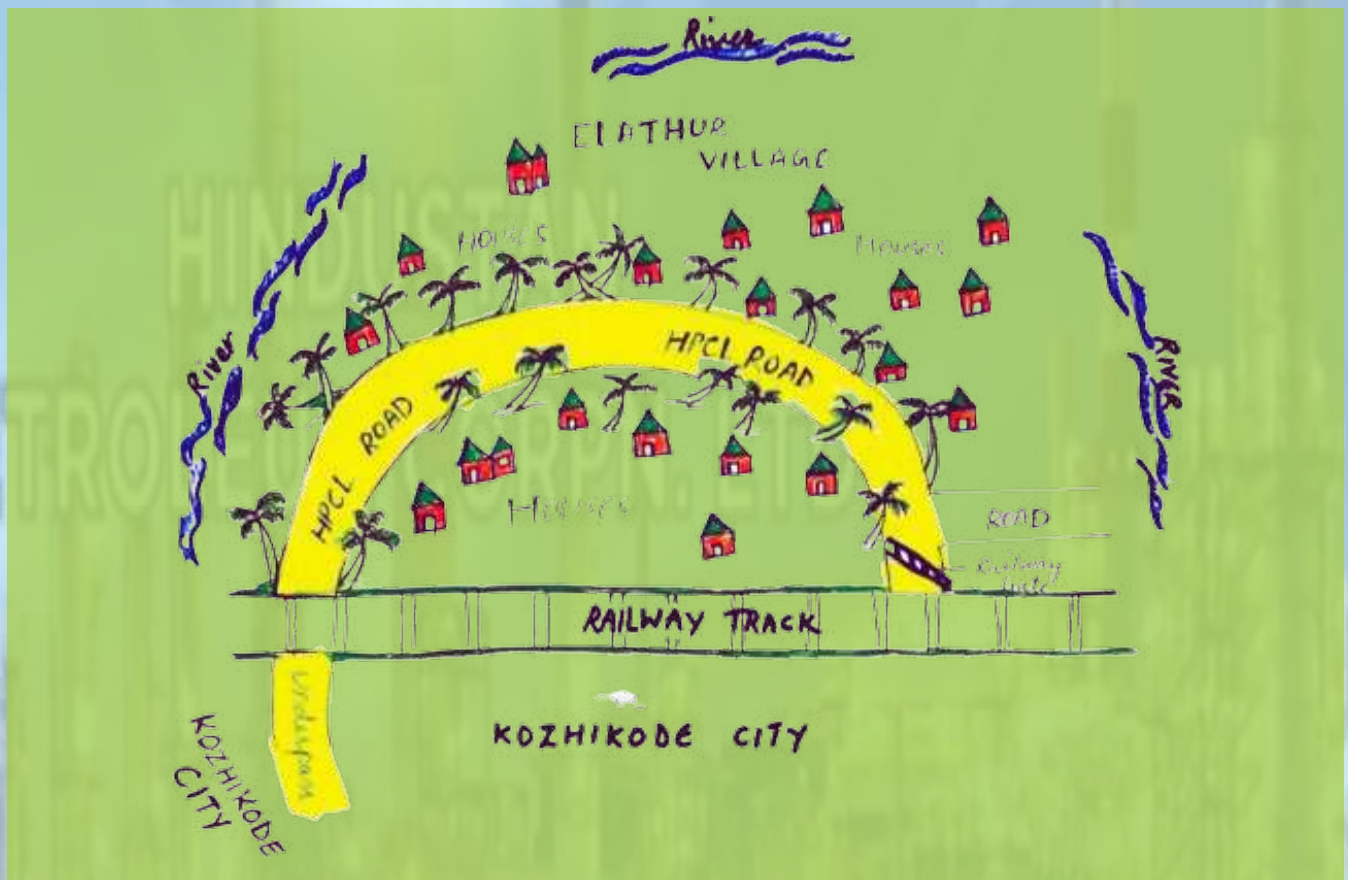




IMPACT ASSESSMENT STUDY OF HPCL CORPORATE SOCIAL RESPONSIBILITY (CSR) PROJECTS COMPLETED IN FY 2020-21



**BY
DEPARTMENT OF SOCIAL WORK
JAMIA MILLIA ISLAMIA, NEW DELHI**

Acknowledgement

At the outset, we would like to thank Hindustan Petroleum Corporation Limited (HPCL) who entrusted us with the task of Impact Assessment Study of its CSR Projects completed during Financial Year 2020-21. Thanks are due to Jamia Millia Islamia, New Delhi for permitting us to undertake this study, signing the MoU and allowing us to make use of necessary infrastructure for the purpose of study and documentation.

In the course of conducting this study, we have received a lot of help and support from HPCL's CSR team headed by Shri Rajeev Goel, Executive Director – CSR & PRCC. We would also like to acknowledge the guidance from Shri Krishan Lal, DGM - CSR and cooperation and timely assistance from Shri Sumit Kumar, Manager – CSR. The assessment was made possible with the support of several institutions, agencies, and stakeholders. The evaluation team would like to put on record their acknowledgment of the facilitation provided by the staff of the implementing partners and HPCL officials posted at various regional offices, which enabled the completion of this evaluation exercise in time.

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We take this opportunity to express our gratitude for the assistance and commitment provided by our research team and students for undertaking the painstaking data collection, compilation and computer work. We record our appreciation for their adequate and timely efforts.

Prof. Ashvini Kumar Singh

Principal Investigator

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EXECUTIVE SUMMARY

IMPACT ASSESSMENT OF HPCL CSR PROJECTS COMPLETED IN FY 2020-21

Hindustan Petroleum Corporation Limited (HPCL) assigned the Impact Assessment Study of CSR projects completed during FY 2020-21, to the Department of Social Work, Jamia Millia Islamia. HPCL, being a responsible Corporate Citizen and in Compliance with Section 135 of the Companies Act 2013, is committed to Societal Development and has always worked towards being a Model of Excellence in meeting its commitment. During Financial Year 2020-21, HPCL used a multi-pronged approach to CSR, the Corporation implemented CSR initiatives in the Focus Areas of Childcare, Education, Healthcare, Skill Development, Sports, Environment and Community Development, creating Social Capital, especially in the host communities of the Business locations.

HPCL supports projects that create empowered individuals and communities through sustainable social and economic development. Their initiatives are broadly classified under the domain areas of Child-Care, Education, Healthcare, Skill Development, Environment & Community Development and Sports. The initiatives have further strengthened the image of the Corporation as a socially responsible Corporate Citizen. Corporation has been very successful in bringing positive changes in the lives of the most vulnerable and marginalized sections of society such as children with special needs, girl children from tribal areas, long-distance truckers, socially disadvantaged groups, marginalized women and unemployed youths among others.

The present Impact Assessment Study was undertaken with following major objectives:

- To undertake an assessment of the projects in terms of their relevance, focus area and contribution to the welfare / development of the beneficiaries;
- To gauge the relevance and effectiveness of the project strategies and approaches to fulfill the project objectives;
- To assess the performance of the project in terms of the effectiveness and efficiency of the expected outputs;
- To assess the Impact of the project activities on the beneficiaries;

- To ascertain the sustainability of the project after its completion, wherever applicable;
- To give recommendations for future CSR projects of similar nature.

The scope of Impact assessment study of CSR Projects includes achieving the above-mentioned objectives as applicable for each CSR Project. Both qualitative and quantitative methods of data collection were used in the evaluation. Interviews, Focus Group Discussions, Case Studies and Observations were used for data collection besides the desk review of the documents. Comprehensive data pertaining to CSR projects for providing services and infrastructure was provided by the HPCL CSR division. Primary data (first-hand data) was collected from the beneficiaries of various programs, the general public of the project area and concerned project stakeholders. The information is supplemented with other secondary data relevant to the study. Secondary sources like records and project reports provided by HPCL, documents maintained by the respective beneficiary organizations and other policy related documents from various sources were referred as part of this study. The information / data was sought pertaining to HPCL's spending on the social sector, community development projects, enrolment of poor children in HPCL-supported schools, and the overall impact of such development initiatives on the quality of life of the local population. Secondary data available in the Annual report of the company was also accessed to analyze HPCL's commitment towards social development initiatives.

Keeping in mind the objectives of the study, the scope of work prescribed for evaluating the project wise impact was carried for identifying qualitative and quantitative changes in the lives of beneficiaries and overall development in the area. The evaluation was conducted upon considering the need, Memorandums of Understanding (MoUs) and performance of projects on various aspects prescribed in the rationale of the work and funding.

The impact assessment study was planned in accordance with the objectives and scope of each project. Beneficiaries and all other stakeholders were identified and contacted as per the objectives of the projects. As per aim of the impact assessment; study was done by reviewing the intervention programs and identifying the social, economic and infrastructural needs of the area. The present impact assessment study included a comprehensive target area profile of beneficiaries and the impact on individual beneficiaries, groups and communities. The study also aimed to get a clear and objective description of relevance of the programme and

accordingly, the research team visited the locations for collecting data in a pre-planned structure.

This executive summary has been prepared based on the impact evaluation undertaken at the multiple project sites at locations across select states in India. The executive summary provides an overall outcome of the evaluation of each project highlighting the major accomplishments of the projects. The executive summary provides a consolidated analysis and feedback provided by beneficiaries and other stakeholders for these nine projects. The project wise brief of Executive Summary is given below:

Project 1 – School building at Sarswati Balika Vidya Mandir in Lucknow, Uttar Pradesh.

The project has resulted in an increase in the student enrolment and ensured availability of good educational infrastructure to school students. The project has brought significant change in the life of students by providing sufficient toilets and potable drinking water to the students.

Project 2 – Road for Villagers in Kozhikode, Kerala. The construction of road supported by HPCL has eased daily lives of village residents and has improved the mobility of the general population like school going children, people going to work and during health emergencies.

Project 3 – Medical facilities at Government Hospitals and Health Centers in Fatehpur district Uttar Pradesh. Medical facilities provided under the project have contributed in significant improvement in child and maternal health. During Covid pandemic, these medical facilities, notably aided in providing improved patient care in various hospitals in the district. This project enabled hospitals to handle more OPD patients, whose number had increased significantly from 300 - 500 patients per day to 3,000 – 4,000 patients per day during the Covid pandemic.

Project 4 – Installation of Handpumps in Anganwadi Centers in Goalpara, Assam.

Handpumps provided under the project were found to be very helpful as they provided Anganwadi Centres with clean water, which is used for cooking, cleaning and other routine activities. Before commencement of this project, these Anganwadi Centres used to fetch water from distant and unhygienic water sources, resulting into health-related issues and loss of time.

Project 5 – Nanhi Kali - Academic, social and material support to girl children in Visakhapatnam, Andhra Pradesh. Project Nanhi Kali strives to educate girls and enabling them to grow into empowered women. This project is highly relevant in the context of gender-based discrimination in our society and has significantly contributed in increasing the retention rate and attendance of girl children.


Project 6 – Dil without Bill - Heart Surgeries for the needy patients at Multiple Locations in India. Support provided by HPCL under the project has helped patients from marginalized and disadvantaged sections of the society to undergo heart surgery free of cost and start a new life. Almost all the beneficiaries were found satisfied with the level of support and care offered under the project.

Project 7 – Hostel block for students in Uttara Kannada, Karnataka. Hostel facility provided by HPCL has proved to be very beneficial for students from marginalized socio-economic backgrounds. This facility has ensured quality education infrastructure to the needy students and has facilitated them in seeking higher education and improving academic performance.

Project 8 – Medical equipment to AIIMS Rishikesh in Uttarakhand. This Project for providing medical equipment to AIIMS, Rishikesh has resulted in enhancing the quality of medical services provided to patients from the marginalized and the less privileged communities. The availability of these medical equipment has reduced the financial burden of families, who otherwise find it difficult to afford such medical services.

Project 9 – Augmentation of cold chain infrastructure to support fight against Covid pandemic in Chandigarh, Punjab and Jaipur, Rajasthan. Ice-lined refrigerators, deep freezers, walk-in-freezers, refrigerated trucks provided under the project have contributed in Covid vaccination drive at multiple locations in four States / Union Territories. In Punjab, equipment provided by HPCL were utilized in providing Covid vaccine to approximately 21 lakh citizens. These equipments are also being utilized in routine immunization drives and have proved to be very useful in providing enhanced services to general public.

All the nine projects covered under impact assessment recorded an extremely satisfactory or satisfactory performance. All the projects evaluated were aligned to HPCL's CSR policy and



global sustainable development goals. CSR initiatives assessed during the impact assessment study were found to be aligned with 17 Sustainable Development Goals of the United Nations and were found to have substantial impact in the lives of the beneficiaries of these initiatives who were interviewed as part of this study. The projects overall had an inclusive approach and ensured representation and coverage from various marginalized and vulnerable communities across the sectors and geographic locations. Based on our analysis, it was observed that there is opportunity for further sustaining and strengthening the ongoing projects. The implementing agencies should be encouraged to formulate a robust sustainability mechanism and strengthen their service delivery mechanism more participatory and inclusive by identifying key performance indicators at the time of project commencement for outcome and impact.

List of Abbreviations

AIIMS:	All India Institute of Medical Science
CSR:	Corporate Social Responsibility
CHC:	Community Health Centre
CII:	Confederation of Indian Industries
CWD:	Children with Disabilities
FGD:	Focus Group Discussions
FY:	Financial Year
GOI:	Government of India
HPCL:	Hindustan Petroleum Corporation Limited
HR:	Human Resource
ICDS:	Integrated Child Development Services
ICU:	Intensive Care Unit
IT:	Information Technology
KCMET:	K. C. Mahindra Education Trust
K.M.:	Kilometer
MoU:	Memorandum of Understanding
N.G.O.:	Non-Government Organization
OBC:	Other Backward Classes
OPD:	Outpatient Department
O.T.:	Operation Theatre
PHC:	Primary Health Centre
PPP:	Public Private Partnership
PwDs:	Person with Disabilities
Rs.:	Rupees
SC:	Scheduled Caste
SDGs:	Sustainable Development Goals
ST:	Scheduled Tribe
WHO:	World Health Organization
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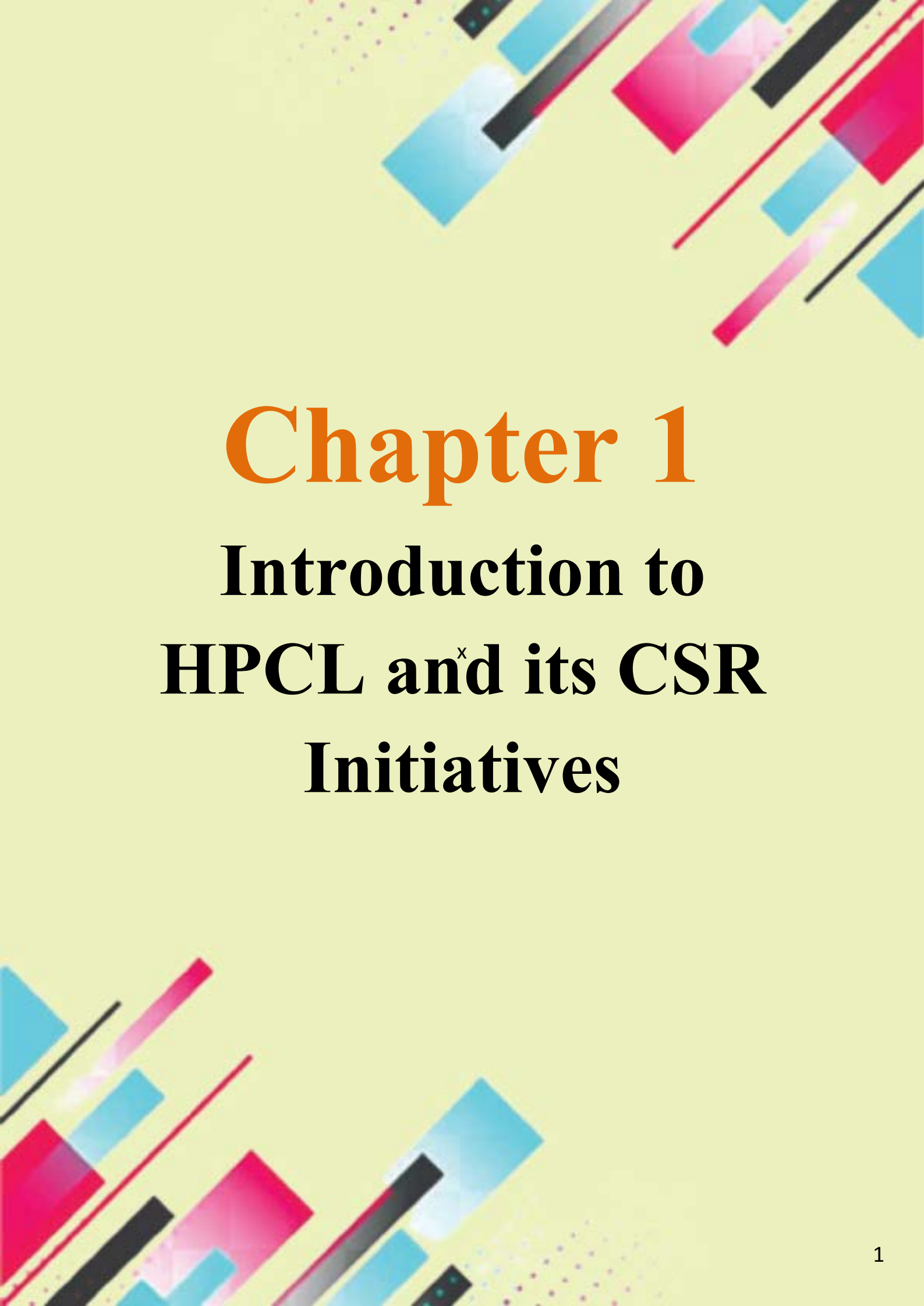
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Chapter 1

Introduction to HPCL and its CSR Initiatives

Introduction to HPCL and its CSR Initiatives

Hindustan Petroleum Corporation Limited

Hindustan Petroleum Corporation Limited (HPCL) is a Central Public Sector Undertaking (PSU) in petroleum and natural gas industry, headquartered in Mumbai and a subsidiary of the Oil and Natural Gas Corporation (ONGC), which is owned by the Ministry of Petroleum and Natural Gas (MoP&NG), Government of India.

HPCL is a Maharatana – a Central Public Sector Enterprises Company. HPCL has a strong presence in the Refining & Marketing of Petroleum Products in the country.

HPCL along with its joint ventures is committed to the nation by transforming the energy landscape with a mission of becoming a “fully integrated company in the hydrocarbons sector of exploration and production, refining and marketing; focusing on enhancement of productivity, quality & profitability, caring for customers and employees, caring for environment protection and cultural heritage. It will also attain scale dimensions by diversifying into other energy-related fields and by taking up transnational operations”.

The vision of the HPCL inter alia includes creating a model of excellence in meeting social commitment, environment, health and safety norms and in employee welfare & relations.

HPCL CSR Policy

HPCL has always strived to be a model of excellence and a catalyst of transformation in all its endeavors be it business prosperity or its commitment to society. It has always believed in creating shared values and delivering happiness through its various initiatives that have touched millions of lives. The Corporate Social Responsibility (CSR) projects are well established and are in sync & seek inspiration from issues of national importance and Government of India policies like National Health Mission, National Skill Development Mission, Clean India Movement, ‘Transformation of Aspirational Districts’ program and other policies on rural / community development.

Under its CSR commitment, HPCL supports projects that create empowered individuals and communities through sustainable social and economic development. Its initiatives are broadly classified under focus areas such as Child-care, Education, Healthcare, Skill Development, Environment & Community Development and Sports. The initiatives have further strengthened

the image of the corporation as a socially responsible corporate citizen. HPCL has been very successful in bringing positive changes in the lives of the most vulnerable and marginalized sections of society such as children with special needs, girl children from tribal areas, long-distance truckers, socially-disadvantaged groups, unemployed & women etc.

HPCL's Alignment with India's CSR Policy

With effect from April 1, 2014, every company, private limited or public limited, which either has a net worth of Rs.500 crore or a turnover of Rs.1,000 crore or net profit of Rs.5 crore, needs to spend at least 2% of its average net profit for the immediately preceding three financial years on Corporate Social Responsibility (CSR) activities in areas or subject specified in Schedule VII of Companies Act, 2013.

The CSR activities should not be undertaken in the normal course of business and must be with respect to any of the activities mentioned in Schedule VII of the 2013 Act. In its alignment, CSR policy of the HPCL strives to focus on the following:

- i. Preference to CSR activities in local communities in and around areas of Company's operations viz. Refineries, Terminals, Depots, LPG Plants, Pipelines, Aviation Stations, Lube Blending Plants, Project locations and other offices etc.
- ii. Implement CSR activities to empower weaker, less privileged and marginalized sections of the society to create Social Capital.



HPCL CSR Projects

1. Project ADAPT

Objectives - Providing inclusive education, state of art therapies and vocational training to special children and young adults in an enabling and inclusive environment to help them realize their potential.

2. Project Dhanwantari

Objectives - To meet the basic medical needs of people residing in remote areas and urban slums with the help of Mobile Medical Units (MMUs) that can reach the doorsteps of the people who need them.

3. Project Dil without Bill

Objectives - The project aims to fund heart surgeries for less privileged people, with a special focus on children.

4. Project Nanhi Kali

Objectives - The main objective of the project is to achieve gender equality through quality education of girl children by supporting the education of girls belonging to less privileged primarily first-generation learners.

5. Project Suraksha

Objectives - To prevent HIV / AIDS and Sexually Transmitted Infections amongst trucker communities through awareness programs and Khushi Clinics that provide treatment and other facilities for the prevention of sexually transmitted diseases.

Other CSR Related Activities

1. Skill Development Institutes

HPCL supported Skill India Mission by making contribution towards establishment of Skill Development Institutes at Visakhapatnam, Raebareli, Ahmedabad, Kochi, Bhubaneswar and Guwahati for imparting skills to youth in various sectors.

2. Kashmir Super-50 (Medical)

Project Kashmir Super-50 (Medical) provided mentoring and coaching to talented students from Jammu & Kashmir and Ladakh regions. The students get free residential coaching

and guidance for a period of twelve months for entrance examinations of various medical colleges spread across the country.

3. Pradhan Mantri Ujjwala Yojana (PMUY)

HPCL supported Pradhan Mantri Ujjwala Yojana to provide clean cooking fuel solution to women from poor households especially in rural areas. This has led to smoke-free kitchen and improved health of womenfolk and children.

4. Swachh Bharat Abhiyan

HPCL has contributed towards the national cause of Swachh Bharat Abhiyan by developing sanitation infrastructure at various public places and sensitizing communities on the importance of cleanliness, personal hygiene and environment preservation. Sanitation infrastructure includes construction of school toilets under Swachh Vidyalaya Abhiyan, providing drinking water facilities, waste management solutions in municipalities & villages and provision of sanitary napkin vending machines & incinerators in schools, colleges and hostels.

5. Other CSR Initiatives

HPCL's CSR endeavors in the thematic areas of School Education, Nutrition and Healthcare have contributed to availability / upgradation of basic school and college infrastructure / medical care amenities respectively at government facilities in remote locations spread across the country. Various other sustainable and green initiatives like development of rainwater harvesting techniques in arid zones, water body augmentation / rejuvenation projects, installation of sustainable energy facilities in communities, development of gardens and parks at public places, sapling plantation in different geographies have led to empowerment of the less-privileged communities. HPCL offices spread across the country undertook various activities for the development of local communities.

Since the application of mandatory Corporate Social Responsibility (CSR) provision in 2014, CSR spending by Corporate India has increased significantly. Along with increasing their CSR spending, the companies are also taking up innovative projects and demonstrating innovative ways of addressing social issues. HPCL, being a responsible Central Public-Sector Enterprise, has taken this opportunity to integrate CSR into its strategy. CSR forms an integral part of HPCL's culture. The company strives to achieve a balance between the need for economic growth, environmental protection and social

imperatives. As a business, it has been facilitating projects designed to reduce carbon footprint and ensure sustainable and secure growth. HPCL, being a responsible Corporate Citizen and in Compliance with Section 135 of the Companies Act 2013, is committed to Societal Development and has always worked towards being a Model of Excellence in meeting its commitment. During Financial Year 2020-21, HPCL used a multi-pronged approach to CSR, the Corporation implemented CSR initiatives in the Focus Areas of Childcare, Education, Healthcare, Skill Development, Sports, Environment and Community Development, creating Social Capital, especially in the host communities of the business locations.

Awards and Accolades for CSR Initiatives

HPCL has been conferred with the first National CSR Awards by the Government of India in the category ‘Contribution to National Priority Areas: Education’ for project Nanhi Kali and Honorable Mention in the category ‘Contribution to National Priority Areas: Support to Differently Abled’ for project ADAPT.

The National CSR Awards have been conceived as an official recognition at the highest level of the outstanding contribution made by corporates by way of CSR activities in the areas of Education, Health, Gender Equality, Skill Development etc. by the Ministry of Corporate Affairs, Government of India.

HPCL actively supports community development initiatives in different areas like education, healthcare, infrastructural development, development of economically and socially backward and many more. It seeks to develop such initiatives that strive to overcome issues in these sectors that are sustainable in their long-term approach. Amongst many such initiatives, the focus of this report is on nine projects HPCL has proactively funded and implemented in different locations all across India.

The background of the slide is a solid light yellow. In the top-right and bottom-left corners, there are abstract geometric designs. These designs consist of various overlapping shapes, including rectangles, squares, and lines, in shades of light blue, magenta/pink, and black. Some of these shapes have a slight gradient or a dotted pattern. The overall aesthetic is modern and clean.

Chapter 2

Impact Assessment Study of CSR

Initiatives: A Methodological Overview

Impact Assessment Study of CSR Initiatives: A Methodological Overview

An Overview

HPCL assigned the work of impact assessment study of its CSR projects completed during FY 2020-21, to the Department of Social Work, Jamia Millia Islamia, New Delhi. For the purpose of this study, a team was constituted to conduct the impact assessment of the CSR initiatives of HPCL under the guidance of Head of the Department, Prof. Neelam Sukhramani and supervision of the principal investigator Prof. Ashvini Kumar Singh, Department of Social Work Jamia Millia Islamia, New Delhi. A MoU was signed between the HPCL and JMI in this regard. The objectives of the assigned impact assessment study were as following:

Objectives of Impact Assessment

1. To undertake an assessment of the projects in terms of their relevance, focus area, and contribution to the welfare / development of the beneficiaries;
2. To gauge the relevance and effectiveness of the project strategies and approaches to fulfil the project objectives;
3. To assess the performance of the project in terms of the effectiveness and efficiency of the expected outputs;
4. To assess the impact of the project activities on the beneficiaries;
5. To ascertain the sustainability of the project after its completion, wherever applicable;
6. To give recommendations for future CSR projects of similar nature.

Among its various projects and initiatives, the scope of this work was for a set of 9 projects and initiatives for which the impact assessment study was to be carried out. The following list entails the project name, state, district and number of project locations for the purpose of carrying out this study.

S. No.	Project Detail	State	District	No. of Project Locations
1	School building at Saraswati Balika Vidya Mandir	Uttar Pradesh	Lucknow	1
2	Road for villagers in Kozhikode	Kerala	Kozhikode	1
3	Medical facilities at Government Hospitals and Primary / Community Health Centres	Uttar Pradesh	Fatehpur	Multiple
4	Drinking water facility by installation of 253 Nos. of Hand Pumps in Anganwadi Centres of Kuchdhowa and Rongjuli	Assam	Goalpara	Multiple
5	Nanhi Kali: Academic, social, and material support to girl children from backward and tribal areas	Andhra Pradesh and Maharashtra	Visakhapatnam	Multiple
6	Dil without Bill: Free heart surgeries for the economically backward people	Pan India	Pan India	Multiple
7	Hostel block for students in Vanavasi Kalyana, at Baggaon, Kumta	Karnataka	Uttara Kannada, (Karwar)	1
8	Medical Equipment to Department of Pulmonary Medicine, AIIMS Rishikesh	Uttarakhand	Dehradun	1
9	Augmentation of cold chain infrastructure to support fight against Covid pandemic	Chandigarh-Punjab and Rajasthan	Chandigarh and Jaipur	2

Scope of the Impact Assessment Study

1. *Obtaining and studying CSR-related documents from HPCL, which include Memorandum of Understanding (MOUs), committee proposals, and request letters for respective projects.*
2. *Field-based data collection from the beneficiaries pertaining to each project through means of questionnaires, interviews, case studies etc.*
3. *Detailed analysis and interpretation of the collected information, along with the CSR-related documents, to understand the impact generated by each project.*
4. *Exploring gaps in project impact and giving suggestions.*

Detailed Overview of CSR Projects Undertaken By HPCL

S. No.	Project Name	Location	Implementing Agency	Project Sector	Project Outlay in Rs.	Project Beneficiaries
1	School Building at Saraswati Balika Vidya Mandir	Lucknow, Uttar Pradesh	HPCL	Education	1.37 Cr	300 Students
2	Road for Villagers in Kozhikode	Elathur Village, Kozhikode, Kerela	HPCL	Community Development	1.27 Cr	Community Initiative
3	Medical facilities at Government Hospitals and Primary Community Health Centres	Fatehpur, Uttar Pradesh	District Administration Fatehpur, UP	Healthcare	1.68 Cr	Approx. 1000 OPD patients per day
4	Drinking Water facility by installation of 253 No. of Hand Pumps Anganwadi Centres of Kuchdhowa and Rangjuli	Goalpara, Assam	District Administration, Goalpara, Assam	Healthcare and Sanitation	1.10 Cr	253 Anganwadi Centres (approx. 12000 students)
5	Nanhi Kali: Academic, Social, and Material Support for Girl Children from backward and tribal areas	Visakhapatnam, Andhra Pradesh Mumbai, Maharashtra	K.C. Mahindra Education Trust (KCMET)	Education	3.19 Cr	9818 students
6	Dil without Bill	Patients from different locations in India	Prashanti Medical Services and Research Foundation	Healthcare	1.00 Cr	200 Heart Patients
7	Hostel Block for students in Vanavasi Kalyana, at Baggaon, Kumta	Uttara Kannada (Karwar), Karnataka	HPCL	Education	1.00 Cr	100 Tribal students
8	Medical Equipment for the Department of Pulmonary Medicine, AIIMS Rishikesh	Dehradun, Uttarakhand	AIIMS, Rishikesh, Uttarakhand	Healthcare	1.22 Cr	OPD Patients in Pulmonary Medicine Department
9	Augmentation of cold chain infrastructure to support the fight against Covid pandemic	Chandigarh, Punjab, Rajasthan and Maharashtra	HPCL	Healthcare	2.46 Cr	Community Initiative

Methodology of the Impact Assessment Study

The majority of the projects used a mixed-method study to ensure data collection from multiple sources, which would aid in increasing the richness of the data and generate relevant insights into the situations prevailing. The quantitative data collection through the survey focused on data collection of an objective nature, whereas interviews and case studies tried to build on the quantitative findings by also incorporating subjective and individual specific outlooks and suggestions. The quantitative findings aided in providing large base inputs from the samples, while the qualitative methods complemented these findings by gaining an understanding of the underpinnings of the results obtained. Through this methodology, the benefits of both methods have been extracted.

Both qualitative and quantitative methods of data collection were used for this impact assessment study. Interviews, case studies, and observations were used for data collection besides the desk review of the documents. Comprehensive data pertaining to CSR projects for providing services and infrastructure was provided by the HPCL CSR division. Primary data was collected from the beneficiaries of various programmes, the general public of the project area, and concerned project stakeholders. The information is supplemented with other secondary data relevant to the study. Secondary sources like records and project reports provided by HPCL, documents maintained by the respective beneficiary organizations, and other policy-related documents from various sources were referred to as part of this study. The information and data sought pertain to HPCL's spending on the social sector, community development projects, the enrolment of poor children in HPCL-supported schools, and the overall impact of such development initiatives on the quality of life of the local population. Secondary data available in the annual report of the company was also accessed to analyse HPCL's commitment to social development initiatives.

Keeping in mind the objectives of the study, the scope of work prescribed for evaluating the project-wise impact was carried out to identify qualitative and quantitative changes in the lives of beneficiaries and overall development in the area. The evaluation was conducted after considering the need, Memoranda of Understanding (MoUs), and performance of projects on various aspects prescribed in the rationale of the work and funding. The impact assessment study was planned in accordance with the objectives and scope of each project. Beneficiaries and all other stakeholders were identified and contacted as per the objectives of the projects. As per the aim of the impact assessment, the study was done by reviewing the intervention programmes and identifying the social, economic, and infrastructural needs of the area.

The present impact assessment study included a comprehensive target area profile of beneficiaries and the impact on individual beneficiaries, groups, and communities. The study also aimed to get a clear and objective description of the relevance of the programme, and accordingly, the research team visited the locations for collecting data in a pre-planned manner. An outline of the methodology to address the process for CSR projects is highlighted in the figure below:

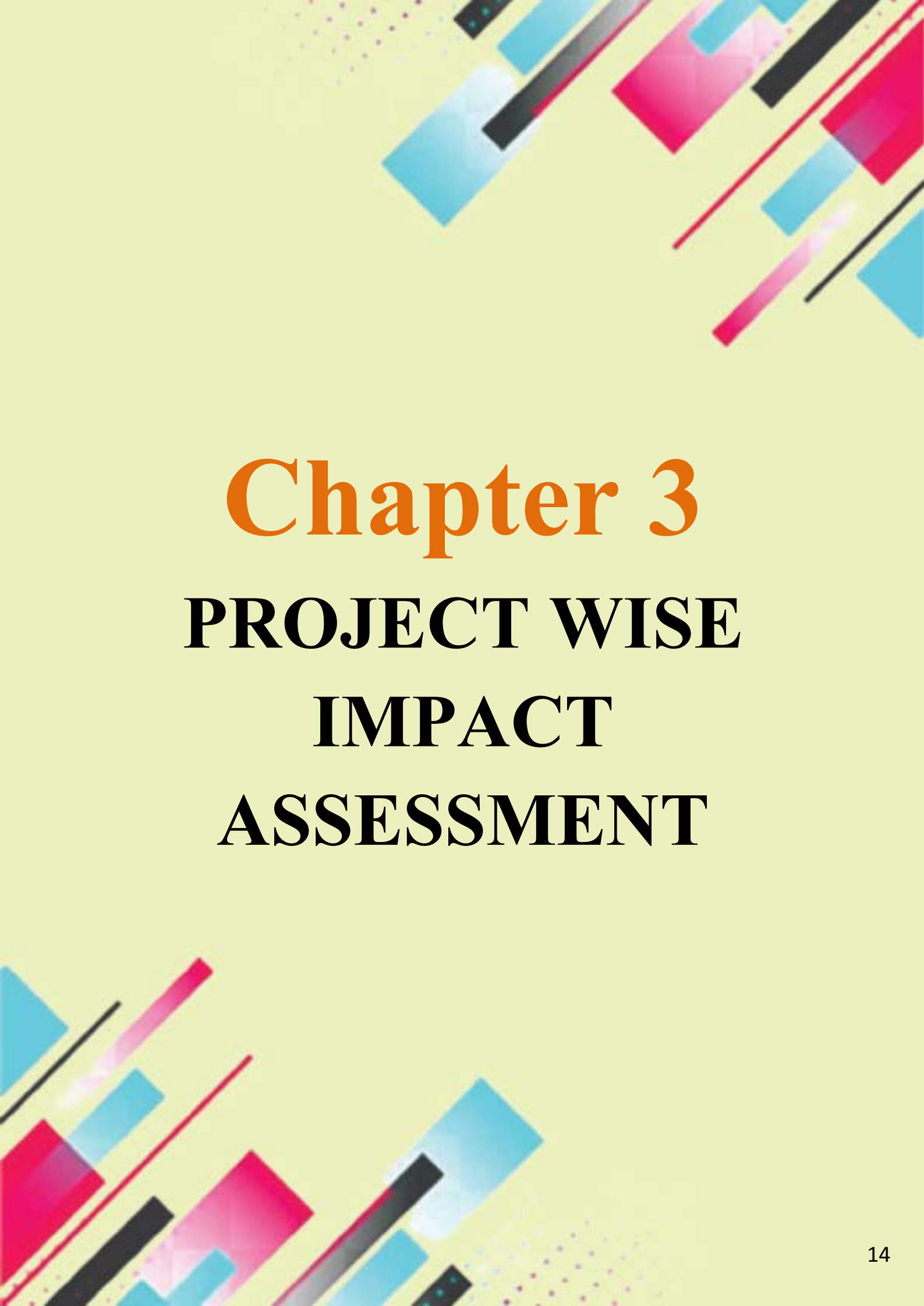


PROJECT CYCLE

Project-wise Methodological Considerations

The project-wise methodological considerations followed during the impact assessment study were as following

Initial Engagement	Planning and Tool Preparation	Data Collection and Field Visit	Data Analysis and Report Writing
<ul style="list-style-type: none"> ● Initial meeting and engagement with the CSR team of HPCL. ● Collaboratively work on developing the scope of work. ● Understanding the project from HPCL CSR team. ● Sharing document list for further review. 	<ul style="list-style-type: none"> ● Preliminary review of documents and reports received from HPCL. ● Deciding the data collection plan as per project nature and category. ● Developing data collection tool. ● Conveying the data collection plan to the implementing agencies depending on the nature of the project. 	<ul style="list-style-type: none"> ● Field visits by the project teams to different project locations. ● Interacting with the respective, project beneficiaries, implementation agencies and local HPCL functionaries. ● Review of the documents available regarding project location and implementation where visits were conducted. ● Data collection and concurrent validation. 	<ul style="list-style-type: none"> ● Project wise data analysis. ● Drawing inferences from the analysis of the collected data. ● Based on the findings, suggesting appropriate recommendations for each project. ● Proposing suggestions for overall CSR initiatives to strengthen the ongoing and future endeavors.

