



ANIMAL CARE FOR HEALTHY ECOSYSTEM

AN IMPACT ASSESSEMENT OF DIVI'S INTERVENTION



Deeksha – Centre for Learning and Action
Hyderabad



Divi's Laboratories Ltd.

**IMPACT ASSESSMENT REPORT OF THE PROJECT ON
SUPPORT FOR CONSTRUCTION OF VETERINARY HOSPITAL
DELHI**

A CSR INITIATIVE OF DIVI'S

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Report Prepared by
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ANIMAL CARE FOR HEALTHY ECOSYSTEM

INTRODUCTION

Humans have shared their social world with many nonhuman species since ancient times. These relationships, which vary in form and strength, have played an important role in human survival and evolution. Over time, the way humans perceive and interact with animals has changed significantly. Research from fields such as psychology, sociology and animal welfare shows that the human-animal relationship is complex, multifaceted, ambivalent and sometimes paradoxical, producing different outcomes for both humans and animals.

This relationship can have both positive and negative effects. Many studies highlight mutual benefits, where humans and animals gain physical and psychological advantages through close interaction and companionship. However, the consequences for animals are not always beneficial. Negative effects on animals' well-being can sometimes be subtle and hidden, but in certain situations they are clearly visible, such as in case of animal violence, abuse or neglect.

CONTEXT

Animal care is crucial for maintaining a healthy ecosystem and ensuring the well-being of both animals and humans. Animals play a vital role in the ecosystem, including pollination, seed dispersal, and nutrient cycling, all of which are essential for environmental balance and human health. The dynamics between humans and animals are complex and multifaceted, reflecting ecological, social and emotional dimensions.

Positive human-animal relationships can lead to emotional benefits for both humans and animals, such as reduced stress and improved mood. Furthermore, the close connection between animal welfare and sustainable development highlights the importance of prioritising animal care in order to support long-term environmental sustainability and overall ecological health.

PEOPLE FOR ANIMALS (PFA)

Recognising this critical aspect of life on the planet, People For Animals (PFA) has been formed in the year 1994 by Maneka Gandhi, a prominent advocate for animal protection.

PFA is India's largest non-governmental animal welfare organisation with a network of 26 hospitals, 165 standalone units and over 2.5 lakh members nationwide. It is regarded as one of the strongest animal groups in the world. PFA collaborates with other NGOs to alleviate animal suffering, offering them a chance for a better life, and has received several national and international recognitions for its efforts.

PFA also supports and runs Sanjay Gandhi Animal Care Centre (SGACC) in Delhi, India's largest and oldest all-animal hospital-cum-shelter housing over 4,000 animals on any given day. The organisation has envisaged enhancing its infrastructure to accommodate more animals and improve management by creating new facilities to handle the tremendous influx of injured animals from Delhi-NCR. In this regard, when PFA approached for support, Divi's Laboratories agreed to collaborate with PFA for the noble cause of animal welfare.

DIVI'S CORPORATE SOCIAL RESPONSIBILITY

Divi's Laboratories, a leading manufacturer of APIs, believes in the business-society ecosystem that forms the foundation for its CSR initiatives. The company engages in social welfare and philanthropic activities aimed at improving the quality of life and promoting sustainable social, economic and environmental development for communities in need. Giving back to society and supporting sustainable development are key focus areas of its CSR programmes.

To achieve this, the company undertakes development initiatives and partner with organisations to support various social development activities. Its major CSR areas include promoting education, women's empowerment, rural development, preventive health care, safe drinking water, animal welfare, improving the overall standard of living of communities.

IMPACT ASSESSMENT STUDY

In compliance with the Government of India's CSR regulations, Divi's Laboratories proposed conducting an impact assessment of its CSR contribution to People For Animals for the construction of a hospital at the Sanjay Gandhi Animal Care Centre (SGACC). Deeksha – Centre for Learning and Action was identified and engaged to carry out the assessment of this project.

Deeksha is a non-profit organization working in areas of child rights, adolescent issues, health, agriculture, environment, and gender. The organisation has been entrusted with the responsibility of studying the impact of the hospital project.

