Reliance works towards building a stronger and inclusive India by going beyond its business initiatives to enable lives, living and livelihoods. Reliance is helping to create change at the ground level across the nation, supporting especially the most vulnerable and marginalised communities. The interventions are aligned with the United Nation’s Sustainable Development Goals (SDGs) as delineated in the UN 2030 Agenda for Sustainable Development and India’s National Developmental Goals. During FY 2019-20, Reliance spent ₹ 1,022 crore in supporting programmes under its corporate social responsibility initiatives.

The programme initiatives are spearheaded by Reliance Foundation, the philanthropic arm of Reliance Industries Limited (RIL), led by Founder and Chairperson Smt. Nita M. Ambani to play a catalytic role in addressing the nation’s development challenges, through innovative and sustainable solutions. The Foundation is creating long-term positive impact through a comprehensive multi thematic programme that reaches out to all segments of the population. The communities Reliance Foundation work with through its programmes need access and opportunity. Reliance Foundation aspires to create such a development platform.

Reliance applies a three pronged strategy to enhance the impact, scale and speed of its CSR interventions:

i) Direct Engagement
Reliance works with communities to co-create models of social and economic development, foster a spirit of ownership of the process and empower them to lead the change for better.

ii) Partnerships and Collaborations
Partnerships are forged to build an enabling ecosystem of social development across government, academia, private institutions and agencies. These strategic partnerships on knowledge, technology and infrastructure help Reliance augment impact on the ground and expand its reach.

iii) Leveraging Technology
Reliance leverages the power of technology to broaden the scale and strengthen impact at an augmented pace. Using technology, knowledge resources are made easily available to communities enabling informed decision-making which impacts lives and livelihoods.

The last few months have been exceptional for mankind. The global pandemic has affected rich and poor nations alike. Our hearts reach out to lakhs of people who have been affected by the COVID-19 virus. Millions of livelihoods have been affected over the last three months or so. The small and marginalised farmers, the landless and those who are self-employed have been particularly affected.

We at Reliance stand in solidarity with our national and state governments in addressing this challenge. We are fortunate to be able to support the country in times like this through our businesses and CSR initiatives particularly in the areas of healthcare and rural development.

At times like these, our extensive development work over the years, continues to be the backbone of all our efforts. This year Reliance Foundation completes 10 years of its work in service of the nation. Reliance’s interventions now have reached out and impacted the lives of more than 3.6 crore people in more than 37,000 villages and several urban locations across India.

And yet to us this is only the beginning of a much larger journey towards a better India. The pandemic has offered us a moment to reflect on our scale and strategy. It is also an opportunity to renew our commitment towards building an aspirational India.

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Key highlights of CSR initiatives

Through its ever evolving and inclusive development approach, Reliance supports meaningful activities to address some of India’s most pressing development challenges.

The efforts of Reliance have touched the lives of more than 3.6 crore people across India in more than 37,000 villages and several urban locations.

### Education

**KEY HIGHLIGHTS OF CSR INITIATIVES**

- 2.15 crore youth and children reached through different sports initiative
- Engaged 1.1 crore (FY 2019-20: 60 lakh) students through RF Jr. NBA programme
- Reached out to 90 lakh (FY 2019-20: 70 lakh) children and youth through football and athletics initiatives
- 79 (FY 2019-20: 22) scholarships provided under Reliance Foundation Young Champs programme for developing football abilities
- 389 (FY 2019-20: 163) RFYS athletes provided with scholarships

**Promoting sports amongst youth to enable and augment their skills and development**

- 2.15 crore youth and children reached through different sports initiative
- Engaged 11.5 crore (FY 2019-20: 60 lakh) students through RF Jr. NBA programme
- Reached out to 90 lakh (FY 2019-20: 70 lakh) children and youth through football and athletics initiatives
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### Sports for Development

**Access to quality education, training and skill enhancement**

- Quality education provided to 2 lakh (FY 2019-20: 35,000) underprivileged children, 15 partner NGOs supported
- 12.7% (FY 2019-20: 491) scholarships given to students to pursue higher studies
- Nearly 77,000 (FY 2019-20: 15,645) students received quality education through 14 Reliance Foundation Schools

**Empowering rural communities and livelihoods**

- Empowered people through its digital knowledge interventions in over 37,000 villages
- Livelihoods of 1.09 crore (FY 2019-20: 37 lakh) farmers, fisher folk and livestock owners enhanced
- More than 65,500 ha of land brought under improved cultivation
- Around 45,800 ha (FY 2019-20: 7,250 ha) land brought under irrigation through water harvesting and conservation efforts
- Nearly 9.9+ crore m³ (FY 2019-20: 13 crore m³) of rainwater harvesting capacity created
- 2.2+ crore (FY 2019-20: 8.7 lakh) saplings planted
- Improved nutrition outcomes of 3+ lakh children through anganwadis

**Affordable solutions for healthcare through improved availability and accessibility**

- 67 lakh (FY 2019-20: 7.2 lakh) health consultations provided
- 1.3 lakh (FY 2019-20: 49,000) women screened for anaemia; nearly 75,000 (FY 2019-20: 31,900) were diagnosed and treated
- More than 81,500 (FY 2019-20: 22,500) children screened for malnutrition, 4,200+ (FY 2019-20: 663) malnourished children were treated
- 18,500+ Cornea transplants conducted under RF Drishti Programme
- 500,000 Women & Newborns benefitted from project Asman

**Managing and responding to disaster**

- Technology enabled support to government and non-government organisations
- Capacity building of more than 700 individuals for better response to emergency situations
- Supported relief activities in 14 states in the aftermath of natural disasters benefiting over 10 lakh people (FY 2019-20: 80,000)

*excluding COVID-19 initiatives*
Empowered Gram Panchayat Transforms Village in Gujarat

Until a few years ago, Nayatwada village, in Patan district, Gujarat represented a typical backward village. Reliance first started its intervention engaging with the community members through leadership development programme of which women were an integral part. The size of the village was a main concern and affected participation and optimisation of resources. Therefore, the village leadership first petitioned for the creation a separate GP and was successful in achieving this. Buoyed by the success of its first steps, the leaders conducted an extensive door to door survey and prepared a Gram Panchayat Development Plan.

The plan identified several areas where work had to be started immediately. Water, soil salinity and low agriculture productivity were major problems faced by the people. Through water conservation efforts, 83,000 m² of water harvesting structures were created. This resulted in more than 250 ha of land being brought under cultivation. It also helped address the issue of drinking water security. As part of the financial inclusion programme, Bank Mitra service for doorstep banking was initiated, resulting in 1,750 people having their own bank accounts. The Gram Sabha took steps to improve the quality of education. The village leadership was able to raise over ₹ 40 lakh for village development. The community also came together for several other initiatives such as Gram Suwalkhsa Abhiyan. Initiatives on plastic waste collection, segregation and packaging; provisioning of dustbins to reduce littering were taken up.

The villagers were linked with plastic recyclers from nearby towns, to whom they sold the plastic waste, thereby earning an additional income.

The village has been transformed. Today, with the community's commitment, the village is working towards a participatory approach to planning, the GPs are supported to formulate effective and actionable Gram Panchayat Development Plans. These plans contribute to the Sabiki Yojana Sabika Vikas programme of the Government of India. Women are at the forefront in bringing about this change. Currently, Reliance is working with over 2,000 GPs across 12 states.

The Rural Transformation initiative is a long-term programme that addresses all the critical development indicators rural livelihoods, water, food and nutrition, women’s empowerment and access to knowledge resources. In doing so, Reliance seeks to de-risk livelihoods, make vulnerable communities more resilient and empower leadership to work with local authorities.

