

EXECUTIVE SUMMARY

**IMPACT ASSESSMENT STUDY
HPCL'S CORPORATE SOCIAL RESPONSIBILITY PROJECTS
FY 2021-22**

SUBMITTED BY

**DEPARTMENT OF HUMANITIES AND SOCIAL SCIENCES
INDIAN INSTITUTE OF TECHNOLOGY, KHARAGPUR**



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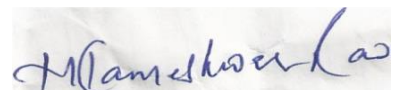
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ACKNOWLEDGEMENT

IIT Kharagpur has conducted the evaluation of the impact of the CSR initiatives undertaken by HPCL. We are thankful to HPCL for choosing us to conduct this study. The impact assessment study has been conducted in different states of India namely, Andhra Pradesh, Delhi, Gujarat, Jammu & Kashmir, Ladakh, Maharashtra, Odisha, Punjab, Uttarakhand and West Bengal.

We extend our sincere thanks to HPCL officials for their support and insights into the CSR activities throughout our study. Our special thanks to Mr. Rajeev Goel, ED-CSR & PRCC, Mr. Krishan Lal, DGM-CSR, Ms. Mehak Uppal, Manager-CSR and several other officers of HPCL at different locations for their continuous support. Their help and cooperation are highly appreciated.

We extend special thanks to the respondents and the implementing agencies. The timely availability of the respondents has made the data collection relatively easy and interactive. This project would not have been completed without the response of the beneficiaries. We also appreciate their valuable support and feedback.

ABOUT IIT KHARAGPUR

IIT Kharagpur, founded in 1951, is India's oldest and largest IIT and the birthplace of quality education. It strives to live up to its motto “योग: कर्मसु कौशलम्”. by admitting the finest minds in the country every year and sculpting them into the researchers, innovators, entrepreneurs, management professionals and industry leaders. It has firmly established itself among the eminent institutions around the globe in the field of technology, management and research through the dedicated efforts of its distinguished faculty members, state-of-the-art infrastructure and a shared passion for serving the nation and humankind through constant redefinition, innovation and growth. IIT Kharagpur has a demonstrated history of the pursuit of excellence and has been constantly modifying its curriculum to meet the ever-evolving needs of industry around the globe.

One of the first departments to be set up was when IIT Kharagpur came into existence in 1951. Houses many disciplines, including Human Resource Management, Communication Studies, English Language and literature, Economics, Psychology, Philosophy, Sociology and German. HSS emerged as a significant player in the field of Human Resource Management in the country and has also engaged in consultancy and management development activities.

BACKGROUND

Hindustan Petroleum Corporation Limited (HPCL), a Maharatna public sector undertaking in India, operates under the aegis of the Ministry of Petroleum and Natural Gas. Through its Corporate Social Responsibility (CSR) initiatives, HPCL is committed to addressing the social needs of the community, with a focus on empowering underprivileged communities by addressing their economic and social needs.

HPCL's CSR initiatives span a wide range of areas, including education, child care, skill development, healthcare, sanitation and hygiene. As part of its commitment to responsible business practices, HPCL has partnered with IIT Kharagpur to conduct an impact assessment of its 14 CSR projects.

The main goal of this assessment is to evaluate the outcomes and effects these projects have had on the stakeholders involved. This involves assessing both tangible and intangible results, with the aim of enhancing the effectiveness and positive impact of HPCL's CSR initiatives.

The objectives of the project include:

- 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 Coherence of the Project Strategies and approaches to fulfil the Project Objectives;
- To assess the performance of the project in terms of 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 study employed an analytical approach to gauge the impact of HPCL's programs on its beneficiaries. The Impact Matrix framework, as recommended by OECD-DAC, was utilized for this analysis. This framework provides comprehensive feedback on the effectiveness of the implementation and its efficiency in achieving the desired outcomes of the projects.

The Impact Matrix framework evaluates the projects based on six key assumptions:

- The relevance of these projects to the current needs of the beneficiaries.

- The coherence of the projects with other interventions.
- The effectiveness of these projects in addressing the needs of the beneficiaries.
- The alignment of these projects with concurrent government programs.
- The intervention's potential to generate significant positive or negative, intended or unintended, higher-level effects.
- The sustainability of these projects post-implementation.