SCOPE OF THE STUDY

The study will assess the impact of the CSR support provided by Divi's Laboratories for the construction of the hospital at SGACC, supported by PFA. It will examine how the project has improved animal healthcare facilities and the capacity to treat and shelter injured and abandoned animals.

The study will review the utilisation of the facility, improvement in treatment and care services, and the overall effectiveness and sustainability of the initiative. It will also capture stakeholder perspectives and provide recommendations for strengthening similar CSR supported animal welfare initiatives.

OBJECTIVE OF THE STUDY

The specific objective of the study is to understand the impact of the CSR support provided by Divi's for the hospital constructed at SGACC, Delhi.

METHODOLOGY

The impact assessment was conducted using multi-method approach – desk review, observational visits, and stakeholders' interactions.

LIMITATIONS OF THE STUDY

The interactions at the hospital were limited to the administrative officer and a trained caretaker, as interactions with doctors and other authorities could not be conducted during the study team's visit. Additionally, some of the findings are based on stakeholder perceptions, which may involve a degree of subjectivity.

FINANCIAL OUTLAY

An amount of ₹ 5,00,00,000.00 was contributed by Divi's Laboratories towards the construction of the animal care hospital at SGACC, Delhi.

OBSERVATIONS

🐾 Overall Capacity and Animal Population

- ⌘ During the visit to the Sanjay Gandhi Animal Care Centre (SGACC), the facility was housing approximately 6,000 animals and birds, indicating the scale at which the centre operates.
- ⌘ Among these, more than 4,000 were dogs, making them the largest group under care at the facility.
- ⌘ The centre accommodates a diverse range of species, including dogs, cats, pigs, wild boars, buffaloes, cows, horses, monkeys, sheep, and camel, as well as multiple bird species such as pigeons, crows, parrots, hens, cocks, eagles, and peacocks.

🐾 Infrastructure and Segregation of Animals

- ⌘ The centre maintains species-specific enclosures and sheds to ensure proper management and welfare of animals.
- ⌘ A dedicated section for cats is maintained separately to avoid stress and conflict with other animals.
- ⌘ Dogs are systematically segregated based on their health conditions, including categories such as vaccinated dogs, injured dogs, virus-affected animals, and those under quarantine due to serious health conditions.
- ⌘ Healthy dogs are housed in a three-storeyed building, which also contains isolation rooms for animals suffering from fever or other contagious conditions.
- ⌘ Cows and buffaloes with calves are housed in a dedicated shed, while animals requiring medical care are kept in specialised treatment areas.
- ⌘ Monkeys and other wildlife are maintained in exclusive enclosures designated to ensure safety and proper care.
- ⌘ An isolation ward for dogs is under construction to accommodate newly rescued dogs that require isolation and observation before being moved to the main shelter.

Veterinary and Medical Care Facilities

- ⌘ The centre operates a comprehensive veterinary hospital facility, which includes both out-patient department (OPD) and in-patient department (IPD) services.
- ⌘ The OPD facility caters to pets and animals brought by the public for treatment and consultation. It operates as a 24-hour service, treating approximately 150 to 200 cases each day. In addition to providing medical treatment, doctors also counsel pet owners on diet, hygiene, and exercise. A separate vaccination centre has been established to minimise the risk of infection.
- ⌘ The IPD consists of multiple wards designated for surgery, critical care, fracture management, and long-term treatment cases. The department houses over 3,000 animals at any given time, including dogs, cats, cattle, monkeys, rabbits, birds, goats, sheep, camels, donkeys, and horses.
- ⌘ Animals are categorised into large and small animal sections, each with separate ICU and maternity units, and are further segregated by species and the nature of their illnesses. The 24-hour facility provides daily treatment, including for animals brought in through the ambulance service.
- ⌘ Separate ICU facilities for both large and small animals provide treatment and shelter for seriously injured and critically ill animals. The small animal ICU is equipped with two treatment rooms and 20 kennels. Emergency cases brought in through the ambulance service are admitted for immediate care and monitoring.
- ⌘ The Operation Theatre (OT) serves as the hub of the Animal Birth Control (ABC) programme, where street dogs brought in by the Municipality are sterilised. Dogs are first assessed for surgical fitness, and those found unwell are segregated for treatment. Around 10–15 dogs are sterilised every day.
- ⌘ After surgery, the dogs are kept under observation for at least five days or until the wound heals, vaccinated, and then released back into the same area from where they were brought. In addition to sterilisation procedures, the OT also conducts major and minor surgeries and is equipped with an anaesthesia machine.
- ⌘ Veterinary doctors and trained animal care professionals provide medical treatment, monitoring, and rehabilitation services for domestic, rescued and injured animals and birds ensuring appropriate medication and care as required.