The background of the slide features abstract geometric shapes in shades of blue, pink, and black, arranged in a dynamic, overlapping pattern. The shapes include rectangles, triangles, and lines, some with a slight gradient or shadow effect. The overall composition is modern and visually engaging.

Chapter 3

PROJECT WISE IMPACT ASSESSMENT

PROJECT WISE IMPACT ASSESSMENT

Project 1: School Building at Saraswati Balika Vidya Mandir

Introduction:

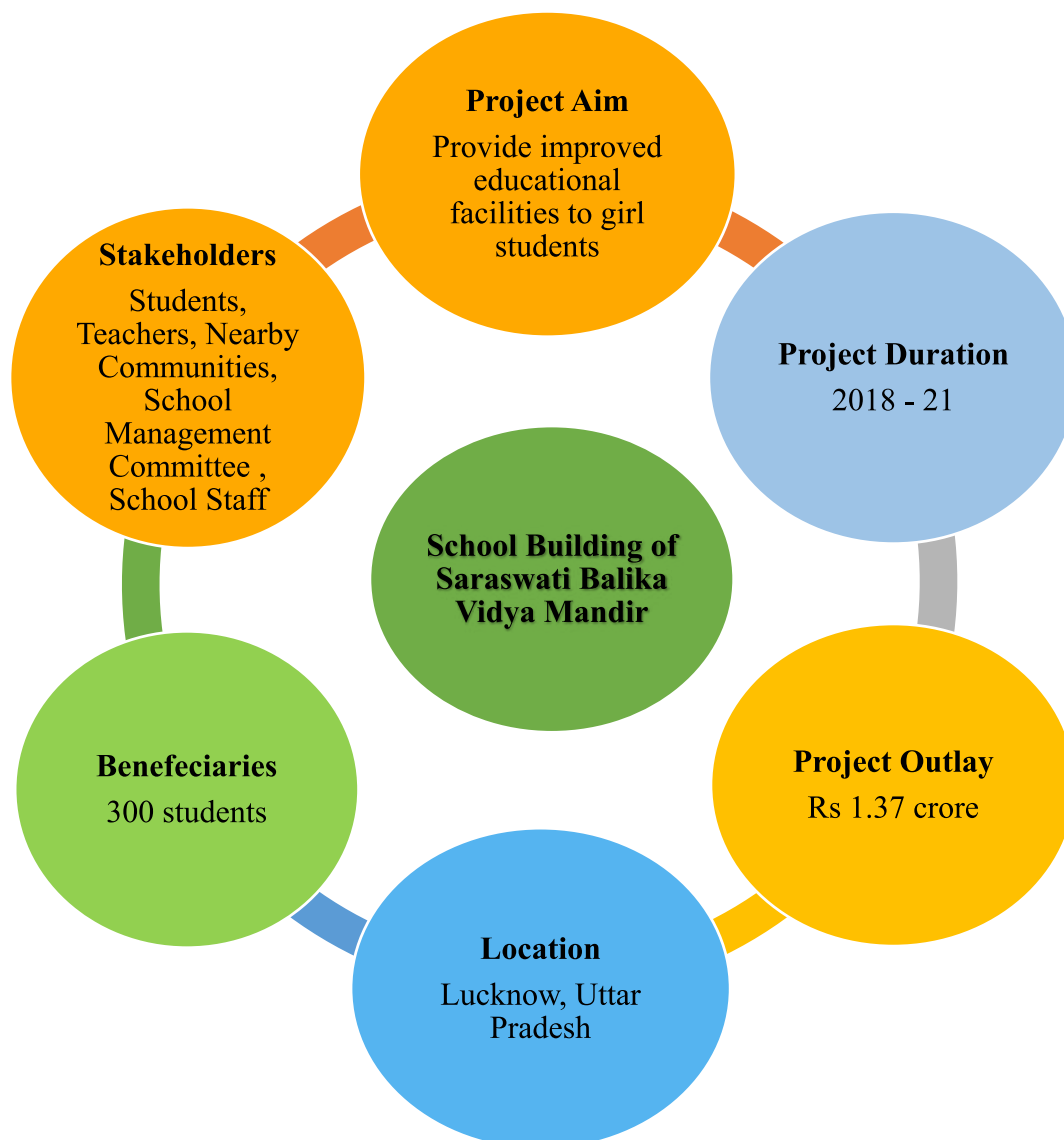
HPCL, as part of its social commitments, undertakes various CSR initiatives under the focus area of "education" at various locations spread across the country. These initiatives are in sync with government developmental priorities and are aimed at achieving Sustainable Development Goals (SDG). HPCL undertook an infrastructural development project at Lucknow in Uttar Pradesh, which is a commendable effort to facilitate the delivery of quality education. The project was initiated with the objective of augmenting educational infrastructure and providing a conducive environment for quality education for children. The construction of the first floor, library, laboratory, hall, washrooms, drinking water facility, and hall has facilitated schoolchildren's access to quality education in a safe and healthy environment. The key thematic areas of the project include:

- **Educational Upliftment:** Through the project, HPCL targets to provide quality education to girls enrolled under the school. It ensures that the educational requirements in terms of material and instructional needs are met for every child of the institution equally. The future of any child depends on the quality of education they receive at an early age. Such an initiative seeks to provide for the same at the elementary level.
- **Girl Child Education:** Among its other initiatives to support the growth of girl children, HPCL, through this initiative, also ensures that the objective of girl child education and development remains at the forefront. Any growing economy should ensure that education is continuously promoted, especially for the young minds. HPCL, through this initiative, tries to contribute its part to the cause.
- **Infrastructural Development:** For the sake of ensuring educational upliftment, it is necessary that the required infrastructure is available. Through this initiative, HPCL not only provided material support but also ensured that basic and essential facilities were provided in the school building, like a library, laboratory, washrooms, and hall. This ensures a holistic environment for children to study and provides better hygiene and sanitation, and safety and security for every child who is part of the school.

The key objectives of the project are:

- The most significant aspect of the project is providing the infrastructure and environment for children to study where all the necessary educational materials are under the same roof.
- The construction of the library, laboratory, washrooms, and hall of the school has provided one such opportunity for children to access learning in a safe and healthy environment.

Figure 3.1: Project Overview



To assess the impact of the project, 118 female respondents who were studying in the school were considered for collecting the data. 42 teachers / parents / community members were interviewed to understand the impact of the services for the students. The analysis includes the profiles of the stakeholders, project benefits, utility, improvement, challenges, and goal attainment.

Profile of the Respondents:

The socio-demographic profiles of the students, teachers, parents, and community members are as following:

Socio-demographic Profile of the Students

Figure 3.2: Age (in years)

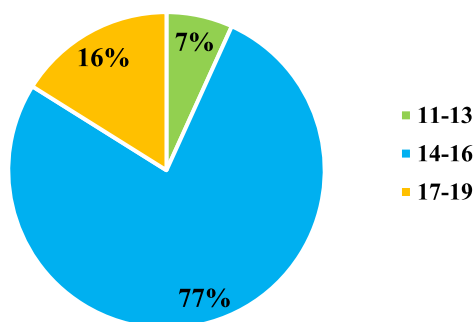
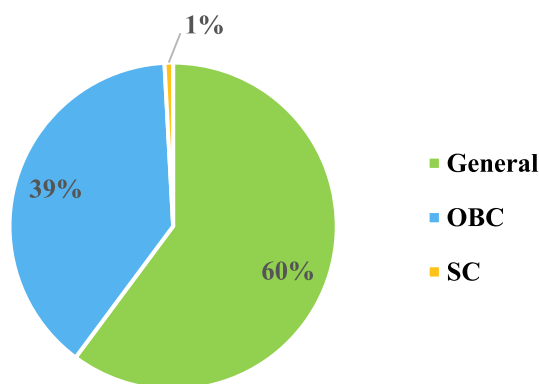


Figure 3.3: Social Category



This graph shows the results of the interviews conducted with 118 female respondents who have been availing the facilities provided by HPCL. Majority of the respondents were aged 14-16 years, 16% were 17-19 years, and 7% were 11-13 years. The maximum percentage of the students belonged to the general category whereas 39% were OBC and 1% were SC. The respondents studied in class 9-12. The average monthly household income of these students was found to be Rs. 10001-15000.

Socio-demographic Profile of the Teachers/Parents/Community Members

Figure 3.4: Age (in years)

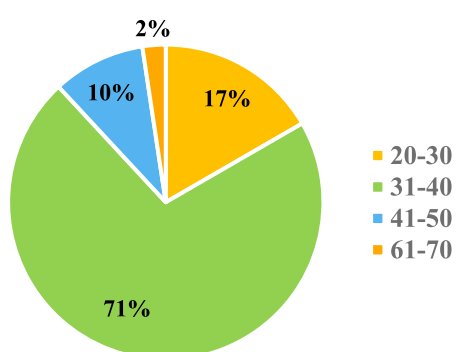
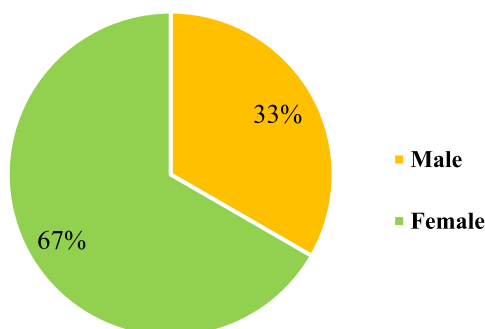


Figure 3.5: Gender



The graphs depict the result of interviews conducted with 42 respondents amongst whom 71% were 31-40 years, 17% were aged 20-30 years, 10% were 41-50 years, and 2% were 61-70 years. Majority of the respondents were females. The occupations of the respondents were school teachers, maintenance staff, principal, labour, business, housewife, and office jobs.

Pre-Intervention Scenario:

The main stakeholders of this initiative were students, teachers, parents, community members and school management. They were asked about the situation that prevailed prior to the construction of the school building at Saraswati Balika Vidya Mandir, Lucknow. These were the feedbacks received from them:



This is a case of appropriate cooperation and support provided by the HPCL-CSR program to schools for infrastructural development," voices Ms. Sudha Tiwari, the school principal at Saraswati Balika Vidya Mandir in Lucknow, Uttar Pradesh. She fondly recounts that the infrastructure and expansion requirements of the school were adequately fulfilled by the HPCL-CSR program, resulting in a significant increase in student enrolment. She recalls feeling helpless in the past when they were unable to admit many students due to a lack of infrastructure facilities. However, now the student strength has almost doubled due to the construction of more classrooms.

Table 3.1: Pre-intervention scenario reported by Students, Teachers, Parents, Community Members and School Management

Students	Teachers/Parents/Community Members/School Management
<ul style="list-style-type: none"> • There was a lack of basic infrastructural facilities such as laboratories, libraries, etc. • Lack of availability of clean drinking water. • Lack of facilities causes inconvenience in studying. • There was no division between the classrooms. Cardboard divider was used to divide two classes. 	<ul style="list-style-type: none"> • Proper labs were not there earlier which hindered the learning in students. • The number of classrooms were not enough. • Less number of toilets and they were also not in good condition. • As the classrooms were not separated there used to be disturbance while teaching.

These insights shared by the beneficiaries shows that there was a dire need for developing the hostel block due to absence of even the basic facilities and infrastructure for the students. HPCL through its sincere efforts, improved the conditions for these students residing in the area.

Table 3.2: Analysis & Findings

Parameters	Stakeholders Analysis
Project Benefits	All the stakeholders (n=160) were asked to share the benefits that have been generated as a result of the project. Maximum individuals reported availability of clean drinking water (n=107) and the next highest derived benefit has been improved educational advancement (n=99). This was followed by availability of educational infrastructure (n=48), accessibility of educational facilities (n=45), better toilet conditions (n=43) and lastly inclusive and safe school environment (n=39).
Project Utility	The participants were asked to rate how useful the project is for them. To this, 52% of the stakeholders found the project utility to be satisfactory. 12% participants gave a highly satisfactory response. About 24% of the respondents were neutral. A very small percentage around 6% were found to be dissatisfied. Majority of the stakeholders found the project to be useful as obtained from the analysis.
Overall Improvement in Educational Facilities	The analysis shows that 71% of the participants feel that there has been improvement in educational facilities.
Challenges faced in Project Accessibility	The stakeholders were asked to comment on whether they faced any challenges in accessing the services initiated as a part of the project. It was found that 55% of the participants did not face any such challenges.
Project Goal Attainment	Teachers, parents, community members and school management are the right beneficiaries to judge if the requisite goal attainment has taken place and from the inputs obtained from them it can be drawn that majority of them i.e. 43% agree that the goal achievement has been more than expected.

Figure 3.6: Project Benefits (Overall)

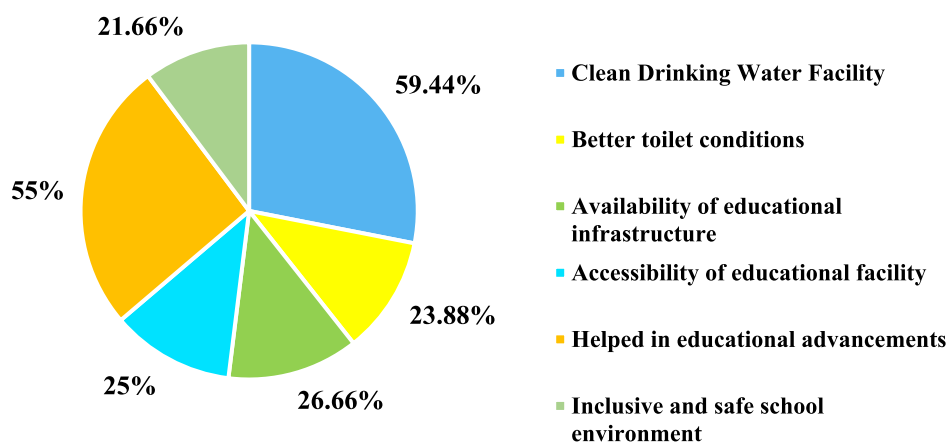


Figure 3.7: Project Satisfaction

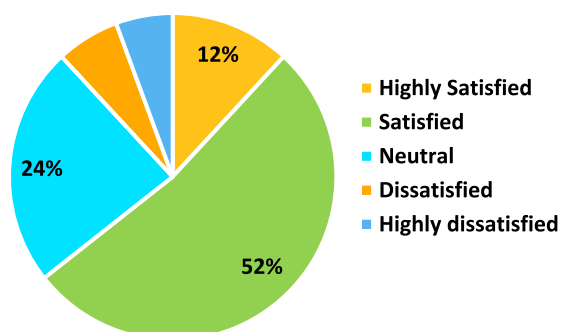


Figure 3.8: Improvement in Educational Facilities

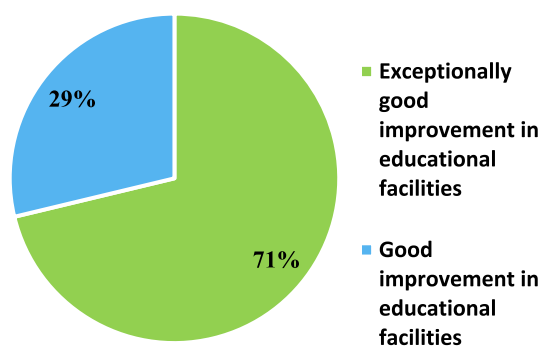


Figure 3.9: Challenges Faced in Project Accessibility

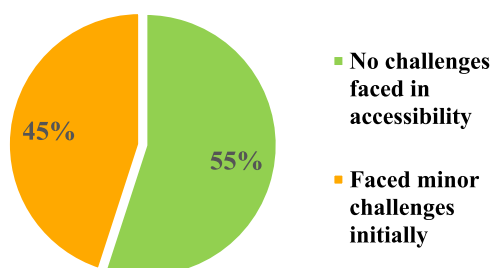
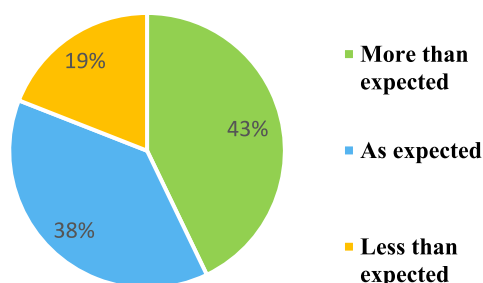


Figure 3.10: Project Goal Attainment



Summary of the Impact Created:

- 1. Girl Child Educational Advancement:** Education is one of the basic rights of every child, irrespective of gender, caste, religion, etc. However, despite its essential nature, it is still compromised in many communities. This challenge becomes even greater for females and girl children in underdeveloped regions of our country in their pursuit of education and academic progression. In this initiative, HPCL funded the construction of facilities at Saraswati Balika Mandir, a girl child education center. The feedback from students was more than satisfactory, expressing appreciation for the construction of the first floor. Now, they have their own laboratory and a dedicated lab period to practice experiments and better understand concepts. Both teaching and non-teaching staff reported a substantial increase in student enrolment. Similar findings emerged from a survey of teachers regarding educational advancement. The principal's feedback was also highly satisfactory, acknowledging a significant improvement in the school's condition. This positive change has impacted parents who now happily bring their children for admission and freely discuss issues related to their children's education. Students also noted that the construction contributed to easy access and availability of education. Moreover, 71% of stakeholders surveyed regarding educational facilities agreed that there was an overall improvement. This demonstrates that HPCL's initiative has positively contributed to this area.
- 2. Sanitation and Hygiene:** Whether in a workplace or an educational setup, having good sanitary conditions and a hygienic environment is essential. These factors are basic necessities for individuals. In the absence of such conditions, unhealthy lifestyles and habits can be promoted, becoming the reasons for the compromised health of those within that setup. HPCL undertook the construction of washrooms and ensured access to clean drinking water to promote proper hygiene and sanitation for both school students and staff. During the pre-intervention phase assessment, it was found that the school lacked access to clean water. In the post-intervention scenario, when stakeholders were asked about the benefits derived from the project, a significant number of respondents expressed that clean drinking water was now readily available. HPCL installed an RO unit to ensure a clean water facility for all. A substantial number of beneficiaries also reported that the initiative resulted in better toilets being available in the school. Teachers and other community stakeholders shared that they now experience a clean and improved environment in the school.

1. **Infrastructural Growth:** Schools in India, especially in the underdeveloped and backward regions, still have not shown a good pace of infrastructural development. In current times, when education has become so advanced, it is extremely important to have infrastructural setups that are able to provide up-to-date educational resources, thinking spaces, and facilities for experiential learning for the students. On interviewing the students, it was discovered that initially there were no lab or library facilities available in the school. Post-initiative, students showed feelings of contentment as the new construction by HPCL contributed to easy access and the availability of education. Pre-intervention, many students shared that there was no proper division among classrooms. There were cardboard boxes used to divide classes, which showcased a very primitive way of teaching. When asked about project utility, about 64% had highly satisfactory or satisfactory responses, which meant that the infrastructural needs of the stakeholders were being met. Moreover, the teaching and non-teaching staff shared that the construction of the first floor had now placed the school in a better position as compared to other close-by schools, and students also enjoyed the newly constructed hall for academic and non-academic activities, which was not the case earlier.
2. **Community Development:** The overarching goal of such initiatives is the growth and development of the larger society and more specifically the communities associated with the initiative. Many small milestones in the project collectively contribute to the attainment of societal betterment and progression. It seeks to positively influence the individuals and push them towards a growth mind-set, both at the individual and at the group level. The stakeholders were enquired about their take on multiple parameters like project utility, benefits, improvement in educational advancement, accessibility etc. To all these parameters a positive evaluation has been attained more or less, by the study participants. Moreover, in response to project benefits, the stakeholders stated one of the benefits of an inclusive and safe environment, which shows that through this initiative HPCL has been able to improve social inclusivity of the underprivileged students and has been able to facilitate safe working conditions for them. Feedback received from school administration depicted complete satisfaction with the work undertaken by HPCL in their schools for the betterment of education in the society. All this, directly or indirectly become contributing factors for community growth and advancement.



Priyanka Pandey, a homemaker and resident of Jankipuram, Lucknow, is the parent of two girls. Her husband, Mr. Rakesh Pandey, works as a watchman in a bank, and the family's monthly income is only 15,000 rupees. Priyanka is the mother of two daughters, Kashish Pandey (13 years old, in class 9th) and Ananya Pandey (11 years old, in class 7th), who are studying at Saraswati Balika Vidya Mandir in Lucknow. The school is conveniently located in their neighborhood.

She mentioned that her daughters were initially attending another school that was both expensive

and far from their residence. However, upon learning about Saraswati Balika Vidya Mandir and the transformative initiative by HPCL, she decided to enrol her daughters in this school. Priyanka expressed, 'I am happy and satisfied with the education provided to my daughters, and the fees are economically friendly for our family. My daughters always praise the accessibility of educational facilities and express their love for the school.'

She expressed gratitude, noting that it's rare for a school to provide such facilities and quality education at such affordable fees

Alignment to Schedule VII of the Companies Act, 2013 and Sustainable Development Goals

The project is aligned with Schedule VII of the Companies Act 2013 entry number (ii): promoting education, including special education and employment enhancing vocational skills especially among children, women, elderly, and the differently abled and livelihood enhancement projects. Additionally, it supports SDG 4 (Quality Education) & SDG 5 (Gender Equality).

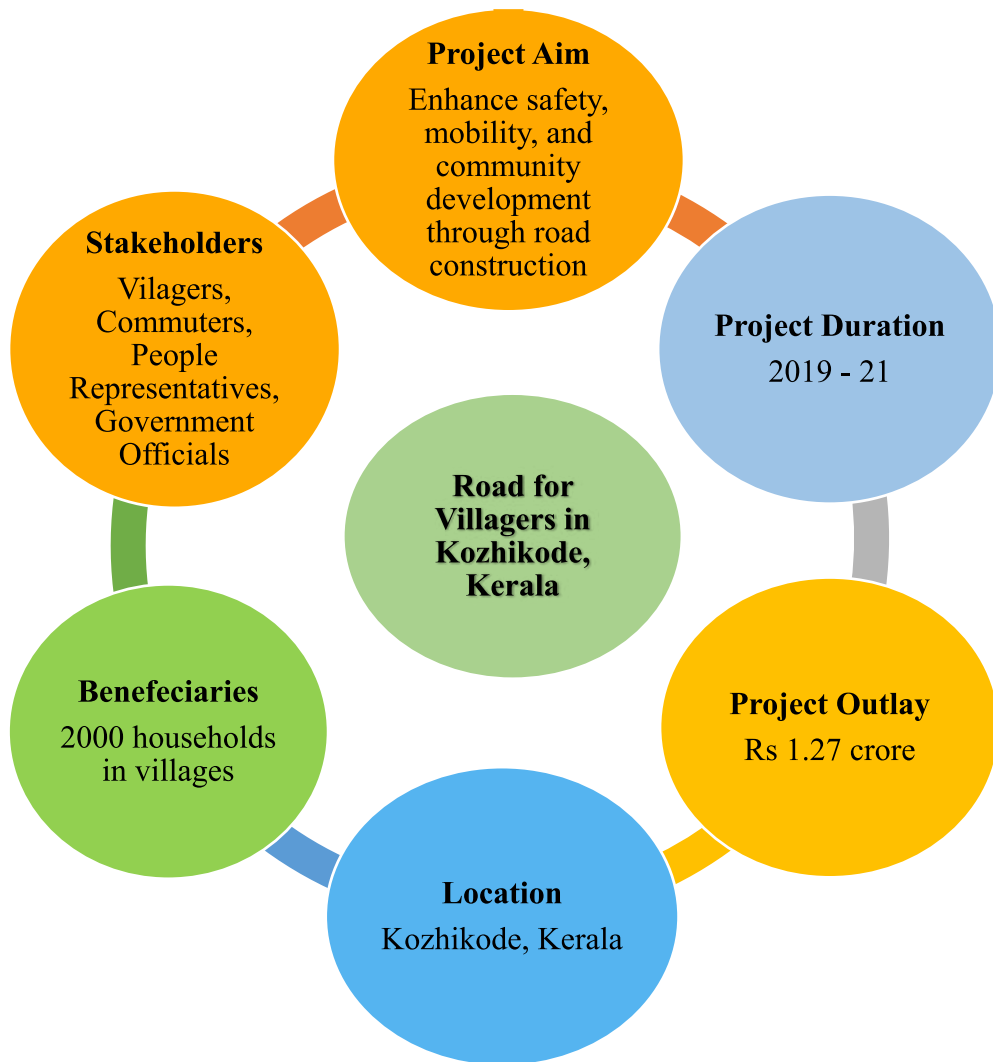
Project 2: Construction of Roads in Rural Areas of Kozhikode

Introduction:

HPCL supported the construction of the approach road from the existing railway crossing to the railway underpass at Elathur, Kozhikode. The project aimed to provide financial support for constructing an approach road from an existing railway level crossing, Elathur Railway Station, to the underpass of a railway bridge near the Elathur village railway station, District Kozhikode. The construction of an approach road was urgently required as it was compromising the safety of the locals, creating road blockages, and causing inconvenience to people who had to move from the eastern side of the track to the western side to reach schools, workplaces, and healthcare facilities. Additionally, to improve the mobility of the general population, the approach road is very critical. The key thematic areas of the project are:

- **Improved safety of the locals:** The unavailability of the approach road was posing a major obstacle to villager's and other commuter's safety as there was no safe passage for crossing the railway crossing. HPCL, through this initiative, wanted to ensure that villager's safety needs were met because a lot of villagers had to go to and fro from their village to another places on a regular basis for employment, health, education, etc.
- **Better mobility:** The unavailability of the approach road was posing many challenges for the villagers and other commuters, hampering their movement from one location to another. Moreover, no approach road meant community was less mobile, as the villagers had no direct connection to the other side of the village or the main road. People in the village had to travel to other places for their health, educational, and career needs, which were not being met because of the unavailability of road connectivity. For medical emergencies, especially, the construction of an approach road became extremely crucial.
- **Community development:** Any community that develops has drivers like education, career, jobs, health, and opportunities in other areas. These opportunities need to be unleashed for any community to holistically develop and continue to grow. HPCL, through this initiative, ensured the overall growth of not just one but many communities dependent on the road's development for the aforementioned goals.

Figure 3.11: Project Overview



To investigate the impact of the project different stakeholders i.e. 24 villagers, 9 commuters, 8 people's representatives, and 9 government officials were considered for collecting the data. The analysis of the project highlights the profiles of the various stakeholders, project relevance, accessibility, daily ease in functioning, and project satisfaction.

Profile of the Respondents:

The socio-demographic profiles of the villagers, commuters, people's representatives, and government officials are as following:

Socio-demographic Profile of the Villagers

Figure 3.12: Gender

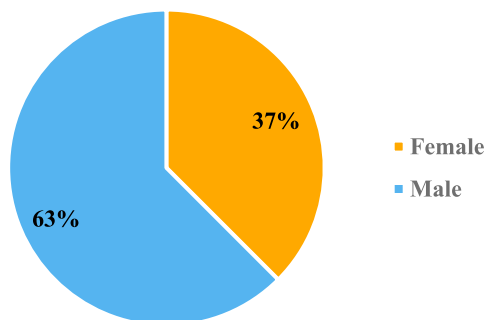


Figure 3.13: Age (in years)

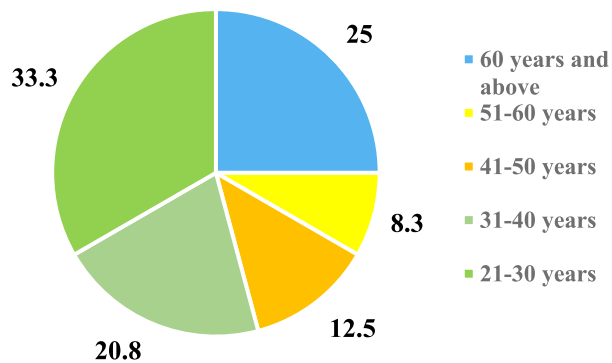
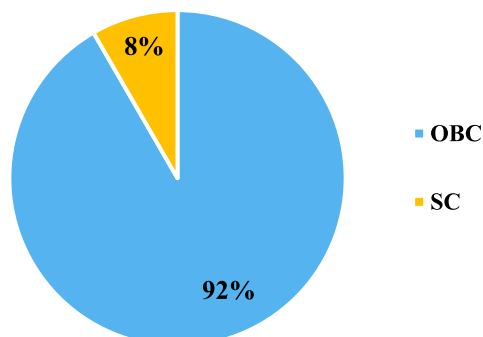


Figure 3.14: Social Category



The graphs depict the results obtained through interviews of the villagers amongst whom 63% were males and 37% females. The majority of the respondents belong to the age group of 21-30 years, followed by 25% aged 60 years and above, approximately 21% aged 31-40 years, 12.5% were 41-50 years and 8.3% were aged 51-60 years. Majority of the respondents were OBC (Other Backward Classes) in terms of social category and 8% were SC (Scheduled Caste). The educational qualification was reported to be approximately 38% graduate, 21% secondary, 21% senior secondary, and 21% primary level of education.

Socio-demographic Profile of the Commuters

Figure 3.15: Gender

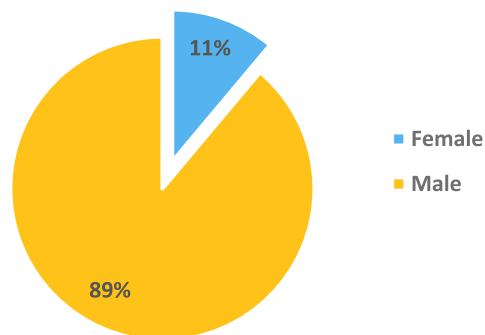
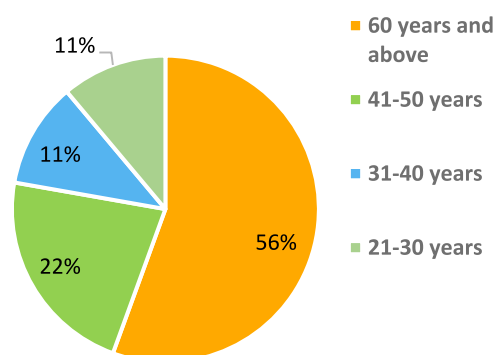


Figure 3.16: Age (in years)



The graphical representations provide a visual overview of the outcomes derived from interviews conducted among the respondents, showcasing a gender distribution of 89% male and 11% female participants. A detailed breakdown of the respondents' age groups reveals that the predominant segment consists of individuals aged 60 and above. Additionally, 22% fall within the age range of 41-50, while 11% are distributed evenly across the 31-40 and 21-30 age brackets.

Socio-demographic Profile of People's Representatives

Figure 3.17: Age (in years)

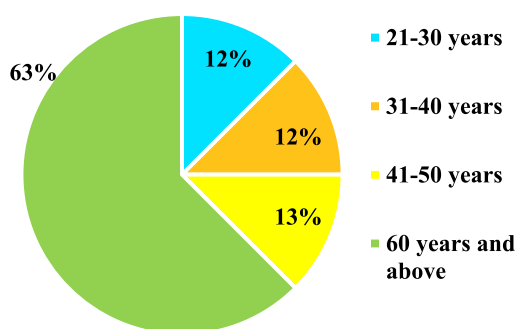


Figure 3.18: Gender

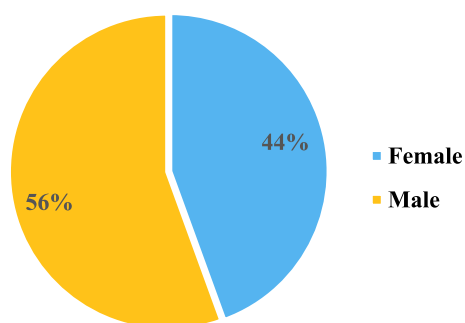
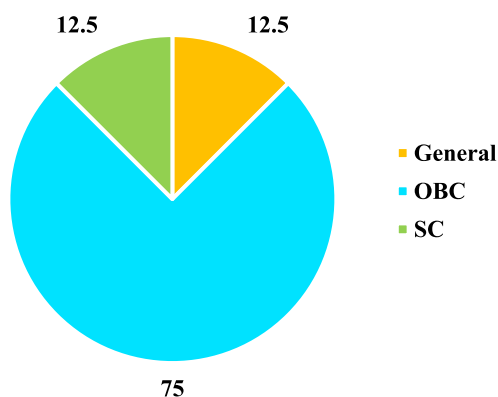


Figure 3.19: Social Category



The graphs show the results obtained through interviews of the people's representatives; amongst the respondents 63% were males and 37% females. The majority of the respondents belong to the age group of 60 years and above, 13% aged 21-30 years, and 12% aged 31-40 years and 41-50 years each. Majority of the respondents were OBC in terms of caste and 12.5% were General and SC each. The educational qualification was reported to be approximately 50% secondary, 25% primary and senior secondary each.

