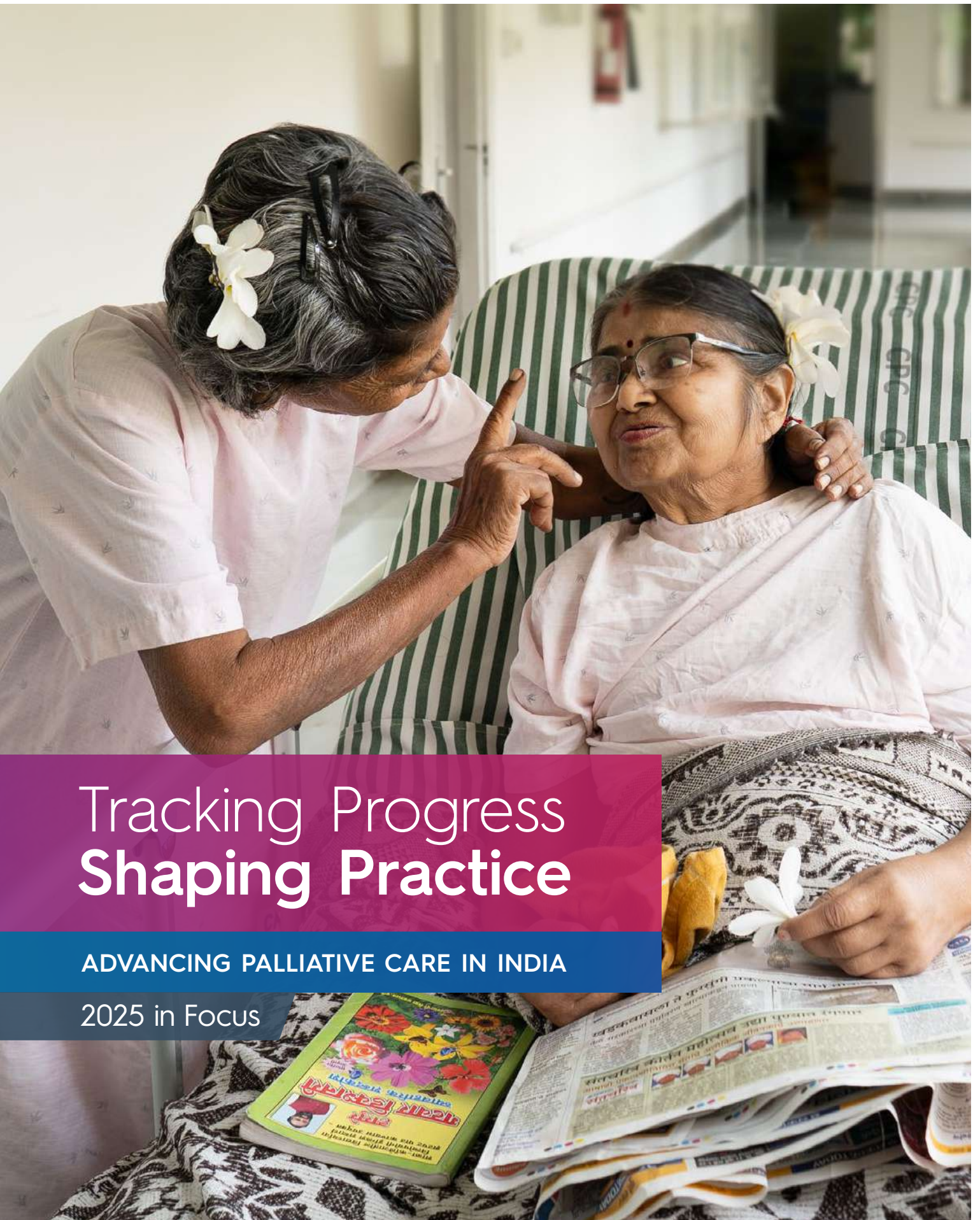




Tracking Progress Shaping Practice

ADVANCING PALLIATIVE CARE IN INDIA

2025 in Focus



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Chairman's Message: With Gratitude

Our work is not just about making medicines. It is about making a difference.

— Dr. Y K Hamied, Chairman, Cipla Limited



At Cipla, our unwavering commitment to 'Caring for Life' continues to guide every social initiative we undertake. As we celebrate 90 years of Cipla's journey, it offers us a moment to reflect on the milestones that have defined us. Among them, one that stands out with enduring impact is the Cipla Palliative Care and Training Centre in Warje, Pune. The concept for this was initiated in 1994. This is a place where patients with cancer and their families are supported with dignity and compassion during the most difficult periods of their lives. The Centre reflects a deeper purpose for every Cipla employee. We are here not only to create medicines, but also to improve the quality of life. Twenty-seven years since its inception, I take pride in how the Centre has extended the reach of palliative care across the country and served as a catalyst for other professionals and organisations working in this vital space.

At the Foundation, our vision is to collaborate with like-minded partners to implement palliative care besides working together on standards for uniformity of care in India. These standards must reflect the diversity of our population and its varied healthcare needs. We believe that with the establishment of these minimum consensus-based benchmarks, we can foster evidence-based practices, strengthen palliative care teams, and encourage greater participation from stakeholders to further the impact of palliative care across the country.

Through this annual report, I am pleased to share the Foundation's efforts over the past year to shape the national palliative care landscape. We recognise there is more to do, with more services to initiate, more partnerships to build with government, academic institutions, and community-based organisations.

We must continue to create training opportunities, raise awareness, partner with Government of India's programme on palliative care and provide platforms to share insights from the field.

Together, we move closer to the goal of making palliative and end of life care accessible to all.

Message from the Trustee

What began 27 years ago as a small centre in Pune has grown into a movement that touches thousands of lives each year. Guided by our belief in Caring for Life, Cipla's palliative care journey continues to bring comfort, dignity, and compassion to patients and families across India.

— Mr. M K Hamied, Trustee, Cipla Foundation

At Cipla, our purpose has always been guided by a simple yet profound belief — Caring for Life. Nowhere is this more evident than in our journey with palliative care.

Twenty-seven years ago, we established the Cipla Palliative Care & Training Centre in Pune with the vision of offering dignity, comfort, and holistic support to patients and their families at their most vulnerable times. From those beginnings, we have witnessed how compassionate care can transform lives, and today, this vision has grown into a nationwide movement.

Through 35 partners and 48 projects across 20 states, we now reach over 58,000 patients annually — working hand in hand with government hospitals, charitable institutions, and home-care teams. Together, we are embedding palliative care into India's healthcare system, aligning closely with the Government of India's National Programme for Palliative Care (NPPC).

This annual update reflects not just our progress but our enduring promise: to continue expanding access, strengthening capacities, and building partnerships so that every person, regardless of circumstance, can receive care marked by compassion and dignity.

Cipla through its Foundation extends heartfelt gratitude to our partners, teams, and well-wishers whose dedication fuels this mission. We hope this report inspires many more to join us in writing the next chapter of India's palliative care story.



Understanding Palliative Care

At Cipla Foundation, we are committed to improving access to palliative care—a patient-centred approach that enhances quality of life for individuals facing serious illness. Palliative care goes beyond treating physical symptoms. It addresses emotional, social, and spiritual challenges faced by patients and their families through a holistic, multidisciplinary model.

