy baby boy.”



XURAKHYA (which means security), is a joint initiative in partnership with the Labour Welfare Department, Government of Assam. It is aimed at improving awareness, access, and delivery of Employees' State Insurance (ESI) schemes for IPs (Insured Persons) and their families, across Assam. It focuses on building trust, accessibility, and improved service delivery, especially for last-mile and underserved workers.



In all that we do, we are guided by partnerships and collaborations with like-minded, values-based entities and local influencers. These influence and accelerate systemic transformation through a pool of diverse resources, expertise and innovations that enable enhanced capacities to address a single issue at scale and with speed.

CSR (Corporate Social Responsibility)



Public Private Partnership (PPP) projects



Funding Partners

sanofi



BILL & MELINDA
GATES *foundation*



Technical Partners



Consulting Partners



AUCTUS
ADVISORS





Ishmeet Singh

I have always been very passionate about enhancing access to quality public services for all. In a country as vast and diverse as ours, technology can play a critical role in bridging the information gap and spark transformation at scale and with speed.

At Digital Bharat Collaborative, every member is committed to building Bharat through optimization of information systems and drive data-led decision making to strengthen the delivery of government programs. How do we do this? By collaborating with diverse partners and leveraging digital technology. Currently we are supporting the state governments to transform public health ecosystems.

Our lighthouse states are Assam, Bihar, Chhattisgarh, Odisha and Uttar Pradesh. We are also working in 16 states in the hard-to-reach areas where the need is the greatest, through Telemedicine and Mobile Medical Units. Today we have touched the lives of over 40 million people. To me, this is just the beginning of the journey because our goal is to impact over 500 million people.

People will always continue to remain at the core of our digital solutions because our aspiration is that every citizen in Bharat enjoys equitable access to quality public services and equal opportunities to live to their fullest potential.