Reliance’s work in the last ten years helped promote over 550 models of Rural Transformation. The change is led by the Village Associations (VAs) that have emerged as a key institution of community mobilisation and played a significant role in catalysing the development process. Over the years, the village institutions have graduated to become a development partner of the Gram Panchayat to help channelise benefits of various government programmes to the poor and needy. The empowered communities went on to promote Farmer Producer Organisations (FPOs) which are mentored by Reliance. These farmer owned entities helped thousands of farmers to access quality farm inputs and realise a fair market value for their produce.

These models of rural transformation are now being replicated in over 3,200 villages across the country with the active engagement of local authorities. The information services platform offers real time information on farm and non-farm livelihoods, weather risk advisories and information on accessing entitlements. By addressing information asymmetry, households are able to augment their income through informed decisions.

Through use of digital technology, Reliance has empowered people through its digital knowledge interventions in over 37,000 villages till date. These initiatives have contributed to various national priority missions such as Gram Udyad Se Bharat Udyad Abhiyan, Unnat Bharat Abhiyan, Swachh Bharat Abhiyan, Skill India Mission, Digital India and Doubling Farmers’ Income.

STRENGTHENING INSTITUTIONS

Strengthening Gram Panchayats: Improving Governance and Leadership Skills

Reliance is building grassroots leadership to enhance governance at the Gram Panchayat (GP) level. Through focus on a participatory approach to planning, the GPs are supported to formulate effective and actionable Gram Panchayat Development Plans. These plans contribute to the Sabiki Yojana Sabika Vikas programme of the Government of India. Women are at the forefront in bringing about this change. Currently, Reliance is working with over 2,000 GPs across 12 states.

8,500 Leaders developed at village level

3,500 Community Based Organisations trained for effective Gram Panchayat Development Plan

All data figures are since inception

MARKET LINKAGES

Strengthening Farmer Producer Organisations: Enabling Farmers

The 26 Farmer Producer Organisations (FPO) mentored by Reliance are the culmination of years of development work in areas characterised by water scarcity and the attending issue of low productivity. Successful agricultural operations necessitated market linkages to result in higher farm incomes.

Empowering Women through Self-Help Groups

Reliance works with Self Help Groups (SHG), to address issues of gender inequality in rural areas. Through these SHGs, Reliance focuses on building leadership and entrepreneurial skills of women along with providing them with increased access to economic opportunities. Their leadership skills are being augmented to enable them to influence village development. There are concerted efforts to increase their representation in the local governing body - the Gram Sabha - and boost their livelihoods through linkages with various agencies like Rural Self Employment Training Institutes (RSETI), Krishi Vigyan Kendras (KVKs), financial institutions and skills agencies.

Self Help Group members at Patan, Gujarat

1,590 SHGs supported in building leadership and entrepreneurial skills of women in rural areas

All data figures are since inception
Farmer Kamlesh Sallam from Producer Co. Ltd. aggregating oranges in to set up an aromatics plant extraction unit.

Two FPOs have cattle feed, refined cumin, waxed oranges produce to value added commodities Bazaar and Kisan Yard. National Agriculture Market (eNAM), Agri futures exchange, National Collateral during FY 2019-20, the FPOs were also employment opportunities and address the collaboration with Agriculture Universities, skills during the year through Reliance’s training in agriculture and agri-allied farmers since inception) have availed Further, over 16,500 farmers (38,500 livestock camps. This year over 1.3 lakh livestock income for rural populations, livestock disease management are encouraged. use of better quality seeds, application sustainable agriculture practices such as use of better quality seeds, application of organic manure, integrated nutrient management, and integrated pest and disease management are encouraged. Livestock being a secondary source of income for rural populations, livestock camps are regularly conducted which address health and other issues relating to them. This year over 1.3 lakh livestock animals were treated through 408 livestock camps. Further, over 16,500 farmers (38,500 farmers since inception) have availed training in agriculture and agri-allied skills during the year through Reliance’s collaboration with Agriculture Universities, KVKs, Department of Animal Husbandry and other private agencies. Technology is also leveraged to link people to relevant employment opportunities and address the population’s livelihood related issues.

LIVELIHOOD EMPOWERMENT THROUGH DIGITAL PLATFORMS
To provide expedient livelihood solutions to people in rural India, Reliance leverages digital technology to empower communities with knowledge on agriculture, fisheries, animal husbandry; skill training and employment linkages, government schemes among other relevant topics. Multiple communication platforms are used such as mobile phone services, audio-video conferences, television, radio and newspapers - to disseminate advisories, contributing to the government’s Digital India mission. These are supplemented with field based interactive programmes for farmers as well as fishermen. Additionally, a toll-free helpline enables knowledge and assistance to be accessible to the population at a time convenient to them. For farmers, receiving critical information on the entire life-cycle of a crop can not only help avert loss, it can also augment farm incomes. Reliance supports farmers with knowledge on availability of key inputs needed for agriculture, information about pests and climate conditions, technology and skill advisories on crop protection measures, improvements in soil fertility and credit links among others. In FY 2019-20, a YouTube channel was set up to disseminate various advisories. Till date, 89 live programmes and 399 video modules have been made available on the channel, which has a viewership of nearly 3.6 lakh individuals. The programme partners with government and non-government organisations like research institutes, KVKs and grassroots organisations to access relevant information and communities.

Providing from advising on agriculture and fisheries, based on the demand, advisories on health and education are also disseminated. Demand based scaling up of the programme, to provide services to small towns and semi-urban areas, is also being carried out. The advisories are provided in 10 Indian languages. More than 99 lakh people across 19 states, and over 300 districts have benefitted from the advisories since inception.

Information Services Enhancing Livelihoods of Marine Fishermen: Fishing being an unpredictable, high-risk occupation, Reliance leverages technology to provide information to fishermen on ocean state forecast, potential fishing zones and cyclone warnings to make fishing trips safer and more remunerative. To achieve that, it has partnered with Indian National Centre for Ocean Information Services (INCOIS) and Central Marine Fisheries Research Institute (CMFRI). Cumulatively, Reliance has reached out to 2.8 lakh fishermen, which is around 25% of the total active marine fishermen population of India. In a third party assessment, 82% of fishermen reported using Ocean State Forecasts to plan fishing trips, almost 95% of fishermen reported to have avoided empty trips leading to savings worth ₹ 2.54 lakh per fisherman every year. On an average, a fisherman earns ₹ 17,820 additional income per trip by using Reliance’s advisories on potential fishing zones.

WATER SECURITY
Water being of core importance for an agrarian economy to function, Reliance also lays sustained focus on achieving water security in rural areas. Emphasis is laid on groundwater recharge to provide a sustainable solution to water scarcity. Reliance has helped construct or renovate water harvesting structures, including earthenha/masonry and rock dams, farm ponds and bunds, open wells, bore-bands, recharge pits and shafts along with local innovative means of water harvesting such as the holiya in Gujarat. The capacities of the elected representatives of the village are being augmented to formulate water budgets through the GPS.

894 villages have improved access to drinking water contributing to the National Rural Drinking Water Programme of the Government of India. Through the various efforts during the year, 1.3 crore m³ rainwater harvesting capacity has been created (9.9+ crore m³ since inception).

45,800 HECTARES of land brought under irrigation (equivalent to the area covered by Chennai city)

Supported National Rural Drinking Water Programme

9.9+ CRORE m³ Water harvesting capacity created (equivalent to 40,000 Olympic size swimming pools)

55+ CRORE m³ litres of water harvesting capacity created through various partnerships

RELIANCE HELPED TO:
- Construct or Renovate Water Harvesting Structures
- Local innovative methods used (Ex: Holiya)
- Formulate Water budgeting through GPS

All data figures are since inception.

Fisher, Mathura Podd from Balangir, Odisha, who was supported with a goatery unit.

Every year, through the GPs.