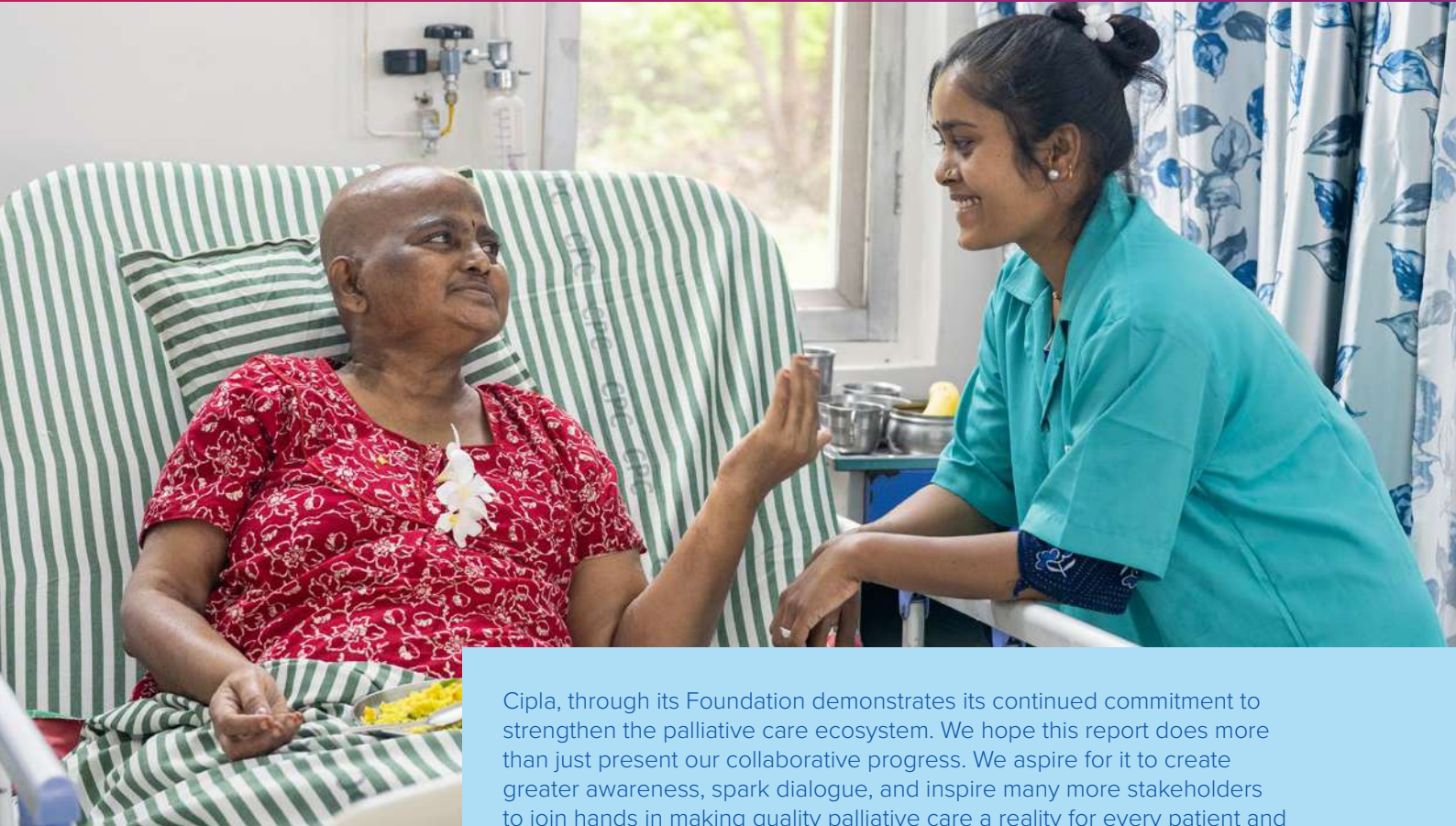
From the moment of diagnosis—whether for a child or an adult—palliative care offers relief from symptoms, comfort, dignity, and support. Its goal is to ensure the best possible quality of life at every stage of illness, for both patients and caregivers.

A World We Envision

We envision a world where every individual with any serious illness, regardless of circumstance, can receive compassionate, dignified, and comprehensive palliative care in the setting of their choice, whether in-patient, out-patient, or at home.

Together with our partners across India, we aim to embed palliative care as an essential part of healthcare.

Executive Summary



Cipla, through its Foundation demonstrates its continued commitment to strengthen the palliative care ecosystem. We hope this report does more than just present our collaborative progress. We aspire for it to create greater awareness, spark dialogue, and inspire many more stakeholders to join hands in making quality palliative care a reality for every patient and family with any serious illness. I welcome your thoughts, ideas, and support so that individuals facing serious illnesses can access compassionate care in hospitals, within their communities, or in the comfort of their homes.

— Anurag Mishra, Head, Cipla Foundation



Cipla Foundation, the CSR arm of Cipla Limited, drives high-impact initiatives that aim to improve the lives of our communities across five thematic areas—Health, Education, Environmental Sustainability, Skilling, and Disaster Response. Guided by the ethos of Caring for Life, we work alongside public and non-profit sector institutions and with communities to create lasting, systemic change.

Palliative Care: A Central Pillar

At the foundation, we believe healthcare must be inclusive, compassionate, and accessible. Since 1997, palliative care has been a cornerstone of our work. What began with Cipla Palliative Care & Training Centre (CPC) in Pune has now expanded into a nationwide model through strategic partnerships with 36 organisations across 48 projects, and a national multilingual and AI supported helpline network—Saath-Saath.

Highlights 2024–25

57,000*

Patients
Supported

38

Cities
Covered

20

States and Union
Territories Reached

36

Partner
Collaborations

48**

Ongoing
Projects

Delivered compassionate palliative care through:

OPD

37

Hospital-based outpatient
departments

Projects enable patients to receive palliative care when they are under the care of their treating physician. This enables improved follow-up with those who return to the hospital as well as smoother coordination with their treating teams.

IPD

31

In-patient palliative
care units

Projects deliver in-patient palliative care to patients admitted in hospitals, addressing complex symptoms. Additionally, three non-hospital in-patient facilities offer step-down care, symptom management for advanced disease, respite support, and end-of-life/hospice services to ensure continuity and dignity in care.

**HOME
CARE**

30

Home-based palliative
care teams

Projects provide palliative care services to patients in the comfort of their homes. This ensure continuity of care and reaches out especially to those patients who are unable to reach hospitals due to mobility or family situations.

**SAATH
SAATH**

7,650

calls were recorded
during FY 2024-25

The national toll-free helpline (1800-202-7777) managed by trained palliative care professionals was started in 2021 to link callers to their nearest palliative care centre.

Strengthening Our Services

Embedding Quality Indicators: Cipla Foundation is integrating measurable quality indicators—such as pain scores (ESAS), triaging, individualised care plans, and patient feedback—across all supported projects. This ensures care is, patient-centered, and continuously improving.

- 85% of projects reported a reduction in patient symptoms by 2 points
- 100% of patients under care had individualised care plans
- 90% of partners reported an average satisfaction score of 4.2/5
- Triage systems are in place across all 30 homecare-supported projects

Partner organisations developed and implemented SOPs for clinical care, documentation, and emergency response. Regular audits ensure adherence, drive continuous improvement, and foster a culture of accountability and excellence.

Cipla For Change

Over 6,000 Cipla employees contributed 25,000+ hours through volunteering, advocacy, and outreach—bringing comfort and dignity to patients and caregivers.

Looking Ahead

Cipla Foundation remains committed to expanding access, building capacity, and shaping policy to make palliative care a core component of India's healthcare system. Backed by a growing network of partners and a shared vision, the Foundation continues to act as a catalyst for compassionate care and systemic transformation.