METHODOLOGY OF THE STUDY

Impact Evaluation – Approach:

HPCL's CSR initiatives have been analyzed by gathering primary and secondary data and employing a comprehensive feedback mechanism involving all key stakeholders. The data using both quantitative and qualitative methods was analyzed.

The focus was to understand the impact and potential assistance of the numerous stakeholders involved in the initiatives, both directly and indirectly. Since an evaluation of the possible effects should be conducted from several perspectives, therefore a 360-degree technique is employed to gather data from all project stakeholders to assess the project's impact.

HPCL commissioned IIT Kharagpur to assess their CSR initiatives and get insights into the perspectives of beneficiaries and stakeholders. This study investigated 14 corporate social responsibility (CSR) projects as part of the assessment study.

The study assessed HPCL's CSR initiatives and offered recommendations to enhance the impact of the project.

SAMPLING PLAN AND THE METHODS

Sampling Design

A multi-stage stratified random selection technique was used to choose the states, districts and beneficiaries for the different initiatives. The states of Andhra Pradesh, Delhi, Gujarat, Jammu & Kashmir, Ladakh, Maharashtra, Odisha, Punjab, Uttarakhand and West Bengal were chosen to gather primary data for these initiatives.

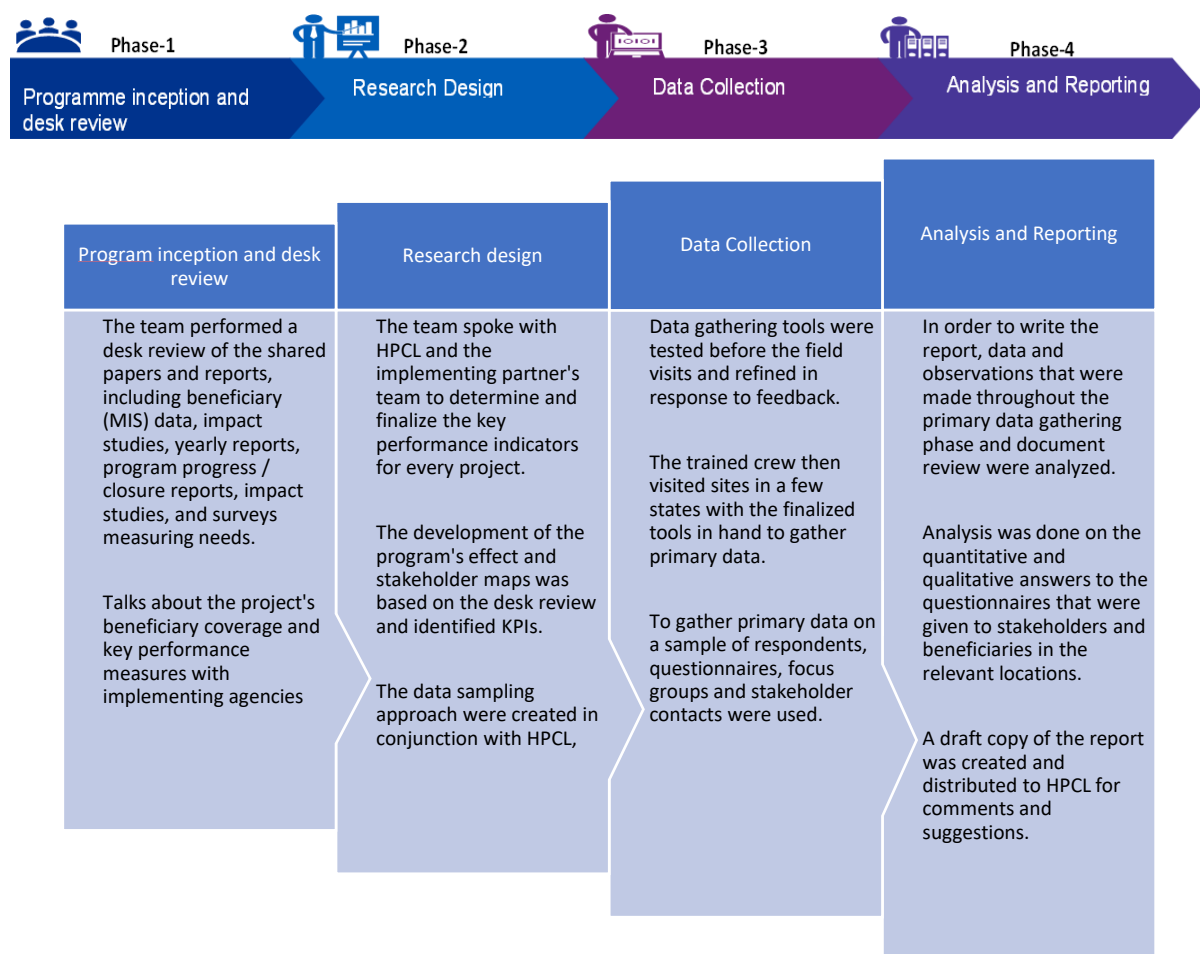
The data collection process covered chosen states and localities within those states with

numerous programs. This was done to get qualitative insights into the overall impact of the CSR activities.