45,800 hectares of land brought under irrigation (equivalent to the area covered by Chennai city)

All data figures are since inception.
Reliance participated in Government of India’s Jal Shakti Abhiyan (JSA) – the nationwide campaign to address the issue of water scarcity in 54 districts across 14 states since the launch of the campaign on 1 July 2019 to 15 September 2019.

Key highlights of Reliance’s contribution to JSA:
- The campaign reached more than 10 lakh people
- 1.4 lakh saplings planted in cluster locations
- 61,000+ participants from 406 villages built 600+ rainwater structures
- 17,000 individuals participated to learn about inclusion of water conservation in Gram Panchayat Development Plans
- 250+ Krishi Melas, attended by 13,000 farmers, were organised to create awareness on alternative cropping patterns and efficient irrigation methods
- 200+ SHGIs took part in plantation drives and awareness programmes

In addition, technology platforms such as multi-location videos, audio conferences, voice advisories, interactive programmes with KVK Scientists and line department officials were utilised to gain wider outreach and disseminate information on the importance and techniques of water conservation.

LIVELIHOOD AND SKILLING
Reliance is focusing on employment and skillling by leveraging technology, skill training and encouraging micro-enterprises, which has contributed to the government’s National Skill Development Mission.

Through digital technology, information on skillling courses and employment opportunities is disseminated to individuals, enabling them to access the same. This year, over 18,000 individuals were linked to job opportunities. On World Youth Skills Day on 15 July 2019, job fairs and placement drives were conducted at several locations benefitting hundreds of students and youth.

Reliance also partners with various National Skill Development Corporations (NSDC) affiliated organisations to provide 10-day free-of-cost soft skills training programmes to enhance the employability of youth, who have dropped out of school or are unemployed.

Entrepreneurship skill training is conducted in rural areas to find self-employment, micro-enterprises are encouraged. Entrepreneurship skill training is conducted for them, in partnership with skillling agencies like Confederation of Indian Industries (CII), NIIT Foundation and RSETI, for them, in partnership with skilling agencies like Confederation of Indian Industries (CII), NIIT Foundation and RSETI, in remunerative areas such as in motor bike repairing, stitching, handicrafts and beauty care and many more. This enables them to work from home or from their village and enhance their livelihoods.

These courses are validated by Retail Skill Council of India (RSCI). During the year, 11,352 youths were trained in the retail sector, and 8,468 of them were linked to various jobs in the sector, where they continue to receive extensive support on the job training.

Moreover, to enable individuals in rural areas to find self-employment, micro-enterprises are encouraged. Entrepreneurship skill training is conducted for them, in partnership with skillling agencies like Confederation of Indian Industries (CII), NIIT Foundation and RSETI, in remunerative areas such as in motor bike repairing, stitching, handicrafts and beauty care and many more. This enables them to work from home or from their village and enhance their livelihoods.

This year, over 7,800 have been provided entrepreneurship based skills.

Villagers from Panna, Madhya Pradesh participating in Jal Shakti Abhiyan

Partnering with Paani Foundation
As a principal founding partner, Reliance continued its association with Paani Foundation to address water scarcity in over 4,700 villages in the drought hit areas of Maharashtra. The Shramdaan based model, motivates and trains villagers to create water harvesting capacity. Since commencement of the initiative, 51,000 villagers have been trained in watershed development. This unique initiative also mobilises urban populations to help resolve water issues in rural areas. In the month of May 2019, over 1 lakh volunteers or Jalmittas from urban areas joined their rural counterparts to build watershed management structures. These measures resulted in the creation of over 95 crore m3 of water harvesting capacity so far, and have enabled communities to come together and work cohesively to achieve water security.

An impact assessment study carried out during the year indicated that despite 2018 being a drought year, the average rise in the Water Cup villages was more than control villages by 0.4 m. This is equivalent to about 8-10 litres of additional water in each of the village or 8,000 tankers. In Marathwada, which is a drought prone region of Maharashtra, the Water Cup villages have shown 3-4 m rise in well water levels as compared to the control villages. The increased water levels after the competition have led to an increase in the Rabi area under cultivation.

NUTRITION SECURITY
The Reliance Nutrition Gardens (RNGs) is an innovative response to address the issue of low nutrition levels at the household level. RNGs are scientifically developed, low cost, organic garden models that use a multi-tier cropping system to grow a variety of vegetables and fruits. These RNGs are aimed at providing marginal farming households with rich dietary intake and ensuring good health and nutrition. During the year, more than 13,000 RNGs were set up to ensure nutrition security.

After self-consumption, the excess vegetables are also sold in the market, thereby supplementing the household income apart from contributing to better health outcomes.

In collaboration with Maharashtra Government’s Department of Health and Women and Child Development, Reliance is promoting the implementation of RNGs in anganwadis to meet the nutritional requirements of the children. Fresh fruits and vegetables are now an integral part of midday meals in these schools. Continuous engagement with parents and teachers have resulted in their participation in this effort and positively impacted health and nutritional outcomes among children in anganwadis. Over the last five years, more than 3 lakh children have directly benefitted through this programme. This intervention contributes to Poshan Abhiyaan Jan Andolan programme of the government.

Celebrated WORLD YOUTH SKILLS DAY with job fairs and placement drives

Youths linked to employment opportunities through Job Fairs

31,000 Youths trained in Retail skills

72% Skilled youths placed in Retail sector

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**ECOLOGICAL SECURITY**

During the year, Reliance planted 8.7 lakh saplings (2.2 lakh since inception) in individual and common lands to preserve the ecology across locations. Additionally, Reliance plant locations have developed 2,600 hectares of green belts since inception, in order to maintain biodiversity. Reliance also encourages use of clean energy such as biogas and solar power plants to provide rural communities with a sustainable source of energy.

**Community Biogas plant at Chipiya, Agar, Madhya Pradesh**

Reliance supported Engineers without Borders USA, in setting up a community biogas plant in a cowshed in Chipiya village in Agar, Madhya Pradesh. The biogas plant commissioned in July 2019 is providing gas to 65 households in the first phase and will soon be provided to another 35 households. This initiative has eased the life of women as cooking using biogas is faster and healthier as compared to burning wood. Further, the dung slurry from the biogas plant is used for vermicomposting to produce better quality manure for use as fertiliser.

**Key highlights of the Swachhata Hi Seva campaign:**
- Reached 1.6 lakh+ individuals from 1,200 villages (involving 1,300 GPs & 1,300 HCs) across 12 states
- Total 1.2+ lakh hours of Swachhata Shramdaan undertaken
- 44,000+ individuals undertook swachhata shramdaan to clean water bodies, village premises, schools and colleges
- 1,000+ school events and 1,100+ village events were organised across the operational areas in 12 states
- 700 collective action events organised for drainage line treatment, plantation & plastic waste collection
- Awareness was created on the importance of cleanliness and collective action was undertaken to clean each village

**Swachhata Hi Seva**

Contributing to the national mission to promote cleanliness, Reliance carried out the “Swachhata Hi Seva” campaign, through community initiatives from 11 September 2019 to 14 October 2019. The campaign focussed on creating awareness on cleanliness and hygiene, and mobilised collective action for Swachhata Shramdaan to clean village premises, water bodies, schools and colleges. Additionally, drainage line treatment, plantation and plastic waste collection drives were carried out.

**Health being a core focus area for the Company, Reliance has invested in developing a multi-tiered health response system.**

The services range from mobile medical units (MMU) and static medical units (SMU) in rural and urban areas, at the primary level, to hospitals at the tertiary level. The various initiatives cater to the public health requirements of the communities they serve. Reliance also leverages its health infrastructure and resources to meet challenges to public health that arise from time to time. Collectively, the health programmes have reached out to 25 lakh people.