* Numbers include CPC data

**Partners provide services at more than one setting and hence number is greater than 36

Note: All data in this report is based on information shared by our partner organisations

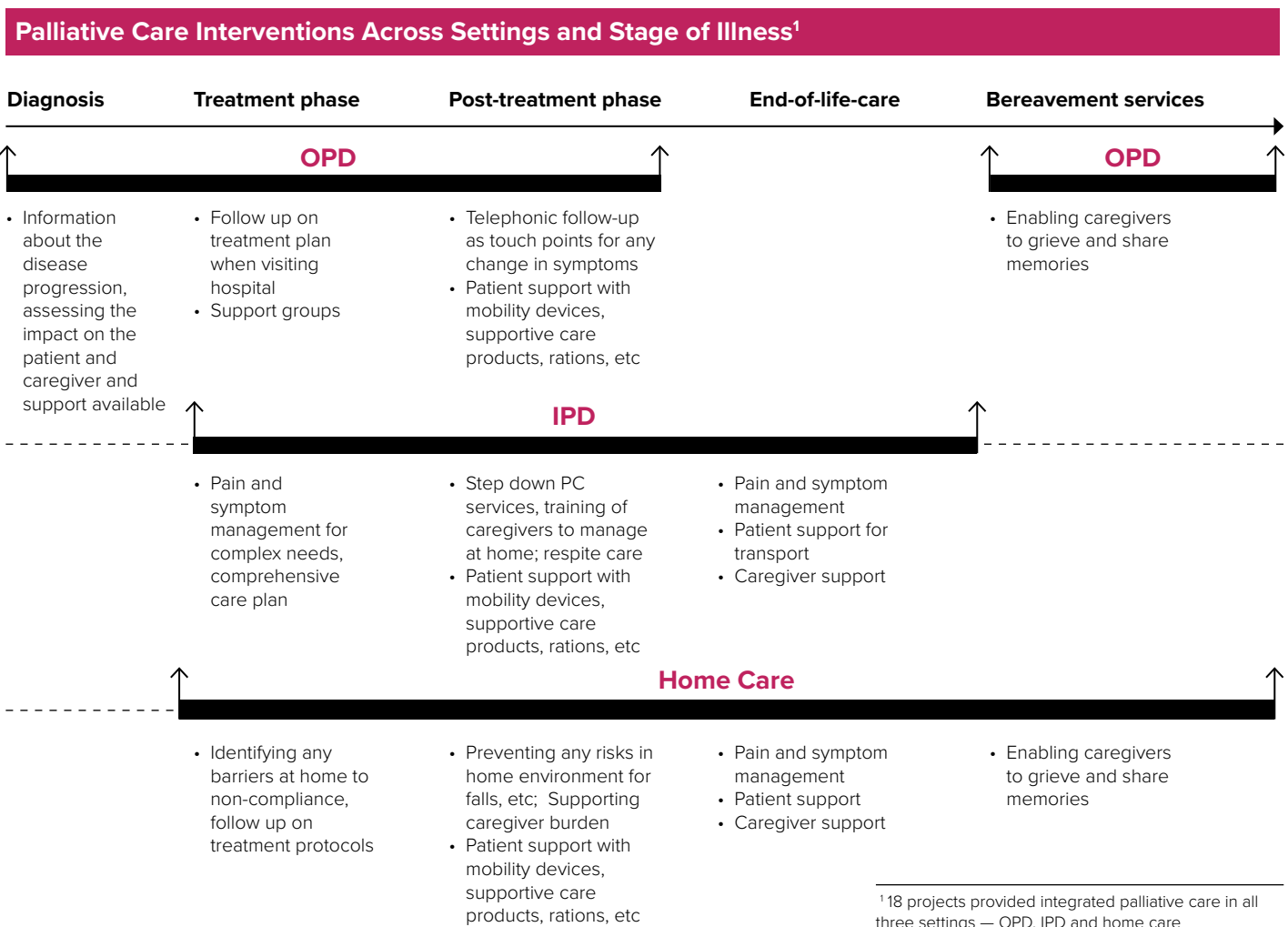
Our Approach to Palliative Care

Rooted in Care and Compassion

Cipla Foundation seeks to ensure universal access to palliative care for everyone by focusing on care in the patient's preferred setting—whether at home, in hospital, or at a palliative care center. Our approach includes working with partners both public and not for profits to integrate palliative care by providing multidisciplinary teams and patient support programmes. This helps ensure that people with serious illnesses receive the care they need with dignity and comfort.

Making Palliative Care Accessible for Patients in Their Preferred Setting

Cipla Foundation supports projects across a variety of settings- in hospitals, communities as well as home care services. The choice of setting for palliative care depends on the patients and caregiver needs that constantly evolve as the patient progresses through various phases of the illness trajectory.



It is essential for us to foster a culture for palliative care in our healthsystem — a new lens at looking at patient care, focussing not on the disease but on the person. We require every healthcare worker to communicate effectively, to listen to patients and families and learn how to work together in teams — to optimise resources and skills in overstretched systems like India. Cipla Foundation's commitment to support specialised human resources is key to unlocking the transformative power of palliative care within the healthcare system.

— **Dr. Balram Bhargava, Chairman, CSR Committee, Cipla Ltd.**
(Former Director General of the Indian Council of Medical Research)



A Multidisciplinary Approach

A trained multidisciplinary team lies at the heart of palliative care, as patients and families experience not only medical but also emotional, social, and spiritual challenges. By bringing together doctors, nurses, counsellors, and social workers, we seek to provide holistic support to patients and their caregivers.



Our multidisciplinary teams assess the needs of both patients and caregivers, design personalised care plans, provide holistic support and follow-up to help patients achieve their goals of care. From managing pain and complex symptoms to facilitating family discussions, training caregivers, and linking families to essential resources, the team works together along with the primary treating physicians to address the diverse needs of our patients.

This integrated approach ensures that care remains compassionate, dignified, and aligned with the values and needs of each patient.

To enable such holistic care, Cipla Foundation, through its partner organisations, helps strengthen human resources and facilitate upskilling of healthcare workers in palliative care.

60% of palliative care funding is directed toward enabling multidisciplinary care delivery

520 healthcare professionals were supported during FY 2024-25 across the partners to deliver quality palliative care

Cadre	Number of staff funded in FY2024-25
Doctors	71
Nursing Staff	172
Social workers/ Counsellors	97
Therapists: Physio/occupational/ speech/psychiatrist	29
Data Entry Operators	30
Project coordinators	30
Other staff including home care drivers, MPWs, etc.	91
Total	520

Throughout the year, teams participated in curated training programmes, refresher courses, and exposure visits to leading palliative care centres—including the Cipla Palliative Care Centre. These interactions enabled partners to observe real-time practices such as Standard Operating Procedures (SOPs) implementation, multidisciplinary teamwork, and community outreach.

A total of 18 cross-partner visits involving 120 staff members were conducted, significantly enhancing care quality and project execution. This peer-to-peer learning model has strengthened the palliative care ecosystem and encouraged the adoption of best practices across regions.

Cipla Foundation's support has significantly strengthened palliative care services at IGMC Shimla—the only regional cancer centre in Himachal Pradesh. With the support of a multidisciplinary team for in-patient and outpatient services, we've been able to offer consistent, quality care to patients with serious illnesses. In 2025, the addition of a dedicated home-care team and van enabled us to reach patients living in remote areas who struggle to access follow-up care. This initiative is helping us deliver truly holistic and compassionate care across the region.

— Dr. Manish Gupta, Indira Gandhi Medical College, Shimla



Integrating Palliative Care Into the Public Health System



Cipla Foundation is committed to making palliative care accessible through integration with the public health system. By partnering with government and public institutions, the Foundation not only supports human resources but also provides training of healthcare professionals, and the implementation of multidisciplinary services within existing health infrastructure.

This approach helps embed palliative care into public health services and ensures it reaches grassroots-level healthcare system. This enables timely, compassionate support to patients irrespective of their location and economic background. Such efforts contribute to the building of a more inclusive and sustainable palliative care ecosystem.

Patient Support Program

Beyond support for human resources and operational expenses, through our Patient Support Program (PSP), we extend direct assistance to patients for medicines and other holistic support such as nutritional supplements, mobility aids, and hygiene products. PSP also provides nursing care at home and transportation to healthcare facilities. These resources help alleviate financial stress for patients and caregivers, reinforcing our commitment to dignity, continuity of care, and enhanced quality of life.

In FY 2024-25, 15,300+ patients were additionally supported through the PSP.



Cipla Foundation's Patient Support Program has significantly enhanced our ability to deliver equitable care. By covering partial medical and other supportive costs like medical consumables, medical aids such as wheelchairs, water /air mattresses, etc. for economically vulnerable patients, the programme enables timely initiation and adherence to prescribed therapies. It strengthens continuity of care, reduces dropouts, and empowers our clinical teams to provide integrated medical and psychosocial support—ensuring that financial hardship does not become a barrier to dignified treatment.

— Dr. Shaqul Qamar, Sher-i-Kashmir Institute of Medical Sciences (SKIMS), Jammu and Kashmir

Translating Our Commitment Into Action

At Cipla Foundation, we believe that access to quality palliative care is a fundamental part of equitable healthcare. Our implementation model is designed to address the diverse needs of patients and caregivers across India by combining direct service delivery, strategic partnerships, and a national referral network. This integrated approach enables us to provide compassionate, holistic care to those facing serious illnesses—wherever they are.