Socio-demographic Profile of the Government Officials

Figure 3.20: Gender

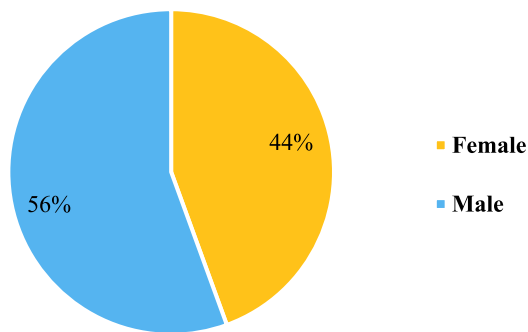
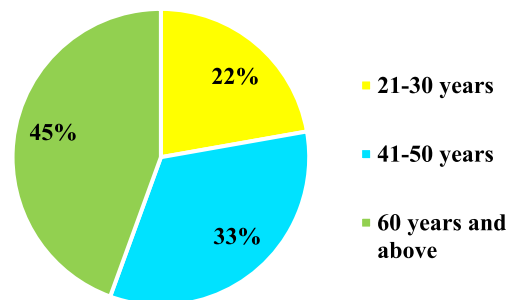


Figure 3.21: Age (in years)



The graphs highlight the results obtained through interviews of the government officials amongst whom 56% were males and 44% females. The age groups of the respondents were 45% 60 years and above, 33% aged 41-50 years, and 22% were 21-30 years.



A group of students whom we met in Elathur village feels that the construction of approach road and underpass has helped them directly and immensely because now they can go to their school easily earlier they had to wait a lot because of repeatedly closing of railway gate. They recall earlier due to the railway gate closure, many a time they used to reach late to their school and also, faced the same challenge while coming back from school, but now, this issue has been resolved. They think HPCL - CSR program has done a great job by construction of this approach road. There is always room for improvement but no amount of thanks will suffice for the work done by HPCL - CSR program for local people.

Pre-Intervention Scenario

Out of the total respondents (n=50), about 12 respondents i.e., 24% of the total sample, conveyed their views regarding the pre-intervention scenario. The scenario before the

intervention illustrates that each stakeholder had varying perspectives based on the nature of the need and their role in the process.

Table 3.3: Pre-intervention scenario reported by villagers, commuters, people representatives and government officials:

Villagers	Commuters	People Representatives	Government Officials
The major issue reported by the villagers was limited movement.	<p>Commuters stated the following difficulties prior to the road development:</p> <ul style="list-style-type: none"> -Waste water fills in the pathways -It used to take long to reach the main road. -Excessive dust, muddy and clogged roads. 	<p>People Representatives faced issues of different nature owing to the nature of their working, which were:</p> <ul style="list-style-type: none"> -Conflict among political parties regarding road construction. -Acquisition of land for construction. 	<p>The issues faced by government officials include:</p> <ul style="list-style-type: none"> - Interruption of the transportation of goods caused by a railway line issue -Conflicts between political parties regarding road construction. -Collecting money for road construction. -Convincing villagers to give their land voluntarily.

Table 3.4: Analysis & Findings:

Parameters	Stakeholders Analysis
Project Relevance	Around 22% of respondents found the project to be highly relevant. 50% respondents stated it to be relevant and 28% of the total found the project to be moderately relevant.
Accessibility	Approximately 6% of the sample found the project accessibility to be very high. 64% of participants found it to be moderately accessible.
Ease of day-to-day functioning	For this aspect, views were taken from commuters, villagers and people representatives. Out of this sample, 5% found the project relevant for making day to day functioning better. About 66% found it moderately important for daily functioning. However, 29% of the sample found this project to be not much important for their day to day working.
Satisfaction level	The overall satisfaction was mapped for all the participants, which suggested that 6% were very satisfied with the project. 76% of people were moderately satisfied. About 6% were neither satisfied nor dissatisfied and had a neutral outlook to the project.

Figure 3.22: Project Relevance

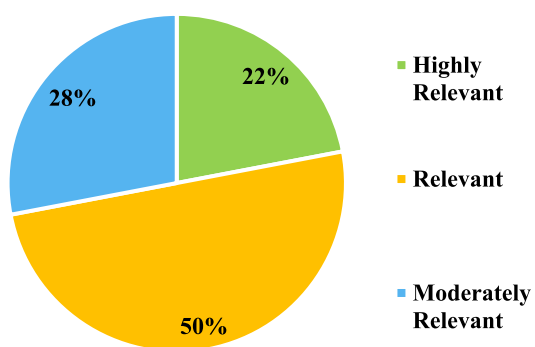


Figure 3.23: Project Accessibility

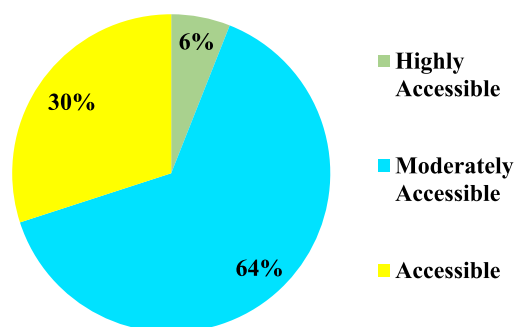


Figure 3.24: Daily Ease of Functioning

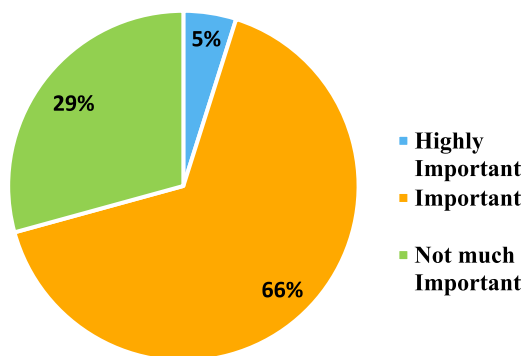
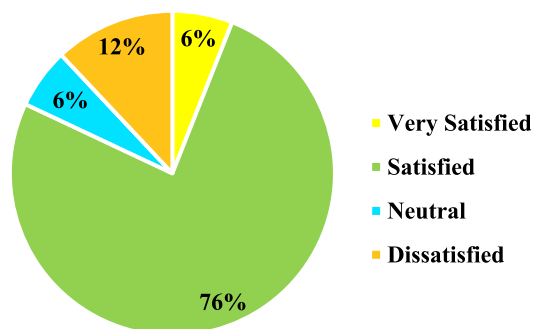


Figure 3.25: Project Satisfaction



Summary of the Impact Created

The project has targeted various thrust areas which are given below:

- 1. Project Satisfaction:** As the numbers indicate, the majority of the people gave a positive evaluation of the project owing to reasons like the good quality of the materials used, time taken for completion of the road, involvement of all stakeholders in the process etc. Participants responded that the newly constructed approach road proved to be helpful for them as earlier, they had to wait for long at railway crossing or take risk to cross the same. Now they could use the road during emergencies and routine travel. Most of the stakeholders seemed satisfied with this road and believed that the road construction was much better in comparison to other roads.
- 2. Improved Accessibility and Mobility of Rural People:** As depicted above, majority of the stakeholders found the roads to be accessible as it improved the connectivity with the mainland, made it easier to travel or move from Elathur village to other locations with ease. The commuters shared that the road provided them a good / easy pathway from their houses to the main road. Earlier they had to travel 2 kms, if they wanted to avoid the railway track but now the travel time gets saved. The newly constructed roads by HPCL have eased their mobility and has improved the overall living standards for them. A lot of resources necessary for living that were earlier out of reach would improve as a result of road construction.
- 3. Social Inclusion:** The initiative undertaken had a major milestone of improving the villagers' ease of working, commuting, education, livelihood, improved medical facilities, and so on. According to government employees and local community political party members, the villagers found it easy to travel and used it for daily activities such as schooling, shopping, and in emergency situations. It has increased the mobility of the general population, including school-age children, the working population, and the ability to reach out during health emergencies.

- 4. Safety and Security:** Villagers had major safety concerns prior to the construction of the road, as they had no other way of traveling across the village other than passing through the railway crossing. Moreover, it was causing road blockages, inconvenience to the general population, and compromising their safety. A wide population, including children, had to travel through the railway crossing, which was not at all safe. Villagers and commuters validated the same in their feedback on the project.

Alignment to Schedule VII of the Companies Act, 2013 and Sustainable Development Goals

The project is aligned with Schedule VII of the Companies Act 2013 entry number (x): Rural Development Projects. Additionally, it supports SDG 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation and Infrastructure) and SDG 11 (Sustainable cities and communities).

Project 3: Medical Facilities at Government Hospitals and Primary/Community Hospitals/Health Centres in Fatehpur District

Introduction:

The project for providing medical facilities at government hospitals, primary health centers and community health centres (PHC and CHC) in Fatehpur District was launched with the aim of improving the overall healthcare system as well as catering to the medical needs of more patients. Under this project, more than 17 different kinds of medical equipment were provided for district hospitals as well as PHCs and CHCs. Some of the medical equipment includes cardiac monitors, air conditioners, RO units, horizontal autoclaves, medicine trolleys, labour tables, etc. As an acknowledgement and in order to achieve the sustainable development goal of good health and wellbeing, HPCL has extended its CSR intervention in the health sector. The key thematic areas of the project are:

- **Meeting Healthcare Needs:** HPCL played a role in supporting this initiative to address the hospital's proposed requirements, aiming to enhance the overall healthcare operations and infrastructure in these hospitals. The medical facilities at such institutions often fall short of meeting the advanced needs of patients, necessitating the provision of various medical devices.
- **Infrastructural Development:** Hospitals need good and sustainable infrastructure to effectively deal with patient needs. Apart from hospital equipment, HPCL also funded ROs, ACs, etc. that, in addition to the healthcare needs, will ensure the availability of other vital needs of the hospital and patients.
- **Upliftment of Economically and Socially Backward Districts:** Unavailability of required medical facilities forces people from such districts to travel far to different states. It might be feasible at times but not always, which makes it all the more necessary to build the basic infrastructure required to meet the needs of socially and economically underdeveloped individuals and communities.

The objectives of the project include:

- To improve the overall healthcare system as well as cater to the medical needs of patients, more than 17 different kinds of medical equipment have been provided to equip the

primary, secondary, and tertiary care hospitals. Some of the medical equipment includes cardiac monitors, air conditioners, RO units, horizontal autoclaves, medicine trolleys, labour tables, etc.

- Improving the vital infrastructural needs of the district hospitals, PHCs, and CHCs, wherein apart from the medical equipment, air conditioners and RO units were also installed.

Figure 3.26: Project Overview



To examine the impact of the project 68 patients and 8 community members / hospital staff / doctors were considered for collecting the data. The analysis of the project depicts the profiles of the various stakeholders, project benefits, improvement in healthcare facilities, project utility, accessibility, and goal achievement.

Profile of the Respondents

The socio-demographic profiles of the patients, community members, hospital staff, and doctors are as following:

Socio-demographic Profile of the Community Members, Hospital Staff, Doctors, Health Officials

Figure 3.27: Gender

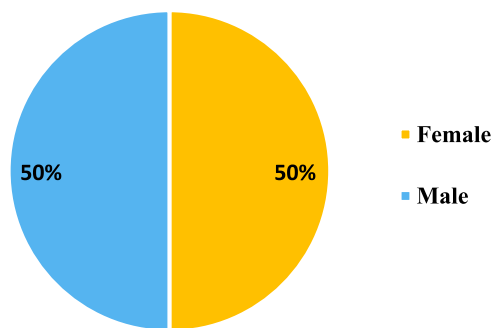
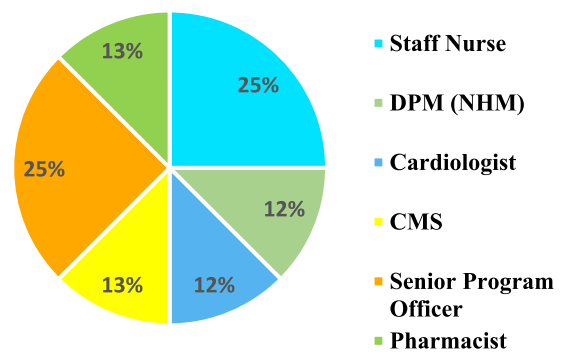


Figure 3.28: Designation



The graphs represent the result of interviews conducted with hospital staff amongst whom 50% were females and 50% were males. The designation of the respondents included staff nurse, DPM (District Program Manager), CMS (Chief Medical Superintendent), cardiologist, senior program officer, and pharmacist.

Socio-demographic Profile of the Patients

Figure 3.29: Age (in years)

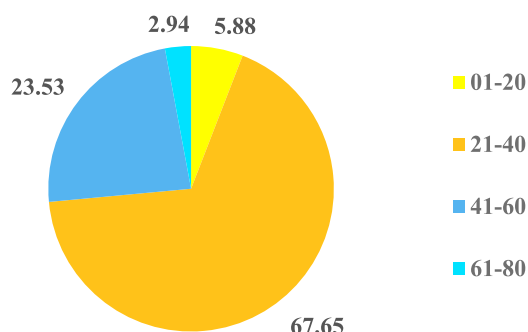


Figure 3.30: Gender

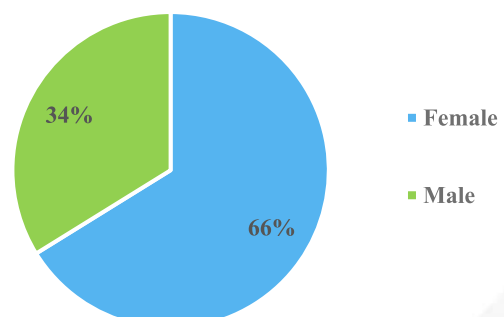
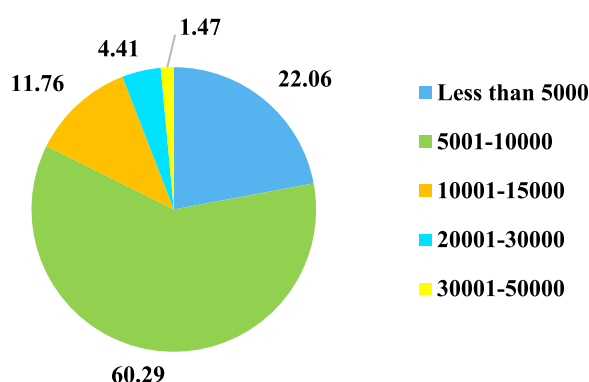


Figure 3.31: Income (Monthly)



The graphs illustrate the information gathered from the patients of the hospital supported by the initiatives of HPCL. The majority of the patients belonged to the age group of 21-40 years (67.6%), 23.5% were from the age group of 41-60 years, approximately 6% from 1-20 years, and around 3% were from 61-80 years age group. The maximum number of patients were females (66%) and 34% were males. The monthly household income of majority of the patients was INR 5001-10000 (60%), less than INR 5000 for 22%, INR 10001-15000 for 12%, INR 20001-30000 for 4.4%, and INR 30001-50000 for 1.5%.

Pre-Intervention Scenario

The set of respondents included 8 Community Members, Hospital staff (nurses, pharmacist) and 68 Patients. They gave various details about the scenario that prevailed prior to the HPCL intervention.

Community members, Hospital Staff, Doctors:

The community stakeholders, staff nurses, doctors, pharmacists, Chief Medical Officer, District Programme Manager, and respective Chief Medical Superintendent stated following issues:

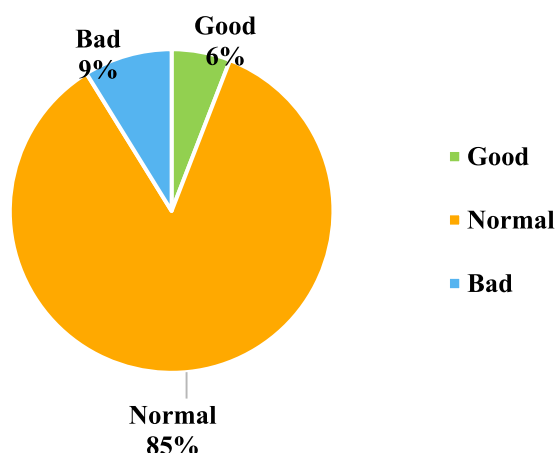
- Lack of access to drinking water on the healthcare facility premises
- Irregular supply of electricity and Limited and obsolete equipment
- No water geyser available during deliveries.

- Poor service quality
- Shortage of staff
- Unorganised storage and inadequate medicine inventory systems

Patients:

The patients were asked to comment on the healthcare situation that prevailed prior to the availability of different equipment and facilities provided by HPCL. Based on the inputs, the following could be summarized:

**Figure 3.32: Pre-intervention Scenario
(Patients)**



From the 68 patients, about 9% found the situation of healthcare highly questionable and unsatisfactory prior to the HPCL's initiative. Only 6% found it to be in a good state even before the equipment and facilities were made available. However, a large proportion of the patients, i.e., 85% of patients had a mixed take on the pre-intervention scenario prevailing in the Government Hospitals and Primary/ Community Health Centres (PHC / CHC) in Fatehpur District. This shows that it was neither very unsatisfactory nor very satisfactory but showcased a fair scope of improvement, which HPCL tried to do with its initiative.

Table 3.5: Analysis & Findings

Parameters	Stakeholders Analysis
Project Benefits	All the stakeholders including patients, were asked about the different project benefits that they felt were derived from the projects. The majority of the respondents found improvement of healthcare conditions to be most beneficial. This was followed by the availability of healthcare infrastructure, affordability of quality healthcare (n = 11), accessibility of healthcare conditions (n = 6), and advanced or specialized medical facilities (n = 6).
Overall Improvement in Healthcare Facilities	Approximately 93% of participants found that HPCL's initiative contributed to the improvement of healthcare facilities which prevailed in the district. Community stakeholders like doctors, nurses, pharmacists, project managers, and superintendents were further inquired if they felt a positive change in the healthcare facilities, and all of them showed agreeableness on the same.
Project Utility	All the respondents were asked to rate the project's utility on the basis of how satisfied or dissatisfied they were with healthcare services provided by HPCL. About 20% of respondents were highly satisfied, and 38% were satisfied with the initiative. 35% of the participants (n = 27) had a neutral stance on the project's utility, i.e., they were somewhat satisfied with the project. Only 7% showed dissatisfaction with the project's utility.
Issues in Project Accessibility	The beneficiaries had to report if they had faced any issues in accessing the project services at Government Hospitals, CHCs and PHCs. With a minor difference between the two, 51% respondents (n=39) were found to have faced issues in accessing the project services and 49% respondents (n=37), faced no such issues. This shows that necessary measures are needed to improve the facilities availability and reach to the beneficiaries. This also indicates that more interventions are required to cater patients, who otherwise cannot afford treatments offered by private hospitals.
Project Goal Achievement	The community members, hospital staff, doctors, and health officials were asked to share their views regarding goal achievement under the project. To this, all of them showed positivity in response and shared that the initiative led to an impressive improvement in service delivery to patients, reduced healthcare-related issues in PHCs and CHCs, and better product availability.

Figure 3.33: Overall Improvement in Healthcare

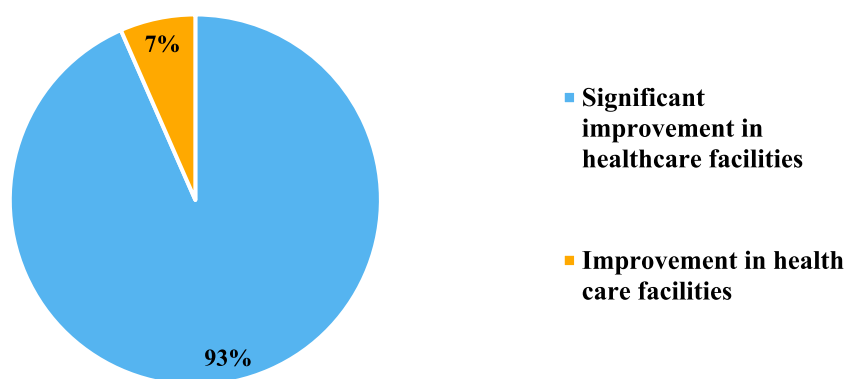


Figure 3.34: Project Benefits

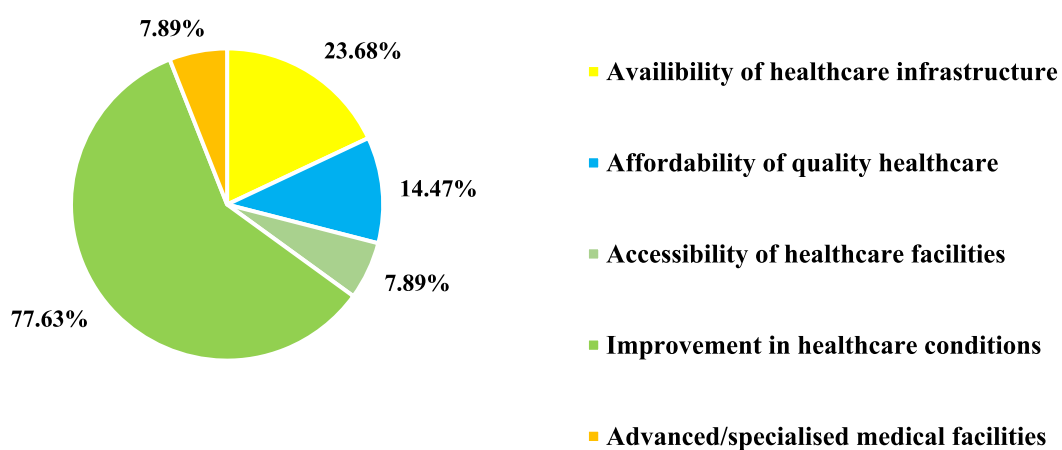


Figure 3.35: Project Utility

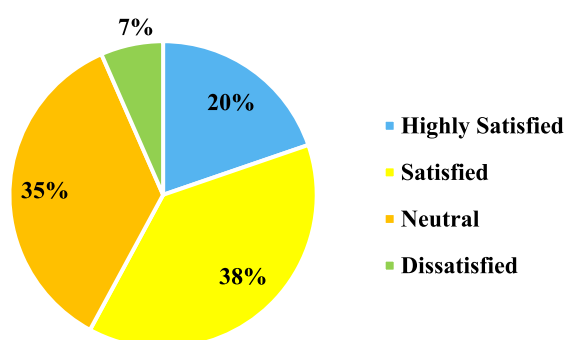
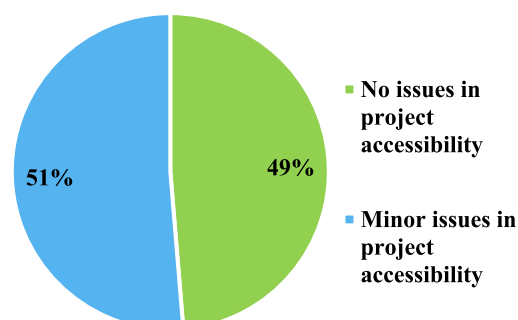


Figure 3.36: Issues in Project Accessibility



Summary of the Impact Created:

- Affordable and Accessible Healthcare:** Universal access to basic healthcare facilities is imperative for all individuals within a nation. In times of necessity, there is no substitute for readily available healthcare services that are comprehensive in nature and fulfil the essential holistic requirements of society. HPCL extended approximately 17 different kinds of equipment to Government Hospitals, Primary and Community Healthcare Centers (PHCs and CHCs) so that these could be made readily and easily available and within reach of all those in dire need of these resources. When the respondents were asked regarding the benefits they accrued with the initiative in place, many of them shared affordability and accessibility as two relevant project benefits. The District Program Manager (DPM) stated that during the COVID-19 pandemic, medical equipment made available by HPCL notably aided in providing improved patient care by equipping L1 and L2 hospitals. Moreover, the OPD increased significantly from 300–500 patients per day to more than 3000–4000 patients per day, indicating increased approachability to healthcare facilities. The superintendent at the Husainganj CHC also reported an increase in the number of patients at the centre since 2020. AC, RO, and a few other pieces of equipment were received in the aforementioned CHC in 2020. Based on the individual inputs from different stakeholders, an overall positive response with respect to healthcare facilities' accessibility, affordability,

and utility could be drawn. With more sound equipment in place, the locals of the district would not have to spend large sums on traveling to far-off locations, at least for their basic health needs, making it a more affordable state of affairs for them.

2. Healthcare Infrastructural Development: Healthcare availability and affordability could only be ensured if a proper and requisite amount of healthcare facilities and technologies are provided at our disposal. A robust and serviceable infrastructural development was one of the aims of project implementation by HPCL. Prior to the initiative, the stakeholders faced issues in terms of obsolete equipment, disorganised storage of medicines, and persistent issues with generators and autoclaves. The respondents stated infrastructural developments and specialised or advanced medical facilities as relevant benefits among the others, signifying that HPCL, through this project, made a sincere effort in the necessary direction. Majority ratings on project utility ranged from highly satisfactory to satisfactory, which indicated positive infrastructural outcomes for the beneficiaries. Based on the inspection conducted by the assigned team and District Program Manager (DPM), it was found that equipment such as generators had great utility in storing and transporting vaccines to various beneficiaries. The staff nurses and pharmacists had similar concerns, which were effectively met after generator installation. The staff and patients felt more secure dealing with the new and updated equipment provided by HPCL. The inspection conducted by the inspection team found the machines in their best functional state. The Husainganj CHC RO unit was reported to be of high utility for patients as well as medical staff. The scrutiny of overall situation prior and post the HPCL project in Fatehpur District shows a considerable effort in healthcare infrastructural development by HPCL.

3. Community Development: Any initiative/ project can gain momentum in bringing about change and hold weight if its larger goal is to provide for and develop the community. Though HPCL provided equipment to a few government hospitals, PHCs and CHCs situated in Fatehpur, its consequential benefit would reach out to various individuals in and around the district. HPCL ensured healthcare equipment availability in such a remote and backward location owing to the large section of lower socio-economic families residing there. For such families, there are both issues of affordability and remote accessibility, owing to unorganised and meagre sources of income generation by the majority and minimum standard healthcare facilities available but at far distances. With the specialised equipment provided, data and official accounts indicated a significant improvement in child

and maternal health. HPCL's initiative extended a significant contribution to India's underdeveloped healthcare system. The effort has been promising in raising awareness of and treating common diseases. Such a community initiative was momentous considering the widespread prevalence of COVID-19 at that time, which furthered the challenges confronted by individuals, especially from backward and underdeveloped communities and societies.

Alignment to Schedule VII of the Companies Act, 2013 and Sustainable Development Goals:

The project is aligned with Schedule VII of the Companies Act 2013 entry number (i): health care projects. Additionally, it supports SDG 3 (Good health and well-being).

Project 4: Drinking Water Facility by Installation of Handpumps in Anganwadi Centres of Kuchdhowa and Rangjuli at Goalpara, Assam

Introduction:

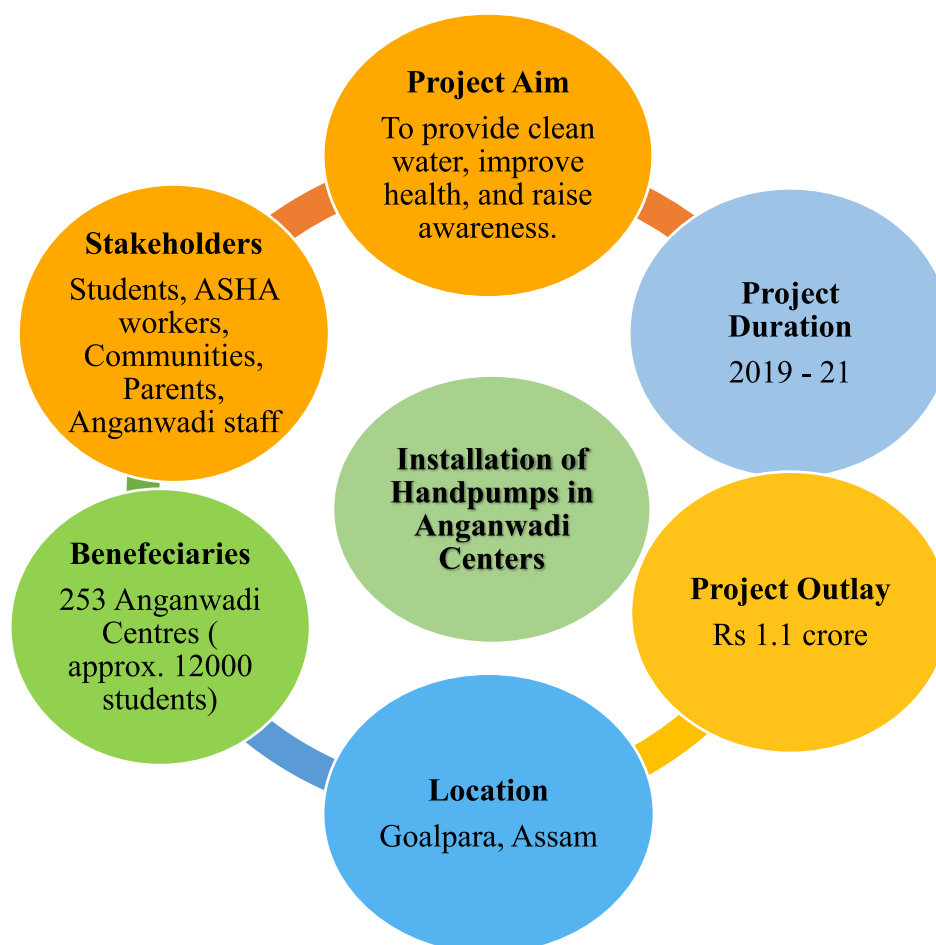
Lack of potable water availability and increasing demand for water were identified as major challenges for the smooth functioning of Anganwadi Centres in Goalpara, Assam. To address the issue, HPCL supported the District Administration, Goalpara, in providing 253 Tara hand pumps to identified Anganwadi centers in Kuchdhowa and Rangjuli blocks of Aspirational District, Goalpara. The installation of handpumps is important to raise awareness about the importance of access to clean water for the health and well-being of the children and families who are using the Anganwadi centers. The key thematic areas of the project are:

- **Safe Drinking Water:** In the absence of handpumps, the villagers had to fetch water from unhygienic sources, for which they walked for miles. The setting up of handpumps by HPCL has ensured that clean drinking water is available to the people in the Anganwadi Centres of Kuchdhowa and Rangjuli at Goalpara, Assam.
- **Improved Health:** The provision of safe and clean drinking water through hand pumps would safeguard the health and sanitation conditions of the people in Goalpara.
- **Social Awareness about Clean Water and Hygienic Conditions:** The initiative also aimed to increase awareness among people in the surrounding communities of Anganwadi Centres regarding the importance of consuming clean water. It emphasized the proper utilization of the installed hand pumps to enhance hygienic living conditions.

The objectives of the project include:

- Install handpumps in Anganwadi Centres of Kuchdhowa and Rangjuli, Goalpara, Assam, eliminating the need for villagers to fetch water from unhygienic sources and promoting accessibility.
- Provide sustainable, safe, and clean drinking water through hand pumps, enhancing health conditions in Goalpara and promoting overall well-being.
- Increase awareness among community members surrounding Anganwadi Centres about the importance of consuming clean water and emphasize proper hand pump utilization for improved hygiene.

Figure 3.37: Project Overview



To assess the impact of the project 9 parents and nearby community, 9 ASHA workers and Anganwadi workers, and 10 government officials were considered for collecting the data. The analysis of the project depicts the profiles of the stakeholders, project satisfaction, maintenance, water quality, usage, availability, and project relevance.

Profile of the Respondents

The socio-demographic profiles of the parents and nearby community, ASHA workers and Anganwadi workers, and government officials are as following:

Socio-demographic Profile of the Parents and Nearby Communities

Figure 3.38: Age (in years)

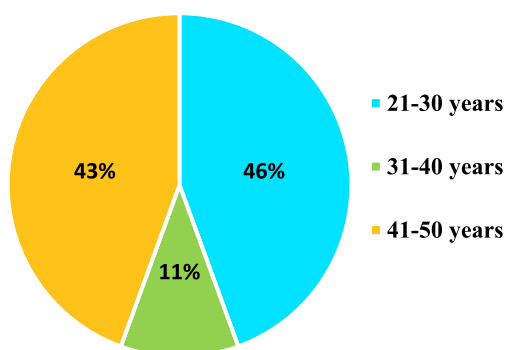
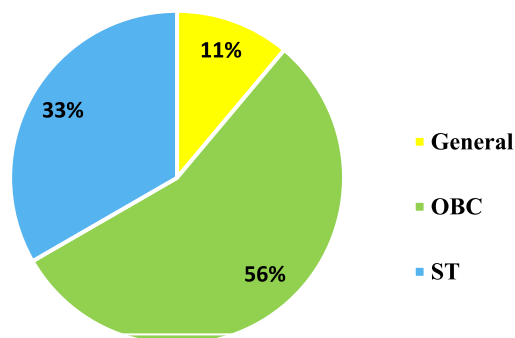


Figure 3.39: Social Category



The graphs represent the information obtained through interviews of the parents at Anganwadi centre. The majority of the respondents belong to 21-30 years, 43% belong to 41-50 years, and 11% are 31-40 years old. All females participated in the study. The respondents' social category distribution indicates 56% OBC, 33% Scheduled Tribe (ST), and 11% General. In terms of educational qualifications, 55.6% reported having primary education, while 44.4% had secondary education.

Socio-demographic Profile of the ASHA Worker and Anganwadi Workers

Figure 3.40: Age (in years)

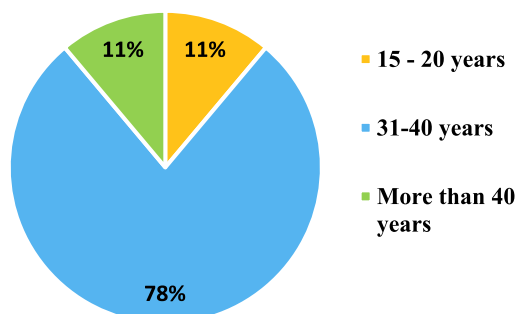
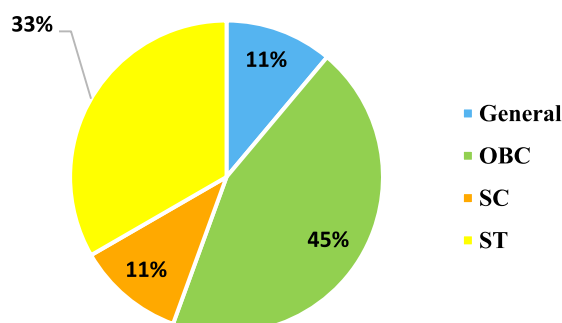


Figure 3.41: Social Category



The charts depict data gathered from interviews conducted with exclusively female Anganwadi workers. The majority, constituting 78% of the respondents, were aged over 40 years, with

11% falling within the age brackets of 15-20 years and 31-40 years each. In terms of social categorization, respondents identified as 45% OBC, 33% ST, and 11% each for SC and General. Regarding educational qualifications, 66.7% reported having primary education, while 11% each had secondary, senior secondary education, and graduate qualifications.