**SIR H.N RELIANCE FOUNDATION HOSPITAL AND RESEARCH CENTRE**

RFH in Mumbai is a 345-bed multispeciality hospital that provides world-class healthcare to patients. During FY 2019-20, it graduated from being a tertiary care institution to being a quaternary care hospital by adding high-end programmes like liver transplant, transcatheter pulmonary valve replacement (TPVR), heart transplant programmes and oncology to the existing centres of excellence. Furthermore, the process to convert the medical centre into a one stop solution for many diseases was initiated during the year with the setting up of an immunisation clinic, home care services, diabetes clinic and allergy clinic.

The better turnaround time for patients and low ALOS (average length of stay) achieved with the help of technology and innovative procedures in spite of active procedures in the allergy clinic.

![Reliance Health Outreach programme](image)

The five MMUs and three SMUs of the RFH Health Outreach programme reach out to 11 wards and 74 urban slum locations in Mumbai and Navi Mumbai. They provide access to quality healthcare for communities who would otherwise not have access to the formal healthcare sector. 80% of these families earn less than Rs. 1 lakh per annum and 40% of these families were previously utilising services of pharmacists or non-MBBS doctors in the vicinity for health care needs. During this year, 31,811 new households were enrolled and over 1.67 lakh consultations (75 lakh since inception) were provided to individuals, of which nearly 36,000 were specialty consultations. From among these, 2,854 were referred to RFH/Tertiary care institutions for further treatment.

With regard to non-communicable diseases, in FY 2019-20, nearly 13,550 patients were treated for hypertension, out of which 15% are now in control state. Over 570 patients were diagnosed with hypertension for the first time at the SMUs and MMUs. More than 10,500 patients were treated for diabetes out of which 41% are in control state. 408 patients were diagnosed for the first time with diabetes at the clinic. During the year, more than 24,500 women and girls (between 11-45 years) were screened for anaemia, of whom over 14,700 were identified to be anaemic. Over 2,600 cases of severe and moderate anaemia were treated, of which over 1,300 (45%) were cured. Over 16,600 children under the age of five years were screened for malnutrition, of whom around 747 were identified as malnourished. 502 of the identified children were brought out of the malnourished category. During the year, over 20,500 individuals were screened for cancer (oral, breast and cervical).
number of high-end surgeries has resulted in increasing the occupancy from 66% in FY 2018-19 to 70% in FY 2019-20. The globally accepted principle of net promoter score (NPS) was introduced this year which stands at 71 – much higher than many world renowned medical institutes. A multidisciplinary committee was set up to analyse patient satisfaction and defined timelines for providing response. The wider sample size for gathering feedback has enabled RFH to expand its in-patient feedback base to 70% in FY 2019-20 from 55% in FY 2018-19. The e-patient satisfaction rate has remained above the 87% benchmark throughout the year.

RFH also received positive feedback from patients for home care services of rehabilitation, nursing and laboratory with patient satisfaction being greater than 85%.

The unique short stay programme helped patients with early recovery and reduced the chances of patients acquiring hospital borne infections. Short stay surgeries usually require less than 24 hours of stay in the hospital and are supported by strong patient education, home care rehabilitation and nursing. 172 surgeries were performed in the short stay format and included knee replacements and oncology surgeries among others.

Several new initiatives were instituted as part of RFH’s focused approach to make its academic programme one of the most successful in India. A global panel of doctors consisting of nine doctors covering specialties ranging from Oncology, Gastroenterology, Orthopedics, Urology, Uro-Obstetrics, General Medicine, Breast Surgery, and Anesthesia and Pain Management was set up. A scientific advisory committee was also set up and synergies with Reliance Life Sciences were enhanced to promote research and innovation. RFH’s academic programme is accredited by the National Board of Education for Diploma with courses in 13 specialties with 49 students. RFH also received positive feedback from many world renowned medical institutes.

RFH’s Cardiology Team has been certified as Solo for Melody Valve, the first centre in country to be recognised as Solo for this procedure. The medical centre is dedicated to provide retail services for various medical conditions such as post oncology requirements, various rehab equipment, other alternative medicine among others.

Renaal Transplant, Liver Transplant, Neuro Rehab, Cardiac Rehab, Oncology Rehab, Musculoskeletal Rehab, CancerCare Section, Lap Cholecystectomy, Paediatric Cardiac Surgery among others.

Currently, RFH is accredited by National Accreditation Board for Hospital (NABH). Its Emergency Room Department and Blood Bank Department are also NABH accredited.

The hospital aims to achieve its Joint Commission International accreditation by April 2020 and NABH certification for Lab in FY 2020-21.

RFH Cardiology Team has been certified as Solo for Melody Valve, the first centre in country to be recognised as Solo for this procedure.

Advanced cardiac surgery and heart transplant programme initiated in February 2020.

The medical centre is dedicated to provide retail services for various medical conditions such as post oncology requirements, various rehab equipment, other alternative medicine among others.

RFH measures its clinical outcomes with the continuous quality improvement framework. RFH measures its clinical outcomes with the continuous quality improvement framework.

A 55-year-old Mumbai doctor suffering from liver cancer and a 36-year-old Kolhapur farmer suffering from end-stage liver failure were identified for a successful liver transplant by exchanging their donor livers.

This rare donor liver exchange was successfully performed at RFH, by a team of 35 doctors who persevered for 14 hours in four operating theatres to perform the two liver transplants. Out of nearly 3,100 liver transplants, RFH has conducted 43 liver swaps for 86 patients, which is the highest success rate for liver transplant programme.

A tablet-based intrapartum monitoring and decision support tool has been rolled out in 81 government health facilities across 8 districts of Rajasthan and Madhya Pradesh. The application has registered over 1.8 lakh pregnant women this year. More than 71,000 high risk cases have been detected and nearly 78,000 notifications sent. Cumulatively, 2.6 lakh pregnant women have been registered, 102 high risk cases detected and 1,09 lakh notifications were sent till 31 March 2020.

A learning based interactive app is also included in the digital platform which provides a fun approach to build the capacities of healthcare staff to manage complicated cases. This year, nearly 400 service providers have been trained on essential obstetric and new-born care skills taking the tally to over 1,200 cumulatively.

Sarita (21) was admitted to the primary health centre in Shivpuri a small village - 20 km away from the nearest town Ratlam - in Madhya Pradesh, with labour pain. Nurse Lata examined her; she observed pre-term labour with breech presentation. However, the complex case could not be managed in the primary health centre and referred the ASMAN tab following the clinical alert issued by the ASMAN interface and administered a dexamethasone injection. While plotting the e-partograph, she observed the baby was in foetal distress. She promptly alerted the doctor and prepared for referral, after obtaining informed consent from Sarita’s aunt who had accompanied her. Sarita was then referred to a higher facility – District Hospital, Ratlam which was informed well time in through the ASMAN application and an ambulance was arranged as well. The staff nurse, Smita, at the District Hospital was also trained under the ASMAN programme even before Sarita reached the hospital. Smita along with the medical officer had read up on the medical history, initial case management and current status through the referral slip on the tab and were ready. At the hospital, Smita delivered a baby girl who weighed only 1.7 kg, was cyanosed and did not cry. Owing to the staff nurse’s training, she immediately performed Newborn Resuscitation to revive the baby. Today, both the baby and the mother are healthy due to timely response, prompt case management and swift collaboration by ASMAN- trained healthcare providers.

World class health facilities at Sir H.N. Reliance Foundation Hospital, Mumbai

Reliance Foundation Hospital Survives Two Lives

ANNUAL REPORT OF RELIANCE FOUNDATION HOSPITAL

DELIVERING SAFER CHILD BIRTHS - A YOUNG MOTHER’S EXPERIENCE

Care and support is provided to people including children and orphans who are affected with HIV (PLHIV). The hospitals registered 7,900 PLHIV cases since inception, of which 200 were
registered this year. So far, over 3.6 lakh specialised health consultations were provided to PLHIV. Special awareness activities were conducted with migrant workers, truck drivers, sex workers and the general population to sensitise and reduce the stigma and discrimination associated with it. During the year, nutritional support was provided to 1,656 children affected with HIV in Hazira, Jamnagar and Godavari in Andhra Pradesh.