The scope of work for this evaluation is conducting an impact assessment study of the CSR initiatives, reviewing relevant existing documentation and providing results on the effect generated by the programs.

Detailed Methodology

Below is an illustration of the four-phase organized procedure utilized for evaluation in the impact research.



Phase 1 - Project Initiation and Thorough Examination of Existing Materials: A thorough analysis of projects was conducted by reviewing project-related material, such as beneficiary statistics, annual reports, project progress and completion reports.

Phase 2 - Research Design: Understanding of the selected projects was enhanced for

identification of Key Performance Indicators (KPIs). Stakeholder map, impact map, sampling approach and data collection tools like interview questionnaires were prepared.

Phase 3 - Data Collection: A field visit approach was developed after creation of study framework. Before the field trips, the data-gathering tools underwent testing and refinement based on user feedback. Subsequently, the skilled team utilized the completed instruments to gather original data on their area visits. The secondary data for this analysis was obtained through multiple sources, including status report from the implementation partners, beneficiary database and other project documents.

Data was collected from stakeholders / beneficiaries as well as project records. Meetings were conducted with the implementing partners, beneficiaries and other project stakeholders to better understand the project's aims.

Phase 4 - Analysing and Reporting: The data collected from various sources was analysed to arrive at conclusions. The projects impact captured using the key performance indicators under the OECD-DAC framework.

OECD-DAC Framework - The research employed the OECD-DAC assessment framework to evaluate the impact of projects. This paradigm is frequently used to assess the effects of social development programs. It has six-assessment metrics as mentioned below:

- **Relevance:** This metric assesses the extent to which the intervention's aims and design align with the recipients' requirements, policies and priorities. It also considers the current relevance of the intervention in the event of changing conditions.
- **Coherence:** The compatibility of the intervention with other interventions in a country, sector or institution.
- **Effectiveness:** This criterion assesses the extent to which the intervention has accomplished or is anticipated to accomplish its goals and outcomes. Additionally, it takes into account any variations in outcomes among various groups.
- **Efficiency:** It refers to the extent to which the intervention can achieve results cost-effectively and timely.

- **Impact:** This metric quantifies the degree to which the intervention has produced or is anticipated to have substantial or adverse outcomes, regardless of whether they were intended or unanticipated.
- **Sustainability:** This criterion evaluates the likelihood of the intervention's net benefits persisting in the long term.

The OECD-DAC Framework is a tool used to evaluate the efficacy of social development programs based on their relevance, coherence, efficiency, impact and sustainability. It facilitates the development of a comprehensive knowledge of the effects generated, the stakeholders' view, the degree of collaboration with other participants and the long-term viability of the transformation.

TOOLS OF DATA COLLECTION

The data collection tools include interviews, group discussions, case studies, checklists, observations, surveys and questionnaires, desk review of related reports etc. The following strategies were employed to involve the recipients and interested parties actively:

Interview for Survey: A survey interview is a structured series of questions to extract specific information from a specified demographic. It is commonly used to assess ideas, beliefs and emotions. The interviewer completes questionnaires based on the answers provided by the respondents during survey interviews. The study used a structured questionnaire to conduct interviews, gathering primary data from a sample of beneficiaries to assess the project's influence on their lives.

Comprehensive Interview: An in-depth interview (IDI) is a qualitative research approach used to conduct exploratory individual interviews. An interview delves into the respondent's perspective about a particular program, subject or issue. The fundamental basis of an IDI is expansive, unrestricted inquiries since they allow the interviewer and interviewee to explore the topic thoroughly. It also enables them to deviate from the predetermined question to examine certain aspects of the subject. Due to their less organised nature, IDIs differ from survey interviews. In this study, IDIs were conducted utilising a guided questionnaire with a specific group of stakeholders.