Socio-demographic Profile of the Government Officials

Figure 3.42: Gender

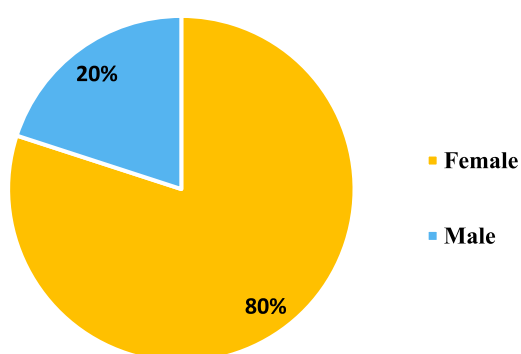


Figure 3.43: Educational Qualification

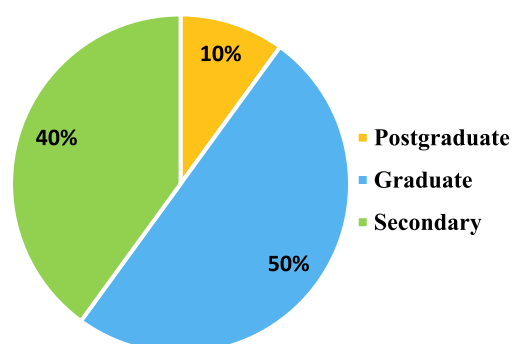
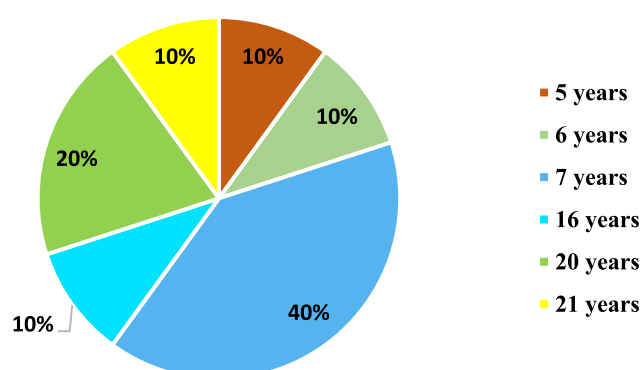


Figure 3.44: Duration of Position



The charts present data derived from interviews with government officials, with 80% being females and 20% males. A majority of the respondents fall within the age group of 41-50 years, while 20% were in the 31-40 years category. Educational qualifications were reported as 50% graduate, 40% secondary, and 10% postgraduate. Additionally, most government officials had held their positions for a tenure ranging from 5 to 21 years.

Pre-Intervention Scenario

To develop an understanding on what situation prevailed prior to the initiative, nine Asha workers were interviewed about the same. These were the inputs received from them on the same:

- They had to fetch water from a nearby house to the Anganwadi centres.
- Children coming to these centres brought water bottles from their home due to lack of water availability at the Anganwadi centres.
- They fetched water at times from a hand pump donated by community members and panchayats which was about 100 meters away from their centres.

Accompanied by the village leader, Mr. Sandeep (name changed), who joined us at the Anganwadi center, expressed his joy. He shared that before the installation of the HPCL hand pump, the center had to rely on water from a nearby privately owned well. Although the proprietor remained silent, the center's employees found it somewhat uncomfortable to fetch water daily from someone else's well. The introduction of the HPCL hand pump has now enabled the Anganwadi Center to access water for their daily needs. Mr. Sandeep commented, "From what I see, it significantly saves time for the Anganwadi center employees and ensures the smooth functioning of their tasks."

Ms. Anjali (name changed) shared how the installation of the hand pump at the Anganwadi center has significantly eased her daily tasks. Before the hand pump was installed, they had to use water very sparingly for various activities such as cooking, cleaning utensils, using the restroom, etc. However, since HPCL installed a hand pump in their center, all these regular water needs have become simpler, and they no longer have to worry. Ms. Anjali joyfully mentioned that it has made things a lot simpler for Anganwadi personnel.

Mrs. Chunmun (name changed) concurred with Ms. Anjali and stated that, the HPCL handpump provides water for the surrounding plants in addition to the center and the kids. This makes the center really lovely.

Another villager, Mr. Ashok, spoke about how the HPCL hand pump not only benefited the center but also his hamlet. They are unable to purchase the advanced equipment that HPCL uses to dig the hand pump, even if it would benefit the locals. "Water is one of our basic needs,

and the installation of the hand pump in the Anganwadi centers provides us with water. We go and use the water if and when necessary," he stated. Finally, he made a serious statement, adding, "I hope HPCL introduces this kind of project and many more projects in the future in our village."

Table 3.6: Analysis & Findings

Parameters	Stakeholders Analysis
Project Satisfaction	It has been found that 64% of the respondents were satisfied with the hand pumps installed by HPCL. However, 36% of the stakeholders felt need for improvement in the quality of installed handpumps.
Water Quality	The data obtained from Asha workers, parents and nearby community shows that 56% of them felt that the water was of satisfactory quality and deemed fit for drinking. However, 44% of the aforesaid beneficiaries did not find the water quality to be of satisfactory nature.
Water Usage	Parents, community members, and Asha workers are the primary users and consumers of the HPCL-installed handpumps, so they were asked to share whether they used the hand pumps for self-consumption, student consumption, or family consumption. In response, 67% of the respondents stated that they used water for themselves, students, and families.
Water Availability	All the beneficiaries were asked if the water from handpumps was accessible to the villagers, to which 93% stakeholders believed that water was accessible for use to the villagers.
Project Relevance	The government officials were surveyed about how important or relevant the hand pump installation is, considering the prevailing scenario in the districts. All the officials polled that the project was highly relevant and much needed in the area.

Figure 3.45: Project Satisfaction

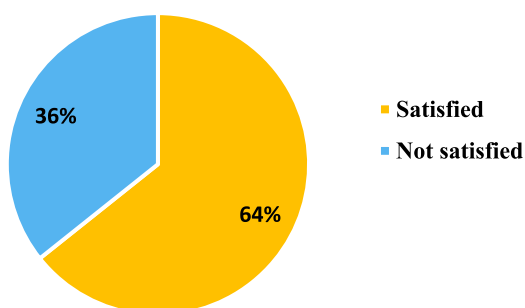


Figure 3.46: Water Quality

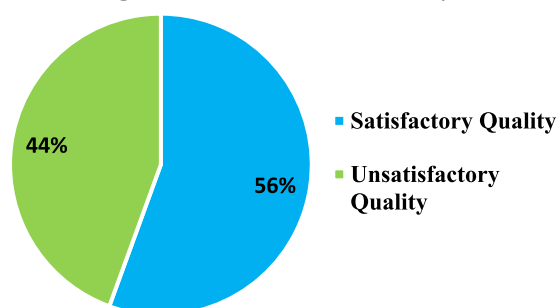


Figure 3.47: Water Usage

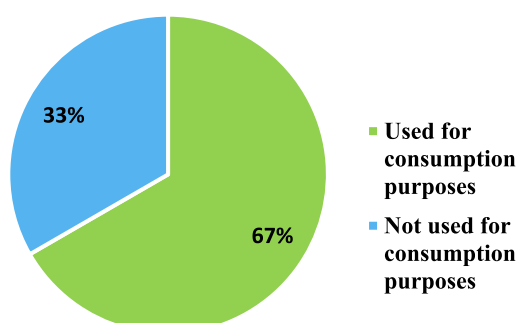
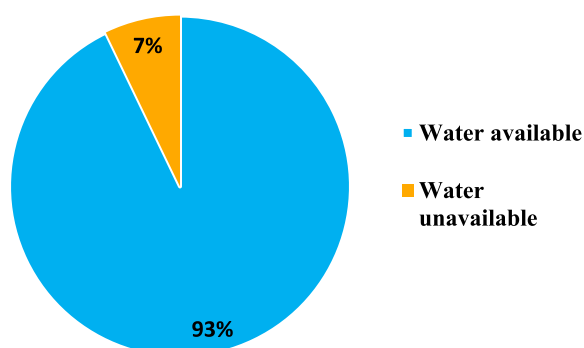


Figure 3.48: Water Availability



Summary of the Impact Created

1. **Safe Drinking Water Availability:** One of the primary goals of the project was to provide safe, drinkable water to all villagers and project beneficiaries. Basic facilities such as food and water consumed by any individual should be free from harmful and non-consumable substances for a healthy and sustained living. The installation of handpumps in Kuchdhowa and Rangjuli Anganwadi Centres in Goalpara, Assam has received mixed reviews from stakeholders in terms of safe drinking water.
2. **Community Development:** Such interventions are undertaken by agencies like HPCL to ensure the sustained and long-term development of society, especially in those parts that remain untouched by growth or progress. Installing handpumps improved overall water access, improved reach to community members, and made a sincere effort to provide safe and clean water for consumption. Almost 68% of the stakeholders showed overall satisfaction with the project, with some areas of improvement like better quality, improved

maintenance and drainage systems in place, better functionality, etc. The government officials reported that the hand pumps were important for the community, and most of them were satisfied with the hand pumps' condition. Parents, Anganwadi workers, government officials, and students have all experienced varying effects as a result of the hand pump installation in the community. Nonetheless, they all have a common ground of agreement and gratitude that, through the initiative, HPCL helped the community of these districts take the initial steps toward fulfilling a necessary need.

3. **Overall Impact:** The impact of any initiative varies for every party involved. Hand pump installation has resulted in diverse outcomes, depending on different domains. According to feedback from some parents, it had a positive impact by reducing the time and effort needed to fetch water from homes. Furthermore, many community members incorporated it into their daily chores. Anganwadi workers also mentioned using hand pumps for various purposes, including drinking, cooking, and washing dishes. They added that labourers also visit the handpumps to fetch water during the rainy season.

Alignment to Schedule VII of the Companies Act, 2013 and Sustainable Development Goals

The project is aligned with Schedule VII of the Companies Act 2013 entry number (i): eradicating hunger, poverty and malnutrition, promoting preventive health care and sanitation and making available safe drinking water and (x): rural development projects. Additionally, it supports SDG 3 (Good health and well-being) and SDG 6 (Clean water and sanitation).

Project 5: Nanhi Kali: Academic, Social, and Material Support for Girl Children from Backward and Tribal Areas

Introduction:

The objective of Project Nanhi Kali is to offer education and additional assistance to underprivileged girls in India. The project asserts that investing in girls' education will not only yield significant economic benefits but also contribute to the elimination of prevalent social issues, including dowry deaths, superstitions, and gender biases.

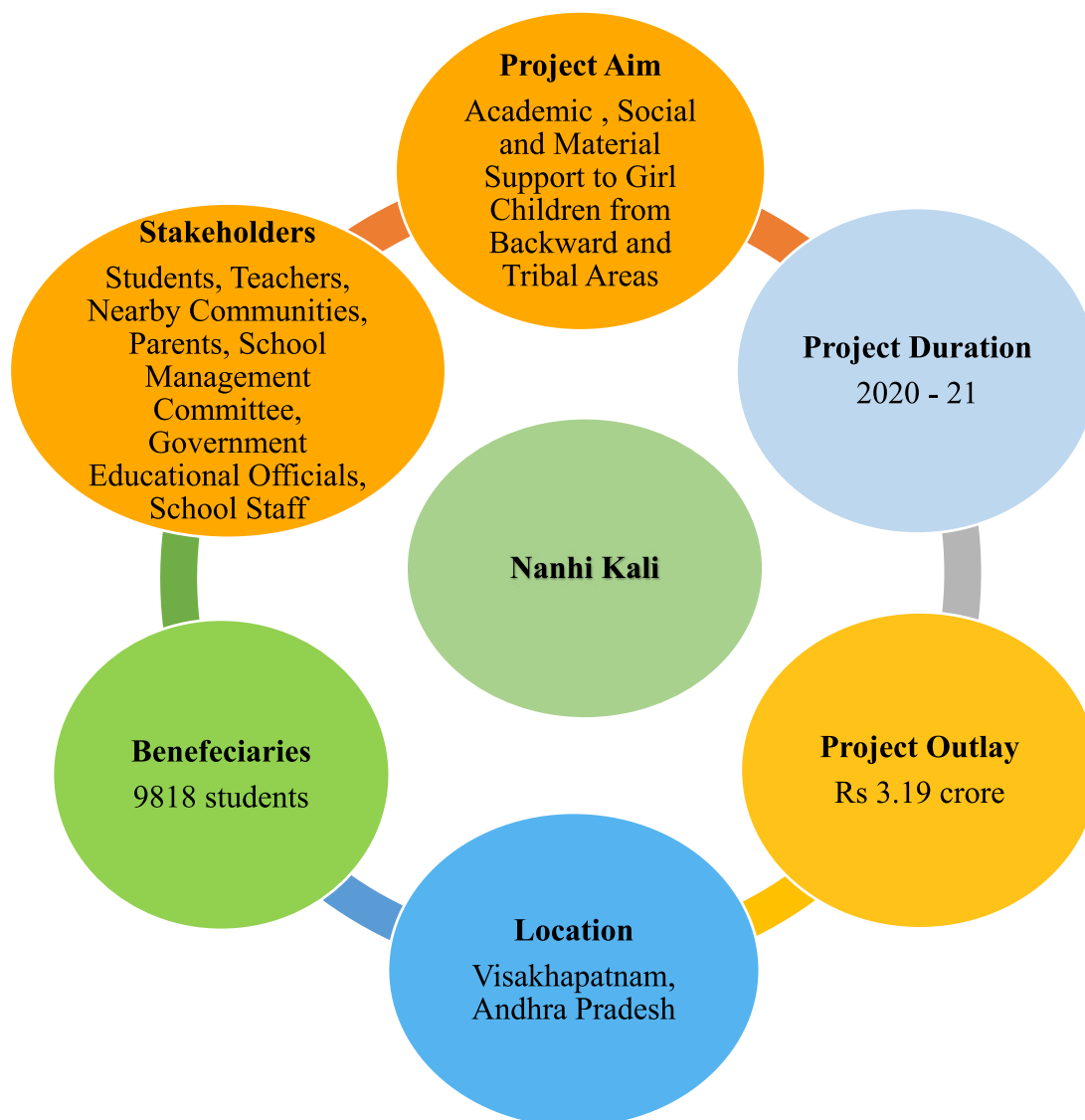
The key thematic areas of the project include:

- **Academic Support:** Daily after-school academic support is offered at Academic Support Centres (ASCs) located within government schools. These centers extend academic assistance in English, Mathematics, and the local language for students in Grades 1–9. Additionally, special academic support is provided to girls in Class 10 to prepare them comprehensively for their board exams. This multi-faceted approach aims to enhance the educational experience and outcomes for underprivileged girls, promoting academic excellence at various levels.
- **Concept-Based Learning:** The utilization of AI-powered, Personalized Adaptive Learning Software, Mindspark, which comes preloaded on digital tablets, tailors the level of instruction to match the individual learning levels of each girl. ‘Mindspark’ is personalised learning software in language and math developed by educational initiatives based on close to two decades of insights from learning assessments of school-going children. Mindspark had one of the highest learning impacts, not just among EdTech interventions but across all types of educational interventions. Based on the conviction that learning has to be an active process, Mindspark is designed in such a way that students have to respond to a question or engage in an activity typically once every 30 to 40 seconds.
- **Sports Curriculum:** A professionally designed sports curriculum is integrated into the programme to provide every girl the opportunity to participate in sports and promote holistic development.
- **School Supplies Kit:** A school bag, stationery, pullover or raincoat, and feminine hygiene material (for secondary school girls) are provided to every girl annually.
- **Community Engagement:** Regular community engagement and sensitization activities are organised by the Nanhi Kali team to build girl-friendly ecosystems.

The key objectives of the project are:

- To ensure that every girl child (hereinafter referred to as Nanhi Kalis) is provided with quality education in an enabling environment so that she can realize her potential.
- To provide underprivileged girls with access to quality education and help them complete schooling.

Figure 3.49: Project Overview



To examine the impact of the project, 125 students, 94 parents, 23 teachers, 81 nearby community members, and 6 government officials were considered for collecting the data. The analysis of the project illustrates the profiles of different stakeholders, project benefits, frequency, consistency, satisfaction level, and project continuation.

Profile of the Respondents

The socio-demographic profiles of the students, parents, teachers, nearby community members, and government officials are as following:

Socio-demographic Profile of the Students

Socio-demographic Profile of the Students

Figure 3.50: Age (In years)

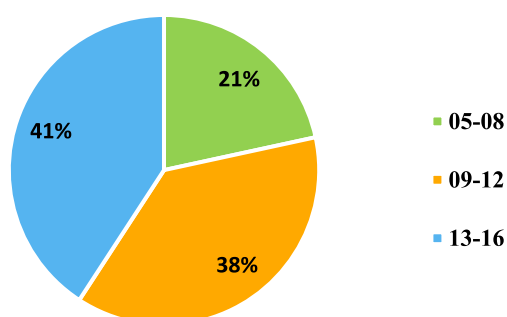


Figure 3.51: Class of the Students

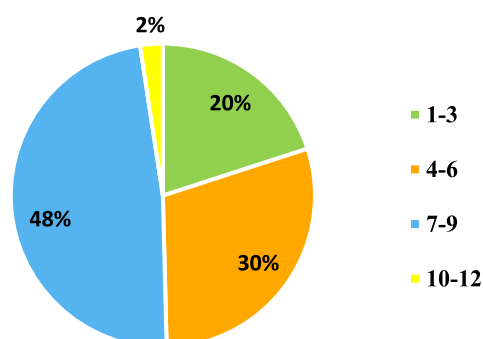
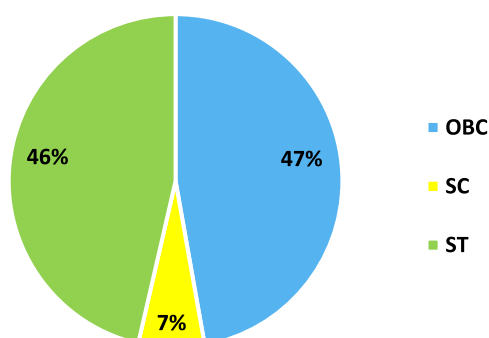


Figure 3.52: Social Category



The graphs show that 125 respondents were part of the study, majority of them belonged to the age group of 13-16 years, followed by 9-12 years and 5-8 years. Almost half of the students were studying in class 7 to 9, 30% were in class 4 to 6, 20% were in the class 10 to 12, and 2% were in the class 1 to 3. Maximum percentage of the respondents were from OBC and ST social category. The family occupation of the respondents included a variety of jobs like labour, painter, agricultural labour, housekeeping, vegetable seller, watchman, business, etc. The

monthly family income of majority of the respondents was found to be between Rs. 5000 to 10,000.

Socio-demographic Profile of the Teachers

Figure 3.53: Age (in years)

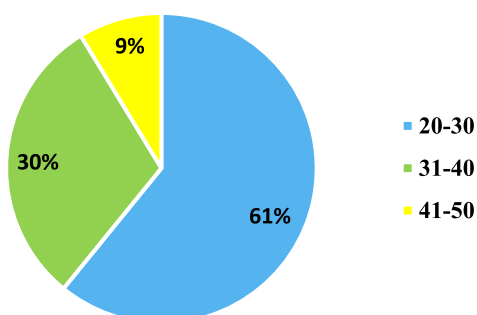
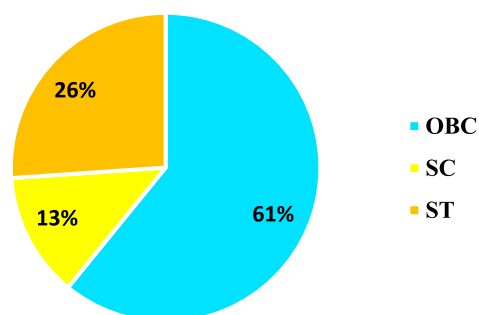


Figure 3.54: Social Category



The graphs represent the results from interviews conducted with 23 teachers of the schools supported by the Nanhi Kali Project. All of the teachers were females; the majority of the respondents were aged between 20 – 30 years, followed by 31 – 40 years, and 41 – 50 years. The maximum number of respondents belong to the OBC social category, followed by ST and SC. The respondents were teaching the students of the school and were categorized under teacher and community associate designations.

Socio-demographic Profile of the Parents

Figure 3.55: Age (in years)

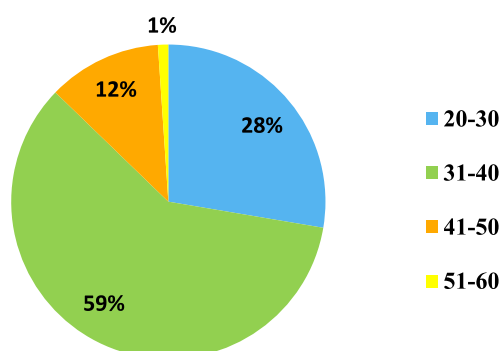


Figure 3.56: Gender

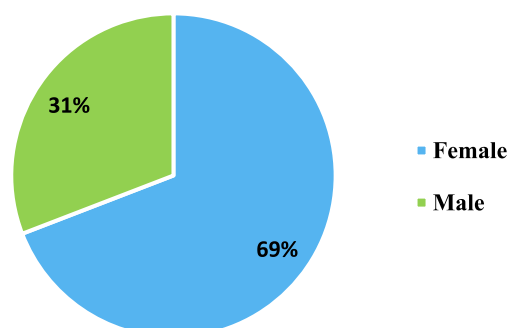
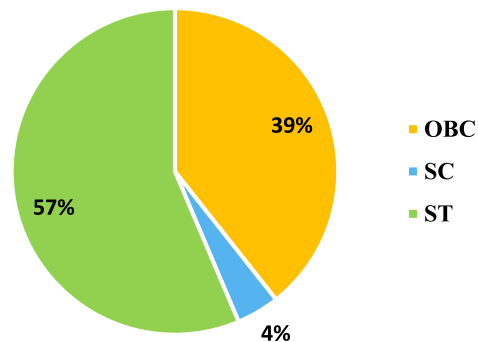


Figure 3.57: Social Category



The graphs show the results of the interviews conducted with 94 respondents aged between 20 to 60 years. The majority of the respondents were in the age group of 31-40 years, 28% from 20-23 years, 12% were from 41-50 years, and 1% were from 51-60 years. Amongst the respondents 69% were females and 31% were males. Maximum number of participants were OBC, followed by SC and minority were ST.

The participants engaged in a variety of occupations which included labour, agricultural labour, shopkeeper, housekeeping, tailor, caterer, and housewife. The family income was less than 5000 per month for the majority of the respondents, approximately 28% earned 5001 – 10000 per month, 13% earned 10001 – 15000 per month, 3% earned 15001 – 20000 per month, and 1% earned 20001 – 30000 per month.

Socio-demographic Profile of the Nearby Community

Figure 3.58: Age (in years)

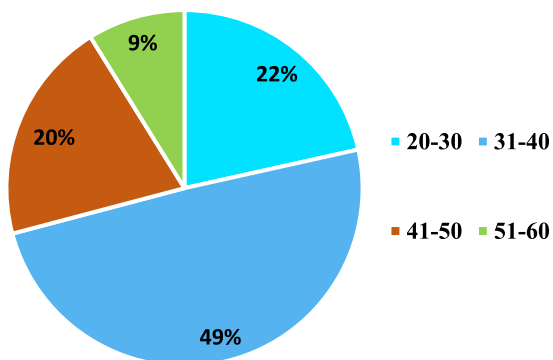


Figure 3.59: Gender

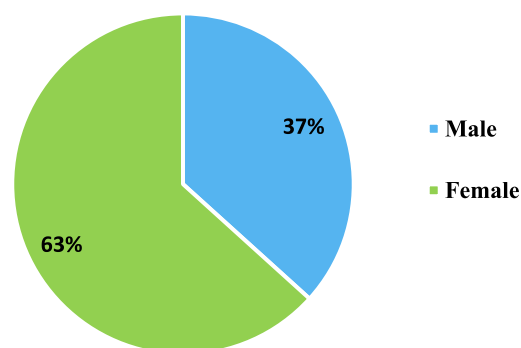
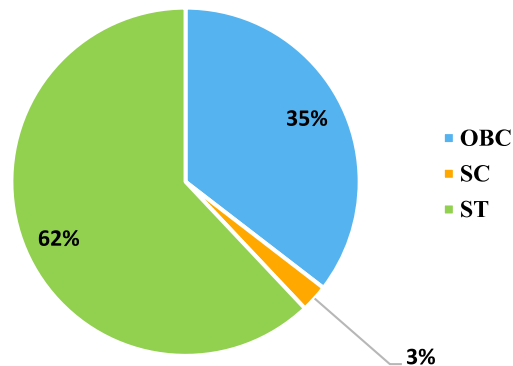


Figure 3.60: Social Category (Family)



The graphs depict the result of interviews conducted with 79 respondents amongst whom 22% were aged 20-30 years, 49% were 31-40 years, 20% were 41-50 years, and 9% were 51-60 years. Majority of the respondents were females. Maximum percentage of the respondents were from ST social category, followed by OBC, and minority belonged to SC.

The occupation of the respondents included a variety of jobs like labour, agricultural labour, housekeeping, vegetable seller, catering, tailor, anganwadi teacher, auto driver, etc. The family income was less than 5000 per month for the majority of the respondents, approximately 20% earned 5001 – 10000 per month, 14% earned 10001 – 15000 per month, 4% earned 15001 – 20000 per month, and 1% earned 20001 – 30000 per month.

Socio-demographic Profile of the Government Officials

Figure 3.61: Age (in years)

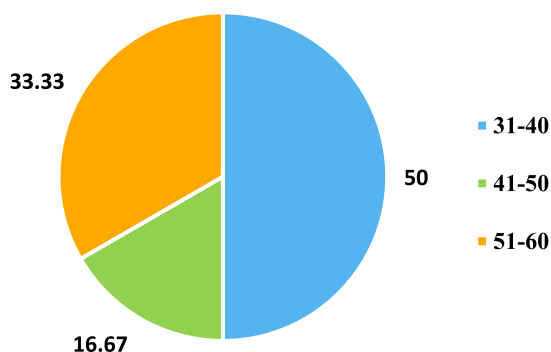


Figure 3.62: Gender

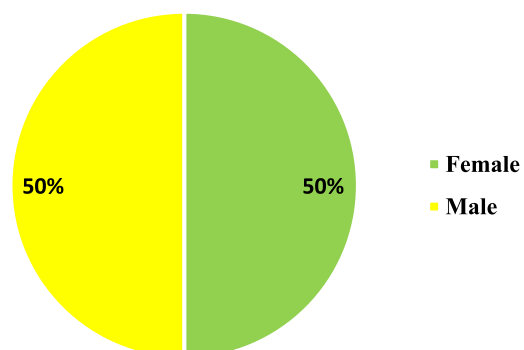


Figure 3.63: Social Category (Family)

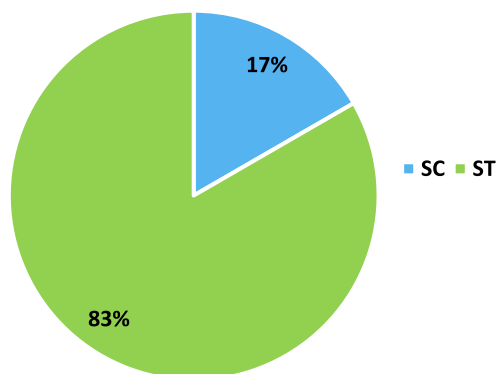
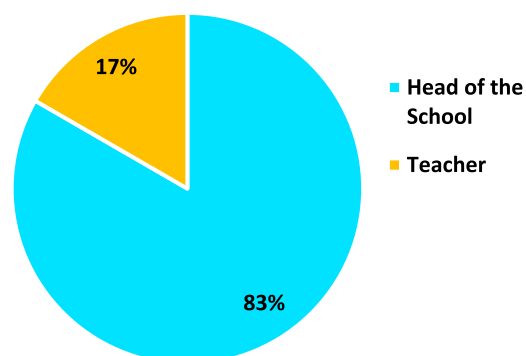


Figure 3.64: Designation



The chart illustrates the outcomes of interviews conducted with six respondents, evenly divided between females and males. In terms of age distribution, 50% of respondents fell within the 31-40 years bracket, 33.3% were aged 51-60 years, and 16.7% were 41-50 years old. The majority of respondents belonged to the ST social category, while a smaller proportion belonged to the SC category. Occupationally, the respondents were predominantly teachers and heads of government schools.

Pre-Intervention Scenario

There were 329 participants in the study which included students, teachers, parents, nearby communities, and government officials. Views on the pre-intervention scenario were gathered from all the stakeholders. HPCL tried to determine if the stakeholders were duly involved during the stage of project planning. Effective project implementation was only possible if appropriate involvement of the necessary stakeholders was present during the pre-intervention phase. This would ensure that loopholes present prior to the intervention could be effectively filled.

The figure below depicts that about 93% of the participants stated that they were involved with HPCL during the pre-intervention programme development phase, while 7% disregarded the same. Stakeholders are the ones who experience both the pre-intervention and post-intervention sides of any program. A high level of stakeholder involvement ensures a greater probability of successful project goal attainment.

Different parties involved in the initiative shared innumerable challenges faced by them before the project's implementation. Following are the reported challenges:

- Children unable to attend school as parents send them for labour work.
- Lack of awareness among children regarding judicious and adept use of available resources.
- Many parents refrained from sending their ward to schools as they feel it is not important for the child and additional issues of low income escalated the scenario.
- Lack of awareness regarding girl child education and its associated relevance for the society among parents.
- The children experience impoverished and malnourished health conditions due to low-income generation within their families.
- Absence of necessary family and societal support to pursue higher education due to lack of financial resources.

The Nanhi Kali project identified a significant gap in educational opportunities for girls in the rural village of Geddamputt, located in the state of Andhra Pradesh. The village lacked adequate school infrastructure, and many families struggled to afford basic educational supplies. As a result, the girls faced numerous challenges while pursuing their education, putting them at a disadvantage when compared to their male counterparts. Prior to the intervention, the literacy rate among girls in Geddamputt was alarmingly low, with only a small proportion of girls finishing primary school. Dropout rates were high, owing primarily to financial constraints, societal biases, and a lack of understanding about the importance of education for girls. To address these issues, the community had few resources and little government assistance.

Furthermore, due to prevalent gender biases, poor families frequently prioritized their sons' education over their daughters'. Many families saw early marriage as a way to relieve financial stress, forcing girls to drop out of school at a young age. The Nanhi Kali project planned a comprehensive intervention to address these challenges. The intervention included the provision of necessary learning materials such as school uniforms, textbooks, notebooks, and stationery.

Moreover, through community engagement programmes, the project aimed to raise awareness about the importance of education for girls. They held workshops, seminars, and meetings with parents, community leaders, and local government officials to advocate for girls' education and to challenge stereotypes. The Nanhi Kali project also intended to train more teachers and provide ongoing professional development to help them improve their teaching abilities. The project aimed to ensure effective classroom instruction and a supportive learning environment for the girls by empowering teachers.

Table 3.7: Analysis & Findings

Parameters	Stakeholders Analysis
Support Availability from HPCL	Analysis of support availability shows an impressive 100% agreement among the participants regarding the necessary assistance extended by HPCL. This is an acknowledgement of the academic, social, and material support provided by HPCL.
Initiative Benefits	Different individuals reported different kinds of benefits they felt were derived from the project. Among all the participants the highest reported benefit was improvement in studies followed by improved communication skills. The third-highest occurring benefit was an improved confidence level among students. Educational advancement and inclusive and safe environment emerged as other areas of project benefit.
Frequency of Support Provided	Participants were asked about how frequently they were provided academic, material, and social support from HPCL. About 85% of participants reported daily support being provided. 10% stated that the nature of the support provided was yearly. 4% and 1% of the total sample shared that the support was extended monthly and weekly, respectively.
Support Consistency	The majority of the sample, i.e., 97% of the participants conveyed that HPCL extended consistent support for the initiative. However, about 3% of the sample believed that the support was not extended on a regular basis.
Overall Satisfaction Level	The satisfaction measurement helps to know if the initiative had the expected outcomes for the stakeholders. From the analysis, it can be seen that 68% of the participants were highly satisfied with the project. About 26% of the people reported being satisfied. 5% of the individuals gave a neutral evaluation of the project. Only 1% stated dissatisfaction with the initiative.
Project Continuation	<p>All stakeholders were interviewed on which aspects of the project according to them should be continued owing to their robust implementation. Following was the input from respective stakeholders:</p> <p>Students: The majority of students favor the continuation of the project because of the economic assistance it provides to the economically disadvantaged and backward sections of society. Additionally, the supply of material support such as stationery and school bags by HPCL should be sustained. This serves as a form of support and engagement for the underprivileged and tribal students, fostering increased awareness among students and their families about the significance of education. Furthermore, the project has contributed to the development of English communication skills, as well as life and academic skills.</p> <p>Teachers: According to them, the remedial classes or classes after school time should be continued.</p>

Parameters	Stakeholders Analysis
	<p>Parents: Parents suggested that provision of material resources, tablets and academic development of tribal students should be continued under the initiative.</p> <p>Nearby Communities: According to them, greater development of tribal areas and encouraging female students for a better future constitute important project aspects that should not be compromised.</p> <p>Government Officials: They felt that remedial evening classes and continued benefit to girls should be continued for the future generations.</p>

Figure 3.65: Consistency of Support provided by HPCL

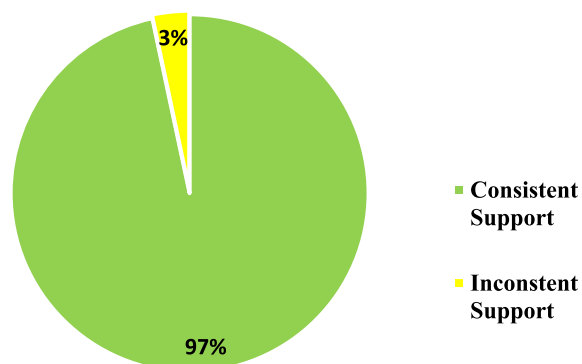


Figure 3.66: Initiative Benefits

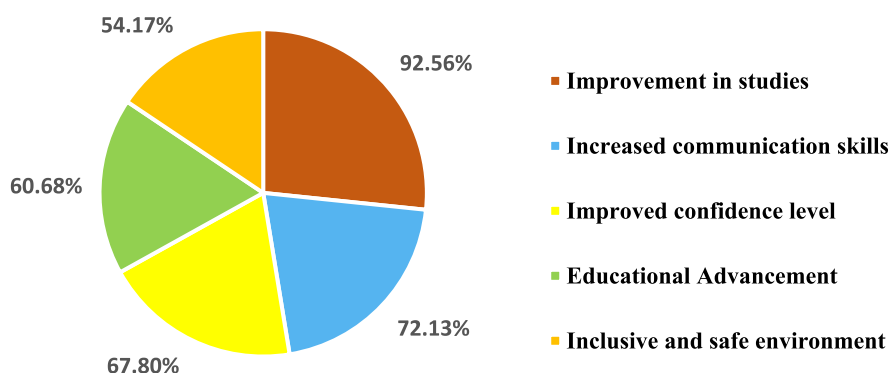


Figure 3.67: Frequency of Support Provided

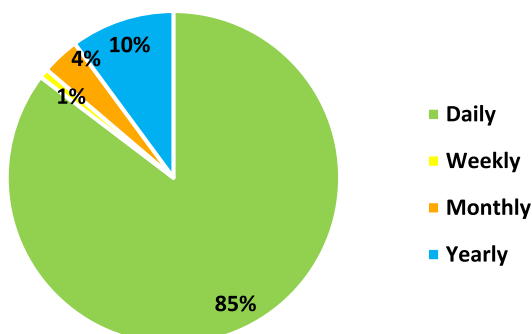
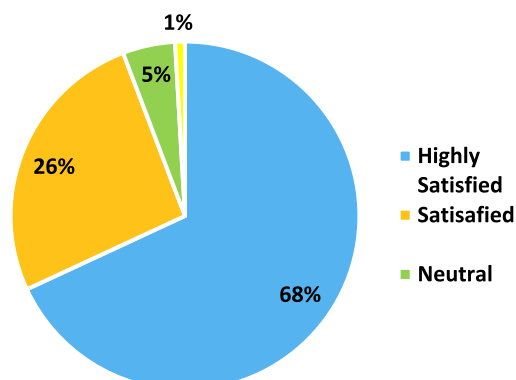


Figure 3.68: Overall Satisfaction Level



Summary of the Impact Created

The project has targeted various thrust areas which are given below:

1. **Promoting Girl Child's Education:** One of the primary focal points of this project was to promote education thru academic and social support amongst girl children from remote and tribal areas, recognizing them as crucial stakeholders in societal growth and upliftment. Particularly in the context of girls' education, persisting conservatism poses challenges, and initiatives like these aim to address such issues. Surveys and interviews conducted indicated unanimous support (100%) from stakeholders, including students, teachers, parents, nearby communities, and government officials, acknowledging HPCL's assistance in meeting academic, social, and material needs. Participants also noted positive outcomes in terms of improved study habits, enhanced communication skills, and increased confidence levels among girl children. Notably, the retention rate of girls in schools has risen to 90%.
2. **Development of Backward and Tribal Communities:** A society's economic and social upliftment is not only limited to mainland areas and communities residing therein. Tribal and backward communities are equally a part of our larger societal setup and coherent development in such areas is equally necessary. HPCL through this initiative promoted development of such sections of the society, which was evident from the feedback obtained by the stakeholders. By focusing on these communities, the project aimed to address the educational disparities faced by girls who are often marginalized due to their social and economic circumstances. When individuals from nearby communities were enquired if

they see any positive impact from the project, they gave various inputs like: great improvement in education, better communication skills, girl children thinking on their own, setting goals and making efforts to reach them, improved awareness about education, health and career, better social awareness and helped the community to break old stereotyped beliefs. When evitable positives can be observed by the communities around, it sets pace for future implementation and support for the initiative.