As part of rehabilitation support, the programme has also organised regional level marriage bureau functions at HIV DOTS Centres in collaboration with the Gujarat State Network of People Living with HIV/AIDS (GSNP+). These functions saw participation of 3,142 PLHIV from different states including Gujarat, Rajasthan, Madhya Pradesh and Maharashtra of whom 71 couples were engaged.

Additionally, Reliance has treated over 33,000 individuals by organising direct health treatment awareness camps in the Reliance Petro Retail outlets to provide general medical screenings and HIV counselling and testing services.

HEALTH SERVICES AT PLANT LOCATIONS

Reliance’s health outreach programme at business locations is being implemented through a series of healthcare initiatives including MMUs, targeted health camps, multispecialty health camps, model aanganwadi programmes, awareness drives and health infrastructure.

During the year, over 3.94 lakh consultations were provided through 13 MMUs and camps in the states of Andhra Pradesh, Madhya Pradesh, Maharashtra, Gujarat, Haryana and Uttar Pradesh. Support to MMUs under National Health Mission is a key strategy to facilitate access to public health care particularly to people living in remote, difficult, under-served & unreached areas. Renovation of a Primary Health Centre and Sub Health Centre aided unreached areas. Renovation of a Primary Health Centre and Sub Health Centre aided institutional deliveries. This year, more than 24,500 women and adolescent girls were screened for anaemia, out of whom nearly 24,500 women and adolescent girls were screened for anaemia, out of whom nearly 17,000 were found to be anaemic and were provided with nutritional counselling and referred for further treatment. In addition, more than 9,700 children under the age of five years were screened for malnutrition of which 288 were identified as malnourished this year. The programme has screened over 46,000 cases for improving child nutritional status, and more than 69,000 women and adolescent girls for anaemia since inception.

In coordination with the Department of Health and Preventive Medicines, Ramanathapuram, Tamil Nadu, an initiative was undertaken to improve maternal and child health outcomes in the district. Under this initiative, high-risk pregnancy cases are identified across all primary health centres and are then followed up through reminders for periodic health check-ups, consultations, timely intake of vaccination and medication. This year, 1,500 pregnant women were covered under this programme.

Reliance’s initiatives in the sphere of education, aim to provide opportunities for the young to develop themselves into future citizens who contribute to society. Towards this end, quality educational opportunities are provided to the youth, enabling them to pursue their passion.

DHIRUBHAI AMBANI SCHOLARSHIP

The Dhirubhai Ambani Scholarship (DAS) ensures inclusive and equitable education for mentorship students. Nearly 500 students received the scholarship in FY 2019-20, while another 700 students are continuing to receive the scholarship until they finish their higher studies.

Cumulatively, 12,776 students have received the scholarship. Through the programme, students who are specially-abled or from financially weak backgrounds are supported for pursuing college education in a stream of their choice. The programme has continued its relationship with 27 state boards and the CBSE board, schools and junior colleges from where students are identified for the scholarship. The programme maintains a strong alumni network and encourages students to become DAS ambassadors.

As a special initiative this year, support for school and university studies was provided to 32 wards of the Pulwama Martyrs.

International Primary Programme

The school provides world-class education to over 107,000 children annually and has about 140 teachers with rich experience in national and international curricula. In 2019, in the IGCSE board examinations, 85% of all grades achieved were A’s and A*s; in the School’s ICSE average score was 95.24%; in the IB Diploma Examinations, five students earned the perfect score of 45 and the School’s average score was 39.50 points. The IB Diploma graduates of 2019 earned admissions to 19 of the top 30 universities worldwide. During the year, students won over 579 awards in various co-scholastic, sporting and co-curricular events at the state, national and international levels.
Key achievements of Reliance Foundation Schools for this year:

- 2 students secured the third prize in the CBSE class 10 Board Examination at the national level.
- 4 international awards, 137 national awards and 103 awards at zonal and state levels in events such as Yoga, Powerlifting, Olympiads, Water Polo, Arts and Science competitions.
- Reliance Foundation School Koparkhairane was ranked the 2nd Best Co-Educational School in Navi Mumbai, 11th in Maharashtra and 49th at the national level.

RELIANCE FOUNDATION SCHOOLS

13 Reliance Foundation Schools located in Jammnagar, Surat, Vadodara, Dahej, Lodhivali, Nagodhane, Mouda and Koparkhairane impart quality education to over 14,500 children annually. The schools offer education from kindergarten to class 12 and are affiliated to CBSE, Gujarat State Board and Maharashtra State Board.

In the year 2019, 48.6% of students secured 90% and above in the CBSE Class 12 Board examination; and 27% of the students from the Science stream scored above 90% in the CBSE class 12 Board Examination at the national level.

- 23 Reliance Foundation School teachers won 71 awards in CENTA Teaching Professionals’ Olympiad (TPO) 2019. One teacher of Reliance Foundation School was awarded first prize by the Vice President of India, Shri Venkaiah Naidu, during the 7th International Hindi Lokbhasha conference.

RELIANCE FOUNDATION DIGITAL CLASSROOMS

The programme is operational in remote locations of the country. State-of-the-art digital education tools are provided in government schools to build capacities of teachers and improve the learning experience of students in these areas. The programme empowers over 1,000 teachers and impacts nearly 43,000 students in 169 schools across 32 districts in the states of Andhra Pradesh, Gujarat, Haryana, Kamataka, Madhya Pradesh, Maharashtra and Telangana.

Students learning in the digital classroom in Shahdol, Madhya Pradesh

RELIANCE FOUNDATION TEACHER AWARDS (RTFA)

To recognise and reward the efforts of teachers, the Reliance Foundation Teacher Awards has been instituted. The top 1,000 teachers who excel in the Teaching Professionals Olympiad (TPO) organised by the Centre for Teacher Accreditation (CENTA) and supported by Reliance, are conferred the awards.

In FY 2019-20, over 20 lakh teachers were reached through the TPO and nearly 12,400 teachers participated in TPO in 75 test centres across 21 states and 4 union territories in India. This is the second edition of the award. Over the last two years, Reliance has impacted over 25,000 teachers through its support of CENTA TPO.

EDUCATION INITIATIVES AT PLANT LOCATIONS

Reliance undertakes different educational measures to support the communities around its plant locations. For practical orientation of Science and Mathematics learning, mini science centres have been established in select schools, benefitting over 1,000 students. Two buses have been put into service to ensure safe and convenient commute for over 400 girls students to and from their schools and colleges in Shahdol, Madhya Pradesh. Besides, over 10 coaching centres help hundreds of students prepare for competitive exams for admissions into Jawahar Navodaya, Gyanodaya and other reputed schools. Remedial classes are being conducted to support 700 students and more than 7,500 students have been supported with educational materials like notebooks, bags, books and stationery items to continue their studies without hindrance during the year. Career counselling was also undertaken to benefit Standard 10 and 12 students from neighbouring villages of the Vadodara manufacturing site in Gujarat. These sessions guide high school students in making better career options which motivates them to pursue their higher education goals.

Under the Pratishan Scheme in East Godavari, Andhra Pradesh, scholarships are provided to meritorious students from the villages around plant location to pursue higher studies. 108 scholarships (2,145 since inception) were given this year.

During the year, Reliance supported Akshaya Patra Jamnagar Kitchen Project. A Public Private Partnership Project of Reliance, Jamnagar Municipal Corporation and Akshaya Patra Foundation, it has a capacity to provide 50,000 meals per day. It will provide fresh cooked meals for government primary schools of Jamnagar City, Jamnagar Taluka (47 schools of 24 villages) and Lalpur Taluka (45 schools of 28 villages).