Cipla Palliative Care and Training Centre



Pan-India Partnerships



Saath-Saath Helpline



Cipla Palliative Care and Training Centre (CPC), Pune



In 1997, driven by a vision of compassionate care beyond medicine, Dr. Yusuf Khwaja Hamied, the Chairman of Cipla, laid the foundation for one of India's first dedicated palliative care centres. Located on a serene 5-acre campus in Warje, Pune, the Cipla Palliative Care and Training Centre (CPC) was established to provide holistic, free-of-cost care to patients with life-limiting illnesses, especially cancer.

The Centre was born out of a deep understanding that patients battling terminal illnesses need more than just clinical treatment—they need dignity, comfort, and emotional support. From the outset, Cipla's approach was rooted in the Family Care Model, where both the patient and their caregivers are supported equally. This model recognises the emotional, physical, and psychological toll of serious illness on the entire family unit.

The CPC is a 49-bed facility that offers personalised care in a calm and peaceful setting. We focus on involving both patients and their families in the care process. A team of trained professionals works together to provide complete support physical, emotional, and spiritual. Families also receive help through emotional support and grief counselling, ensuring they are cared for during and after the patient's journey.

Till date the centre has supported **25,000+** **patients and their families** with compassionate and holistic palliative care.



EVERY LIFE, A STORY

Finding Family in Care

Varsha, a 58-year-old woman, was admitted to CPC with advanced lymphedema and severe pain, secondary to carcinoma breast. Having undergone surgery and chemotherapy at a private hospital, she was forced to discontinue curative treatment due to financial constraints. Without regular follow-up or investigations, her disease silently progressed. Living alone, isolated from family and loved ones, Varsha gradually neglected her health, partly out of denial and partly due to loneliness.

As her symptoms worsened, daily activities became increasingly difficult. Recognising her inability to cope, she reached out to her former employer, for whom she had worked as a domestic help for many years. Moved by her plight, the family brought her to CPC for care.

Upon admission, the social work team gently elicited her history. Varsha shared her life story with quiet dignity—born in a small village, orphaned at birth, and raised by her uncle and aunt in Mumbai. She studied until the 10th standard, cherishing memories of school and friends. After her guardians' passing, she returned to her village and worked as a domestic help, forming deep bonds with her employer's family, who later supported her cancer treatment.

At CPC, a multidisciplinary team—comprising doctors, nurses, social workers, and volunteers—addressed her complex needs. Pain and symptom management, psychosocial support, and personal care were provided. On her birthday, the team surprised her with a bouquet of her favourite *chafa* flowers, creating a moment of pure joy.

Throughout her stay, Varsha was treated with dignity and warmth, surrounded by a team that became her family. Her journey highlights the profound impact of holistic, multidisciplinary palliative care.

CPC Highlights

FY 2024-25

Delivered compassionate palliative care through:

890+

In-patient Admissions

2,770+

Outpatient Consultations

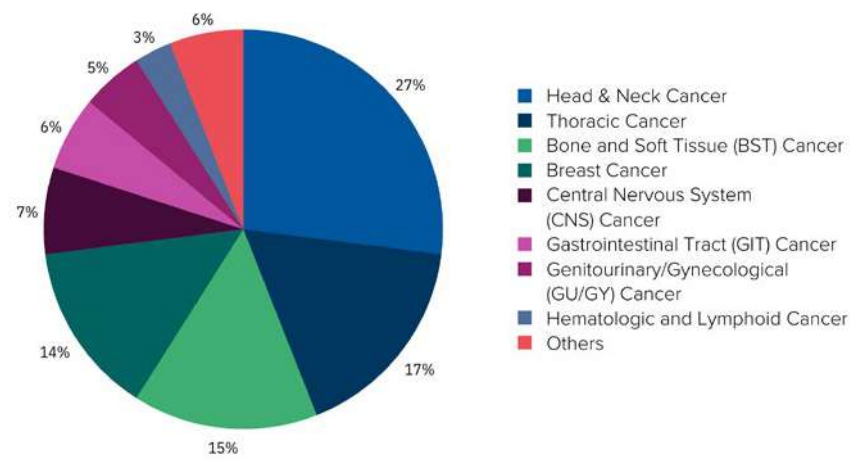
14,850+

Homecare Visits



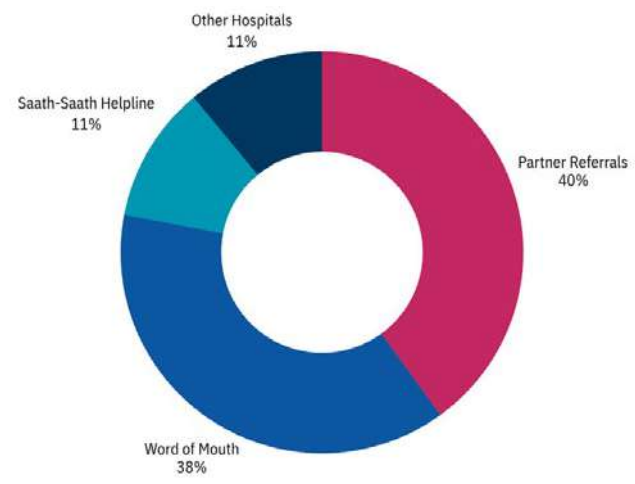
Disease-Wise Admissions at the Centre

During the reporting period, CPC provided support to 896 patients across a wide spectrum of cancer types. The highest number of cases were that of Head & Neck cancer (27%), followed by Thoracic cancer (17%), Bone and Soft Tissue (BST) cancers (15%) and Breast cancer (14%). This distribution reflects the Centre’s commitment to delivering comprehensive palliative care for diverse oncological needs.



Referrals Received

The majority referrals came through partner hospitals (40%) and word of mouth (38%), highlighting the trust and community engagement surrounding the Centre. Additional referrals were received via the Saath-Saath Helpline (11%), other hospitals (11%), and digital platforms such as the Internet. These diverse referral pathways reflect the Centre’s growing visibility and collaborative outreach efforts.



Note: All data in this report is based on information shared by our partner organisations

Enhancing the Care Experience at CPC

CPC achieved a 95% patient satisfaction through structured feedback programme as well as Multidisciplinary Team (MDT) meetings for coordinated care. Caregiver support was strengthened with training, therapy sessions, and over 100 patient and caregiver-focused events. The Patient Support Program extended financial aid to 415+ families, while facility renovations and upgrades improved the overall care environment.



Transition of Home-Care Services

In 2025, Cipla Foundation transitioned its home-based palliative care services in Pune to CanSupport, an expert entity in home-based palliative care. This strategic move aimed to expand coverage and enhance service delivery across the region. Together, we launched Maharashtra's largest home-based palliative care programme, spanning five talukas with nine dedicated teams. The initiative has already reached over 900 cancer patients, supported by a robust referral system that ensures continuity of care in the comfort of patients' homes.