- ⌘ The centre also encourages people to care for street animals by providing treatment at a nominal cost for animals brought in from the streets, as well as for those belonging to people who cannot afford veterinary care. Facilities such as X-ray examinations and surgeries, when required, are also provided with around 20–25 such charity cases treated each day.

Maintenance of Wards and Animal Sheds

- ⌘ The OPD and IPD sections of the hospital were well maintained, with sanitation staff regularly cleaning the areas using disinfectants to ensure hygienic conditions.
- ⌘ Dedicated cleaning staff were deployed across different sections of the facility to maintain the enclosures and sheds, contributing to hygienic conditions and the overall upkeep of the premises.
- ⌘ One of the attendants who had brought his bulldog for treatment and was waiting for his turn expressed complete satisfaction and appreciated the cleanliness and hygienic conditions maintained at the hospital.

Animal Nutrition and Care Practices

- ⌘ Animals and birds are provided with special appropriate food based on their dietary needs, including grass, straw, rice bran, vegetables, grains and formulated animal feed.
- ⌘ Nutritional care is complemented by regular monitoring and medication for animals recovering from illness or injuries.
- ⌘ Animals and birds are fed twice a day according to their dietary requirements by designated caretakers. The caretakers follow a systematic approach in ensuring timely and appropriate feeding for all animals and birds.
- ⌘ The centre also maintains a designated space for cultivating green fodder, which is used to support feeding requirements of animals housed at the facility.

Bird Care and Sanctuary

- ⌘ The facility includes a dedicated bird sanctuary, consisting of a large open enclosure covered with a netted roof that allows birds to move freely while ensuring safety.

- ⌘ The birds are categorised into birds of prey, water birds, small birds and other species with separate rooms for species such as parrots, pigeons, and crows.
- ⌘ Birds injured in accidents or suffering from illness are rescued and brought to the centre for treatment and rehabilitation.
- ⌘ The sanctuary also attracts members of the public and animal lovers, who often visit the sanctuary to feed grains to the birds, reflecting community engagement in animal care.

Rescue, Rehabilitation and Animal Welfare Interventions

- ⌘ The centre frequently receives injured, abandoned, neglected, and stray animals, which are brought by volunteers, animal lovers, and members of the public.
- ⌘ Volunteers from different regions actively assist in guiding people to bring rescued animals to the centre for treatment and shelter.
- ⌘ Animals rescued by government authorities from cases of illegal transportation or cruelty are also admitted to the facility for care, shelter and rehabilitation.
- ⌘ Camels rescued from illegal transportation were brought to the centre for treatment and shelter.
- ⌘ Authorities rescued approximately 70 sheep from illegal transportation, many of which were severely malnourished and suffering from illness. Despite specialised care, around 15 sheep died due to their poor health condition, while the remaining animals gradually recovered, though some continued to require special medical attention.
- ⌘ The caretaker shared an incident where 25 rescued dogs consumed food prepared for 45 dogs, indicating that the animals had likely been starved for several days prior to rescue.

Adoption and Rehabilitation Initiatives

- ⌘ The centre maintains a dedicated section for dog adoption, where abandoned, missing, or neglected pet dogs are rehabilitated and prepared for adoption.
- ⌘ These dogs often seek human companionship and are generally more adaptable to adoption due to their previous familiarity with people.

- ⌘ The staff member accompanying the assessment team noted that some pet owners, particularly in apartment complexes, abandon their pets in old age due to perceived difficulties in handling their disposal if they die in the flats, though such actions are not justified.

🐾 **Special Wildlife and Rescue Cases**

- ⌘ The centre also accommodates wildlife rescue cases, often in coordination with the Forest Department.
- ⌘ A monkey that had been raised by humans escaped from its home while it was pregnant and was later attacked by dogs. It was rescued by volunteers and brought to the facility, where it subsequently delivered a healthy baby under the care of the centre.
- ⌘ In another case, a small turtle was handed over by Forest Department personnel after a delay, during which the animal had reportedly been deprived of food, according to the trained caretaker.