Anganwadis, being nodal points to deliver nutrition and early childhood care services to children, are of prime importance in rural areas. To ensure they are able to serve communities in different ways, Reliance has undertaken renovation of 26 anganwadis in Silvassa, Gujarat. Currently, 24 anganwadis are under renovation while two have been completed and renamed as Nand-ghar.

The infrastructure upgrade at these anganwadis enhances the experience of the children they serve, as well enables them to continue delivering nutrition and healthcare services to the communities.

JIO INSTITUTE

Reliance is setting up Jio Institute with a vision to build a world class institute of higher education in India at Navi Mumbai, Maharashtra. Envisioned to be a research university on par with the best in the world, Jio Institute will focus on creating an ecosystem of innovation and research to foster academic excellence, industry relevance and social significance. Substantial progress has been made in defining its academic programmes, research focus and enabling facilities to achieve its objective of being a world class institution in India.

Two courses, Masters in Artificial Intelligence & Data Science and Masters in Digital Media & Marketing Communications are planned to commence from academic year 2021-22. Jio Institute seeks to attract global scholars and researchers for its academic programmes and research centre. Jio Institute shall also focus on the quest for research and work on solving India’s problems and global challenges through its doctoral and post-doctoral research program.
Reliance encourages sports as a medium to encourage learning and building leadership for the children and youth of India, who are its future nation-builders. The sporting initiatives offer a platform to budding athletes across India to develop their talents and prowess in multiple sports.

In addition to national and international opportunities that are provided to young sporting talent, efforts are being made to improve the quality of the country’s sporting ecosystem. To achieve which, Reliance collaborates with various national and state sports bodies to improve the facilities, training, infrastructure and equipment. Since inception, Reliance’s sporting initiatives have reached more than 3.15 crore underprivileged children across the country.

RELANCE FOUNDATION YOUTH SPORTS

Currently in its fourth year, the Reliance Foundation Youth Sports (RFYS) programme aims to revitalise grassroots sports in the country through the creation of a platform for young athletes to build a career in sports. RFYS is focused on all-round development of school and college sports through a free-to-participate model. The RFYS youth sports, inter-collegiate and inter-college competition structure; skill enhancement opportunities for Physical Education and Sports teachers; and infrastructure upgrades. In addition, it provides athletes with professional sport experiences, training workshops and drives behavioural and attitudinal change by engaging parents and principals to participate more actively in youth sports.

RFYS has so far reached out to 90 lakh youth and children across 26 states and union territories, from more than 10,000 schools and colleges. In order to provide deserving athletes with a fair and transparent platform to build a career in their sport, RFYS has partnered with various National Sports Federations and professional clubs. With the All India Football Federation, RFYS conducted a scouting camp for more than 200 RFYS girl athletes giving them the opportunity to be a part of the Indian national team participating in the Under 17 Women’s World Cup. Nine RFYS girl participants were chosen to be a part of the national camp and three among them went on to represent India at the 2019 SAFF games in Bhubaneswar, where India won the gold medal. Over 140 young male footballers were scouted by professional football clubs using the RFYS platform, giving them the opportunity to build a professional career in football.

The RFYS Athletics programme provided opportunities to 38 of India’s best young athletes to be a part of the RFYS Elite camp where they were trained by coaches from the United Kingdom at the prestigious Reliance Foundation Odisha Athletics High Performance Centre. The programme provided opportunities to 38 of India’s best young athletes to be a part of the RFYS Elite camp where they were trained by coaches from the United Kingdom at the prestigious Reliance Foundation Odisha Athletics High Performance Centre.

RELIANCE FOUNDATION ATHLETICS HIGH PERFORMANCE CENTRE

In collaboration with the Odisha State Government, a High Performance Centre (HPC) in Athletics has been set up at the Kalinga stadium in Bhubaneswar. This centre aims to be one of Asia’s best by 2024. More than 200 athletes have been invited for trials for the HPC and the best 21 athletes are currently being trained at the academy, under the tutelage of Head Coach, James Hiller – ex-coach of British Athletics. In a short span of a few months, athletes from the HPC have already won 10 Gold, 8 Silver and 7 Bronze medals at the Odisha State Championship; 2 Gold and 1 Bronze medal at the Indian Junior National Championship; and 2 Gold, 1 Silver and 7 Bronze medals at RFYS National Championship.

The programme provided opportunities to 38 of India’s best young athletes to be a part of the RFYS Elite camp where they were trained by coaches from the United Kingdom at the prestigious Reliance Foundation Odisha Athletics High Performance Centre.

RELIANCE FOUNDATION YOUTH CHAMPS

Reliance Foundation Youth Champs (RFYC) is officially recognised as India’s best residential football academy by the All India Football Federation. Each year RFYC offers full scholarships to the country’s best aspiring football talents selected through a pan India scouting effort. With an equal focus on academics and sports, it aims to offer children a holistic environment to hone their skills with world class facilities and best in class training.

In its fifth season of operation, RFYC became the first and only football academy in the country to be awarded a maximum of five stars under the All India Football Federation’s academy accreditation scheme and retained its top spot in the country. Since its inception in 2015, the academy has grown to accommodate a total of 79 children and 22 full time staff with dedicated departments such as Sports Science and Sports Psychology.

The academy also organised international exposure trips for the children to Spain, Japan and the United Kingdom where they were trained by coaches from professional clubs. With the All India Football Federation’s coach education initiative, RFYC also continually supports the All India Football Federation’s coach education efforts with the most recent collaboration being the ‘A License’ course hosted in 2019.

RELIANCE FOUNDATION JR. NBA

Reliance Foundation Jr. NBA promotes basketball among school students, encouraging them to adopt a healthy and active lifestyle. It has cumulatively reached out to 11 crore children from 13,500 schools spread across 21 states and union territories.

RF Jr. NBA also sent the country’s best U-14 boys and girls team to the Junior NBA Global Championship (JNGC) held in Orlando, Florida, USA where they reached the quarter finals – the highest mark reached by India till date at the prestigious global youth basketball tournament. On 4 October, 2019, the programme hosted the first-ever NBA game in India under the Reliance Foundation Education and Sports for All (RFESA) initiative, celebrating six years of successful partnership with NBA for the promotion of basketball across India. It became the first-ever NBA game to be hosted purely for children by inviting 3,000 boys and girls from across 80 schools in Mumbai to be part of the audience.

RELIANCE FOUNDATION EDUCATION AND SPORTS FOR ALL

Reliance Foundation Education and Sports for All (RFESA) initiative combines the power of sports and education especially for children who are underprivileged and differently-abled. The programme partners with multiple NGOs which focus on encouraging sports, literacy and life skills among children. During the year, the partner NGOs reached out to 35,000 children under this programme. As an extension to this initiative, a Digital Learning Van embedded with technology has been deployed to provide quality education, to more than 4,000 children from 10 government schools in Mumbai and Thane districts, Maharashtra.

Additionally, under this initiative, underprivileged children have received the opportunity to attend a Mumbai Indians match at the Indian Premier League, where they cheer for their cricket heroes.

OLYMPICS PREPARATION

To improve India’s performance at the Olympics and other prestigious international sporting events, Reliance is strengthening the efforts of athletes, coaches, the Government, Indian Olympic Association and National Sports Federations. Currently, athletes in archery, athletics, badminton and weightlifting are being supported by Reliance, along with the aid of the Sports Central team at RFH, for their training and development. In addition, Reliance is also providing Sports Science and medicine support to the Indian national camp for athletics, boxing and badminton.
RURAL SPORTS
Contributing to the Government of India’s Fit India Movement, Reliance celebrates Sports Day across villages in rural India to encourage a healthy lifestyle. More than 40 different types of games were played at the Sports Day events arranged across various districts. For more inclusive participation, a wide variety of games were arranged, resulting in participation of over 21,000 women, children and elderly individuals. Over 51,000 community members from nearly 1,150 villages across 12 states, either participated or helped to organise the events.