3. **Skill development (Tutors / teachers):** The programme has holistic approach to community development, wherein it tries to develop different stakeholders at different levels. For girl children, it was educational opportunities, and for the teachers, it served as a skill development initiative. Women from local communities were trained to facilitate learning. These tutors were called Community Associates (CAs). The CAs mentored the girls and guided them through their school experience. This ensured career development and opportunities for women in the regions where interviews were conducted. The initiative also assigned one trained tutor for every 30 girl children to ensure the quality of the initiative. These teachers worked in multiple areas like providing education and skills to girl students, spreading social awareness among parents and community members, giving remedial classes after school hours, working on improving awareness around health and sanitation etc.
4. **Improved Social Awareness:** Lack of social awareness is one of the primary reasons that hamper any society's development and further generate futile outcomes too. The project Nanhi Kali has contributed greatly in increasing the social awareness among different project beneficiaries at different levels. Raising social awareness not only helped in project implementation but also will aid in project continuation going forward. A lot of families depend on agricultural labour for sustenance and are poor. One of the student's stated that her parents were not aware about girls' education since they had not got education themselves. Her mother wanted her to help in her labour work. Nanhi Kali started supporting the girl child with social, academic and material aspects. They made the family change their mindset on education and especially girls.

"Now my family wants to send me to school, they also participate in meetings held in the school."

One of the students conveyed that the project should be continued as it created awareness about girl child education among the family members. Majority of parents and community members accepted a lack of awareness among them which posed a major challenge in project implementation. Simultaneously, they also supported that this should continue to be a key thrust area of the project for ongoing growth of future generations. Another parent shared that:

"I am unable to do anything for my daughter due to poverty but Nanhi Kali is doing a good job and has created awareness in the society, supported economically for the education of girls. Thanks to this project I could send my daughter to study in school."

Moreover, through surveys it can also be drawn that it not only improved the social awareness among parents and community members but also improved the awareness among students regarding the relevance of education.

5. **Inclusive and Safe Environment:** The project has as its prime goal to create a gender inclusive society wherein girl children get an equal and sustainable opportunity to develop in a conducive and protected environment. Schools are places where an individual can explore multiple avenues in a safe space. By addressing these societal barriers, the project fosters inclusiveness and creates an environment where girls can thrive academically and personally. A substantial sample, i.e., 175 stakeholders, supported that HPCL's project helped in developing a socially inclusive and safe environment for the girl children.

The initiative made a commendable step by providing sanitary pads to secondary school girls, thereby improving menstrual hygiene and raising awareness about the use of clean and safe sanitary napkins. HPCL also addressed the universal yet taboo topic of menstruation through the project.

Apart from being gender inclusive, the project has also been socially inclusive in its efforts. It has made necessary efforts to support families from lower socio-economic backgrounds to be active beneficiaries of the project. It reduces the marginalization faced by poverty-struck families especially in backward and tribal regions of India. Such locations are still secluded from the economic, academic and developmental resources, which are very easily available to people from mainland or urban regions. One of the students stated:

"Due to the poor financial condition of my parents they were not able to send me to school. Now, from the support of the Nanhi Kali project they are sending me to school and also participating in school meetings." (A greater social inclusion)

A parent on being interviewed about their feedback on the initiative shared: *"My family was backward and we don't have any history of educating our family. Now, with the support of Nanhi Kali, I am sending my daughter to school and the family is becoming aware about education. I want my daughter to become a doctor and serve the poor."* One of the students gave heart-warming feedback that: *"The project has reached the hearts of tribal poor people."*

6. **Holistic Development:** School education, especially in the elementary and secondary years of school life, involves not only scholastic but also co-curricular activities, sports, computer literacy, and the basic life skill development of a child, to name a few areas. Through this programme, HPCL focused on all these supplementary areas aside from academics. Students were taught multiple languages like English, Hindi, and local languages from 1st to 9th grade, introduced concept based learning, and integrated sports as an imperative part of the curriculum. Moreover, HPCL introduced AI-based learning by giving personalised learning software to all girl students for language and math by means of Mindspark Edtech, an AI-powered learning tool. On being investigated, the majority of parents conveyed that this project aided in developing learning skills, social awareness, life skills, communication skills, self-awareness, and active listening skills.

One of the students shared: *"My parents are very happy that I can draw and have started speaking English with the support of Nanhi Kali Project"* Another one stated that: *"I am improving my skills day by day with the support from the Nanhi Kali (HPCL) project. The teacher of the project creates an interesting learning environment by using tab for moral stories, videos, subject related concepts, that help in learning new things."*

7.4. Alignment to Schedule VII of the Companies Act, 2013 and Sustainable Development Goals

The project is aligned with Schedule VII of the Companies Act 2013 entry number (ii) promotion of education and (iii) promoting gender equality and empowering women. Additionally, it supports SDG 4 (Quality Education), SDG 5 (Gender Equality) and SDG 10 (Reduced Inequalities).

Project 6: Dil without Bill

Introduction:

The project provided financial support to 200 individuals from socially and economically backward households in the years 2020–2021, for which a grant of 100.00 lakhs was given to Sathya Sai Heart Hospitals being managed by Prashanti Medical Services and Research Foundation in Rajkot, Gujarat. The key focus of the initiative is to provide affordable and accessible healthcare facilities to underprivileged people. Sri Sathya Sai Hospital at Rajkot had been the instrument to bring about changes in the lives of these people. The key thematic areas of the project are:

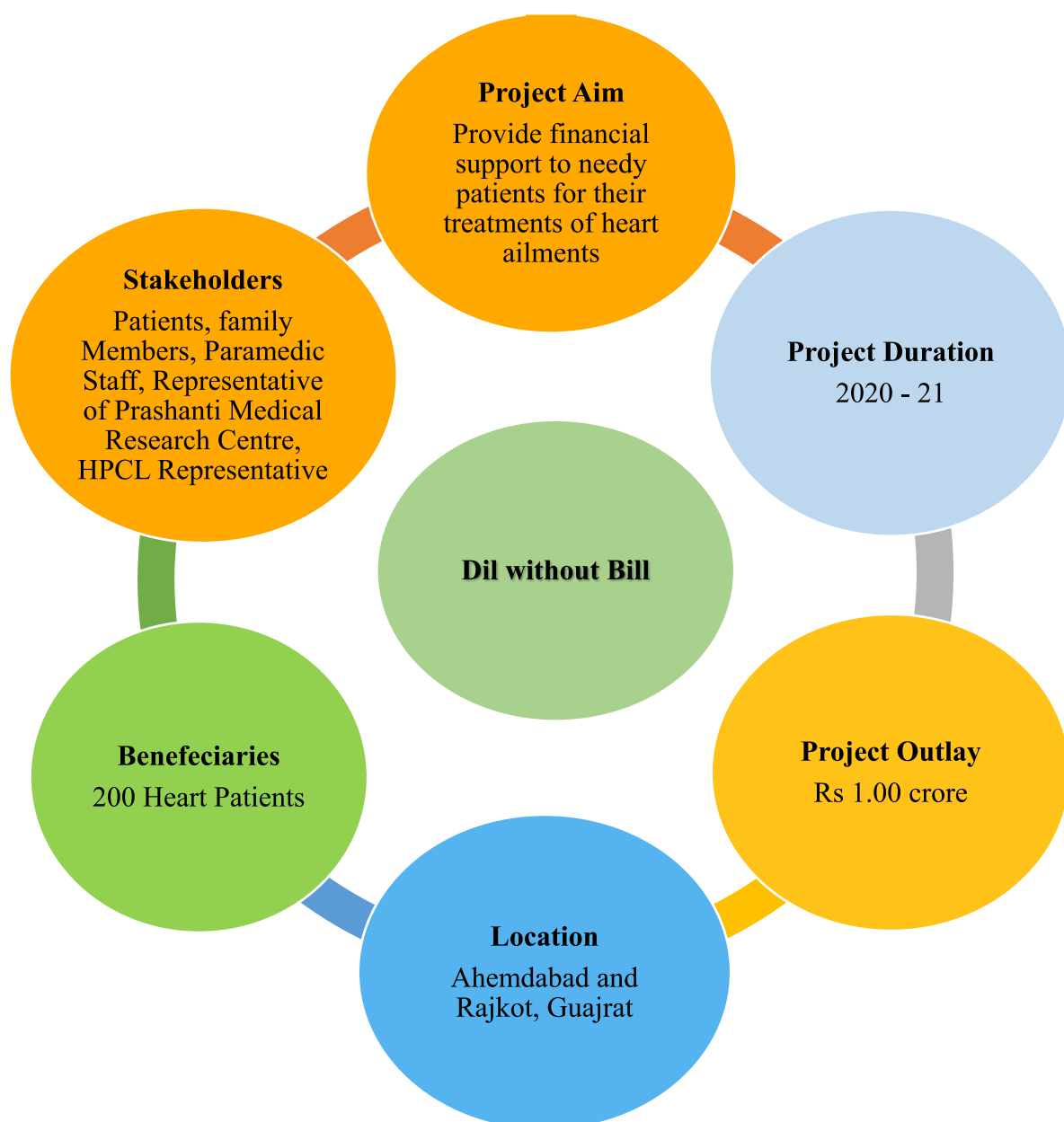
- **Beneficiary Identification:** Under this project, beneficiaries are identified with the help of skilled doctors, practitioners, and other medical staff. For smooth and effective implementation of the initiative, it was highly necessary that needy and underprivileged individuals be identified by the authorities.
- **Healthcare Aid to the Socially and Financially Backward:** The project's prime focus was to provide financial aid to individuals who could not afford heart treatment and provide them the best facilities at the Sathya Sai Heart Hospitals for free. Heart-related ailments are on the rise in India, which makes this initiative imperative in current times. Moreover, people who cannot afford treatment either go for unreliable and ineffective treatment options, which are of not much help in the long run.
- **Sustainable Assistance Post-Operation:** The initiative not only ensures aid for the operative procedures of heart surgeries but also focuses on providing post-operative care to the patients to make sure that the patients receive help in relation to the treatment on a regular basis.

The objectives of the project are:

- Provide financial aid to socially and economically backward people who cannot afford expensive treatment for heart ailments for 200 heart patients requiring surgeries, angioplasty, and heart devices.

- Identification of eligible beneficiaries by trained medical practitioners, highly skilled doctors, and paramedical staff through their local set-ups, teleconferencing, or video consultations (during COVID times) to ensure smooth implementation of the initiative

Figure 3.69: Project Overview

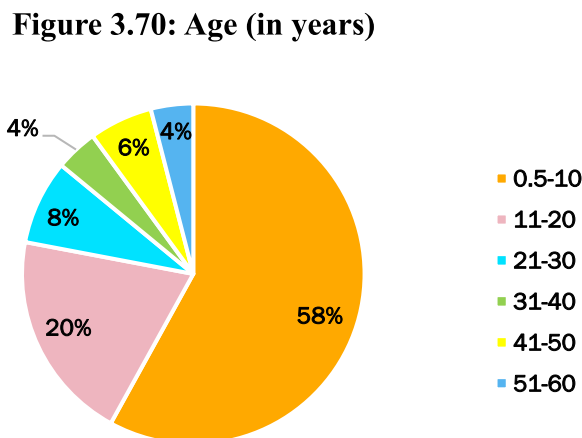


To assess the impact of the project, 50 patients availing the services from the hospital supported by HPCL were considered for collecting the data. The analysis of the project depicts the profiles of the patients, hospital assistance, pre-operative and post operative care.

Socio-demographic Profile of the Patients

The graph represents the data collected from 50 patients availing the services of the hospital supported by HPCL initiative. The majority of the patients belonged to the 0.5 - 10 years age group (58%), 20% were from the age group of 11-20 years, 8% from 21-30 years, 6% from 41-50 years, 4% each from 31-40 years and 51-60 years.

Figure 3.70: Age (in years)



Pre-Intervention scenario

Heart surgeries or treatments are quite an expensive affair for any individual and their family members. Patients reported that, being from lower socioeconomic backgrounds and from backward areas, getting heart surgeries and treatment done was challenging for them. But with the support of HPCL & Sathya Sai Heart Hospital they managed to get substantial funding and treatment for their heart ailments. No issues were faced in the preoperative stage, as expressed by the majority of the patients. It shows that Satya Sai Hospitals commendably carried out the initiative funded by HPCL and ensured that promised benefits reached the chosen beneficiaries. The process of identifying beneficiaries was conducted by trained medical practitioners, doctors, and paramedical staff in a fair manner for uninterrupted initiative implementation.

Table 3.9: Analysis & Findings

Hospital Assistance	Patients reported no issues during or prior to the line of treatment. Some patients also reported that their experience was beyond expectation. The procedural formalities and treatment related operations were smoothly carried out at the hospital. The patients also faced no issues during their postoperative stay. The recoveries of the patient post-op were also successful as mentioned by the patients. Patients expressed gratitude towards HPCL and hospital authorities and doctors. Parents of children operated in the hospital were highly satisfied and volunteered to recommend the hospital services to others.
Pre-operative and post-operative care	On being asked about their satisfaction with post-operative care at the hospital, most of the patients stated that they were 100% satisfied with the treatment they received. Some patients further reported that the administration department was highly cooperative and instrumental in providing necessary support. Competent services by the hospital motivated the patients for regular check-ups post-op.



Can we imagine a person working as a school teacher with a monthly income of 10,000 rupees, unflinchingly supporting his family of 10 members with complete devotion? He says it is his total faith in God that has kept him going over the years. Akhilesh Verma, hailing from the town of Dhanbad in Jharkhand, shared his story.

“My problems started when my son Aarav was diagnosed with a cardiac ailment when he was born (CHD). With my income as a primary school teacher, affording my son's treatment was impossible. However, I had faith in God, believing that he would give us the strength to overcome this challenge. For nearly a month, I struggled to meet Aarav's medical expenses. My wife, Shobha, supported the family by taking odd jobs, like working as a maid, but even this income was woefully inadequate for the medical expenses.

During this period, I received information from one of my close friends residing in Ahmedabad. He told me about Ahmedabad Heart Hospital and advised me not to delay. I then had my daughter's cardiac surgery done at Sri Sathya Sai Heart Hospital in Ahmedabad on June 5, 2023, which was successfully completed. Today, my son, little Aarav, is fine. This would not have been possible without the support and encouragement of HPCL.



Lakshmi's father, Ravindra Mondal, works as a farm laborer in his native town of Deogarh in Jharkhand, earning a meager income of Rs. 6,000, which proved inadequate for his family of seven members. One day, upon returning from school, Lakshmi Kumari informed her mother that she was feeling uneasy, tired, and had difficulty breathing. Concerned, her father took her to the nearest health center, where the examining physician immediately identified a cardiac-related issue and recommended certain tests.

The tests confirmed the need for urgent cardiac treatment, but the expenses were beyond what Ravindra Mandal, struggling with a monthly income of Rs. 8,000, could afford. Crestfallen, he found support when the principal of Lakshmi's school informed him about Ahmedabad Heart Hospital. The principal also provided financial assistance to help the family reach Ahmedabad.

Lakshmi Kumari successfully underwent her cardiac procedure on June 7, 2023, 'totally free of cost' at Sai Heart Hospital in Ahmedabad. Today, she is in good health and cheerful, attending school regularly

Summary of the Impact Created:

- 1. Healthcare for the Socially and Economically Backward:** In current times, even basic healthcare is still a struggle for many people across India. This challenge aggravates as we further move into backward and underdeveloped areas of India. For people below the poverty line or those engaged in low socio-economic activities, healthcare needs are more of a luxury than a necessity. With such struggles prevailing for satisfactory basic healthcare, the situation becomes even graver when it comes to bigger health-related issues like cardiovascular problems. HPCL, in association with Satya Sai Hospitals, extended a sincere effort to provide heart surgeries, angioplasty, and heart devices as required by those in need. An overall highly satisfactory response was obtained by all the patients with respect to the facilities provided by the hospital, the pre- and post-operative care, and no complaints were received about the procedures conducted. The individuals selected for treatment included women and children. Parents of these children expressed deep gratitude for the funding of the surgeries. The feeling of elation was common to all the patients and parents of operated-on children. The patients reported no administrative delays or hassles. HPCL's initiative

in the direction of improving and meeting the healthcare needs of cardiovascular patients was highly appreciated by the patients and hospital authorities.

2. **Sustainable Healthcare Assistance:** Healthcare initiatives can be relevant only if processes and systems for ongoing healthcare assistance are in place. This becomes even more imperative in post-surgery cases, where there could be complications and other medical issues associated with the surgeries in the future. Sustainable help and support need to be in place for regular follow-up and check-ups of the patients. Satya Sai Hospitals ensured an accessible and gratifying system for patient care. The post-operative care provided by the hospital assured that the patient's health was not compromised at any cost and that necessary post-operative services, medications, and care were provided. The patient's response to post-operative care was on the same lines, and they were highly satisfied. They stated that they came for regular check-ups, and in most cases, the doctor who conducted the surgery was available for consultation.

Life was incredibly challenging for 13-year-old Yogita from Rajasthan. Despite being an active, studious, and obedient child, she faced frequent interruptions in her studies due to recurring illnesses. At the age of 10, she was diagnosed with a cardiac problem, and doctors concluded that cardiac surgery was the only medical solution. Her illness left her weak. Chhanu Kanwar, her father, a farmer with a meager income supporting a family of seven, found it extremely difficult to cover his daughter's medical expenses. Deeply worried and stressed due to her illness, Yogita's mother took on odd jobs like tailoring and stitching to support the family.

One day, while returning from the grain market yard, a renowned merchant informed Chhanu about Sri Sathya Sai Heart Hospital in Ahmedabad, offering 'free cardiac treatment.' The merchant also provided financial support for the family to reach Ahmedabad. Without wasting time, they arrived at the hospital on May 25, 2023, and on May 27, 2023, Yogita underwent her cardiac procedure free of cost. Yogita has fully recovered and is doing well. Chhanu expressed gratitude, saying, 'In today's world of commercialization, this hospital is a blessing for the poor and needy who cannot afford such expensive cardiac treatment.' He thanked the hospital and HPCL for their support.

It was her journey from darkness to light, and the support of HPCL and Sri Sathya Sai Heart Hospital in Ahmedabad played a crucial role in giving Yogita a new lease of life.

Alignment to Schedule VII of the Companies Act, 2013 and Sustainable Development Goals

The project is aligned with Schedule VII of the Companies Act 2013 entry number (i) health care projects. Additionally, it supports SDG 3 (Good health and well-being).

Project 7: Hostel block for students in Vanavasi Kalyana, at Baggaon, Kumta

Introduction:

Education is a fundamental right, and every student should have access to quality education regardless of their socio-economic background. However, the reality is that many students from low-income families struggle to afford basic necessities, including housing. Thus, HPCL's initiative to build a new hostel specifically designed for poor and underprivileged tribal students is a commendable project that aims to have a significant positive impact on the lives of poor students. Vanavasi Kalyana (Karnataka), a charitable trust established in 1989, requested HPCL for the construction of a hostel block for the tribal students in the Kumta region, District Uttara Kannada, Karnataka

The design of the hostel block was carried out by taking into account the needs of the students, including privacy, security, and comfort. The hostel block has two common halls, four rooms for students, two toilets, and a kitchen. The construction phase of the project required skilled labour and project management to ensure that the hostel was built as per the required standards and within the budget.

Building a new hostel block for poor tribal students was a worthwhile project that can have a significant positive impact on the lives of underprivileged students. It required careful planning, design, and construction, as well as on-going management and maintenance, to ensure that it was well run and served its intended purpose. This project has provided much-needed accommodations to poor students and help them achieve their academic goals.

The key thematic areas of the project are:

- **Accessibility:** The initiative ensured that the hostel block was located in a convenient location with easy access to public transportation and that it was physically accessible for people with disabilities. It also ensured that the hostel was accessible for students who came from low-income families.
- **Safety and security:** Poor students seeking higher education are sometimes vulnerable to crime and exploitation, so it was important to ensure that the hostel was equipped with

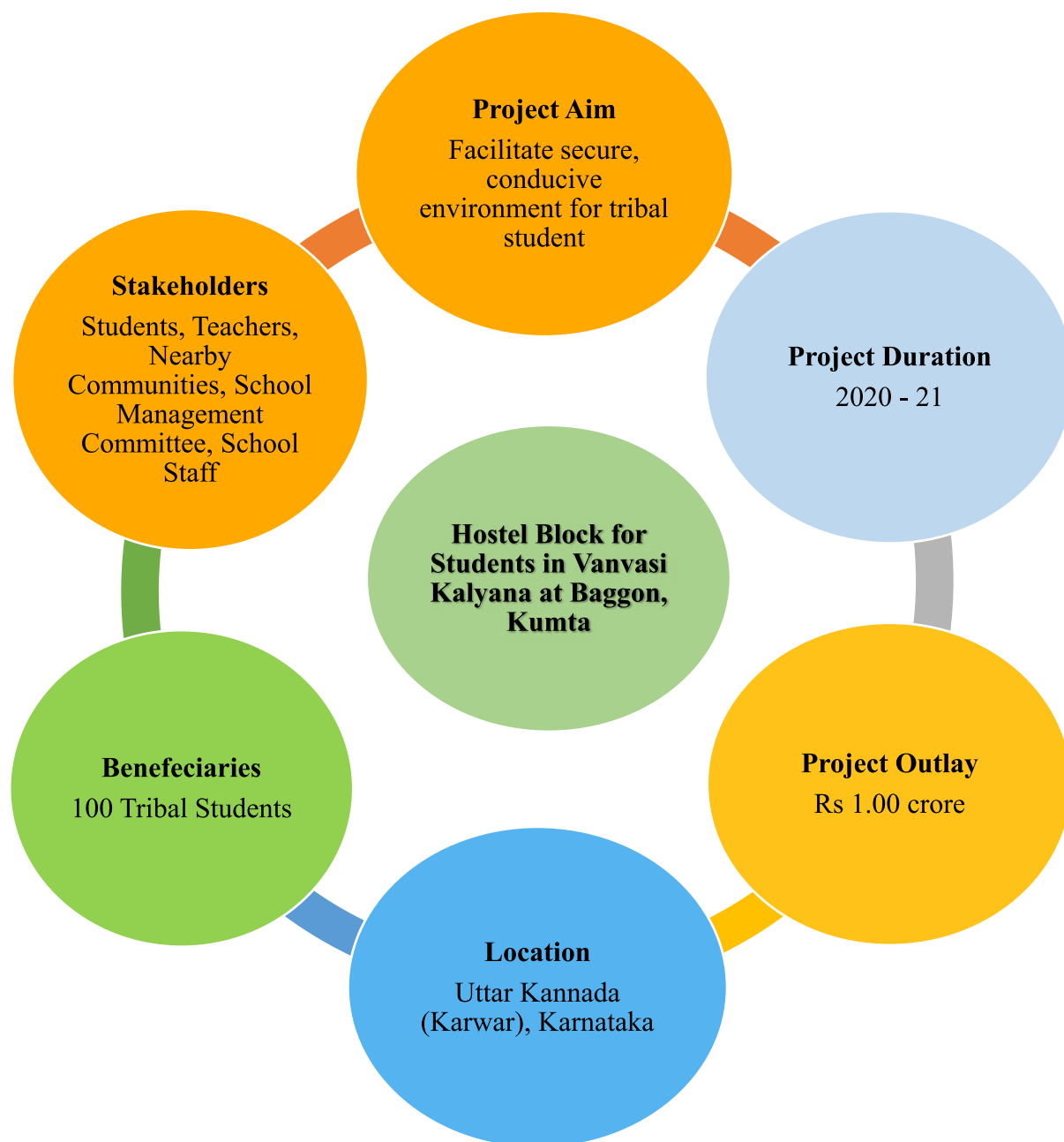
appropriate safety measures such as CCTV cameras, security personnel, and fire safety equipment.

- **Health and hygiene:** The hostel has clean and hygienic facilities, including washrooms, kitchens, and dining areas. There is provision for regular cleaning and maintenance of the hostel to prevent the spread of diseases.
- **Educational support:** Building a hostel for poor students was not just about providing a place to stay but also supporting their education.
- **Community building:** Tribal students seeking higher education sometimes face social isolation, so it was important to build a sense of community within the hostel.

Objectives of the project:

- To enhance educational opportunities for tribal communities, promoting inclusivity and reducing the disparities in educational access.
- To create a conducive learning environment for tribal students, fostering a sense of community and support for their educational journey.
- To mitigate challenges faced by tribal students in pursuing higher education, facilitating their academic pursuits and overall development.
- To promote educational equity and inclusiveness, addressing the unique needs of this marginalized population.
- To bridge the educational gap between urban and remote tribal areas, facilitating improved access to educational resources and infrastructure.
- To contribute to the overall development of tribal communities, ensuring that students from remote regions have the necessary support and facilities to pursue higher education.

Figure 3.71: Project Overview



To investigate the impact of the project, 20 students, 10 teachers, 7 school management / committee staff, and 16 nearby community members were considered for collecting the data. The analysis of the project depicts the profiles of the stakeholders, project satisfaction, facilities provided, improvement in facilities, quality of hostel building, and benefits.

Profile of the Respondents

The socio-demographic profiles of the students, teachers, school management / committee staff, and nearby community members are as following:

Socio-demographic Profile of the Students

Figure 3.72: Age (in years)

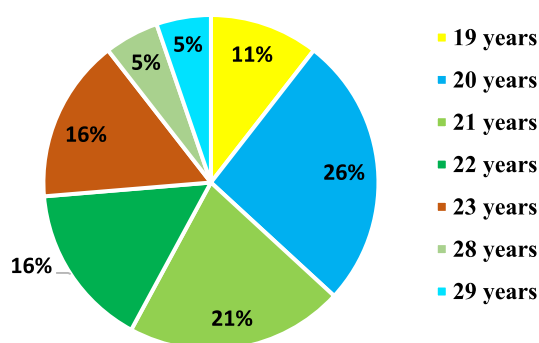
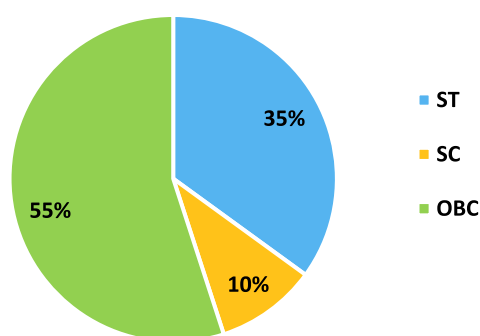
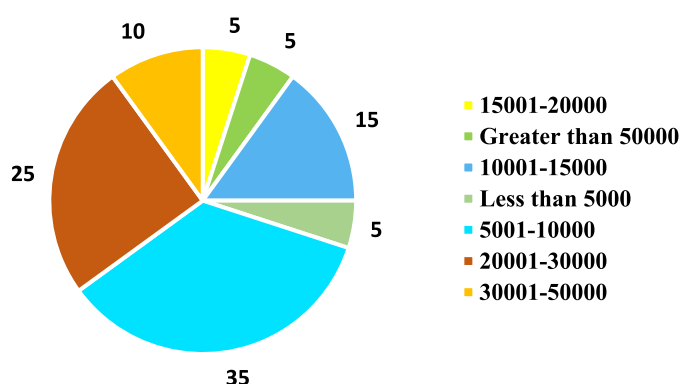


Figure 3.73: Social Category



The above graphs show the results obtained through interviews of the students in the hostel building constructed by HPCL amongst whom all the respondents were males. The age of the students ranged from 19 years to 29 years. Majority of the respondents belong to OBC communities in terms of social category and 35% were ST and 10% belonged to SC category. The students were enrolled in a variety of courses and classes which included science, arts, commerce, B.A. (Bachelors of Arts), B. Com (Bachelors of Commerce), and M. Tech (Masters of Technology).

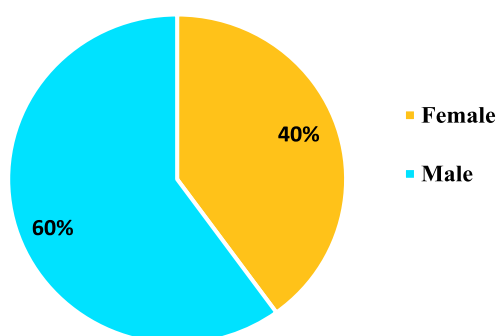
Figure 3.74: Family Income (Monthly in INR)



The family income of majority of the respondents was Rs. 5001-10000 per month, 25% had Rs. 20001-30000 per month, 15% had Rs. 10001-15000 per month, 10% had Rs. 30001-50000, 5% each had less than Rs. 5000, Rs. 15001-20000, and greater than Rs. 50000 per month.

Socio-demographic Profile of the Teachers

Figure 3.75: Gender



The graphs depict the results obtained through interviews of the teachers amongst whom 60% respondents were males and 40% were females. Amongst the respondents 60% were teaching Graduation courses and 40% were teaching students upto senior secondary level.

Socio-demographic Profile of the School Management/Committee Staff

Figure 3.76: Gender

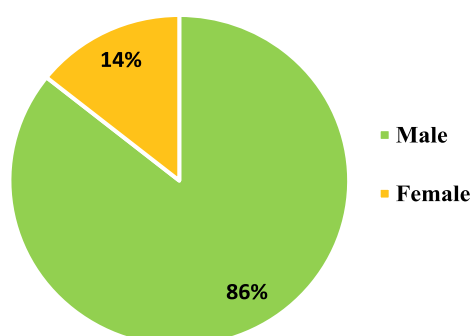
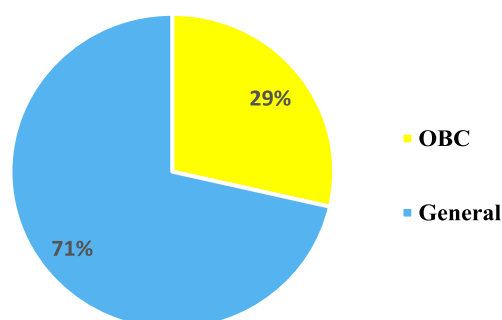


Figure 3.77: Social Category



The graphs depict outcomes from interviews with school management and committee staff members, with 86% being male respondents and 14% female respondents. Among the school management members, 57% were engaged in business, 28% were retired employees, and 14% hailed from medical backgrounds.

Socio-demographic Profile of the Nearby Communities

Figure 3.78: Gender

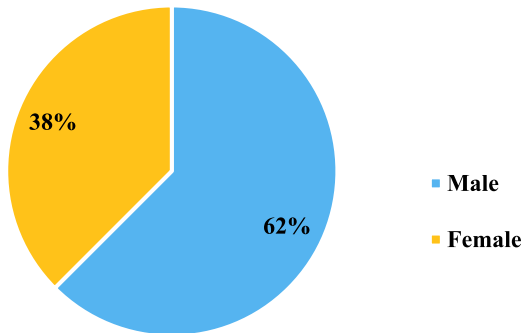
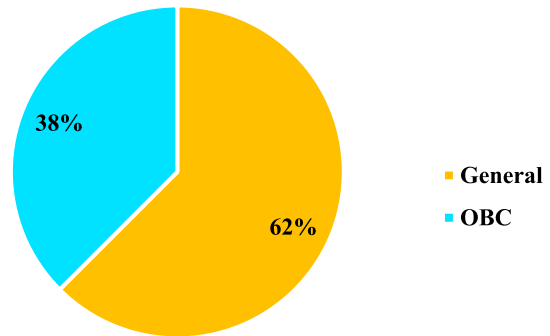


Figure 3.79: Social Category



The graphs illustrate the outcomes obtained from interviews with nearby community members, with 62% of respondents being male and 38% female. The majority of the respondents belonged to the general category, while 38% identified as OBC. The occupations of the respondents varied and included roles such as business, tailor, laborer, housewife, teacher, etc.

Pre-intervention scenario

To understand the situation that prevailed prior to the construction of the Hostel block, all the stakeholders were asked to respond to the condition of the hostel and its facilities. To this, 94% of the stakeholders (n= 50), out of the total 53 stakeholders, stated that the past condition of the hostel was poor or very poor to live in. Only 6% were satisfied with the old condition of the hostel. This shows that there was a need for the new hostel block, since most of the stakeholders showed an unsatisfactory response to the old one.

Figure 3.81: Prior Accommodation Condition

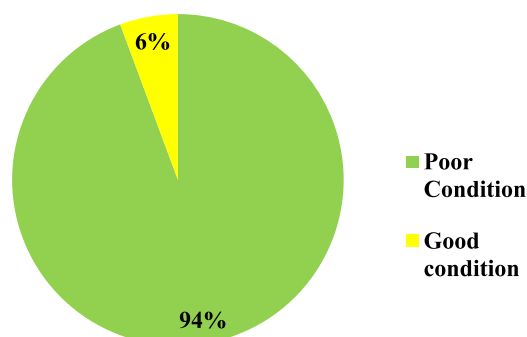


Table 3.10: Analysis & Findings

Parameters	Stakeholders Analysis
Project Satisfaction	The students and school management committee were surveyed about their satisfaction level regarding the project. Around 70% of the stakeholders showed high satisfaction towards the project.
Satisfaction with facilities provided	All the stakeholders gave their respective views on the satisfaction level they experienced with the facilities provided by HPCL. To this, 87% of the participants gave very positive feedback about the project.
Improvement in Facilities	All the student's response on whether they feel there is improvement in existing services was mapped. 85% students stated that they observed improvement, while the other 15% (n=3) disagreed with it.
Quality of Hostel Building	The stakeholders were asked their views on the quality of hostel building. Majority of the individuals i.e. 64% of the respondents found the building quality to be excellent. About 21% of the people (n=11) found it to be good.
Hostel Block Benefits	The participants were asked about the advantages of the newly constructed hostel block. Better housing received the most votes followed by educational advancement. The third most frequent response was for a good environment followed by an inclusive and safe environment.