🐾 **Voluntary Services and Community Participation**

- ⌘ The functioning of the centre is significantly supported by voluntary contributions from animal lovers, volunteers, and well-wishers.
- ⌘ Volunteers often rescue injured animals from streets and shift them to the centre, while others assist in feeding, caregiving, and awareness activities.
- ⌘ During the visit, the assessment team observed volunteers bringing two injured dogs to the centre, and in another instance a goat was transported in an auto-rickshaw for treatment, reflecting strong community concern for injured animals.
- ⌘ One volunteer shared that helping save the life of a dog that cannot express its pain gives her deep sense of satisfaction. The auto-rickshaw driver who brought the goat mentioned that although he initially hesitated to take the ride, he felt satisfied after seeing the hospital and the care provided to animals, noting that contributing in such a way felt like serving God.
- ⌘ Veterinary professionals and animal welfare advocates occasionally extend voluntary medical services, professional guidance, and emergency support, strengthening the centre's capacity to respond to animal welfare needs.

- Members of the public also contribute by donating feed, assisting in rescue efforts, and participating in adoption and rehabilitation initiatives, reflecting strong community involvement in animal welfare.

Additional Facilities

- The centre provides one of the few dedicated burial grounds for animals in Delhi, recognising the emotional bond between owners and their companion animals. Animals are laid to rest in freshly prepared graves in the presence of their owners, for which a nominal fee is charged. The centre also plans to offer saplings to owners for planting in memory of their companion animals.
- The centre has a mortuary and an LPG-based cremation facility, which can also be used by the public for the cremation of their pets.
- These facilities ensure the dignified handling and disposal of deceased animals, supporting humane and ethical practices in animal care.
- During the visit, the team witnessed a cremation at the facility, where a family had brought their deceased dog. It was an emotional moment for the team to observe the deep bond the family shared with their pet and the grief they experienced while bidding farewell.
- The daughter in the family expressed gratitude to the centre for enabling them to perform the last rites in a dignified manner, as the pet was considered an integral member of their family.

Animal Feed and Pet Care Support Facilities

- The Sanjay Gandhi Animal Care Centre maintains an animal feed sales counter within the premises where visitors and animal owners can purchase different varieties of feed for cattle, pets, and birds.
- The feed available includes chopped green grass, dry fodder, and other formulated diets commonly used for cattle and domesticated animals.
- The centre has also developed a designated space for cultivating green fodder, which is used to support the feeding requirements of animals housed at the facility. Surplus fodder is also made available for sale to animal owners.

- ⌘ A small section of the hospital premises has been leased to a private agency to operate a shop that supplies essential materials for pets and domesticated animals.
- ⌘ The shop provides animal feed, pet care products, medicines, and other supplies required for home-reared animals and birds, offering convenience to pet owners who visit the hospital for treatment and consultation.
- ⌘ These facilities strengthen the overall support ecosystem for animal care, benefitting both the animals at the centre and members of the community who care for pets and other domesticated animals.

KEY INSIGHTS

- ✓ The Sanjay Gandhi Animal Care Centre (SGACC), supported by People For Animals, operates at a large scale, accommodating nearly 6,000 animals and birds, indicating the significant demand for animal rescue, treatment, and rehabilitation services in the region.
- ✓ Dogs constitute the majority of animals under care, highlighting the growing challenge of stray, abandoned, and injured dogs in urban areas and the critical role played by the centre in addressing this issue.
- ✓ The facility has developed structured infrastructure and systematic segregation practices based on species and health conditions, which helps ensure better disease control, effective treatment, and overall animal welfare.
- ✓ The presence of a full-fledged veterinary hospital with OPD and IPD services strengthens the centre's capacity to provide timely treatment and long-term care for both rescued animals and animals brought by the public.
- ✓ The centre plays an important role in rescuing and rehabilitating animals from cruelty and illegal transportation cases, such as sheep and camels, thereby contributing to the enforcement of animal welfare regulations and protection laws.
- ✓ Community participation is a key strength of the centre, with volunteers, animal lovers, and members of the public actively supporting rescue operations, feeding animals, and bringing injured animals for treatment.