Awareness and Outreach

20

nursing and allied health institutions partnered with for training students

430

community members made aware about palliative care through community outreach

745

ASHA workers reached through awareness programs

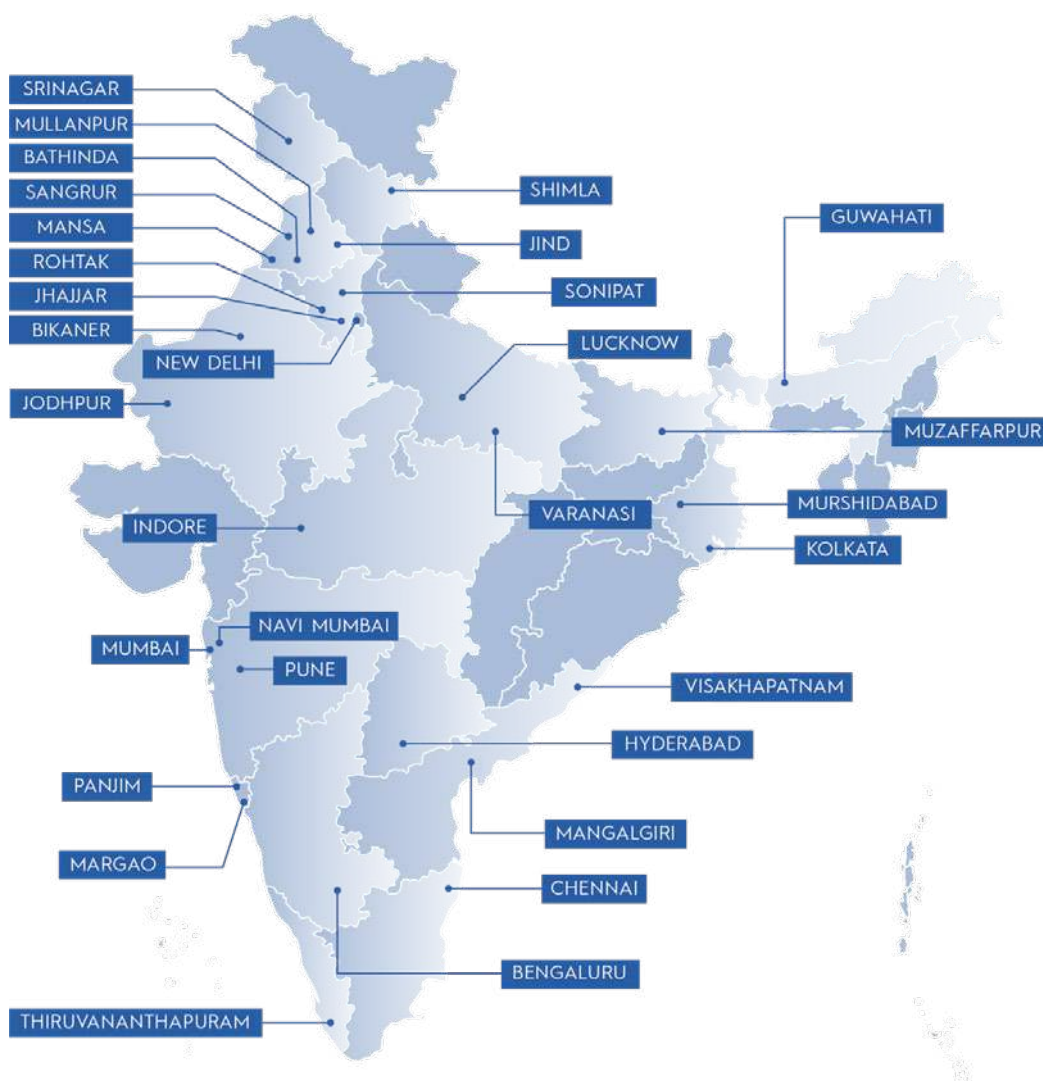
Partnership with Tata Memorial Hospital (TMC)

CPC signed an MoU with Advanced Centre for Treatment, Research and Education in Cancer (ACTREC) (TMC), Kharghar, Navi Mumbai, to provide technical guidance and support in relation to the operations of IPD and reviewing its clinical processes, SOPs, and policies with the objective of enhancing the overall quality of care.

Pan-India Partnerships

Our work at the Cipla Palliative Care and Training Centre, Pune has inspired us to support quality palliative care services across the country. We continue to partner with governmental, non-governmental and community-based organisations to support provision of direct palliative care services to patients and increase awareness about palliative care.

Our partners are currently present across the following locations in India:



Disclaimer: Map is only for general illustration, not indicative of political boundaries and not to be used for reference purposes.

36

Total Partners

48

Total Projects

20

Total States

38

Total Locations/ Cities

Built on the cornerstone of care, a humanitarian approach towards healthcare is deeply ingrained in Cipla's DNA. As we expand our palliative care footprint across the country, we remain committed to supporting our partners to provide the best quality of care to every patient. Together, we strive to excel in transforming the palliative care landscape of the country.

— Umang Vohra, MD & Global CEO, Cipla Limited



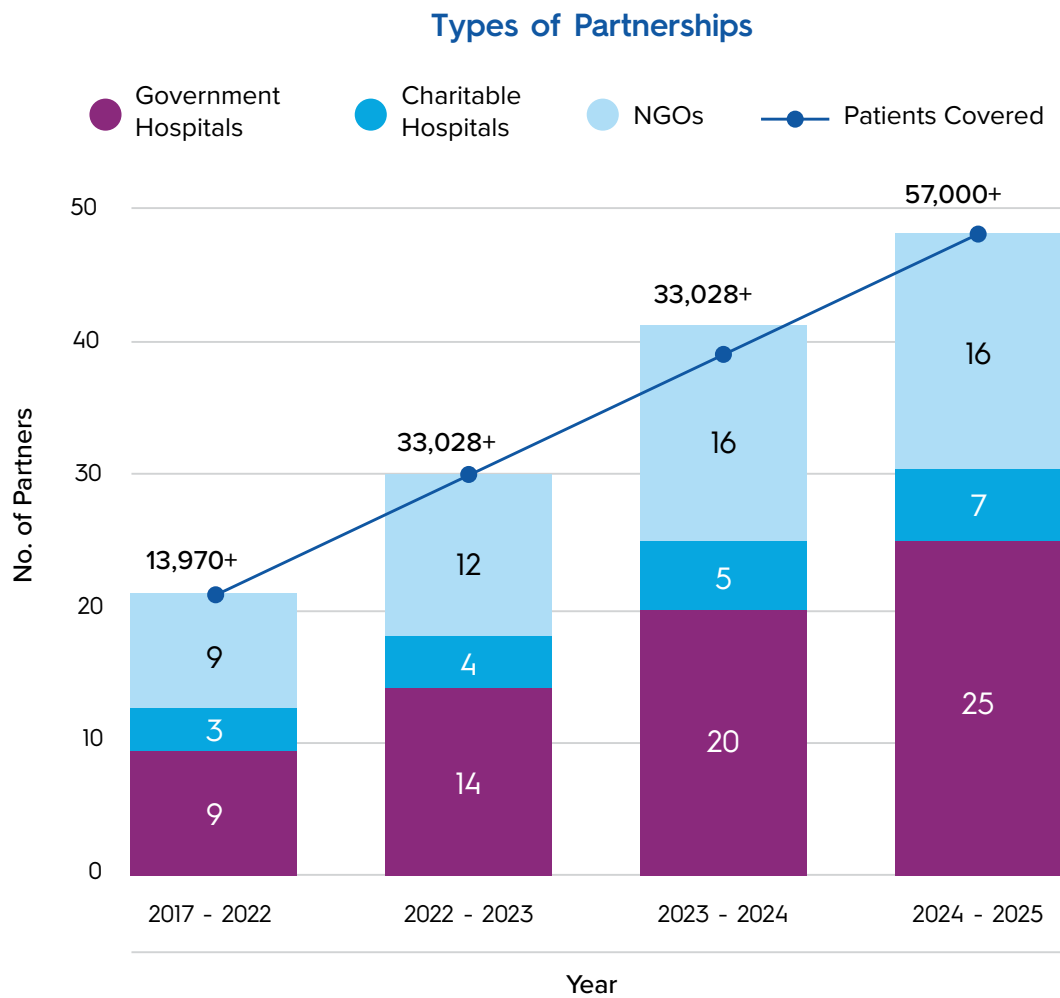


Partnership Highlights

FY 2024-25

Expanded Reach Through Strategic Collaborations

In the past year, we formed seven new partnerships, which expanded our services to 20 states across India. These new partnerships included integrated palliative care services at Acharya Tulsi Regional Cancer Treatment and Research Institute in Bikaner, Rajasthan; home-based care at AIIMS Mangalagiri, Andhra Pradesh, and Jhajjar, Haryana, through CanSupport, and hospital-based care through Tata Memorial Centre at Mullanpur Punjab, Lokmanya Tilak Municipal General Hospital, Mumbai, Maharashtra; and Prashanti Balamandira Charitable Trust Hospital in Karnataka.



Over half, 52% of Cipla Foundation’s projects are integrated into government healthcare settings, including municipal hospitals, state-run medical institutions, and government medical colleges. Additionally, 15% of projects are implemented in charitable hospitals, while the remaining 33% are NGO projects in communities.