Figure 3.82: Improvement In Facilities

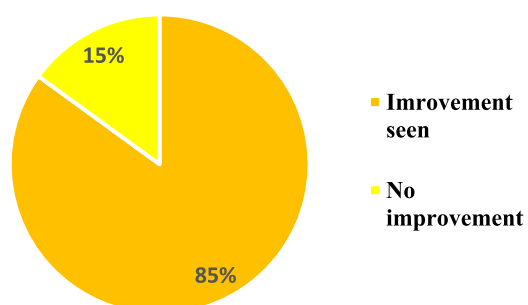


Figure 3.83: Project Satisfaction (Overall)

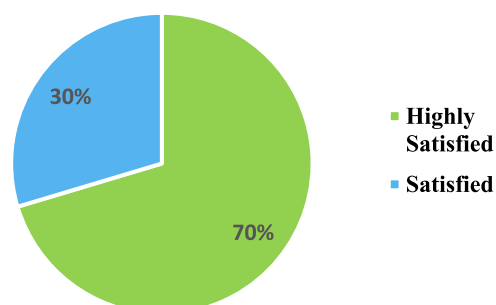


Figure 3.84: Satisfaction with Facilities Provided

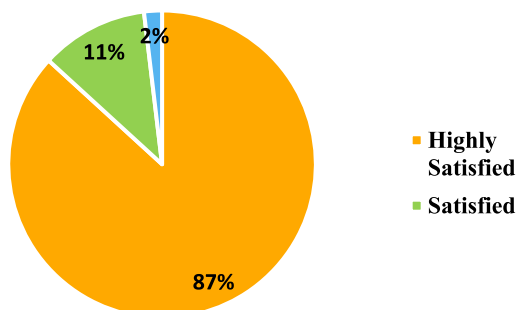


Figure 3.85: Quality Of Building

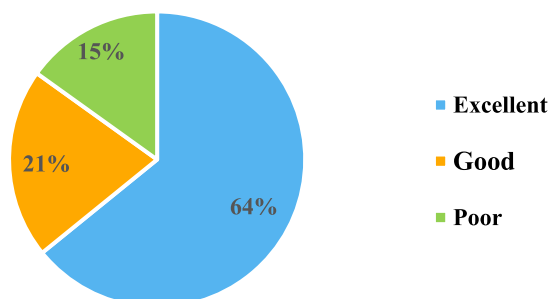
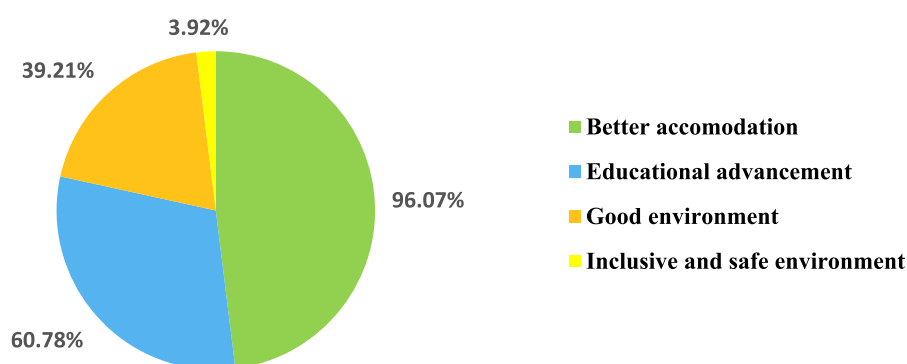


Figure 3.86: Hostel block benefits



Summary of the Impact Created

1. **Educational Development:** Due to a lack of affordable housing options, educational institutions, particularly those located in remote areas, frequently struggle to attract students. The construction of a hostel building helps such institutions attract more students, which can lead to better academic outcomes and opportunities. The initiative by HPCL focused on educational upliftment of all such students who belong from lower socio-economic strata, underdeveloped and remote areas. Students stated that the newly constructed hostel block provided them with a safe and affordable place to stay, allowing them to focus on their studies without worrying about their living arrangements. Additionally, living in a hostel helped them to create a study routine and maintain a disciplined lifestyle. A safe and conducive living environment, coupled with the availability of academic resources and facilities, significantly improve a student's academic performance. This, in turn, increases their chances of getting better grades and pursuing

higher education. Living an independent life will further help the students to improve their self-esteem and confidence and help them pursue their academic aspirations. From the results obtained in the survey regarding project benefit, the second highest occurring response on project benefits was educational advancement. This signifies that the new hostel block has significantly provided academic ease, better educational resources and improved scope for future advancements.

2. **Infrastructural Assistance to Tribal and Backward Students:** In the current times, infrastructural advancements have become extremely fast-paced, and for societal betterment, it is necessary to keep up with the pace of these changes. Through this initiative, HPCL provided infrastructural assistance to the students living in, around, and far away from Baggaon, Kumta. The primary beneficiaries of the project are the students. Feedback from them stated that low-income families have to forgo their higher education due to the high cost of living, including accommodation expenses. With the provision of a hostel building, these students will be able to stay near their educational institutions, access quality accommodation and focus on their studies without worrying about basic needs. Among the management committee members, there was a feeling of contentment for having a newly built hostel building, including common room, kitchen & toilet and washroom facility for them. There was utility of resources as easy access to the washroom and kitchen helped them to get the food made easily and with dining areas, students can have the food comfortably. They also added that the new block was much more spacious than the old one. Majority of the stakeholders were also satisfied with building quality and agreed that good quality products were used for hostel construction by HPCL.
3. **Social Inclusion:** This initiative not only provides utility but have community wide impact on all the societal stakeholders. The society as a whole benefits from increased access to education for backward and low income families as it gives these students access to mainstream opportunities and growth prospects. During the interaction, many students shared that, as they come from economically disadvantaged background, they have to struggle to afford housing close to their educational institutions. Their poor economic background becomes a significant barrier to their education as it limits their ability to attend classes regularly, which highlight the necessity of hostel block. For many students from low-income families, pursuing higher education, becomes a means to achieve social mobility. A hostel can provide a supportive environment where students can interact with

peers from diverse backgrounds, learn new skills, and develop their social networks. The support provided by the project is inclusive in nature as it provides benefits to all the students without any discrimination. On surveying the stakeholders, one of the project benefits that emerged was a safe environment and inclusivity. It shows that such initiatives give space for cohesive and collaborative working.

4. **Economic Growth:** One of the larger goals of quality education and gaining access to educational resources and opportunities is to facilitate economic development of the associated individuals and the larger society or community. HPCL through this initiative opened avenues for all the students to grow academically, financially and provided residential ease to them. The overall feedback analysis from all the stakeholders points out that the project will lead to economic empowerment. By providing affordable accommodation, a hostel can reduce the financial burden on students and their families, enabling them to invest in their education and secure a brighter future.
5. **Sanitation and Hygiene:** The students were asked to share their feedback on the sanitation conditions. They were of the opinion that poor living conditions can have a negative impact on their health and well-being. Students living in overcrowded or unsanitary conditions are more prone to illnesses, which can affect their academic performance. They were of the opinion that the new and bigger hostel block, unlike the earlier old hostel block with proper facilities and infrastructure, provided a clean and healthy living environment, promoting the physical and mental well-being of the students. It reduced their concern of health deterioration and made them hopeful of better academic outcomes in return.

Alignment to Schedule VII of the Companies Act, 2013 and Sustainable Development Goals

The project is aligned with Schedule VII of the Companies Act 2013 entry number (ii): promoting education, including special education and employment enhancing vocational skills especially among children, women, elderly, and the differently abled and livelihood enhancement projects; (x): Rural Development Projects. Additionally, it supports SDG 4 (Quality Education), SDG 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation and Infrastructure) and SDG 11 (Sustainable cities and communities).

Project 8: Medical Equipment for the Department of Pulmonary Medicine, AIIMS, Rishikesh

Introduction:

Incorporation of medical equipment for treatment endows great benefits to the health care system by providing faster and effective treatment options. Medical equipment plays a critical role in the lives of millions of people across the world. This project was undertaken to provide necessary medical equipment for improving the quality of patient care and increasing the efficiency of hospital operations. The Department of Pulmonary Medicine, AIIMS, Rishikesh, approached HPCL about providing the following medical equipment: laser (YAP), endoscope washer, anesthesia workstation, portable ultrasound, and rigid bronchoscope set.

The key thematic areas of the project include:

- **Healthcare Accessibility:** Supplying medical equipment to AIIMS Rishikesh ensures that residents of Rishikesh and nearby areas can access facilities without the need to travel to distant hospitals, particularly benefiting those for whom regular travel for treatment is financially challenging. Additionally, the initiative aims to alleviate the burden on patients who may lack the mobility or health required to commute back and forth for their treatment needs.
- **Efficient and Effective Hospital Functioning:** Any hospital is only as good as its infrastructural and medical facilities, which to some extent were missing at AIIMS Rishikesh owing to the absence of the aforementioned equipment. These equipment add to the infrastructural setup of the hospital, making it more advanced and equipped in its functioning. Moreover, timely provision of treatment for patients will ensure an efficient working pattern for the hospital.
- **Ease of Training and Practice:** The equipment will additionally serve as a training set-up for the doctors and medical staff in interventional pulmonary medicine. Regular skill upgradation and on-the-job exposure to working with complex medical equipment will enhance the working styles of the doctors and promote continuous and ongoing capacity building for them. They can continue to build on their existing techniques and acquire new ones.

Objectives of the project:

- Provide financial support for the procurement of various equipment for the Department of Pulmonary Medicine, AIIMS.
- Provision of medical equipment (interventional pulmonology) for the benefit of needy patients for whom it is not affordable
- Reduce the necessity for the patients to travel to other states for treatment.
- Serve as a setup for training centres and pulmonary interventions to better equip the doctors in terms of their capabilities and skills by learning from national and international faculties.

Figure 3.87: Project Overview



To study the impact of the project, 20 patients and 4 doctors were considered for collecting the data. The analysis of the project highlights the profiles of the stakeholders, type of treatment received, equipment usage, equipment quality, benefits from equipment, and project satisfaction.

Profile of the Respondents

The socio-demographic profiles of the students, teachers, school management/committee staff, and nearby community members are as following:

Socio-demographic Profile of the Patients

Socio-demographic Profile of the Patients

Figure 3.88: Gender

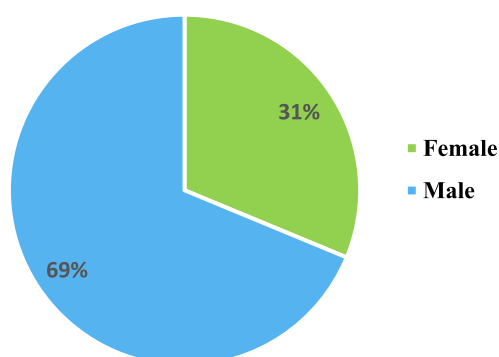
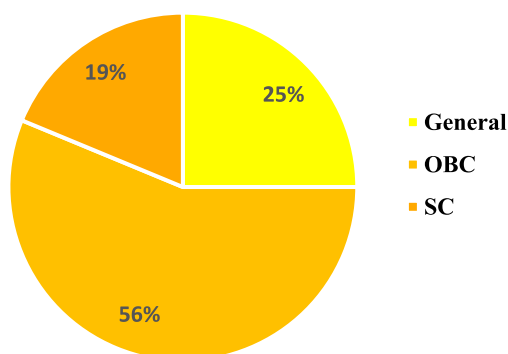
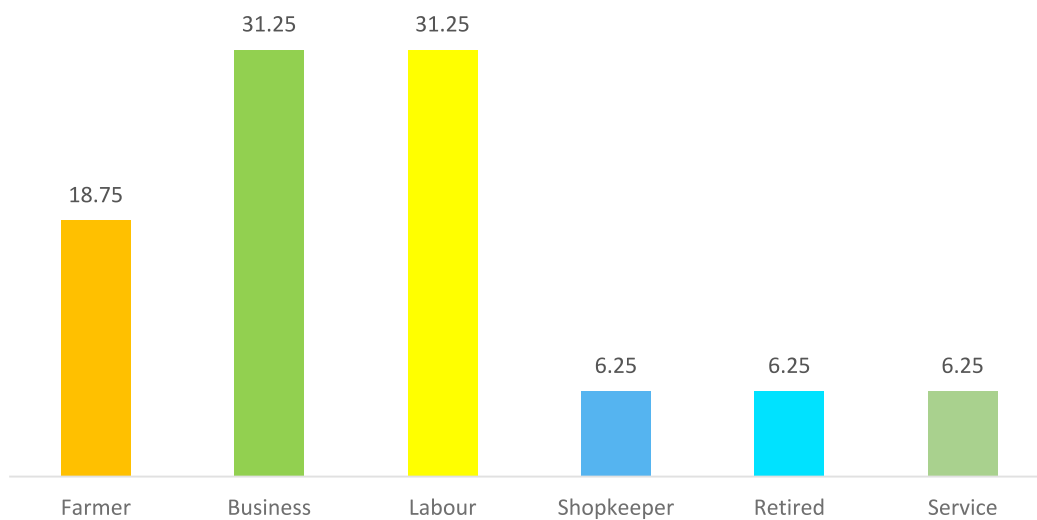


Figure 3.89: Social Category



The graphs depict outcomes derived from interviews conducted with patients at AIIMS Hospital, where 69% of the respondents were males, and 31% were females. The majority of respondents belonged to the OBC category, with 25% falling under the General category, and 19% identified with the SC category.

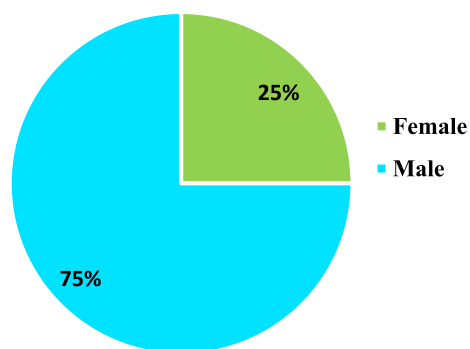
Figure 3.90: Occupation of the Respondents



Occupations of the respondents included farming, business, labour, shopkeeper, service and 6.25% were retired from work. The family income of the majority of the respondents was 5001-10000 per month.

Socio-demographic Profile of the Doctors

Figure 3.91: Gender



The graphs represent the results obtained through interviews of the doctors in AIIMS Hospital who were all MBBS, MD. Amongst the respondents 75% were males and 25% females.

Pre-Intervention Scenario

AIIMS Rishikesh is one of the India's largest medical centers, attracting a considerable number of patients seeking treatment for various illnesses. Through this project, HPCL endeavoured to contribute to the advancement of this prominent government health institution. To comprehend the pre-project scenario, interviews were conducted with doctors, hospital staff, and patients, from which their observations and insights were gathered, as detailed below:

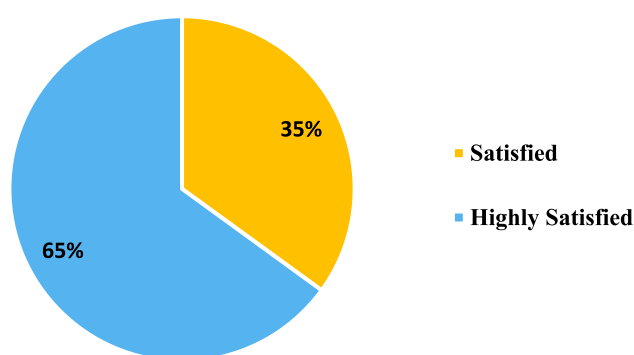
Table 3.11: Pre-intervention scenario reported by Doctors, Hospital Staff and Patients

Doctors and Hospital Staff	Patients
<p>Equipment was available only at the central unit, making it difficult to treat the patients in the department during emergency situations.</p> <p>Most patients travelled to Delhi or Lucknow for better treatment and were unable to get Interventional Pulmonology treatment.</p>	<p>Lack of essential financial resources, particularly among those from lower socio-economic backgrounds, creates challenges even in meeting basic expenses.</p> <p>People residing in remote hilly areas, especially those from economically disadvantaged backgrounds, face difficulties in accessing essential facilities located far from the city's mainstream.</p> <p>Patients have reported experiencing various health issues, including:</p> <ul style="list-style-type: none">• Heart problems• Breathing difficulties due to chest congestion• Pneumonia• Tuberculosis

Table 3.12: Analysis & Findings

Parameters	Stakeholder Analysis
Treatment Received	The receivers of the treatment were the pulmonary patients. As part of the study, information was gathered from 16 patients on whether their treatment needs were met at AIIMS Rishikesh. All the patients showed agreeableness on it and reported relevant treatment being received.
Equipment Usage	All the patients gave a very satisfactory and positive response on proper equipment used for their treatment. They also stated that proper diagnosis and ongoing health aid was received by them. They were more than happy with the doctors and hospital staff throughout their treatment association. This shows that the equipment was put to necessary use by AIIMS, Rishikesh.
Project Satisfaction	Results pertaining to project satisfaction were either highly satisfactory or satisfactory. About 65% of the stakeholders saw the project as highly beneficial, while the other 35% also had a satisfactory response on the same.
Equipment Quality	The right beneficiaries to comment on equipment quality were doctors and hospital staff. All the doctors and staff had a positive evaluation of the quality of equipment provided under the project.
Equipment Benefits	All the stakeholders were surveyed about whether the provided equipment proved to be beneficial for them. This was acknowledged by all the stakeholders (Patients, Doctors and Hospital staff) and shows that equipments provided were highly beneficial for them.

Figure 3.92: Project Satisfaction



Summary of the Impact Created:

- 1. Healthcare Availability:** The development of any country is dependent on its healthcare facilities and infrastructure. HPCL attempted to contribute to healthcare facilities in India through its initiative. HPCL donated a variety of pulmonary equipment to AIIMS, Rishikesh, which are helping in providing required medical services. Stakeholder feedback was collected in order to better understand the quality of healthcare services provided under the project. The installation of equipment received through financial assistance from HPCL benefited the Pulmonary Department, AIIMS, as well as the patients who came for treatment. During interactions with the doctors and staff of the Pulmonary Department, it was found that the medical equipment provided to the hospital had a significant impact on patient outcomes and hospital operations. The hospital reported a reduction in patient waiting time, increased patient satisfaction, and improved patient outcomes. The analysis showed that the use of medical equipment had a significant impact on the day-to-day OPD and IPD. The study showed an increase in hospital's reputation, as patients were more satisfied with the care, they received due to the increased efficiency of hospital operations. On an average 200-250 patients are getting benefitted daily as a result of the initiative. Moreover, the data gathered from the patients also shows that all believed that necessary treatment was given to them by AIIMS, Rishikesh. On further enquiry regarding the treatment received, majority of the patients stated that they received proper diagnosis and treatment from the doctors. This shows that healthcare facilities improved to some extent with the provision of equipment.
- 2. Skill Development:** The HPCL-funded equipment was not previously available at the hospital, creating a need for it not only to treat patients but also to improve the doctors' skills in working with them. These equipment also ensured that the doctors working in the

hospital gained experience with these machines and improved their skill sets. A lot of training occurs on the job, and because of its practical aspects, its importance grows even more.

- 3. Assistance to Financially Backward:** Prior to the initiative, patients, especially those from hilly areas, had to travel to faraway locations to get the requisite medical treatment because of the unavailability of the needed healthcare infrastructure. This posed many issues for people from backward areas and belonging to the lower socio-economic belt of our society, as they had to spend hefty amounts on travel and treatment. As reported by beneficiaries, the support extended by HPCL has benefited AIIMS Hospital by enhancing the quality of treatment and care provided to people from marginalized and underprivileged communities. The high-end equipment support has reduced the financial burden on families by breaking their barriers to accessing quality treatment. During interaction with the family members who had brought their patient to the hospital seeking care, it was observed that they were highly satisfied with the quality of affordable treatment. Patients were referred from all over the state and had visited the hospital due to the specialized care at affordable rates and the availability of high-end equipment for treatment. The charges for the services provided at private hospitals were not considered affordable for the socio-economically underserved communities that primarily sought care at AIIMS Rishikesh.



Professor Girish Sindhwani, Head of the Department of Pulmonary Medicine at the All India Institute of Medical Sciences, Rishikesh (Uttarakhand), acknowledges that the support extended by HPCL's CSR program through medical equipment has significantly improved their operations. This is evident in the doubling of patient numbers in the OPD, enabling them to effectively address the healthcare needs of underprivileged patients.

Alignment to the Sustainable Development Goals

The project is aligned with Schedule VII of the Companies Act 2013 entry number (i): health care projects. Additionally, it supports SDG 3 (Good health and well-being) and SDG 10 (Reduced Inequalities).

Project 9: Augmentation of Cold Chain Infrastructure (Chandigarh & Jaipur)

Introduction:

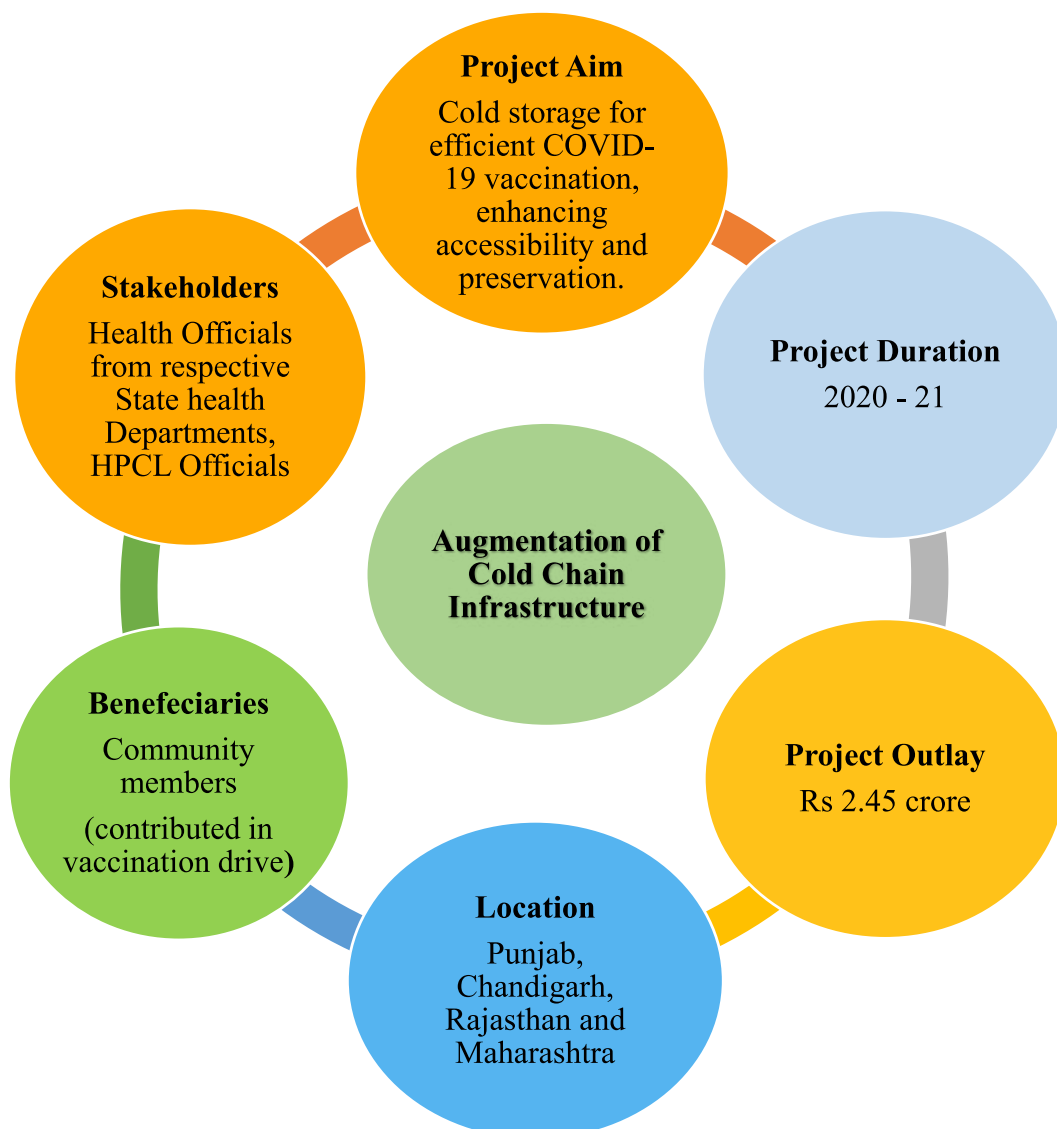
HPCL initiated this project with the objective of deploying cold storage equipment for the purpose of COVID-19 vaccination programmes in different states, which would aid in providing appropriate storage facilities for vaccines, reduce wastage, maintain ideal temperatures for vaccine storage, and create a mechanism for increasing the shelf life and availability of vaccinations to people in different parts of the respective states. Prior to COVID-19, India's cold chain network was in its infancy. Due to the pandemic, there was a soaring demand for vaccines and their rapid distribution, which transformed the sector. The transformation happened very swiftly due to the contribution of companies like HPCL through the equipment provided for storage and transportation. This cold chain equipment was deployed in various health centers in these states to benefit the communities living in the nearby areas. The organization provided an ice-lined refrigerator, a deep freezer, a walk-in cooler, and a refrigerator truck in four states and Union Territories. The key focus area of the project was healthcare. The key thematic areas of the project are:

- **Vaccination Storage:** The initiative was focused on developing a strong supply chain for COVID vaccinations, which could ensure the availability of these vaccines to people in different locations. There was a high demand for COVID vaccines during the pandemic, and a lot of states were struggling with the timely availability of the same. HPCL, through this initiative, developed a sturdy infrastructural system of supply, improving the shelf life of vaccines, reducing wastage, and maintaining the needed temperatures for vaccinations.
- **Mobile Vaccination Facility:** Apart from storage and transportation of vaccinations, HPCL also provided a mobile vaccination facility for Jaipur (Rajasthan), to ensure that routine immunization. The mobile refrigerators could help in making the vaccines available in far-off locations, avoiding any spoilage of vaccinations due to hot temperatures.
- **Sustainability in Vaccine Availability:** By providing refrigeration machines, HPCL ensured that vaccination drives in different locations were carried out in a routine and sustainable manner. Especially at the time of COVID, when there was a dire need for vaccination, this initiative supported the government immensely in carrying out vaccine drives.

Objectives of the project:

- To deploy cold storage equipment for COVID-19 vaccination programmes in various states, which would help in providing suitable storage facilities for vaccinations, reduce wastage, maintain ideal temperatures for vaccine storage, create a mechanism for lengthening the shelf life of vaccinations, and make them more readily available to people in various locations within the respective states.
- Facilitate efficient vaccine transportation in Rajasthan using a refrigerator truck, ensuring optimal temperature control and preserving vaccine efficacy during transit.

Figure 3.93: Project Overview



Analysis & Findings:

Chandigarh:

The data were collected from the Director, Health Department, Central Medicine Store, Government Multi-Specialty Hospital, and the In-charge of Vaccination Centers in Sector-16, Ayush Health & Wellness Centre, and Bharat Health & Wellness Centre in Sector-40. Personal interviews with these stakeholders were conducted, focusing on parameters such as timely availability of equipment, equipment functionality, maintenance of the right temperature, instructional display on equipment, smooth functioning of refrigerators, and overall equipment maintenance.

Jaipur

The data was gathered from Director, Assistant Director, Health Department and Supervisor, State Vaccine Store, Jaipur. The data was collected on the parameters like timely availability of equipment, equipment functionality and instructional display on equipment.

Pre-intervention scenario

Cold chain infrastructural facilities were provided to four states / union territories under this initiative i.e., Rajasthan, Maharashtra, Chandigarh & Punjab. Cold chain network in India before Covid-19 was in infancy. Due to the pandemic, there was a soaring demand for vaccines and its rapid distribution which transformed the sector. The transformation happened very swiftly due to the contribution of companies like HPCL through the equipment provided for storage and transportation. Following are some reasons that made the requirement of this project necessary at that time:

- Appropriate storage facilities for vaccinations were required in increasing numbers, considering the manifold increase in COVID cases.
- Lack of appropriate infrastructure to maintain vaccine temperatures was causing wastage of vaccinations.
- Vaccination availability was required to span multiple locations across the two states for mass immunization.

Analysis & Findings

(Cold Chain Storage at Chandigarh)

A survey followed by a face-to-face interview was used to gather data on the following parameters from Director, Health Department (Chandigarh):

- **Timely availability of equipment:** The authorities agreed that the equipment promised by HPCL were made available to them without any delays.
- **Equipment functionality:** The provided equipment was completely functional when provided by HPCL and there were no complaints with regards to its working condition.
- **Right temperature maintenance:** The authorities were satisfied with the equipment provided as it maintained the required temperature for vaccination storage.
- **Instructional display on equipment:** Right equipment ensures correct placement of instructions on it when asked, a positive response was obtained from the Director, Health Department.
- **Smooth functioning of refrigerators:** The authorities shared that in the course of working, the refrigerators did go out of service which impacted the flow of functioning for the Health Department. However, it was serviced in time.
- **Equipment maintenance:** To ensure uninterrupted working of equipment and gain regular status updates on ice-lined refrigerators and deep freezers, proforma is provided, which is filled by the person responsible on a daily basis. The concerned official maintained a record of any functional issues and made sure that they were sorted out as soon as possible. It recorded equipment temperature, cleaning of equipment parts, functional and non-functional status of machinery, etc. Below are the proforma and record sheet used for equipment maintenance:

A survey followed by face-to-face interview was used to gather data on the following parameters from Director, Health Department (Jaipur):

- **Timely availability of equipment:** The authorities agreed that the equipment promised by HPCL was delivered to them on time.

- **Equipment functionality:** When supplied by HPCL, the provided equipment was fully functional, and there were no complaints about its working condition.
- **Instructional display on equipment:** When asked about the correct placement of instructions on the right equipment, the Director of the Health Department responded positively.

Summary of the Impact Created

1. **Healthcare infrastructural development:** The healthcare infrastructure suffered a major setback during Covid times and HPCL contributed through this initiative to do its part in rebuilding the healthcare supply chain in India. Managing vaccine storage, maintenance and availability across the country was a grave task that needed special attention.

The Director, Health Department, shared that the cold chain infrastructure equipment provided by HPCL to the Health Department of Chandigarh was used to store COVID-19 vaccine. As per the feedback provided by the Health Department, the equipment was provided at a time when they were in dire need of it. The department, after receiving the equipment, immediately decided on the canters on the basis of the requirement and handed it over to them without any administrative delays. A positive evaluation was provided by the Director of the Health Department about the experience of procuring and utilizing the equipment used for developing cold chain infrastructure in the state. The head of vaccine stores added that ice-lined refrigerators helped all the centres store the vaccines at the right temperature. A technical issue was encountered in the walk-in refrigerator, which was immediately resolved by the vendor, which showed a spontaneous maintenance system in place. The Director, Health Department shared that Covid-19 RT PCR kits and Covid related medicines were stored with the aid of these equipment.

HPCL provided a refrigerated truck to the Health Department of Rajasthan under its CSR initiative. As per the officials of the health department, the truck has been underutilized in the last two years due to some administrative issues at their end. However, he appreciated the contribution of HPCL and gave positive feedback about the experience of working with HPCL. A refrigerator-equipped vaccine truck is required, which helps in the distribution of vaccines and strengthens the cold chain infrastructure. The feedback provided by the Assistant Director about refrigerated trucks was on similar lines, and a lack of technical training and expertise was stated as a reason for under-utilization. Though there is an

absence of effective infrastructural resource utilization in Jaipur, it can be concluded that if used properly, there is a great scope for its effective utilization.

2. **Community Aid:** Covid was a large-scale problem that affected the entire country and spread rapidly. Because the entire community was in jeopardy, it was critical to assess the initiative's community-wide impact.

Community Aid in Chandigarh

From the information obtained from the Director, Health Department it can be drawn that around 21 lakhs people were given vaccination doses which is a great number of individuals, considering the dire situation we were a part of. Moreover, the equipment provided is being used for routine immunization of lakhs of people even today. The initiative benefits have not been limited in time but expanded over the past two years.

Community Aid in Jaipur

Due to insufficient utilization of the refrigerated truck, the officials were unable to comment on the community reach that can be established with it but they shared that one truck can be effectively used for an entire scale and will aid in mass immunization of the public. Moreover, such trucks can aid in generating the experience of mobile vaccination services to the disabled, old-age and people living in remote parts of our society.

Project Sustainability: This project by HPCL has proven to be sustainable over time. It not only handled the COVID situation then but also ensured that the provided equipment proved to be consistent support for both states. Such infrastructural projects can be sustained only if regular maintenance, feedback, and supreme quality products are offered for usage. Moreover, these equipment are very expensive and, once invested, are put to long-term use.

Sustainability of Chandigarh project

All the center heads and the staff appreciated and provided very good feedback about the quality of the equipment. They also mentioned that they had not come across any major technical issues in the last two years, and they are regularly checked by a technician specially appointed by the state. As these refrigerators have an in-built inverter, there have been no issues in the event of a power failure. The Director of Health Department further added that the equipment is still in use for routine immunization of patients for booster doses. The health

officials informed that the equipment provided also had a two-year warranty prior to which a dry run was provided for a month.

Alignment to Schedule VII of the Companies Act, 2013 and Sustainable Development Goals

The project is aligned with Schedule VII of the Companies Act 2013 entry number (i): ‘eradicating hunger, poverty and malnutrition, promoting preventive health care and sanitation and making available safe drinking water. Additionally, it supports SDG 3 (Good health and well-being).

Impact Analysis Summary of Projects

The primary goal of the impact assessment study was to gauge and analyze the impact created by HPCL's nine CSR projects in diverse thematic areas like healthcare, community development, education, and healthcare. The projects spanned 2018–21, with the CSR outlay in the range of INR 1.00 crore to 3.19 crore. The study also investigated the key activities carried out in accordance with the MoU signed between HPCL and the respective implementing agencies. Detailed analysis of each project revealed that they were aligned with the thematic areas defined by HPCL and further aligned with the different permissible activities as per Schedule VII of Section 135 of the Companies Act, 2013. A project-wise summary of the generated impact was assessed by defining the key target areas of the projects. Following is an overall analysis of the **nine projects**:

- **Project 1 – School building at Sarswati Balika Vidya Mandir in Lucknow, Uttar Pradesh:** The project outcomes proved satisfactory for the maximum number of beneficiaries. They experienced the availability of clean drinking water, improved educational advancement, better educational infrastructure, better hygiene conditions, and an inclusive and safe environment. The majority of project beneficiaries believed that the overall goal of the project had been successfully achieved. The project assessment points to an overall positive evaluation by all the participants.
- **Project 2 – Road for Villagers in Kozhikode, Kerala:** The situation prior to the project was not conducive and safe for the locals and posed various challenges for them. A detailed analysis of the feedback obtained from different stakeholders indicates high project relevance and accessibility and improved daily functioning. The majority of stakeholders were pleased with the project. The positive project outcomes show effective goal achievement in targeted areas.
- **Project 3 – Medical facilities at Government Hospitals and Health Centers in Fatehpur district Uttar Pradesh:** Before the implementation of the project, numerous issues existed, including electricity problems, inadequate service quality and storage constraints. Nevertheless, the project demonstrated its value in enhancing healthcare facilities, improving healthcare quality, increasing accessibility, and introducing medical advancements. The majority of beneficiaries noted improved healthcare services and found

the project highly beneficial. While there is room for improvement, it can be concluded that the initiative successfully achieved the established benchmarks.