In order to promote rural talent in sports, Reliance has also been helping village youth in Jamnagar district with football coaching sessions at various residential and non-residential schools, through summer camps and exposure visits. As a consequence, the number of participants and teams have more than doubled and their performance in state level tournaments such as Subroto Cup and Khel Mahakumbh has been enhanced. 7 girls from villages in Jamnagar District have gained admission to the State Football Academies – a fully funded education and sports training experience. Two of these girls also got an opportunity to represent Gujarat Football Team in the prestigious School Games Federation of India (SGFI) National Tournament held in January 2020 at Kurukshetra, Haryana.

RFYS – A Stepping Stone to Success
Melroy Assisi, is today the captain of the reserve team of Chennaiyin FC. His talent was first spotted while playing for his team at the RFYS National Finals, wherein he came under the scanner of multiple ISL clubs. He competed in RFYS tournaments for 3 years out of which his team qualified for Nationals twice. Initially, unaware of the presence of scouts, his coach informed the team that ISL club scouts were watching, this motivated him to push even harder to get selected for one of those teams. “RFYS was a great experience for me and gives good exposure to the upcoming talent from all across the country. The facilities and ground conditions are better as compared to any other competition elsewhere,” – says Assisi of his RFYS experience.

Being selected by Chennaiyin FC for their reserve squad was like a dream come true for Assisi.

Supporting Ridhi’s Olympic Dreams
Archer Ridhi Phor (15) started the year 2020 on a high by winning the bronze medal at the Khelo India Youth Games in the Individual Recurve category. When Reliance started supporting Phor, she was the youngest archer to be ranked in the top 200 in the world. Since then, she has represented India at the U14 Asia World Ranking Tournament held in China, winning a bronze in the team event.

“The sponsorship provided by Reliance Foundation has played a pivotal role in my development as an athlete. They have provided me with the best equipment, an archer can wish for. It is the same equipment I have been using for my Olympic trials as well. I will always be grateful to them for showing faith in me as an athlete and wish that they keep supporting aspiring athletes like myself in the future,” says Phor.

Ridhi’s consistent performances have earned her a spot in the final 8 squad for the Olympics Selection Trials. In the first two selection trials she had finished 4th, increasing the chances of her qualifying for the Olympics.

RFYS Athletes Achievements
In FY 2019-20, athletes from the RFYS programme won 35 medals of which 23 were secured at international sporting events. The key highlights are listed below:

IN WEIGHTLIFTING:
Sidhanta Gogoi – won the Gold medal at the Jr. National Weightlifting Championship and Silver at the Junior Asian Championship
Jhili Dalabehera – won the Silver medal at the Senior Asian Weightlifting Championship and the Gold medal at the 2019 Commonwealth Weightlifting Championship

IN BADMINTON:
Dhruv Kapila and Krishna Prasad won Gold medals at the 2019 South Asian Games in the Men’s Doubles and Team Event categories.

Dhruv won the Gold medal at the All India Senior Ranking Championships in January 2020 in the Men’s Doubles category while Krishna Prasad won the Gold medal at the same competition in the Mixed Doubles category.

Aditi Bhatt won the Gold medal at the Bulgarian Junior Championship and the Dubai Junior International.

IN ARCHELY:
Ridhi Phor was selected for the final 8 squad of Women’s Individual Recurve archers for the 2020 Tokyo Olympics.

IN ATHLETICS:
Jinson Johnson, broke the 1500 m national record twice in 2019 and won 2 international medals at Grand Prix in Poland and IAAF World Challenge in Berlin.

Having been selected through a rigorous process of selection, under the RFYS programme, these budding sportspersons were supported with expert coaching, physical training, sports science and medicine, nutrition and other sports related requirements.
Reliance has an experienced Disaster Response team to provide a quick response to mitigate the effect of natural disasters. This includes early warnings, mobilisation and distribution of relief materials, supporting local governments with the communities affected by disasters. The programme also involves working with the communities in reviving their livelihoods post-disaster. The measures taken by Reliance follow the prescribed practices as recommended by national and international guidelines.

Disaster Response

Reliance has provided relief to over 10 lakh people affected by disasters across the country.

Additionally, training programmes on disaster management and emergency response to local community volunteers are provided to ensure the availability of human resources to respond in times of emergency. These disaster response trainings have been conducted in select locations across Andhra Pradesh, Maharashtra, Odisha and Tamil Nadu with the support of multiple organisations.

During FY 2019-20, Reliance helped communities affected by floods and cyclones across 50 districts of Andhra Pradesh, Bihar, Gujarat, Karnataka, Kerala, Punjab, Odisha, Madhya Pradesh and Maharashtra. Apart from providing relief support to over 80,000 individuals in these states, technology was leveraged to disseminate early warning advisories to 5.6 lakh people and to create awareness on post-flood epidemic control, sanitation and hygiene and essential health care.

Since inception, Reliance has provided relief to over 10 lakh people affected by disasters across the country.

14 states supported through relief activities
10+ LAKH individuals were provided relief
Multi-pronged disaster response rescue, relief and rehabilitation programme
Provided supplies such as ready-to-eat food, glucose and sanitary napkins
Continuous medical assistance to avert outbreak of epidemic in the affected community
Infrastructure development and repairs
Bi-lingual helplines to connect and reassure worried families

ARTS, CULTURE & HERITAGE

In the sphere of arts and culture, tabla maestro, Ustad Zakir Hussain's annual concert 'Abjad', a homage to his father, the late Ustad Ali Akbar Khan, was supported along with 'Morning Concert of Classical Music', 'Carnatic Connect', and 'Kartikotsav'. In addition, to encourage responsible cinema which conveys strong social messages, Reliance Foundation has established a partnership with Jio Mumbai Academy of Moving Image (MAMI) and Star, at the Jio MAMI Mumbai Film Festival.

URBAN RENEWAL

A one of its kind park for specially abled children was set up in Panchkula, Haryana in collaboration with the Department of Social Justice and Empowerment of the state.

The park for specially abled children, built with Reliance's support, in Panchkula, Haryana

The infrastructural amenities make it a safer environment for specially abled children to play – an activity that is important for the development of their social, cognitive, imaginary and sensory skills. In addition, Speech Therapists, Physiotherapists and Vocational Trainers are also present to assist the children.

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In Vadodara, Gujarat, a park has been developed near Vadodara International Airport. The green space with an open playground and appropriate infrastructure is open to the public for recreational uses. In addition a horticultural circle has been developed near Vadodara International Airport. The green space with an open playground and appropriate infrastructure is open to the public for recreational uses.

The park was developed around the airport to enhance its aesthetic value.

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ARTS, CULTURE & HERITAGE

In the sphere of arts and culture, tabla maestro, Ustad Zakir Hussain's annual concert 'Abjad', a homage to his father, the late Ustad Ali Akbar Khan, was supported along with 'Morning Concert of Classical Music', 'Carnatic Connect', and 'Kartikotsav'. In addition, to encourage responsible cinema which conveys strong social messages, Reliance Foundation has established a partnership with Jio Mumbai Academy of Moving Image (MAMI) and Star, at the Jio MAMI Mumbai Film Festival.

URBAN RENEWAL

A one of its kind park for specially abled children was set up in Panchkula, Haryana in collaboration with the Department of Social Justice and Empowerment of the state.

The park for specially abled children, built with Reliance's support, in Panchkula, Haryana

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Recycle4Life: Reliance Foundation initiated a plastic/PET bottles collection drive across all locations. Volunteers collected 78 tonnes or 39 lakh waste plastic bottles. 3 lakh employees across the division along with families, participated in this record-breaking initiative. The initiative was lauded by Ministry of Jal Shakti, Government of India.