Bringing Palliative Care Home: The AIIMS Jodhpur Journey

EVERY COLLABORATION, A CATALYST

AIIMS Jodhpur, with the support of Cipla Foundation and under the leadership of Dr. Manoj Kamal (Professor, Department of Anaesthesiology and Critical Care), embarked on a mission to ensure that care reaches home, where it truly belongs. This vision gave birth to the Home-Based Palliative Care (HBPC) program.

The Beginning: The journey began with two nurses and a physiotherapist providing home visits. It has since evolved into a multidisciplinary team of eight, including a doctor, coordinator, social worker, and data operator, working alongside the Pain and Palliative Care OPD to deliver compassionate, home-based care with dignity and comfort.

The Growth:

670+ patients enrolled

4,300+ home visits across Jodhpur and nearby areas

3,000+ telephonic consultations

The department has made significant academic contributions in the field of palliative care. Notably, AIIMS Jodhpur has been formally acknowledged by the Indian Association of Palliative Care (IAPC) as a recognized Centre for the IAPC Foundation Course in Essentials of Palliative Care (FCEPC) – both Part 1 and Part 2.

In addition, the department has also been designated as a Centre for the Non-Formal Palliative Medicine (NFPM) Observership, offering structured, hands-on learning experiences for healthcare professionals and students.

Scaling Up the Mission: The success of Home-Based Palliative Care (HBPC) extended beyond patient care into capacity building. Recognising the need for trained professionals, the team collaborated with the government to initiate widespread training and sensitisation:

- 94 doctors and nurses trained under the ICMR Capacity Building Program across 20+ districts, with nodal centres at RNT Udaipur and AIIMS Jodhpur.
- 105 Community Health Officers (CHOs) and nurses trained under the National Programme for Palliative Care (NPPC).
- HBPC services launched in 33 districts of Rajasthan in coordination with the state government.
- ASHAs and ANMs trained across all urban PHCs in Jodhpur with support from the Department of Community Medicine.
- Skill-building workshops conducted in partnership with Cipla Foundation.

Project staff upskilled regularly, with access to certified training and uninterrupted morphine supply.

This progress reflects strong administration, teamwork, and a shared vision to embed palliative care into Rajasthan's healthcare system.

The Impact

AIIMS Jodhpur's journey reflects how palliative care can restore dignity, provide comfort, and bring human connection at the doorstep.

- Families once isolated now receive compassionate care at home.
- Patients unable to travel due to pain, disability, or cost are treated where they live.
- Caregivers feel seen, heard, and supported during their most difficult moments.

The CSR partnership with Cipla Foundation has transformed palliative care at AIIMS Jodhpur. Since September 2023, their support enabled us to launch a dedicated home-based palliative care service, reaching over 600 patients who could not access hospital care due to illness, poverty, or distance. With free medicines and essential equipment, we've eased both suffering and financial burden. This collaboration empowered our team, inspired a model for community-based care, and brought dignity and comfort to families in need. We are deeply grateful to Cipla Foundation for believing in our vision and helping us bring humanity back to healthcare.

— Dr. Manoj Kamal, AIIMS Jodhpur



Building Capacities & Enabling Knowledge Exchange



Convened Our First Palliative Care Partners Meet

We hosted our first-ever partners meet with 70+ participants from 30+ partner organisations across 19 states/UTs. Key themes of discussion included paediatric and neuro-palliative care, technology in service delivery, and bridging system gaps.



Training the Care Workforce

Capacity building was prioritised with participation in over 10 specialised palliative care training programmes across India and internationally. These initiatives enhanced partner teams' expertise in paediatric care, pain management, counselling, and neuro-palliative care, ensuring high-quality, compassionate service delivery.



Participation at the Indian Association of Palliative Care (IAPC) Conference (IAPCON)

We convened 48 healthcare professionals from 14 of our partner organisations to participate at the IAPCON 2025 — a dynamic platform for healthcare professionals, researchers, and advocates to come together and explore the evolving landscape of palliative care in India. 33 research papers and posters presented by our partners showcased evidence-based practices, community-driven models, and emerging trends in palliative care and won 6 awards. The event reaffirmed the collective commitment to advancing the quality of life for patients and families through thoughtful, empathetic, and forward-thinking care strategies.

Advocacy & Awareness

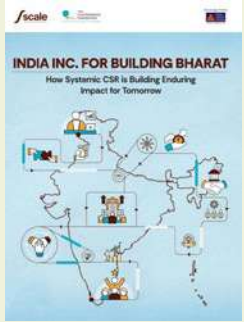
Enabled Government-Led Training Rollouts

Supported government institutions to roll out palliative care training for health workers across Rajasthan, Goa, Andhra Pradesh, and Maharashtra, enhancing community-level awareness and care capacity.

Played an Enabling Role in the Launch of Goa's State Palliative Care Policy

Goa became the fifth Indian state in March 2025 to adopt a state-level palliative care policy. Cipla Foundation provided strategic inputs and laid the groundwork to embed services across medical and district hospitals, reaching 1950+ patients in FY 2024-25.

In the Media

Not alone not lonely! First Palliative home to get more beds	Providing compassionate palliative homecare services at AIIMS, Mangalagiri	Cipla Foundation and KGMU raise awareness on palliative care among nurses on World Cancer Day 2025	Cipla and CanSupport take free palliative care services to more homes in Pune	India Inc. for Building Bharat: How Systemic CSR is Building Enduring Impact for Tomorrow
The Times of India, April 08, 2024	Andhra Pradesh News Desk, January 25, 2025	Vidhan Kesari, February 04, 2025	Business Line Mumbai, April 21, 2025	The Convergence Foundation 24 September, 2025
				

Saath-Saath Helpline



Launched in October 2021, Saath-Saath: The Pan-India Palliative Care Helpline, led by trained palliative care professionals, continues to be a vital resource for patients and caregivers across India. The toll-free number 1800-202-7777 operates Monday to Saturday, from 10 a.m. to 6 p.m., providing free, multilingual support in Hindi, English, and Marathi.

Initially established by a consortium of 11 palliative care organisations, the initiative has now grown to include 36 partner organisations. It currently serves people in 19 states and Union Territories, helping to connect patients and bridge critical gaps in access to palliative care services nationwide.

Saath-Saath continues to raise awareness and deliver person-centered care, aligning with its ethos of “Caring for Life” and reinforcing its role as a cornerstone of palliative support in India. In 2025, a multilingual, AI-enabled chatbot for the helpline was launched, offering personalised support and information 24/7, backed by a robust database to ensure comprehensive and accessible care at all times.

 7,640+ Total calls attended	Growth in Inquiries		Referrals Made
	22% increase in overall call volume	20% increase in unique callers compared to the previous year	2,078 cases referred to partner organisations for palliative care support



**EVERY LIFE,
A STORY**

A Call for Comfort: A Family's Hope Through Palliative Care

The call came from Ulhasnagar; a voice filled with the quiet urgency of a loved one in distress. Monica was seeking help for her family member, 42-year-old Wilson, who was battling the advanced stages of Liver Cirrhosis.

The family's world had narrowed to the four walls of their home, which had become a de facto care facility. Wilson's condition required constant attention, and the family, though devoted, felt overwhelmed. Their primary plea was for two forms of crucial support: effective pain management to ease Wilson's suffering and guidance for institutional care to help them provide the best possible comfort. Their hope was to find a dedicated palliative care admission for him, a place of professional solace. The helpline team referred them to 'Sukoon Nilaya'.

The call was attended by a Saath-Saath team member. Understanding the family's exhaustion and immediate need for clarity, he first listened with empathy. He gently explained the comprehensive range of services offered by our partner, detailing how support can be later extended to patients in their own homes and symptoms are managed.

Recognising that the first step was a professional assessment, the team member guided the family on the next steps. He advised them to gather Wilson's medical documents and share them with the Saath-Saath team. This simple, actionable instruction was a critical move — it was the first step in building a bridge between a family's desperation and structured, professional support.

This story reflects a common yet powerful journey in palliative care: moving from crisis to coordinated support. For families like Monica's, the helpline is not just a number—it's a lifeline gently guides them toward hope and support.