- **Project 4 – Installation of Handpumps in Anganwadi Centers in Goalpara, Assam:**

The initiative was beneficial to a large extent in overcoming the water-related issues and shortages at Anganwadi centers. The majority of participants were satisfied with the installed hand pumps' quality. The quality of the water was also reported to be satisfactory by the majority of consumers. Beneficiaries gave a positive response to water availability through handpumps and showed approval for water usage. Some maintenance issues were present and needed to be addressed. Apart from that, the overall project relevance was fairly high.

- **Project 5 – Nanhi Kali - Academic, social and material support to girl children in Visakhapatnam, Andhra Pradesh:**

Nanhi Kali is one of the biggest CSR projects initiated by HPCL, which involved extensive planning, implementation, and operation. A detailed insight gained on the project points to 100% agreement among stakeholders on support availability, despite the large number of stakeholders to be catered to. Participants shared different benefits they derived from the project in terms of communication skills, improvement in studies, improved confidence, educational advancement, and an inclusive and safe environment. Support consistency and project satisfaction were quite high. Different stakeholders emphasized project continuation based on varied focus areas. The beneficiaries' positive outlook corroborated the project target areas.

- **Project 6 – Dil without Bill - Heart Surgeries for the needy patients at Multiple Locations in India:**

The project evaluation highlighted a well-executed and systematic initiative aimed at catering to the needs of 200 heart patients requiring surgeries, angioplasty, or heart equipment. The beneficiaries expressed satisfaction with the smooth implementation of the project. The hospital offered essential support to patients in both pre- and post-operative stages, organizing regular check-ups conducted by doctors. Overall, the patients provided positive feedback on the project, with minimal room for improvement in the future.

- **Project 7 – Hostel block for students in Uttara Kannada, Karnataka:** The construction of the hostel block in Vanavasi Kalayana provided various facilities in the areas of educational advancement, including a good environment and an inclusive and safe space for the students of backward and tribal regions. All stakeholders had a positive take on the quality of the hostel building, improved overall facilities, and project satisfaction. This is suggestive of a successful initiative that is in alignment with the project goals.
- **Project 8 – Medical equipment to AIIMS Rishikesh in Uttarakhand:** The project focused on providing necessary medical equipment in AIIMS Rishikesh, which could ensure better healthcare services for the locals, especially in emergency situations when they have to rush to hospitals in metropolitan cities. All the patients received the necessary treatment and reported satisfactory usage of the equipment provided under the initiative. The equipment's quality was up to par and accrued relevant benefits for stakeholders. Overall project satisfaction was conveyed by all the stakeholders, suggesting compelling project outcomes.
- **Project 9 – Augmentation of cold chain infrastructure to support fight against Covid pandemic in Chandigarh, Punjab and Jaipur, Rajasthan:** The cold chain infrastructure facility provided under the project proved highly efficacious during the COVID-19 pandemic. The authorities confirmed the timely availability of the requisite equipment, which was in functional condition and met the necessary safety and quality standards. The provided equipment aided in maintaining the right temperatures for vaccine storage and carried necessary instructional details on it. The positive responses from health officials validate the goal's achievement.

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Chapter 4

Impact Assessment Overview & Recommendations

Impact Assessment Overview & Recommendations

The primary goal of the impact assessment study was to gauge and analyse the impact created by HPCL's nine CSR projects in diverse thematic areas like healthcare, community development and education, spanned for the period of 2018–21.

The comprehensive data for the impact assessment comprised of primary data, collected from the beneficiaries and stakeholders of various programs and secondary data obtained from records and project reports provided by HPCL, documents maintained by the respective beneficiary organizations. The impact assessment study was planned in accordance with the objectives and scope of each project. As per aim of the impact assessment; study was done by reviewing the intervention programs and identifying the social, economic and infrastructural needs of the area. The present impact assessment study included a comprehensive target area profile of beneficiaries and the impact on individual beneficiaries, groups and communities.

A project-wise discussion and recommendations based on the findings has been provided. These initiatives are in sync with Government developmental priorities and are aimed at achieving Sustainable Development Goals (SDG).

Project Wise discussion and recommendations are as follows:

Project 1 – School building at Sarswati Balika Vidya Mandir in Lucknow, Uttar Pradesh
Impact Assessment Overview
<ul style="list-style-type: none">• HPCL, as part of its social commitments, undertakes various CSR initiatives under the focus area of 'Education' at various locations spread across country. These initiatives are in sync with Government developmental priorities and are aimed at achieving Sustainable Development Goals (SDG). HPCL undertook infrastructural development project at Lucknow in Uttar Pradesh and it is a commendable effort for facilitating the delivery of quality education to children.• The project was initiated with an objective to augment educational infrastructure and provide conducive environment for the quality education of the children. The

construction of first floor, library, laboratory, hall, washrooms, drinking water facility and hall has facilitated school children in accessing quality education in a safe and healthy environment.

- The respondents were found to be happy about the construction of the first floor of the school building as it provided more space to them and they got their own laboratory and a specific lab period has been scheduled to make their conceptual understanding better through experiments. The better accessibility of new infrastructure has enabled them to have experiential and academic learning.
- The construction of first floor has now placed the school in a better position as compared to other close by schools and students also enjoy the newly constructed hall for academic and non-academic activities which was not the case earlier. Almost all the students acknowledged the construction of the school floor has contributed to easy access and availability of education.
- There was a feeling of contentment amongst the students for having a newly built washroom and drinking water facility for them. There is utility of resources as easy access to the washroom and clean drinking water helps creating conducive school environment.
- It is crucial to provide adequate space in the form of classrooms, labs, and libraries in order to give students with high-quality education that is easier to access and available. Nearly all the students agreed and said that they are now more prepared and at ease with regards to the utility of the services.
- The responses provided by teaching staff are positively inclined and contentment because they feel that this infrastructural support by HPCL has helped them a lot in appropriately conducting teaching and learning activities in the school.
- The school administration reflects complete satisfaction with the work undertaken by HPCL in their school for the betterment of education in their society. They informed that there has been substantial increase in the number of students

- The administrative staff is also highly satisfied with the construction of the first floor of the school building. They acknowledged that the condition of the school has improved significantly and the increase in the enrolment of students has also left a positive impact on the parents who now happily bring their children for admission and freely discuss the issues related to their child's education.
- The overall findings suggest that, HPCL's CSR contribution in the field of education was much needed, and the work done in these sectors is excellent. The project has resulted in an increase in the student enrolment and students coming forward to testify the ease of access to facilities and the availability of good educational infrastructure close to their homes.
- The project outcomes proved satisfactory for the maximum number of beneficiaries. They experienced the availability of clean drinking water, improved educational advancement, better educational infrastructure, better hygiene conditions, and an inclusive and safe environment.
- The majority of project beneficiaries believed that the overall goal of the project had been successfully achieved. The project assessment points to an overall positive evaluation by all the participants.

Recommendations

- The project has demonstrated significant relevance and efficacy in achieving tangible changes aligned with its intervention objectives, particularly in providing quality education to girl students. Therefore, the Corporation should undertake similar initiatives.
- Respondents expressed interest in future collaboration with HPCL for sustaining and strengthening infrastructure, enhancing ongoing teaching and co-curricular activities. The project for providing infrastructural help to the educational institution should continue.

- Based on detailed interactions with various stakeholders and analyzing primary findings, it is strongly felt that facilities like smart classrooms, computers in the computer lab, and library should be provided for more virtual and practical-based learning.
- Similar support and facilities should be expanded to other urban and rural areas for underprivileged children in the country.
- Teachers play a crucial role in students' learning journeys, actively shaping the nation's future. Therefore, there is a demand for well-informed and adequately trained educators. The HPCL-CSR program should incorporate initiatives focused on providing training to enhance the knowledge and skills of teachers, contributing to delivering quality education and fostering a conducive learning environment.
- Emphasis should be placed on increasing the visibility of HPCL, recognizing its CSR contributions.

Photographs from Project -1





Project 2 – Road for Villagers in Kozhikode, Kerala

Impact Assessment Overview

- HPCL aided in construction of approach road from existing railway crossing to the railway underpass, Elathur, Kozhikode. The project aimed to provide financial support for constructing an approach road from existing railway level crossing, Elathur Railway Station, to the underpass of railway bridge near the Elathur village railway station, District Kozhikode.
- Elathur village is situated in an isolated area near the Korappuzha river in Kozhikode Municipal Corporation. This village is surrounded by the Korappuzha river on three sides, and one side is a railway line connecting Kozhikode to Kannur. This is the major railway line in Kerala.
- The railway crossing used to remain closed most of the time, which was leading to huge difficulties for the villagers, even in emergency situations like hospital emergencies. Keeping this into consideration, HPCL decided to construct an approach road to ease the daily movement under their CSR Community Development scheme.
- The construction of approach road was urgently required as it was compromising the safety of the locals, creating road blockages, causing inconvenience to people who have to move from eastern side of the track to the western side in reaching schools, workplaces and availing healthcare facilities. Additionally, to improve the mobility of general population, the approach road is very critical.
- The construction of approach road in Elathur by HPCL, empowered the individuals and communities of Elathur through sustainable social and economic development. The construction of road has been very successful in bringing positive changes in the lives of the people in the community.
- The respondents were satisfied with the road construction such as the quality of the materials used, time taken for completion of the road, involving stakeholders in the process etc.

- Nearly, all the sample project beneficiaries believed that the overall goal of the project had been successfully achieved. The project assessment points to an overall positive evaluation by all the participants.
- The stakeholders reported the newly constructed approach road to be very helpful for them; earlier, they had to wait for long time at railway crossing or take risk to cross the same. Now they can use the road at all times be it emergencies or routine travel. Most of the villagers are satisfied with this road and believed that the road construction was better than other roads.
- The road provided the commuters with good and easy pathway from their house to the main road. Earlier they had to travel 2 km if they wanted to avoid the railway track but now it is easily accessible.
- Government officials of Elathur opined that the materials used for the construction of road were very good. The government employees and local community political party members reported that the villagers are very happy to travel and very satisfied with this road; they use it for their daily activities, like schooling, buying goods, and in emergency situations.
- The newly constructed roads by HPCL has eased village residents daily life and the accessibility of the roads has improved their lives. It has improved the mobility of the general population like school going children, people going to work and people with health emergencies.

Recommendations

- The villagers who are residing near the newly constructed approach road were in the opinion that the material quality used for construction to be good and the road has been proved like life line for them and eased their life in great extent it is therefore recommended this project should be continued and strengthened.

- The respondents were also of the opinion that apart from the road construction other services like construction of footpath, provisions related to maintenance and repair of the road, drainage and erosion control measures should be done, it is therefore recommended that the provisions related to above facilities should be incorporated in the MoU with coordination of District administration or project implementing agency.
- The assessment team observed that. there wasn't proper visibility of the logo of HPCL and information about the construction of the road by HPCL, it is therefore suggested that **HPCL's logo may be placed in visible and central locations of the road.**

Photographs from Project -2





Project 3 – Medical facilities at Government Hospitals and Health Centers in Fatehpur district Uttar Pradesh

Impact Assessment Overview

- The HPCL CSR initiative significantly contributes to India's underdeveloped healthcare system, effectively promoting awareness and addressing prevalent diseases. It has alleviated stress levels among patients and medical staff by ensuring the availability of essential medical equipment for accurate diagnosis and treatment.
- In alignment with the sustainable development goal of ensuring good health and well-being, HPCL expanded its CSR initiatives in the health sector, launching Medical Facilities at Government Hospitals and Primary/Community Hospitals/Health Centres in Fatehpur District. The project aims to enhance the overall healthcare system and address the medical needs of a larger patient population. Over 17 types of medical equipment, including cardiac monitors, air conditioners, RO units, horizontal autoclaves, medicine trolleys, labor tables, etc., were provided for both the district hospital and PHCs/CHCs.
- The number of OPD patients has significantly increased from 300-500 patients per day to more than 3000-4000 patients per day. The in-charge at the CHCs has reported a notable increase in the number of patients at the center.
- The initiative improved the facility for storing and transporting vaccines, leading to a significant improvement in child and maternal health. During the COVID-19 pandemic, medical equipment notably aided in providing improved patient care by equipping L1 and L2 hospitals.
- Doctors and hospital staff highly appreciate the assistance offered by HPCL. The goods and services, as well as their utility at the hospitals, are highly satisfactory, enabling them to extend high-quality healthcare to their patients.
- Medical officers and the hospital administration express great satisfaction with HPCL's CSR initiative in their hospital. Feedback from doctors, patients, and other hospital staff is highly satisfactory, with all equipment at the district hospital reported to be in good condition and fully functional.

- Hospital staff and patients are fully aware of HPCL's CSR initiative and the medical equipment provided. They discuss the difficulties encountered without this necessary equipment, such as horizontal autoclaves, labor room tables, pharmaceutical trolleys, cardiac monitors, etc.
- Previously, concerns about quality care and working with patients without generators and storage facility challenges have been eliminated by HPCL's funded initiative. The treatment team can now perform their responsibilities in a safe setting, significantly improving conditions.
- Patients now feel more secure, and healthcare services are much more accessible to the community as a whole. This is also supported by the medical records of the hospital.

Recommendations

- The unavailability of medical facilities affects the peoples' health as well as their financial condition. The private doctors and quacks charge high fees for treatment and many a times villagers have lost lives in the absence of adequate medical facilities therefore assistance in health infrastructure is of utmost importance. There was unanimous demand for supply of medicine and free pathological/radiological tests from all the villagers to overcome health related problems it is therefore recommended this project should be continued and strengthened.
- All the stakeholders urged to continuation of the project by HPCL for aiding in provision of quality healthcare services to a large number of patients.
- Efforts should be made for increasing the awareness among the patients and other community members regarding better healthcare practices and about this initiative by HPCL.
- Based on the findings of the impact assessment it is suggested that the HPCL-CSR program can focus on directly assisting the PHCs and CHCs situated in rural areas for improving their functioning.

Photographs from Project -3





Project 4 – Installation of Handpumps in Anganwadi Centers in Goalpara, Assam

Impact Assessment Overview

- The significant challenges faced by Anganwadi Centres in Goalpara, Assam, such as the lack of accessible potable water and a rising demand, were identified. To tackle this issue, HPCL collaborated with the District Administration of Goalpara by installing 253 handpumps in the designated Anganwadi centers of Kuchdhowa and Rongjuli blocks in the Aspirational District of Goalpara.
- Earlier people had to walk miles to fetch water from unhygienic water sources. Now with the installation of handpump, they have potable drinking water is available at these Anganwadi Centres.
- The installation of hand pump was important to raise awareness about the importance of access to clean water for the health and well-being of the children and families who are using the Anganwadi Centres.
- As per the discussion with the beneficiaries of the Anganwadi centres, the overall response to the installation of the handpumps was considered to be a very good.
- The installation of handpumps were done keeping in mind all the requirements of the beneficiaries. The handpumps in all places were found to be working in good condition.
- The respondents were satisfied with the installed hand pumps' quality and its functioning. They opined that these handpumps helped them in their daily routine activities like gardening, toilet purpose and even for drinking after filtering the water obtained from the handpumps.
- Beneficiaries gave a positive feedback and confirmed that the handpump provides a source of clean water which is used for cooking, which in turn helps in providing supplementary feeding, and bridge the calorie gap between nationally recommended parameters and average intake of children and women in low income and disadvantaged communities.
- The quality of the water was also reported to be satisfactory by the majority of consumers, almost all the beneficiaries gave a positive response to water availability through

handpumps and showed approval for water usage and the overall project relevance was fairly high.

Recommendations

- The handpumps addressed the issue of health and nutritional needs to the children and women from the vulnerable sections as the water from the handpump is used for cooking and drinking it is recorded that the project should be continued and strengthened.
- It is strongly recommended that similar projects should be undertaken to other urban and rural areas for proving sufficient accessibility of potable drinking water the people in different parts in the country.
- This initiative was beneficial to the people in overcoming the water-related issues and water shortages at Anaganwadi centers but during the study, it was observed that there is need for maintenance of the handpumps which can be ensured with more community participation and involvement of concerned state government authorities therefore it is suggested that sufficient provision related to maintenance with the help of local community and local state government should be made in the MoU.
- MoU should have sufficient provision related to developing a proper drainage system to improve sanitation and prevent waterlogging etc. with the help of local government.

Photographs from Project -4





Project 5 – Nanhi Kali - Academic, social and material support to girl children in Visakhapatnam, Andhra Pradesh

Impact Assessment Overview

- Academic, Social, and Material Support for Girl Children from backward and tribal areas: Nanhi Kali is one of the major CSR projects initiated by HPCL, which involved extensive planning, implementation, and operation.
- The project Nanhi Kali aims at the overall development of girl children from remote rural area and urban slums. HPCL supported girl children in Andhra Pradesh and Maharashtra working for positive change in the lives of girl children by empowering them through an innovative method and providing academic, social and material support.
- Specific efforts of community organization have been taken to ensure that all girls in project areas are enrolled to school and continue the education up to the secondary level.
- Project Nanhi Kali believes that investment in girls' education would not only bring huge benefits to the economy but many of the social evils that exist in society such as dowry deaths, superstitions and gender biases would disappear.
- A breakthrough in teaching - learning for Nanhi Kalis has been possible with the introduction of Mindspark. This is a personalized learning software in language and Math developed by educational initiatives based on close to two decades of insights from learning assessments of school going children.
- The project aims to ensure that every girl child (hereinafter referred to as, Nanhi Kali) is provided with quality education in an enabling environment so that she can realize her potential. The project also aims to provide underprivileged girls with access to quality education and help them complete schooling.
- The project has proved to be very beneficial for girl children and woman tutors from local communities are trained to facilitate their learning. These tutors are called Community Associates (CAs) and mentor the girls and guide them through their school experience.

- The impact assessment study has found that the retention rate and attendance of Nani Kalis have improved and there is negligible dropout among girl children. This project has also contributed in changing the mind-sets of parents and communities towards girl child education.
- This project encouraged Nani Kalis to dream bigger and is highly relevant in the context of patriarchal and gender-based discrimination in our society.
- Comprehensive project analysis indicates unanimous support availability from all stakeholders, despite the substantial number of individuals involved.
- Participants shared different benefits they derived from the project in terms of enhanced communication skills, improvement in studies, boost in confidence, educational advancement, and an inclusive and safe environment.
- The respondents felt constantly supported by the initiative and the project satisfaction level was quite high.
- Different stakeholders emphasized project continuation based on varied focus areas. The beneficiaries' positive outlook corroborated the project target areas.

Recommendations

- Nani Kali project is exemplary initiative by HPCL and the project should be continued and strengthened.
- It is strongly recommended that similar initiative should be started in different parts of the country involving male and female students.
- It is suggested that MoU should contain specific provisions related to sustaining and ensuring the visibility HPCL-CSR program as there wasn't sufficient visibility of HPCL-CSR program initiative.

Photographs from Project -5





Project 6 – Dil without Bill - Heart Surgeries for the needy patients at Multiple Locations in India

Impact Assessment Overview

- Under this project, HPCL supported heart surgery of patients from marginalized and less privileged backgrounds. The beneficiaries are mostly children and women from the lower socio-economic strata.
- HPCL and Sri Sathya Sai hospital at Rajkot had been the instrument to bring changes in the lives of these people. Beneficiaries of this project were highly satisfied with the surgery and type of care provided. The majority of the families talked about their time in the hospital and how it had improved their life.
- The free of cost treatment at the hospital has also helped to save the beneficiaries from financial crisis/ debt since heart-related treatment is very expensive. Almost all of the families are pleased with the level of support and care offered by the medical staff. They were aware that the surgery was only possible with the help of HPCL initiative.
- The project analysis pointed to a systematic and well-implemented initiative to provide heart patients who required surgeries, angioplasty, or equipment for testing heart condition. The beneficiaries conveyed smooth and satisfactory project implementation based on their experience of diagnosis and heart surgeries provided to them.
- The hospital provided necessary assistance to the patients in the pre- and post-operative stages and arranged for regular patient check-ups by doctors. The patients gave overall positive insights on the project, with hardly any scope for improvement in the future.

Recommendations

- The overall impact of HPCL's support for persons with cardiac ailments in the form of operations has been exceptional, and it should be continued to touch more lives. The reflections from the respondents were full of well wishes and praise for the care and support they received in the respective hospitals.

- It is highly recommended that the project should be continued and strengthened as it is rendering quality health care service to poor patients.
- It is suggested that MoU should contain specific provisions related to adequate provision for nutritional supplement for longer period of time and robust system should be developed for follow-up and after care.
- During the study, it was observed that there is HPCL-CSR program logo is placed in the beds and case file of the patients, it is suggested that logo can be displayed in the different parts of premises for creating more awareness about the program among the patients.

Photographs from Project -6





Project 7 – Hostel block for students in Uttara Kannada, Karnataka

Impact Assessment Overview

- Education is a fundamental right, and every student should have access to quality education regardless of their socio-economic background. However, the reality is that many students from low-income families struggle to afford basic necessities, including accommodation.
- The HPCLs initiative of building a new hostel specifically designed for poor and underprivileged tribal students is a commendable project that will have a significant positive impact on the lives of poor students. The project was executed in Kumta village of Uttara Kannada district, which is near educational institutions to ensure easy access for the students.
- The project for constructing the hostel block for students in Vanavasi Kalyana, at Baggaon, Kumta was undertaken by HPCL to promote social inclusion and improve educational infrastructure for needy and less privileged students. This hostel block is providing residential facility for 100 tribal students to facilitate their college education in Uttara Kannada (Karwar), Karnataka.
- The target of the project is to promote educational growth of the tribal students, especially in higher education. The construction of hostel at Kumta (N.K.), Karnataka is catering to the needs of tribal students with improved accommodation facilities and ensuring that these students can pursue higher education, which may not be possible in the remote regions of the state.
- Often, students from low-income families have to forgo higher education due to the high cost of living, including accommodation expenses. With the provision of a hostel building, these students were able to stay near their educational institutions, access quality accommodation and focus on their studies without worrying about basic needs.
- The construction of the hostel block in Vanavasi Kalayana provided various facilities in the areas of educational advancement, including a good environment and an inclusive and safe space for the students of backward and tribal regions. All stakeholders had a

positive take on the quality of the hostel building, improved overall facilities, and project satisfaction. This is suggestive of a successful initiative that is in alignment with the project goals.

- The respondents opined that they are happy and satisfactory by this initiative of HPCL. They were extremely happy with the newly constructed hostel block which was spacious than their old hostel block. Their happy faces clearly marked their joy and satisfaction for the new block. When asked whether they faced any problem during the construction work they informed that they didn't face any problem, neither was their work hampered during the construction work.
- Beneficiary students shared that their academic performance has improved as living in a hostel enables them to create a study routine and maintain a disciplined lifestyle. A safe and conducive living environment, coupled with the availability of academic resources and facilities, is significantly contributing in improving the academic performance of the students.
- After overall analysis of the project, it was found that the project has proved to be very useful for the hostel students and helped them in accessing the quality education, which is one of the most powerful tools for economic empowerment.

Recommendations

- Education being a crucial component of social mobility, such projects play pivotal role in the lives of individual beneficiaries and contribute in providing quality education. The neighborhood of the Vanvasi Kalyana were enquired about the newly constructed hostel block and it was observed that the newly built hostel block is very useful and will accommodate more students. It is recommended that the program should be strengthened and continued.
- For the purpose of further strengthening of the initiative it is suggested that provision of computers, reading rooms and libraries for enhancing the learning environment and experience of the students can be done.

Photographs from Project -7



Project 8 – Medical equipment to AIIMS Rishikesh in Uttarakhand

Impact Assessment Overview

- Under this project, HPCL supported AIIMS Rishikesh and provided various medical equipment for Department of Pulmonary Medicine, AIIMS. The equipment funded included Laser (YAP), Endoscope washer, Anaesthesia workstation, Portable Ultrasound and Rigid Bronchoscope set. These facilities are being utilised for the benefit of needy patients, who otherwise cannot afford such facilities.
- The availability of required equipment in AIIMS, Rishikesh has helped in reducing the dependency of patients on other hospitals for similar treatments and tests, which are mostly based out of Uttarakhand state. These equipment are also serving as a setup for training centres and pulmonary interventions, which will be used to better equip the doctors in terms of their capabilities and skills by learning from national and international faculties.
- Medical equipment provided under the project to AIIMS Pulmonary department was found to be of great help for the diagnosis and treatment of the patients suffering from pulmonary disorders/diseases. Before the availability of these equipment in the Pulmonary Department, AIIMS, the patients had to wait for a longer duration for the diagnosis, as the facility was a centralised one.
- During interactions with the doctors and staff of the Pulmonary Department, it was found that the medical equipment provided to the hospital had a significant impact on patient outcomes and hospital operations. The hospital reported a reduction in patient waiting time, increased patient satisfaction, and improved patient outcomes. The use of medical equipment also led to a reduction in the length of hospital stays for the patients.
- The assessment found that the usage of these medical equipment had a significant impact on the day to day OPD and IPD. The study showed increase in hospital's reputation, as patients were more satisfied with the care they received due to the increased efficiency of hospital operations.
- The study revealed that the IPD / OPD patients received improved access to quality treatment. Multiple areas of support for patients from oncology to the treatment of

pulmonary diseases are provided at the Pulmonary Department of the hospital. The doctors and the medical staff were also satisfied with the help provided by HPCL.

- The project highlights the importance of investing in medical equipment to improve the quality of patient care and increase the efficiency of hospital. As evident from the assessment undertaken, the support extended by HPCL has benefitted AIIMS Hospital in enhancing the quality of treatment and care provided to people from the marginalised and the underprivileged communities.
- The high-end equipment support has reduced the financial burden on families by breaking their barriers to accessing quality treatment. This would help a large number of people in India who access public health institutions to receive quality treatment.
- The project focused on providing necessary medical equipment in AIIMS Rishikesh, which could ensure better healthcare services for the locals, especially in emergency situations when they have to rush to hospitals in metropolitan cities. All the patients received the necessary treatment and reported satisfactory usage of the equipment provided under the initiative.
- The equipment's quality was up to par and accrued relevant benefits for stakeholders. Overall project satisfaction was conveyed by all the stakeholders, suggesting compelling project outcomes.

Recommendations

- Based on the current assessment, it was observed that AIIMS Hospital has exhibited an extremely satisfactory execution of the support provided by HPCL. Hence, it is recommended that HPCL consider similar CSR initiatives in the future as well.
- It is also recommended that support should be provided for regular equipment maintenance and calibration schedule to maintain their precision and accuracy and to ensure the longevity and optimal performance of the existing and newly acquired medical equipment.
- To foster innovation and stay at the forefront of pulmonology, it is crucial to allocate resources for research and training and establishment of a dedicated research lab

with equipment for cellular and molecular studies, HPCL-CSR program should consider supporting for establishing dedicated research lab.

- It is also recommended that the provision of equipment and financial aid to underprivileged patients should be strengthened and expanded to other regions of the country.
- To enhance visibility, it's recommended to include specific provisions in the MoU for the HPCL-CSR program, considering the limited visibility of the initiative in the hospital.

Photographs from Project -8





Project 9 – Augmentation of cold chain infrastructure to support fight against Covid pandemic in Chandigarh, Punjab and Jaipur, Rajasthan

Impact Assessment Overview

- The project Cold Chain Equipment was initiated with the objective to deploy cold storage equipment for the purpose of Covid-19 vaccination programs in different states which would aid in providing appropriate storage facilities for vaccinations, help in reduced wastage, maintaining ideal temperatures for vaccine storage, create a mechanism for increasing the shelf life and availability of vaccinations to people in different parts of the respective states.
- Cold chain network in India before Covid-19 was in infancy. Due to the pandemic, there was a soaring demand for vaccines and its rapid distribution which transformed the sector. HPCL provided a refrigerated truck to Health Department of Rajasthan and Chandigarh under their CSR initiative.
- As per the officials of the health department, the truck has been under-utilized in last two years due to some administrative issues at their end. The feedback provided by the Assistant Director about refrigerated truck was on the similar lines and lack of technical training and expertise was stated as a reason for under- utilization. However, the experience of working with HPCL was satisfactory.
- The transformation happened very swiftly due to the contribution of companies like HPCL through the equipment provided for storage and transportation. This cold chain equipment's were deployed in various health centers in these states to benefit the community living in the nearby areas.
- The organization provided Ice-lined Refrigerator, Deep Freezer, Walk in Cooler and Refrigerated Truck in four States / Union Territories. The key focus area of the project was Healthcare.
- Refrigerated truck was provided for Rajasthan location to transport large quantities of vaccine from Government Medical Store Depots (GMSD) to state and regional vaccine stores. Such trucks aid in maintaining the needed temperatures of cold boxes,

also protecting the vaccinations from hot and cold weather and maintain the hold over period.

- The cold chain infrastructure equipment provided by HPCL to the Health Department of Chandigarh were used to store Covid-19 vaccines.
- The Ice-lined refrigerators are now being used for routine immunization purpose. As per the feedback provided by the Health Department the equipment were provided at the time when they were in dire need of these equipment during Covid-19 pandemic.
- The department after receiving the equipment immediately decided the centres on the basis of the requirement and were handed over to them without any administrative delays. The department consulted administrative officers before allocation and distribution of deep freezers and walk in coolers. These equipment were used to provide Covid vaccine to 21 lakh citizens.
- Excellent feedback was provided by the Director, Health Department about the experience of procuring and utilizing the equipment used for developing cold chain infrastructure in the state. The equipment are still being utilized for routine immunization and are working well.
- The head of state vaccine store showed immense satisfaction and appreciation for providing the equipment and the way they have been utilized during the pandemic and post pandemic. Ice-lined refrigerators have benefitted all the centres in storing the vaccines at the right temperature.
- The cold chain infrastructure facility provided under the project proved highly efficacious during the COVID-19 pandemic. The authorities confirmed the timely availability of the requisite equipment, which was in functional condition and met the necessary safety and quality standards.
- The feedback provided by the head of various centres where these equipment have been provided is very satisfactory. The team visited four centres to inspect the equipment and interacted with the doctors and the staff. All the centre heads and the staff appreciated and provided a very good feedback about the quality of the equipment. They also mentioned that they have not come across any major technical

issue in last two years and the equipment are regularly checked by a technician specially appointed by the state.

- As these refrigerators have in built inverter there have been no issues in case of power failure. The director and the officials of health department expressed their gratitude towards HPCL for helping them in strengthening cold chain infrastructure.

Recommendations

- The equipment aid provided by HPCL was beneficial during Covid-19 times as it helped in saving lives of people. The authorities appreciated the contribution of HPCL and gave positive feedback about the experience of working with HPCL. It is recommended that this initiative needs to be sustained and strengthened for future.
- Refrigerated vaccine truck is required and it helps in distribution of vaccines and strengthens the cold chain infrastructure. It is recommended that projects of such nature should be sustained and strengthened.
- It is recommended that this initiative, especially at the time of emergency or pandemics should be initiated in different parts of the country, focusing on backward and rural areas.

Photographs from Project -9







ANNEXURE

SELECTED TOOLS



IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI
PROJECT TITLE: SCHOOL BUILDING AT SARASWATI BALIKA VIDYA MANDIR
(Location: Lucknow-Uttar Pradesh)

Interview Schedule for Students

1	Name of the student		
2	Standard/ Class		
3	Age & Sex		
4	Standard/ Class		
5	Category & Religion		
6	Household income of Parents (monthly)	1. Less than 5,000	
		2.	5,000–10,000
		3.	10,001-15,000
		4.	15,001-20,000
		5.	20,001-30,000
		6.	30,001-50,000
		7. More than 50,000	
7	Do you know about HPCL CSR initiative in your school? If yes, please tell us how you came to know about the HPCL CSR initiative in your school.	1. Yes 2. No	
8	Do you know that this construction in your school has been done with the help from HPCL?	Construction of 5 classrooms of size 7 m • 8 m	
		Construction of 2 toilets size 4.5 m * 2m	
		Construction of 2 store facilities of size 6 m * 8m,	
		Construction of Library of size 17m * 9 m	
		Construction of Indoor game facility of size 6 m” 9.8 m	

		Construction of Conference facility
9	What was the situation before the above-mentioned initiatives by HPCL in your school	
10	In what ways this construction of classrooms, library, laboratory, and hall has helped in your education?	<ul style="list-style-type: none"> i. Availability of educational infrastructural facility ii. Accessibility of educational facility iii. Helped in educational Advancement iv. Inclusive and Safe School Environment v. Any other, specify
11	Please tell us the benefits of construction of washrooms of first floor and drinking water facility provided by HPCL?	<ul style="list-style-type: none"> i. Clean Drinking Water Facility ii. Better toilet conditions iii. Any other, specify
12	Please tell us your opinion about utility of the infrastructural facilities by HPCL	<ul style="list-style-type: none"> i. Highly satisfied ii. Satisfied iii. Somewhat satisfied iv. Dissatisfied v. Satisfied dissatisfied
13	Do you think provision of above health care related has helped in overall improvement of educational facilities in general in the area?	1.Yes 2. No
14	Do you face any kind of problem while accessing the above mentioned services (provided by HPCL)	1.Yes 2. No

15	In your opinion, how can the above-mentioned issues be resolved?	
16	Please provide Suggestions for improvement in the in CSR Program.	
17	Qualitative summary (To be filled by Field Investigator)	

IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI
PROJECT TITLE: SCHOOL BUILDING AT SARASWATI BALIKA VIDYA MANDIR
(Location: Lucknow-Uttar Pradesh)

Interview Schedule for Techers/Parents/ nearby community members/School Management
Committee/ School Staffs/ Government Education Officials

1	Name of the respondent	
2	Age/ Sex	
3	Position/ status	
4	Do you know about HPCL CSR initiative in your school. If yes, please tell us how did you come to know about the HPCL CSR initiative in the school.	1. Yes/ No
5	Do you know that this construction in the school has been done with the help from HPCL	Construction of 5 classrooms of size 7 m • 8 m
		Construction of 2 toilets size 4.5 m * 2m
		Construction of 2store facilities of size 6 m * 8m,
		Construction of Library of size 17m * 9 m
		Construction of Indoor game facility
		Construction of Conference facility
6	What was the situation before the construction of first floor in the school?	
7	In what ways this construction of classrooms, library, laboratory and hall has helped in the education of children?	i. Availability of educational infrastructural facility ii. Accessibility of educational facility iii. Helped in educational Advancement iv. Inclusive and Safe School Environment v. Any other.