- ✓ Voluntary services from veterinary professionals and animal welfare supporters further strengthen the centre's operational capacity and contribute to improved care for animals.
- ✓ The dog adoption programme provides opportunities for abandoned or neglected pet dogs to find new homes, contributing to responsible pet ownership and reducing the burden on shelter facilities.
- ✓ The bird sanctuary and specialised enclosures for different species demonstrates the centre's efforts to provide species-appropriate care and rehabilitation for a wide range of animals and birds.
- ✓ The centre maintains strong hygiene standards and systematic feeding and care practices, supported by dedicated sanitation and caregiving staff, which contributes to improved animal health and facility management.
- ✓ The presence of additional facilities such as the LPG-based cremation centre and mortuary reflects the centre's commitment to humane and dignified animal care practices even after death.

CONCLUSION

The assessment findings indicate that Divi's Laboratories' CSR support for the construction of the hospital at the Sanjay Gandhi Animal Care Centre (SGACC), has significantly strengthened the infrastructure and service capacity of the facility. The enhanced hospital infrastructure has improved the centre's ability to provide timely medical care, treatment and rehabilitation for injured, sick, and abandoned animals.

The facility plays a vital role in responding to animal welfare need in Delhi-NCR by supporting rescue operations, providing veterinary care, facilitating adoption initiatives, and enabling humane management of animals in distress. Community participation, voluntary support, and dedicated animal care practices further strengthen the centre's functioning.

Overall, the intervention demonstrates Divi's Laboratories' strong commitment to animal welfare and responsible corporate citizenship. The company's support is highly commendable and has played a meaningful role in advancing the cause of animals' care and protection.

PHOTO GALLERY



Pic 1 – Entrance of the Sanjay Gandhi Animal Care Centre Hospital at Delhi



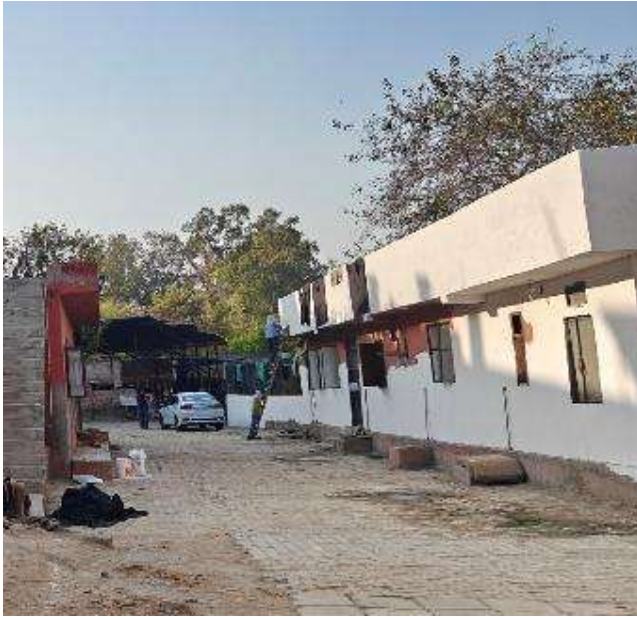
Pic 2 – Animal feed and fodder sale stores



Pic 3 – Main hospital building at the Sanjay Gandhi Animal Care Centre



Pic 4 – Dog shelter facility housing approximately 1,000 dogs



Pic 5 – Newly constructed
quarantine facility for dogs with
infectious diseases



Pic 6 – Observation ward for newly admitted dogs with health concerns



Pic 7 – In-Patient ward under construction for small animals



Pic 8 – Maternity ward for cows and calf care centre



Pic 9 – Shelter and healthcare facility for cats



Pic 10 – Enclosures for
pigs and wild bores



Pic 11 – Pathway leading to animal cremation area; a family arriving to cremate their diseased pet dog

Pic 12 – Adoption area designated for the dogs



**THE GREATNESS OF A NATION AND ITS MORAL PROGRESS
CAN BE JUDGED BY THE WAY ITS ANIMALS ARE TREATED**

- MAHATMA GANDHI