Through compassion, clarity, and connection, Saath-Saath helped this family find their own 'Sukoon'—a moment of peace in the midst of pain.

Strengthening Our Services



A palliative care physiotherapist supports a cancer patient with mobility exercises

Cipla Foundation is working towards integrating measurable quality indicators—such as pain management, patient feedback, and individualised care plans—into palliative care projects supported across India. This approach guarantees that the programmes are not only standardised but also evolving with continuous improvements. This commitment to transparency, accountability, and collaborative partnerships is enabling us to track progress, demonstrate tangible outcomes, and enhance patient experiences, ensuring that resources are effectively used to improve health outcomes and elevate the standard of care across all our projects.

Strengthening palliative care to be more responsive, and truly centred around every patient’s needs.



The Need for Quality Indicators in Palliative Care

To ensure that care is both effective and compassionate, quality indicators become indispensable. These indicators, including pain scores (ESAS), feedback from patients and caregivers, individualised care plans, and triaging protocols, help assess, monitor, and enhance care delivery in a consistent and patient-centered manner.

The use of quality indicators in palliative care ensures that care is effective and equitable across providers, and settings. By defining measurable standards and tracking performance, quality indicators allow for systematic improvements and better outcomes.

Quality Indicators and Their Role in Palliative Care

Below is a brief overview of the four key quality indicators and how they contribute to high-quality palliative care:

ESAS / Pain Score	1	Triaging	2	Care Plans	3	Feedback from Patients and Caregivers	4
The Edmonton Symptom Assessment System (ESAS) is a widely used tool for tracking the severity of symptoms, including pain, fatigue, nausea, and emotional distress. Pain scores are typically recorded at two time points: initial assessment and follow-up assessments. By using ESAS or similar tools, palliative care providers can make data-driven decisions that enhance patient comfort and symptom relief, thus directly improving quality of life. In FY 24-25, 85% of the projects have reported 2 point reduction in symptoms from first interaction to second.		Triaging in palliative care involves assessing each patient’s severity of symptoms and urgency of needs at regular intervals. This dynamic system allows providers to quickly prioritise the most urgent cases and allocate resources more efficiently. Regular triaging ensures that no patient is overlooked, and that care is tailored to each patient’s evolving needs. Triaging is most important in home-care patient management. All 30 of our home-care projects manage their patients through a triaging system.		Care plans in palliative care are personalised documents that outline the patient’s goals, treatment preferences, and symptom management strategies. These plans ensure that care is aligned with patient values and that family preferences are respected. In FY 24-25, all our projects have reported 100% care plans for patients under their care.		Patient and caregiver feedback provides critical insights into the quality of care. It helps assess satisfaction with symptom management, timeliness, communication, and overall experience — enabling providers to continuously improve care delivery. In FY 24-25, 90% of our partners have reported an average satisfaction of 4.2 (out of 5) from patients and caregivers.	

Development and Review of Standard Operating Procedures (SOPs)

Strengthening Quality Through SOPs and Audits

A key milestone in enhancing palliative care delivery this year has been the development and implementation of SOPs by our partner organisations. These SOPs provide clear, step-by-step guidance for clinical care, home visits, documentation, patient communication, and emergency response, ensuring that every team member operates with consistency and confidence.

To uphold these standards, regular audits of SOP adherence have been institutionalised across partners. These audits serve not only as a monitoring tool but also as a mechanism for continuous improvement. They help identify gaps, reinforce best practices, and ensure that care remains aligned with ethical, clinical, and organisational guidelines.

The process of SOP development and auditing has fostered a culture of quality assurance and accountability, empowering teams to deliver care that is safe, compassionate, and patient-centered. It has also strengthened coordination among multidisciplinary teams, improved documentation, and enhanced the overall reliability of services.

This commitment to structured care and ongoing evaluation reflects our shared vision: to build a robust, and scalable palliative care system that meets the needs of every patient and caregiver with excellence.

EVERY LIFE, A STORY

A Journey of Strength and Tender Care

Zareena was just nine years old when she was referred to Wadia Hospital's palliative care team. Diagnosed with metastatic Ewing's sarcoma, her body had endured months of aggressive treatment. But as the disease spread, the focus shifted from cure to comfort—an act of courage by her family and care team.

She arrived at the outpatient clinic in severe pain, her right knee swollen and a mass growing on her left index finger. Her mother and aunt, who had brought her from Uttar Pradesh to Mumbai in search of hope, looked tired but determined. The clinical team responded swiftly, easing Zareena's pain with medication and offering her a moment of rest. As she lay quietly, her mother shared their story—of sacrifice, resilience, and unwavering love.

Within minutes, Zareena's pain began to subside. Her eyes brightened, and she began to speak. She was upset that she couldn't walk, but with the help of a walker provided by the team, she took a few steps, her smile returning, even if briefly.

Zareena was enrolled in the hospital's home-care programme. A multidisciplinary team—doctors, nurses, counsellors—conducted a full symptom and psychosocial assessment. While her family hoped for further treatment, the team gently explained the nature of her illness and the importance of comfort-focused care. They promised to walk alongside the family, ensuring dignity and support at every step.

While Zareena was enrolled in the home-care programme, the team followed up with home visits and phone calls. Her pain was managed with regular medications, and her emotional needs were met with compassion. The counsellor supported the family through their fears and spiritual questions. Zareena remained a beacon of strength, once asking for a larger stuffed soft toy—a simple wish that was lovingly fulfilled.

As her breathing became laboured, an oxygen concentrator was arranged. Her father, still in their hometown, was contacted so she could hear his voice. A local doctor was engaged to ensure she would never be alone, even in the quiet hours of the night.

Zareena's story shows how palliative care blends medical support with deep compassion. Home-based care let her stay close to family, easing pain and fears. A dedicated team met her needs with empathy, fulfilling small wishes and offering emotional support. Her final days were peaceful, dignified, and filled with love.



**EVERY LIFE,
A STORY**

Navigating Dementia with Compassionate Support

Deepika, a 56-year-old homemaker, was diagnosed with dementia with Parkinsonism—a dual diagnosis that slowly began to reshape her life and the lives of those around her.

The diagnosis came after months of subtle changes—forgetfulness, hesitation in movement, and a growing disinterest in the daily rhythms she once cherished. Over two years, her condition steadily worsened. She began to withdraw from conversations, struggled with mobility, and eventually became fully dependent after a fall that led to a painful fracture.

In May 2024, overwhelmed, her son reached out to the Neuropalliative and Supportive Care (NPSC) clinic at NIMHANS. It was a turning point—not just in Deepika’s care, but in the emotional journey of a son determined to give his mother the dignity she deserved.

The NPSC team arranged a series of home visits involving a physician, occupational therapist, and social worker. They found Deepika struggling with severe mobility limitations, communication difficulties, and a high risk of falls. Her body was rigid, her speech slurred, and her eyes, once expressive, now struggled to focus.

The team didn’t just treat symptoms; they empowered the family. They introduced gentle exercises, cognitive stimulation techniques, and fall prevention strategies. As her condition deteriorated further marked by choking episodes, eye complications, and increasing rigidity, the team guided the family through safe feeding practices, skin care routines, and dysphagia management.

The NPSC team offered the son counselling, a safe space to express his fears, and practical training in managing irritability, pressure sores, and feeding challenges. Discussions around respite care and self-care gave him moments of relief, reminding him that his well-being mattered, too.

A medical referral was made to address Deepika’s eye-related concerns, ensuring that every aspect of her health was attended to with compassion and thoroughness. Through it all, the family began to understand the nature of the illness—not just its physical toll, but its emotional and psychological weight. They learned to see beyond the disease, to find moments of connection in her gaze, her touch, her presence.

Deepika’s story is not just one of decline. It is one of resilience, love, and the power of compassionate care.

Cipla For Change



At Cipla, compassion is a way of life. Across India, Ciplaites step beyond their roles to stand beside patients and families, offering their time, skills, and care.

Through volunteering, employees:

- Raise awareness about palliative care
- Support families of patients facing serious illness
- Create moments of joy and recognition, especially for children

From organising events to distributing essentials, our volunteers bring dignity, connection, and hope into countless lives.