8	Please tell us the utility of construction of washrooms of first floor and drinking water facility provided by HPCL?	i. Clean Drinking Water Facility ii. Better toilet conditions iii. Any other
9	Please tell us your opinion about utility of the infrastructural facilities by HPCL	i. Highly satisfied ii. Satisfied iii. Somewhat satisfied iv. Dissatisfied v. Satisfied dissatisfied
10	Do you think provision of above health care related has helped in overall improvement of educational facilities in general in the area? Please specify.	1.Yes 2. No
11	Do the students face any kind of problem(s)while accessing the above-mentioned services provided by HPCL. Please specify.	1.Yes 2. No
12	Do you think that this initiative of HPCL has been able to achieve its objectives. Please specify.	1.Yes 2. No
13	In your opinion, how this initiative by HPCL has impacted the overall educational scenario in the area?	
14	Please provide Suggestions for improvement in the in CSR Program.	
15	Qualitative summary (To be filled by Field Investigator)	

**IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI**

**PROJECT TITLE: ROADS FOR VILLAGERS IN KOZHIKODE
(Location: Kerala)**

Interview Schedule for the Villagers

Items	Response
Name of the respondent/beneficiary	
Respondent gender	<ul style="list-style-type: none"> ● Male ● Female
Age of the respondent	<ul style="list-style-type: none"> ● 21-30 years ● 31-40 years ● 41-50 years ● 60 years and above
Social category of the household	<ul style="list-style-type: none"> ● General ● SC ● ST ● OBC ● Others
Education level of the respondent?	<ul style="list-style-type: none"> ● Primary ● Secondary ● Senior secondary ● Graduate ● vocational
How long he/she stay in the village?	<ul style="list-style-type: none"> ● More than 2 years ● More than 5 years ● More than 10 years ● More than 20 years

Items	Response
Is the new road important for the Community?	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at al
Is the new road constructed making more accessibility to the villages with other villages:	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at al
Are you satisfied with the condition of the newly Constructed road?	<ul style="list-style-type: none"> ● Very satisfied ● Satisfied ● Neither dissatisfied nor satisfied ● Dissatisfied ● Very dissatisfied
What is the quality of the materials used for the construction of the roads?	<ul style="list-style-type: none"> ● Excellent ● Very good ● Good ● Average ● Need improvement
How is the new road contributing to easing your day to day activity?	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at all
Are you satisfied with the overall project of HPCL in constructing the road?	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at all

Rework due to errors after road construction?	<ul style="list-style-type: none"> ● Always ● Often ● Sometimes ● Rarely ● Never
Was there any conflict between HPCL and the villagers over road construction?	<ul style="list-style-type: none"> ● Never ● Rarely ● Sometimes ● Often ● Always
Was drainage and erosion control measures in place?	<ul style="list-style-type: none"> ● Yes ● No ● Don't Know
What challenges did you face while the construction was taking place?	
What measures should be taken to ensure smooth functioning of the road in the years to come?	

**IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI**

**PROJECT TITLE: ROADS FOR VILLAGERS IN KOZHIKODE
(Location: Kerala)**

Interview Schedule For Commuters

Items	Response
Name of the respondent/beneficiary	
Respondent gender	<ul style="list-style-type: none"> ● Male ● Female
Age of the respondent	<ul style="list-style-type: none"> ● 15-20 years ● 21-30 years ● 31-40 years ● 41-50 years ● 60 years and above
Social category of the household	<ul style="list-style-type: none"> ● General ● SC ● ST ● OBC ● Others
Education level of the respondent?	<ul style="list-style-type: none"> ● Primary ● Secondary ● Senior secondary ● Graduate ● vocational
Occupation	
Residing in the village?	<ul style="list-style-type: none"> ● Yes/No
Residing in the nearby village?	<ul style="list-style-type: none"> ● Yes/No

Items	Response
Is the new road important for the Community?	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at all
Is the new road constructed making more accessibility to the villages with other villages:	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at all
Are you satisfied with the condition of the newly Constructed road?	<ul style="list-style-type: none"> ● Very satisfied ● Satisfied ● Neither dissatisfied nor satisfied ● Dissatisfied ● Very dissatisfied
Were you satisfied with the method of construction used?	<ul style="list-style-type: none"> ● Very satisfied ● Satisfied ● Neither dissatisfied nor satisfied ● Dissatisfied ● Very dissatisfied
How is the new road contributing to easing your day to day activity?	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at all
Are you satisfied with the overall project of HPCL in constructing the road?	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at all
Was there any errors observed in construction of the road after it was completed? If yes, what was it?	Yes/No
Conflict between HPCL and the villagers over	<ul style="list-style-type: none"> ● Never

road construction exists. PR , villagers ?	<ul style="list-style-type: none"> ● Rarely ● Sometimes ● Often ● Always
High quality material used for construction of Road?	<ul style="list-style-type: none"> ● Very likely ● Likely ● Neutral ● Unlikely ● Very unlikely
Is drainage and erosion control measures still working?	<ul style="list-style-type: none"> ● Yes ● No ● Don't Know
What challenges do you face in accessing the road?	
What measures should be taken to ensure smooth functioning of the road in the years to come?	

**IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI**

**PROJECT TITLE: ROADS FOR VILLAGERS IN KOZHIKODE
(Location: Kerala)**

Interview Schedule For the People's Representatives

Items	Response
Name of the respondent	
Respondent gender	<ul style="list-style-type: none"> ● Male ● Female
Age of the respondent	<ul style="list-style-type: none"> ● 21-30 years ● 31-40 years ● 41-50 years ● 60 years and above
Social category of the household	<ul style="list-style-type: none"> ● General ● SC ● ST ● OBC ● Others
Education level of the respondent?	<ul style="list-style-type: none"> ● Primary ● Secondary ● Senior secondary ● Graduate ● Vocational
How long you have been in position?	
Is the new road important for the Community?	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at all
Is the new road constructed making more accessibility to the villages with other villages:	<ul style="list-style-type: none"> ● Very much ● Much ● Little

	<ul style="list-style-type: none"> ● Not much ● Not at all
Are you satisfied with the condition of the newly Constructed road?	<ul style="list-style-type: none"> ● Very satisfied ● Satisfied ● Neither dissatisfied nor satisfied ● Dissatisfied ● Very dissatisfied
What is the quality of the materials used for the construction of the roads?	<ul style="list-style-type: none"> ● Excellent ● Very good ● Good ● Average ● Need improvement
What were observation about timely completion of the construction of road?	<ul style="list-style-type: none"> ● Completed on time ● Delayed
How is the new road contributing to easing your day to day activity of villagers?	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at all
Do you participate in planning and execution of the project?	<ul style="list-style-type: none"> ● Never ● Rarely ● Sometimes ● Often ● Always
What challenges you face during the construction of road?	
Are you satisfied with the overall execution of the project initiated by HPCL?	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at all
Was there any rework required immediately after the completion of the project? If yes, how many times?	Yes/No

Are you aware about the quality checks introduced in the project? What were the mechanism used to checked the quality of construction of road?	Yes/No
Was there any conflict between HPCL and the villagers over construction of the road?	<ul style="list-style-type: none"> ● Never ● Rarely ● Sometimes ● Often ● Always
Was the material used for construction of high Quality?	<ul style="list-style-type: none"> ● Very good ● Good ● Average ● Bad ● Very bad
Is drainage and erosion control measures are still wor	<ul style="list-style-type: none"> ● Yes ● No ● Don't Know
Is there any management system for road Maintenance. What are the existing management system for maintenance of the road?	<ul style="list-style-type: none"> ● Yes ● No
Were there any challenges faced by the villagers/PR during the construction of the road with HPCL?	
What measures should be taken to ensure smooth functioning of the road in the years to come?	

IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI

PROJECT TITLE: ROADS FOR VILLAGERS IN KOZHIKODE
(Location: Kerala)

Interview schedule for Other Beneficiaries

Items	Response
Name of the respondent/beneficiary	
Respondent gender	<ul style="list-style-type: none"> ● Male ● Female
Age of the respondent	<ul style="list-style-type: none"> ● 15-20 years ● 21-30 years ● 31-40 years ● 41-50 years ● 60 years and above
Education level of the respondent?	<ul style="list-style-type: none"> ● Primary ● Secondary ● Senior secondary ● Graduate ● Vocational
How long you have been in this position?	
Is the new road important for the Community?	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at al
Is the new road constructed making more accessibility to the villages with other villages:	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at al
Are you satisfied with the condition of the newly Constructed road?	<ul style="list-style-type: none"> ● Very satisfied ● Satisfied

	<ul style="list-style-type: none"> ● Neither dissatisfied nor satisfied ● Dissatisfied ● Very dissatisfied
What is the quality of the materials used for the construction of the roads?	<ul style="list-style-type: none"> ● Excellent ● Very good ● Good ● Average ● Need improvement
What were your observations about timely completion of the construction of road?	<ul style="list-style-type: none"> ● Completed on time ● Delayed
What was your role in planning and execution of the project?	
What were your observations on the overall management of the project?	
Is drainage and erosion control measures are still working?	<ul style="list-style-type: none"> ● Yes ● No ● Don't Know
Is there any management system for road Maintenance. What are the existing management system for maintenance of the road?	<ul style="list-style-type: none"> ● Yes ● No
Were there any challenges faced by the villagers/PR during the construction of the road with HPCL?	
What measures should be taken to ensure smooth functioning of the road in the years to come?	

IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI

PROJECT TITLE: MEDICAL FACILITIES AT GOVERNMENT HOSPITALS AND
PRIMARY/COMMUNITY HEALTH CENTRES IN FATEHPUR DISTRICT

(Location: Fatehpur District-Uttar Pradesh)

Interview Schedule for Patients

1	Name of the Patient		
2	Address		
3	Age & Sex		
5	Category & Religion		
6	Household income of Parents (monthly)	1.	Less than 5,000
		2.	5,000–10,000
		3.	10,001-15,000
		4.	15,001-20,000
		5.	20,001-30,000
		6.	30,001-50,000
		7.	More than 50,000
7	Do you know about HPCL CSR initiative about sector in your area/district. If yes, please tell us how did you come to know about the HPCL CSR initiative in your area.	1. Yes 2. No	
8	Do you know that these health-related facilities has been provided by HPCL in your district?		
	<ul style="list-style-type: none"> RO Water plant at CHP/PHC Khaga Bindk, Hnthgaon, Jahanabad, Gazipur, Husainganj-6, Centres – 6 nos. 		
	<ul style="list-style-type: none"> Digital Hemoglobinometers for VHND Sub-centers-450 Units 		
	<ul style="list-style-type: none"> Digital X-Ray machines for CHC/PHC -Amauli, Jahanabad, Bindki, Hathgaon and Dhata- 5 units 		

	<ul style="list-style-type: none">• EC Display boards for better IEC md program display at FRU facility DWH, Khaga, Bindki, Hathgaon- 4 units	
	<ul style="list-style-type: none">• Pathological microscopes for 6 remotely located health facilities	
	<ul style="list-style-type: none">• 25 Kva capacity generator for power backup and vaccine storage at 6 health centers	
	<ul style="list-style-type: none">• Horizontal autoclave for infection prevention at District female hospital- I No.	
	<ul style="list-style-type: none">• Crash cart for transportation and dispensing of emergency medication etc. for district- 12 No.	
	<ul style="list-style-type: none">• Refrigerator for District and FRU Level facility- 14 No.	
	<ul style="list-style-type: none">• 1.5 Ton AC for District level CHC -20No	
	<ul style="list-style-type: none">• Hydrologic OT Table for District level and CHC - 2Nos.	
	<ul style="list-style-type: none">• Hydrologic L.R Table - 18No.	
	<ul style="list-style-type: none">• ECG Machine for cardio status-4 No	
	<ul style="list-style-type: none">• Defibrillator for cardio-pulmonary resuscitation- 1No.	
	<ul style="list-style-type: none">• Water geyser for hot water at District health facility -6No.	
	<ul style="list-style-type: none">• Cardiac monitor for patient status at District level- 5No.	
	<ul style="list-style-type: none">• Medicine trolley for moving medicines–20Nos	
9	What was the health care situation in your area/district before the above mentioned initiatives by HPCL?	
10	In what ways the provision of above health care related has helped you?	<ul style="list-style-type: none">• Availability of health care infrastructural facility• Affordability of quality health care facilities• Accessibility of health care facilities• Helped in improvement in health care condition• Any other

11	Do you think provision of above health care related has helped in overall improvement of health care facilities in general in the area/district?	1. Yes 2. No
12	Please tell us your opinion about utility of the health care facilities provided by HPCL	i. Highly satisfied ii. Satisfied iii. Somewhat satisfied iv. Dissatisfied v. Highly dissatisfied
13	Do you face any kind of problem while accessing the above mentioned services (provided by H P C L)	1. Yes 2. No
14	In your opinion, how can the above-mentioned issues be resolved?	
15	Please provide Suggestions for improvement in the in CSR Program.	
16	Qualitative summary (To be filled by Field Investigator)	

**IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI**

**PROJECT TITLE: MEDICAL FACILITIES AT GOVERNMENT HOSPITALS AND
PRIMARY/COMMUNITY HEALTH CENTRES IN FATEHPUR DISTRICT
(Location: Fatehpur District-Uttar Pradesh)**

**Interview Schedule for Community Members, Hospital Staff, Doctors
and Health Officials**

1	Name of the Respondents	
2	Designation / status	
3	Age & Sex	
4	Do you know about HPCL CSR initiative about sector in your area / district. If yes, please tell us how did you came to know about the HPCL CSR initiative in your area.	1. Yes/ No
5	Do you know that these health related facilities has been provided by HPCL in your district?	
	<ul style="list-style-type: none"> RO Water plant at CHP/PHC Khaga Bindk, Hnthgaon, Jahanabad, Gazipur, Husainganj -6 , centres – 6 Nos 	
	<ul style="list-style-type: none"> Digital Hemoglobinometers for VHND Sub-centers-450 Units 	
	<ul style="list-style-type: none"> Digital X-Ray machines for CHC/PHC -Amauli, Jahanabad, Bindki, Hathgaon and Dhata- 5 units 	
	<ul style="list-style-type: none"> EC Display boards for better IEC md program display at FRU facility DWH, Khaga, Bindki, Hathgaon- 4 units 	
	<ul style="list-style-type: none"> Pathological microscopes for 6 remotely located health facilities 	
	<ul style="list-style-type: none"> 25 Kva capacity generator for power backup and vaccine storage at 6 health centers 	
	<ul style="list-style-type: none"> Horizontal autoclave for infection prevention at District female hospital- I No. 	
	<ul style="list-style-type: none"> Crash cart for transportation and dispensing of emergency medication etc. for district- 12 No. 	

	<ul style="list-style-type: none"> Refrigerator for District and FRU Level facility- 14 No. 	
	<ul style="list-style-type: none"> 1.5 Ton AC for District level CHC -20No 	
	<ul style="list-style-type: none"> Hydrologic OT Table for District level and CHC - 2Nos. 	
	<ul style="list-style-type: none"> Hydrologic L.R Table - 18No. 	
	<ul style="list-style-type: none"> ECG Machine for cardio status-4 No 	
	<ul style="list-style-type: none"> Defibrillator for cardio-pulmonary resuscitation- 1No. 	
	<ul style="list-style-type: none"> Water geyser for hot water at District health facility -6No. 	
	<ul style="list-style-type: none"> Cardiac monitor for patient status at District level- 5No 	
	<ul style="list-style-type: none"> Medicine trolley for moving medicines–20Nos 	
6	What was the health care situation in your area/district before the above mentioned initiatives by HPCL?	
7	How the equipments /facilities provided by in health sector in your hospital/ Primary/Community Health Centre has helped/ benefitted you?	<ul style="list-style-type: none"> Availability of health care infrastructural facility Affordability of quality health care facilities Accessibility of health care facilities Advanced/ specialized of Medical facilities Helped in improvement in health care condition Any other, specify
8	Do you think provision of above health care related has helped in overall improvement of health care facilities in general in the area/district? Please specify, how it has helped in improvement of health care facilities.	1.Yes 2. No

9	Please tell us your opinion about utility of the health care facilities provided by HPCL	a. Highly satisfied b. Satisfied c. Somewhat satisfied d. Dissatisfied e. Highly dissatisfied
10	Have you noticed positive change after this initiative by HPCL	1.Yes 2. No
11	Do you think that this initiative of HPCL have been able to achieve its objectives. Please specify	
12	Does the beneficiaries face any kind of problem while accessing the above mentioned services (provided by H P C L)	1.Yes 2. No
13	In your opinion, how can the above-mentioned issues be resolved?	
14	Please provide Suggestions for improvement in the in CSR Program.	
15	Qualitative summary (To be filled by Field Investigator)	

**IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI**

PROJECT TITLE: INSTALLATION OF HANDPUMP IN ANGANWADWADI CENTRE IN ASSAM
(Location: Goalpara, Assam)

Basic Information about the Beneficiaries -Students

Items	Response
Name of the respondent	
Designation of the Respondent	
Respondent's Gender	<ul style="list-style-type: none"> ● Male ● Female
Age group of the students enrolled in Aganwadi	<ul style="list-style-type: none"> ● 0-3 years ● 0-5 years
Occupation of the Parents	<ul style="list-style-type: none"> ● Unemployed ● Casual Labour ● Agricultural Labour ● Govt. Employee/Service
Average Income of the Family	<ul style="list-style-type: none"> ● 1000-5000 per month ● 5000-10,000 ● Above 10,000
Since when most of the students are enrolled in Anganwadi?	<ul style="list-style-type: none"> ● Less than 6 months ● More than 6 months & less than an year ● More than one year

IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI
PROJECT TITLE: INSTALLATION OF HANDPUMP IN ANGANWADWADI CENTRE IN ASSAM
(Location: Goalpara, Assam)

Interview Schedule For the ASHA Workers & Anganwadi Workers

Items	Response
Name of the respondent/beneficiary	
Respondent gender	<ul style="list-style-type: none"> ● Male ● Female
Age of the respondent	<ul style="list-style-type: none"> ● 15-20 years ● 21-30 years ● 31-40 years ● More than 40 years
Social category of the household	<ul style="list-style-type: none"> ● General ● SC ● ST ● OBC ● Others
Education level of the respondent	<ul style="list-style-type: none"> ● Primary ● Secondary ● Senior secondary ● Graduate ● vocational
Residing in the village?	<ul style="list-style-type: none"> ● Yes/No
Residing in the nearby village?	<ul style="list-style-type: none"> ● Yes/No

Items	Response
Are you aware about the installation of hand pump in your Aganwadi centre?	<ul style="list-style-type: none"> ● Yes/No
Do you use the water of hand pump for yourself and your students?	<ul style="list-style-type: none"> ● Yes/No
Are you satisfied with the condition of the newly Installed hand pumps?	<ul style="list-style-type: none"> ● Very satisfied ● Satisfied ● Neither dissatisfied nor satisfied ● Dissatisfied ● Very dissatisfied
Is the hand pump water available to other villagers?	<ul style="list-style-type: none"> ● Yes/No
What has been the impact of installation of hand pump on the lives of your students and the villagers?	
What challenges did you face before the installation of the hand pump?	
Is the quality of water good enough for consumption?	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at all
Does these hand pumps require any maintenance? If yes, who does that?	<ul style="list-style-type: none"> ● Yes/No
Do you have any suggestions to sustain this facility?	

**IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI**

PROJECT TITLE: INSTALLATION OF HANDPUMP IN ANGANWADWADI CENTRE IN ASSAM
(Location: Goalpara, Assam)

Interview Schedule For the Parents & Nearby Community Members

Items	Response
Name of the respondent	
Respondent's Gender	<ul style="list-style-type: none"> ● Male ● Female
Age of the respondent	<ul style="list-style-type: none"> ● 21-30 years ● 31-40 years ● 41-50 years ● 60 years and above
Social category of the household	<ul style="list-style-type: none"> ● General ● SC ● ST ● OBC ● Others
Education level of the respondent	<ul style="list-style-type: none"> ● Primary ● Secondary ● Senior secondary ● Graduate ● vocational
How long you have been living in this village?	

Items	Response
Are you aware about the installation of hand pump in your Anganwadi centre?	<ul style="list-style-type: none"> ● Yes/No
Do you use the water of hand pump for yourself and your family?	<ul style="list-style-type: none"> ● Yes/No
Are you satisfied with the condition of the newly Installed hand pumps?	<ul style="list-style-type: none"> ● Very satisfied ● Satisfied ● Neither dissatisfied nor satisfied ● Dissatisfied ● Very dissatisfied
Is the hand pump water available to you and other villagers?	<ul style="list-style-type: none"> ● Yes/No
What has been the impact of installation of hand pump on your lives ?	
Has there been an improvement in your health or health of your children?	
What challenges did you face before the installation of the hand pump?	
Are you able to save time since the installation of hand pumps?	
Is the quality of water good enough for consumption?	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at all
Does these hand pumps require any maintenance? If yes, who does that?	<ul style="list-style-type: none"> ● Yes/No
Do you have any suggestions to sustain this facility ?	

**IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI**

PROJECT TITLE: INSTALLATION OF HANDPUMP IN ANGANWADWADI CENTRE IN ASSAM
(Location: Goalpara, Assam)

Interview Schedule for the Government Officials

Items	Response
Name of the respondent/beneficiary	
Respondent gender	<ul style="list-style-type: none"> ● Male ● Female
Age of the respondent	<ul style="list-style-type: none"> ● 15-20 years ● 21-30 years ● 31-40 years ● 41-50 years ● 60 years and above
Education level of the respondent?	<ul style="list-style-type: none"> ● Primary ● Secondary ● Senior secondary ● Graduate ● vocational
How long you have been in this position?	
Is the newly installed hand pump important for the Community?	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at all
Is the newly installed hand pump accessible to the villagers?	<ul style="list-style-type: none"> ● Very much ● Much ● Little ● Not much ● Not at all

Are you satisfied with the condition of the newly Installed hand pumps?	<ul style="list-style-type: none"> ● Very satisfied ● Satisfied ● Neither dissatisfied nor satisfied ● Dissatisfied ● Very dissatisfied
Has there an improvement in the quality of water after the installation of hand pumps?	<ul style="list-style-type: none"> ● Yes/No
Was the instillation of hand pump completed on time?	<ul style="list-style-type: none"> ● Completed on time ● Delayed
What was your role in planning and execution of the project?	
what were your observations on the overall management of the project?	
Is drainage and erosion control measures are still working?	<ul style="list-style-type: none"> ● Yes ● No ● Don't Know
Is there any management system maintenance of hand pumps?	<ul style="list-style-type: none"> ● Yes ● No
Were there any challenges faced during the installation process?	
What measures should be taken to ensure smooth functioning of the hand pumps in the years to come?	

**IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI**

PROJECT TITLE: NANHI KALI
(Location: Andhra Pradesh and Maharashtra)

Interview Schedule for the Students

Name of the Student: Class:

Q.1. Are you aware of the CSR activities of HPCL being carried out in your village?

Q.2. Are of aware of the academic, social and material support provided by HPCL to girl children under the CSR initiatives?

Q.3. Have you received any kind of academic, social, and material support from HPCL? If yes, please elaborate.

Q. 4. Are these support services provided to you by HPCL exactly in line with your requirements?

Q. 5. Did HPCL try to know your needs & requirements as a girl child before going ahead with the implementation of the project?

Q. 6. What were the challenges you faced in accessing academic, social, and material support from HPCL?

Q.7. How have you benefitted as a student from the academic, social and material support provided by HPCL?

Q.8. How often do you receive the academic, social and material support from HPCL?

Q.9. Is the support service always on time from HPCL or there are delays in their delivery?

Q.10. Are you satisfied with the overall project of academic, social and material support by HPCL to girl children from backward and tribal areas?

Q.11. If yes, what aspects of the project have worked well and should be continued?

Q.12. If not satisfied, specify the reason for your dissatisfaction and mention the activities that did not work well and should be discontinued.

**IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI**

PROJECT TITLE: NANHI KALI
(Location: Andhra Pradesh and Maharashtra)

Interview Schedule for the Teachers

Name of the Teacher: Class Taught:

Q.1. Are you aware of the CSR activities of HPCL being carried out in your village?

Q.2. Are of aware of the academic, social and material support provided by HPCL to girl children under the CSR initiatives?

Q.3. Have the girl children from your school received academic, social and material support from HPCL? If yes, please elaborate.

Q.4. Do these support services provided by HPCL meet the needs & requirements of girl children?

Q.5. Did HPCL enquire about the needs & requirements of girl children from you or any other teacher during planning of this project? If yes, please elaborate.

Q.6. What are the challenges faced, by you as a teacher or your school as a whole, while ensuring these support services to the girl children from backward and tribal areas?

Q. 7 How do you think, as a teacher, the girl children have benefitted from these support services from HPCL?

Q. 8. How often do the girls of your school receive the academic, social and material support from HPCL?

Q. 9. Is the frequency of academic, social and material support from HPCL sufficient or not?

Q. 10. Is the support service from HPCL always on time or there are delays in their delivery?

Q. 11. Is the school taking any measures to ensure proper delivery of academic, social and material support by HPCL to girl children from backward and tribal areas? If yes, please elaborate.

Q. 12 Do you find any improvements in girl children of your school after getting the academic, social and material support from HPCL?

Q.13. Name some activities which can be introduced by HPCL in their CSR program for the welfare of your school and the students?

Q.14. Are you satisfied with the overall project of academic, social and material support by HPCL to girl children from backward and tribal areas under their CSR initiative?

Q. 15 If yes, what aspects of the project have worked well and should be continued?

Q.16. If not satisfied, specify the reason for your dissatisfaction and mention the activities that did not work well and should be discontinued.

**IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI**

PROJECT TITLE: NANHI KALI
(Location: Andhra Pradesh)

Interview Schedule for the Parents

Name of the Parent: Address:

Q.1. Are you aware of the CSR activities of HPCL being carried out in your village?

Q. 2. Are of aware of the academic, social and material support provided by HPCL to girl children under the CSR initiative.

Q. 3. Have you girl child received academic, social and material support from HPCL? If yes, please elaborate.

Q. 4. Do these support services provided by HPCL meet the needs & requirements of your child?

Q.5. Did HPCL enquire about the needs & requirements of your children from you during the planning of this project? If yes, please elaborate.

Q. 6. What are the challenges faced, by you as a parent, while ensuring these support services reach your child?

Q. 7 How do you think, as a parent, your child has benefitted from these support services provided by HPCL?

Q. 8. How often does your child receive the academic, social and material support from HPCL?

Q. 9 Is the frequency of academic, social and material support from HPCL sufficient or not?

Q. 10. Is the support service from HPCL always on time or there are delays in their delivery?

Q. 11. Do you find any improvements in your child after getting the academic, social and material support from HPCL?

Q.12. Name some activities which can be introduced by HPCL in their CSR program for the welfare of your child in her overall growth and development?

Q.13.Are you satisfied with the overall project of academic, social and material support by HPCL to girl children from backward and tribal areas under their CSR initiative?

Q. 14. If yes, what aspects of the project have worked well and should be continued?

Q.15. If not satisfied, specify the reason for your dissatisfaction and mention the activities that did not work well and should be discontinued.

IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI

PROJECT TITLE: NANHI KALI
(Location: Andhra Pradesh)

Interview Schedule for nearby Community Members

Name of Community Member: Address:

Q.1 Are you aware of the CSR activities of HPCL being carried out in your village?

Q. 2 Are of aware of the academic, social, and material support provided by HPCL to girl children under the CSR initiatives?

Q. 3 Have you received academic, social, and material support from HPCL? If yes, please elaborate.

Q. 4 Do these support services provided by HPCL meet the needs & requirements of the children of your community?

Q. 5. Did HPCL enquire about the needs & requirements of the children of your community from you during the planning of this project? If yes, please elaborate.

Q. 6. What are the challenges faced, by you as a community member, for ensuring these support services reach the children of your community?

Q.7. How do you think, as a community member, your children have benefitted from the academic social and material support provided by HPCL?

Q. 8. How often do the children of your community receive the academic, social and material support from HPCL?

Q. 9 Is the frequency of academic, social and material support from HPCL sufficient or not for the children of your community?

Q. 10. Is the support service from HPCL always on time or there are delays in their delivery?

Q. 11. Do you find any improvements in the children of your community after getting the academic, social and material support from HPCL?

Q.12.Name some activities which can be introduced by HPCL in their CSR program for the overall development of your children and the community as a whole?

Q.13.Are you satisfied with the overall project of academic, social and material support by HPCL to girl children from backward and tribal areas under their CSR initiative?

Q.14. If yes, what aspects of the project have worked well and should be continued?

Q.15.If not satisfied, specify the reason for your dissatisfaction and mention the activities that did not work well and should be discontinued.

**IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI**

**PROJECT TITLE: NANHI KALI
(Location: Andhra Pradesh)**

Interview Schedule for the Government Officials

Name of Govt. Official: Designation:

Q.1 Are you aware of the CSR activities of HPCL being carried out in your village?

Q. 2. Are of aware of the academic, social and material support provided by HPCL to girl children under the CSR initiatives?

Q. 3. Does Govt. ensure that the academic, social and material support provided by HPCL fulfils the needs & requirements of the girl children from backward and tribal areas? If yes, please elaborate.

Q. 4. Did you participate in the planning and implementation of this project NANHI KALI with HPCL? If yes, please elaborate.

Q.5. Do you, as a govt. official, monitor and ensure that the academic, social and material support provided by HPCL reaches girl children? If yes, please elaborate.

Q.6.Have you ever done the inspection of the delivery of academic, social and material support provided by HPCL? If yes, what were your observations?

Q.7.How is the Government ensuring that the goods and resources provided as support to girl children of backward and tribal areas by HPCL are of optimum quality?

Q. 8. How do you think, as a govt. official, that children have benefitted from the academic, social and material support provided by HPCL?

Q. 9 How often do the girl children of backward and tribal areas receive the academic, social and material support from HPCL?

Q.10.Is the frequency of academic, social and material support from HPCL sufficient for the girl children of backward and tribal areas or not?

Q.11. Is the support service from HPCL always on time or there are delays in their delivery? If there are delays, what is the govt. doing to rectify it?

Q.12. Do you, as a govt. official, find any improvements in the girl children of backward and tribal areas after receiving the academic, social and material support from HPCL?

Q.13. Name some activities which can be introduced by HPCL in their CSR program for the overall development of girl children of backward and tribal areas and the community as a whole?

Q.14. Are you satisfied with the overall project of academic, social and material support by HPCL to girl children from backward and tribal areas under their CSR initiative?

Q.15. If yes, what aspects of the project have worked well and should be continued?

Q.16. If not satisfied, specify the reason for your dissatisfaction and mention the activities that did not work well and should be discontinued.

**IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI**

**PROJECT TITLE: DIL WITHOUT BILL
(Location: Pan India)**

Interview Schedule for Telephonic Interviews

Name of the Beneficiary.....Age & Sex

1. Please tell us about your (treatment) heart surgery ?

2. Which organization supported the cost of the surgery?

3. What do you know about HPCL?

4. Are you satisfied with the quality of the medical care provided by the hospital?

5. Did you have any issue with the hospital staff before or after the surgery?

6. What kind of post operative care was provided to you?

7. Was any other kind of support provided by HPCL?

8. Do you have any suggestions for HPCL regarding improvement in this CSR initiative?

**IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI**

**PROJECT TITLE: HOSTEL BLOCK FOR STUDENTS IN VARANASI KALYANA AT
BAGGAON, KUMTA
(Location: Karnataka)**

Interview Schedule for the Students

Name of the Student Class:

Q. 1 Do you know about the CSR initiatives of HPCL in your School?

Q. 2. Do you know that the hostel block in your school has been built by HPCL's CSR initiative?

Q. 3. What kind of facilities has been provided in your hostel?

Q. 4. How are the rooms, washrooms and dining hall in the hostel? Do you use these facilities?

Q. 5 Is there any facility of playing indoor games in the hostel?

Q.6. Are you satisfied with the quality of construction and maintenance of the building? If not please tell us limitations/drawbacks in the CSR program implemented in your school?

Q. 7. How do think the hostel facilities can be improved in future?

Q.8 Please specify any specific need or requirement in your opinion is required in hostel?

IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI
PROJECT TITLE: HOSTEL BLOCK FOR STUDENTS IN VARANASI KALYANA AT
BAGGAON, KUMTA
(Location: Karnataka)

Interview Schedule for Teachers

Name of the teacher Class Taught:

Q. 1 Do you know about the CSR initiatives HPCL in your School?

Q. 2. What do you know about the hostel facility built by HPCL's CSR initiative?

Q. 3 In what ways this construction of hostel has helped the students?

Q. 4. What are the facilities provided in the hostel? Are the facilities of boarding and lodging sufficient for students?

Q. 5 Are you satisfied with the quality of construction of boys hostel?

Q.6 Do you find any academic improvement in students after construction of hostel for boys?

Q.7 Please specify any specific need or requirement in your opinion is required in the hostel constructed by HPCL?

IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI
PROJECT TITLE: HOSTEL BLOCK FOR STUDENTS IN VARANASI KALYANA AT
BAGGAON, KUMTA
(Location: Karnataka)

Interview Schedule for the School Management Committee/Staff

Name of the Member Address.....

Q. 1. What do you know about the hostel facility built by HPCL's CSR initiative?

Q. 2 In what ways this construction of hostel has helped the students?

Q.3. What are the facilities provided in the hostel? Are the facilities of boarding and lodging sufficient for students?

Q. 4 Are you satisfied with the quality of construction of boys hostel?

Q.5 Do you find any academic improvement in students after construction of hostel for boys?

Q.6 Please specify any specific need or requirement in your opinion is required in the hostel constructed by HPCL?

IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI

PROJECT TITLE: MEDICAL EQUIPMENT OF PULMONARY MEDICINE
(Location: Uttarakhand)

Interview Schedule for Immediate Stakeholders: Patients, Hospital Staff, Doctors & Health
Officials

Name of the respondentAge and sex.....

Location:

Q. 1 Could you please tell me what was HPCL's contribution in your hospital during Covid-19?

Q. 2. Which equipment were provided by HPCL to the Department of Pulmonary Medicine?

Q. 3. How many equipments were provided to the department?

Q.4 Were the equipments of good quality and served their purpose?

Q. 5. Were the equipments provided well in time or there were some delays?

Q.6 How many patients have been so far because of these equipments?

Q. 7. Can you tell me about your experience of working with HPCL while procuring these equipments?

Q. 8. What aspects of HPCL support have worked well?

Q. 9 . Are there any areas of HPCL support in providing equipments did not work well? Were there any challenges?

IMPACT ASSESSMENT OF CSR INITIATIVES OF HPCL
BY
DEPARTMENT OF SOCIAL WORK, JAMIA MILLIA ISLAMIA, NEW DELHI
PROJECT TITLE: COLD CHAIN INFRASTRUCTURE
(Location: Punjab and Rajasthan)

Interview schedule for Immediate Stakeholders: Health Officials from Health Department

Name of the respondent Age & Sex

Location:

Q. 1 Could you please tell me about your role in providing COVID-19 vaccination and what role HPCL played in this regard in your area?

Q. 2. How did HPCL contribute to the COVID-19 immunization strategy?

Q. 3 How did HPCL contribute towards developing cold chain infrastructure in your area during Covid-19 pandemic?

Q. 4. Which and equipments were provided by HPCL to develop cold chain infrastructure in your area? (Ice-lined Refrigerator/Deep Freezer/Walk In Freezer/ Refrigerated Truck)

Q. 5 How many equipments were provided to develop cold chain infrastructure in your area?

Q. 6 Were the equipments of good quality and served their purpose?

Q. 7 Were the equipments provided well in time or there were some delays?

Q.8 How many people were benefitted through cold chain infrastructure provided by HPCL?

Q. 9. Can you tell me about your experience of working with HPCL on COVAX/COVID-19 vaccine rollout and support extended by the company by providing cold chain infrastructure in your area?

Q. 10. What aspects of HPCL support have worked well?

Q. 11. Are there any areas of HPCL support in providing cold chain infrastructure that did not work well? Were there any challenges?



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