Reliance also contributed a BobCat beach and Mithi river clean-up drives. 1,175 volunteering hours over 450 Reliance employees dedicated to clean-up activities, including 39 lakh waste plastic bottles. 3 lakh employees, along with families, participated in this record-breaking initiative. The initiative was lauded by Ministry of Jal Shakti, Government of India.

Jio Rail Swachhta: Rejuvenation, Government of India.

Reliance Foundation also donated 19 ambulances in distress. It is equipped with Modern SOS with support from Reliance Foundation established in November 2018 by Wildlife SOS with support from Reliance Foundation. India’s first Elephant Hospital was established in November 2018 by Wildlife SOS with support from Reliance Foundation. The beneficiaries of Mission Anna Seva included daily wage earners, slum dwellers, students, and senior citizens at old age homes, slum dwellers, and workers and caregivers of COVID-19 affected enrolment. The beneficiaries of Mission Anna Seva included daily wage earners, slum dwellers, students, and senior citizens at old age homes, slum dwellers, and workers and caregivers of COVID-19 affected enrolment.

COVID-19 Response

The entire Reliance family joined forces to strengthen and fuel the nation’s fight against COVID-19. With a 24x7 multi-pronged approach, Reliance quickly mobilised on-the-ground efforts to ensure the nation wins the battle against COVID-19 and worked relentlessly during the global coronavirus pandemic to be at the service to the people of India. Reliance leveraged all of its resources – human as well as material – to help India overcome the threat posed by the virus.

CAREING FOR ALL: MISSION ANNA SEVA PROVIDING OVER 5 CRORE MEALS

Reliance Foundation also supplied relief kits to families and bulk ration to community kitchens. The entire Reliance family and its allied businesses across multiple locations in India volunteered to collect waste plastic bottles for recycling as part of the Recycle4Life campaign. Reliance employees across various plant sites collected over 78 tonnes of waste plastic bottles, which were then recycled through eco-friendly manufacturing processes into value-added fibres at one of Reliance’s recycling units.

ANIMAL WELFARE: Reliance also extended its care and support to animals through the year. In the area of animal welfare, Reliance operates the Reliance Veterinary Hospital in Padana, Gujarat. Over the year, the hospital has expanded its animal healthcare services to include services such as an animal laboratory, an x-ray unit, a large animal operation theatre, an indoor animal shed, a pharmacy, a mobile animal van, a fodder room, an isolation place and an animal ambulance. This year a total of 18,639 animals were treated, through the hospital and mobile animal van. Over 400 surgeries were conducted, 16,441 animals were given medicinal treatment and 1,779 animals were treated for gynaecological issues. Under the Artificial Insemination programme a total of 1,344 successful artificial inseminations were done during the year on Gir cows and Jaffarabadi buffalos.

Reliance Foundation has partnered with Wildlife SOS to promote kindness, compassion and social responsibility towards wildlife and promote animal welfare, wildlife conservation and nature & environment protection.

Indira Gandhi National Multi-Speciality Hospital in New Delhi was also established as a specialised hospital for the treatment and care of wildlife animals. In order to support the hospital in its mission, Reliance also contributed a BobCat machine to clean-up Versova beach.

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Month of Good Deeds: To commemorate the 87th birth anniversary of Founder Chairman, Sh. Dhirubhai Ambani, December was celebrated as a Month of Good Deeds through a series of volunteering activities, including blood donation camps.

More than 3 lakh employees, along with their family members, partners of RIL and its allied businesses across multiple locations in India volunteered to collect waste plastic bottles for recycling as part of the Recycle4Life campaign. Reliance employees across various plant sites collected over 78 tonnes of waste plastic bottles, which were then recycled through eco-friendly manufacturing processes into value-added fibres at one of Reliance’s recycling units.

Additionally, employees also took up community service activities like imparting soft skills to specially-abled people, spending time with children at hospitals and with senior citizens at old age homes, and serving meals to the underprivileged. In the plant sites, employees and their families have adopted anganwadis and with families, participated in this record-breaking initiative. The initiative was lauded by Ministry of Jal Shakti, Government of India.

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ensure that food reached the most needy communities as fast as possible. These partners and volunteers ensured reach for Mission Anna Seva reached the last mile by identifying communities and families that need help and by stepping out amongst them, even in these uncertain times, to provide help to vulnerable communities. Reliance Foundation also provided bulk rations to community kitchens that were serving meals to migrant families, labourers, homeless and other needy people. Reliance Foundation also supported migrant labourers returning to their home towns and villages by providing cooked meals and rations to support them during these challenging times.

**MISSION ANNA SEVA TESTIMONIALS**

**Archana Purush Yedav, Kolhapur, Maharashtra**

“My family of four migrated from Beed to Kolhapur in search of work. My husband works as a daily wage labourer and I am a domestic worker. I got to know about this kit through a friend of mine. For migrant workers like us, this meal kit is of great support during such critical time.”

**Verkkaya, Kasarada, East Godavari, Andhra Pradesh**

“I work in a small hotel in Kasarada and my wife works as an agricultural labourer. We both do not have any work now. We have two children and old parents to feed. We got to know that rations kits were being distributed by donors and came to request for help. With this meal kit, I can feed my family in the coming days.”

**Garkens Devi, Mulapalem, Visakhapatnam, Andhra Pradesh**

“I was affected by polio in my childhood. My father is a fisherman and my mother is a fish vendor. Since last 20 days we have no earning. My father tried to borrow money from boat owners but nobody was willing to support. We received the meal kit when we needed it the most.”

**Kajol Ghorai, South Dumund Municipality, North 24 Parganas, West Bengal**

“I live with my husband who is 82 years old and my son who has a physical impairment. We survive with the meagre earnings from running a small shop. The shop is now closed. We were struggling to make ends meet. This meal kit will help us in the coming weeks.”

**Mahendra Saha, Kolkata, West Bengal**

“I am a truck driver driving down to Pondicherry from Kolkata with a full load. I filled diesel at the Reliance petroleum filling station. I received this meal kit from the station. With this meal kit, I can cook food along the way and not struggle to find ration in this lockdown.”

**Arun Kumar Ray Mohapatra Gabasahi, Bhadrak, Odisha**

“My family of four migrated from Beed to the lockdown. It was very difficult for me to meet my daily ration needs. This ration kit will fulfil my daily needs in the coming weeks.”

**Kapil Ghorai, Kolkata, West Bengal**

“I am a taxi driver and the only earning member of my family. Since the lockdown, all the transport services are halted. I spent many nights thinking how I will feed my family in this situation. But with this meal kit, I can feed my family well. The meal kit is a great relief for families like mine.”

**Garima Bai, Mansinghaj, Purna District, Madhya Pradesh**

“I am a daily wage labourer. Due to the lockdown, I have no work. Since my husband is also not earning, we had to borrow money to meet our daily needs. We received this meal kit at a critical time.”

**Kajol Ghorai, Kolhapur, Maharashtra**

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**Dhishad, Meerut, Uttar Pradesh**

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**A patient being discharged at Reliance Foundation facility at Seven Hills Hospital, Mumbai**
Reliance Foundation Supported Woman Leader Helping Others during COVID-19

In times of trouble, even the smallest support can make a huge difference. Krishna Kumari of Kusumuru village in Andhra Pradesh works as a tailor along with her husband. She has been a part of a local SHG for the last 10 years and is currently the president of a Village Level Federation of women SHGs. She has been a part of various training programs organised by Reliance Foundation for the SHGs.

After learning about the shortage of masks for frontline workers in the initial days of lockdown, Krishna Kumari and her husband decided to use her skills and stitch face masks to supply to them.

The couple has prepared nearly 800 reusable cloth masks and supplied them free of cost to help frontline workers. Despite struggling through these tough times themselves, they are helping their community in their own way.