Ciplaites contribution to palliative care in FY 2024-25

6,000+

Cipla employees
volunteered

25,000+

Hours of volunteering
contributed

Four Pillars of Volunteering

LEARNING



In partnership with the Saath-Saath Helpline, employees led advocacy efforts, observed World Palliative Care Day with talks and campaigns, and used storytelling and social media to amplify the message of dignity and empathy when facing serious illnesses.

GIVING



Volunteers distributed school kits and essentials to children of patients, ensuring education continued. Through the Cipla Foundation's flagship Merit Awards programme, we celebrated the academic achievements, courage and resilience of children with serious illnesses like thalassemia.

JOINING



Ciplaites celebrated birthdays in paediatric centres, honoured healthcare teams on special days like International Nurses Day, and joined programmes hosted by our partners including walkathons, marathons, and awareness drives like Adhi Dhool and Cycle for Gold.

SHARING



At adult palliative care centres, volunteers offered companionship, played games, and built bonds—reminding patients they are part of a caring community and are not alone in their journey.

A Culture of Compassion

What began as a few acts of service is now a company-wide movement. Every Cipla volunteer helps carry forward a legacy of empathy, dignity, and hope—changing how India experiences palliative care.

Looking Ahead

As we reflect on our vision to increase equitable access to quality palliative care services across the country, we realise the importance of influencing systemic change — so that palliative care is better integrated into our healthcare system.

Towards this, we are committed to continue strengthening and deepening palliative care services across the country, especially in states with high burden of non-communicable diseases and those that are underserved. We look forward to demonstrating the effectiveness of community-based models for palliative care that could be scaled up across the country.

Our vision includes access to palliative care services for any serious illness and all age groups, and hence look forward to expanding our partnerships to reach out to both children and adult patients beyond oncology including those with neurological, respiratory or chronic kidney, liver or heart conditions.

During the year, our partners made significant progress in collecting data to track changes in patient symptoms and feedback. They also worked on developing and auditing Standard Operating Procedures (SOPs) for palliative care services. Moving forward, we aim to integrate quality measures across all projects to demonstrate the value of palliative care. We also plan to collaborate with partners to develop quality standards for in-patient, outpatient, and home-based palliative care services.

A challenge that many of our partners have faced is the effective documentation of the care being provided by teams. At the Foundation, we hope to leverage technology so that teams are better equipped to maximise their time in patient care as well to have systems in place to input and retrieve data to ensure continuity of care for patients and their families.

We recognise that expanding access to palliative care depends on having a skilled and well-trained workforce. At Cipla Foundation, we are committed to supporting training opportunities for all members of the multidisciplinary team—including doctors, nurses, social workers, and counsellors. We also aim to develop training modules for caregivers and volunteers to help them provide better support to patients at home. To further integrate palliative care into the broader healthcare system, we plan to support more training programmes that include practical sessions and ongoing supervision, enabling participants to apply palliative care principles in their daily practice.

We look forward to developing sustainable ways to scale up palliative care across India. By strengthening partnerships—especially through the Government of India's National Programme for Palliative Care—we aim to build on existing state-level networks and integrate palliative care into mainstream healthcare services.

In the early years, Cipla Foundation focused on supporting on-ground services to demonstrate the benefits of early palliative care. As our partnerships have grown, we now aim to share evidence-based practices and support more research to improve service delivery.

Looking ahead, we hope to foster deeper collaborations to drive systemic and lasting change, making quality palliative care accessible to all.





We are committed to continue strengthening and deepening palliative care services across the country, especially in states with high burden of non-communicable diseases and those that are underserved.





Acknowledgements

At Cipla Foundation, every life we touch reminds us of the difference we can make.

We extend our deepest gratitude to all those who have walked with us on this journey—our patients and their families, who have trusted us during the most vulnerable moments of their lives; our dedicated doctors, nurses, other medical and support staff, and volunteers, whose compassion and strength make healing beyond medicine possible; and our partners, stakeholders from the Cipla ecosystem and well-wishers, whose unwavering support fuels our mission every day.

Together, you help us create spaces where pain is eased, dignity is preserved, and love finds its expression in the smallest acts of care. You remind us that palliative care is not just a service—it is a shared promise of presence, empathy, and humanity.

Thank you for believing in the power of compassionate care.

Thank you for being a part of our story.

On behalf of the Cipla Foundation, Palliative Care Team



Dr. Prakash Fernandes
Head, Palliative Partnerships



Dr. Dhanshri Pradhan
Lead - Operations,
Palliative Partnerships



Janardan Pakhare
Lead, Palliative Partnerships



V Lissy
Manager, Palliative Operations

Annexure

Partner Details

Sl.No	Partner Name	Location
1	Bangalore Hospice Trust- Karunashraya	Bengaluru
2	NIMHANS (National Institute of Mental Health and Neurosciences)	Bengaluru
3	St. Johns Hospital (CBCI)	Bengaluru
4	AIIMS Bathinda	Bathinda
5	ATRCC Bikaner	Bikaner
6	Golden Butterflies Children's Palliative Care Foundation	Chennai
7	WIA Adyar Cancer Institute	Chennai
8	Prashanthi Balamandira Trust	Chikkaballapur
9	Indian Cancer Society	Delhi
10	Novi Survat	Goa
11	Tata Memorial Center Dr. B Borooah Cancer Institute (BBCI)	Guwahati
12	Pain Relief and Palliative Care Society	Hyderabad
13	Indore Cancer Foundation	Indore
14	AIIMS Jodhpur	Jodhpur
15	KGMU Lucknow	Lucknow
16	AIIMS Mangalgi	Mangalgi
17	Tata Memorial Center HBCH&RC Mullanpur	Mullanpur
18	Ahilyabai Holkar HNCII, Dockyard Road	Mumbai
19	BJ Wadia Palliative Care	Mumbai
20	CanKids KidsCan	Mumbai

Annexure

Partner Details

Sl.No	Partner Name	Location
21	King George V Memorial Trust, Sukoon Nilaya	Mumbai
22	LTMG Sion Hospital	Mumbai
23	The Jimmy S Bilimoria Foundation	Mumbai
24	Romila Palliative Care, Sneha	Mumbai
25	Tata Memorial Hospital Mumbai (Home Care)	Mumbai
26	Tata Memorial Center (KEVAT)	Mumbai
27	Tata Memorial Center HBCH&RC, Muzaffarpur	Muzaffarpur
28	Tata Memorial Center ATREC	Navi Mumbai
29	Helpage India (South Goa District Hospital & Goa Medical College)	Panjim, Margao
30	Cipla Palliative Care and Training Centre, Pune	Pune
31	Tata Memorial Center HBCH&RC, Sangrur	Sangrur
32	Cachar Cancer Institute	Silchar
33	CanSupport	Sonipat, Rothak, Mansa, Jind, Shimla, Jhajjar
34	Pallium India Trust	Thiruvananthapuram, Srinagar, Murshidabad, Kolkata
35	Tata Memorial Center HBCH MPMMCC, Varanasi	Varanasi
36	Tata Memorial Center HBCH&RC, Vizag	Visakhapatnam



Cipla 1935 se Desh ki Sehat ke Saath

Built on a strong 90-year-old legacy of providing equitable access to life-saving treatments, Cipla's journey has been driven by the ideals of self-sufficiency, self-reliance, and innovation. As a global healthcare organisation, Cipla remains committed to patient-centric care — offering complex generics and drugs across key therapeutic areas like respiratory, anti-retroviral, urology, cardiology, anti-infective, and CNS. With a presence in over 80 countries, Cipla provides over 1,500 products in over 50 dosage forms.

As a responsible corporate citizen, Cipla's humanitarian approach to healthcare in pursuit of its purpose of 'Caring for Life' and deep-rooted community links, wherever it is present, make us a preferred partner to global health bodies, peers, and all stakeholders, including not-for-profit organisations, that partner with Cipla Foundation to help patients across 20 states in India as well as South Africa.



Bai Jerbai Wadia Hospital
for Children, Mumbai

Saath-Saath Helpline Number



1800-202-7777



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CiplaFoundation

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