Focus Group Discussion (FDG): Group discussion convene persons with similar experiences or backgrounds to focus on a specific topic of interest. This qualitative research involves questioning participants' views, attitudes, beliefs, opinions and ideas. In contrast to other research approaches, focus groups provide unrestricted and interactive discussions among participants, fostering interactions among them. Typically, it involves interviews with a small cohort of eight to twelve individuals. As part of this study, focus groups and informal discussions were conducted with various stakeholders, including the grantees, to get insight into the impact of projects.

PROJECT WISE SUMMARY

- 1. Project:** Construction activities of the office of The Indian Archeological Society
Location: New Delhi
Implementing Agency: Directly by HPCL
Outlay: Rs. 6.67 Crore
Observations: HPCL has successfully finished the construction activities of The Indian Archaeological Society. It aims to safeguard and enhance Indian Culture and Heritage and will function as a repository for ancient artefacts.
- 2. Project:** Kashmir Super - 50 Medical: Third and Fourth Batch
Location: Srinagar, Jammu & Kashmir
Implementing Agency: Indian Army
Outlay: Rs. 2.62 Crore
Observations: The project offers free residential coaching to underprivileged students from Jammu & Kashmir who are preparing for the National Eligibility cum Entrance Test (NEET). It aims to address the educational needs in regions grappling with socio-economic challenges. Numerous success stories have emerged from the initiative, with students landing spots in respected medical schools all around India.
- 3. Project:** Nanhi Kali: Academic, material and social support to girl children
Location: Mumbai, Maharashtra; Araku and Visakhapatnam, Andhra Pradesh
Implementing Agency: K.C. Mahindra Education Trust
Outlay: Rs. 3.65 Crore
Observations: The initiative is designed to provide academic, material and social assistance to underprivileged girls. Beneficiaries of the project expressed a revived enthusiasm for school, enhanced academic achievement and heightened involvement in extracurricular activities.
- 4. Project:** Setting up 14 Pressure Swing Adsorption (PSA) oxygen plants at Multiple Locations
Location: Multiple
Implementing Agency: Directly by HPCL
Outlay: Rs. 13.02 Crore
Observations: During the second wave of the COVID-19 pandemic, this crucial project was undertaken to tackle the severe shortage of medical oxygen in India. These plants were engineered to produce medical-grade oxygen providing hospitals with a dependable, local

source of oxygen, especially in case of health crisis and proved crucial in enhancing healthcare provision and preserving lives during crisis like the COVID-19 pandemic.

5. **Project:** Setting up Pressure Swing Adsorption (PSA) oxygen plant at Civil Hospital, Hinganghat

Location: Wardha, Maharashtra

Implementing Agency: Directly by HPCL

Outlay: Rs. 2.13 Crore

Observations: During the second wave of the COVID-19 pandemic, HPCL responded to the critical need for medical oxygen by installing a Pressure Swing Adsorption (PSA) oxygen plant at Civil Hospital in Hinganghat, Maharashtra. The plant has substantially enhanced healthcare provision by guaranteeing a dependable provision of medical oxygen in times of crisis.

6. **Project:** PMUY: Pradhan Mantri Ujjwala Yojana

Location: Pan-India

Implementing Agency: Directly by HPCL

Outlay: Rs. 8.00 Crore

Observations: Pradhan Mantri Ujjwala Yojana (PMUY) is a social welfare initiative launched by the Indian Government in 2016 to provide clean cooking fuel through Liquefied Petroleum Gas (LPG) to rural and underprivileged households. Using LPG has decreased the time spent in collecting fuel, allowing women to generate income and enhance their health and social standing.

7. **Project:** Ladakh Super-45 (Medical & Engineering)

Location: Leh, Ladakh

Implementing Agency: Indian Army

Outlay: Rs. 1.83 Crore

Observations: The project's primary goal is to provide comprehensive educational opportunities to underprivileged youth in Ladakh by preparing students for medical and engineering college entrance exams in India. The project is successful in empowering the youth of Ladakh.

8. **Project:** Operation and maintenance of Covid Care Center

Location: Mumbai Suburban, Maharashtra

Implementing Agency: Brihanmumbai Municipal Corporation

Outlay: Rs. 2.35 Crore

Observations: The project primarily encompassed establishment and operation of a 250-bed Covid Care Center involving various stakeholders. The initiatives played a significant role in alleviating the COVID-19 crisis in Mumbai's M East Ward.

9. **Project:** Support to Advanced Centre for Treatment, Research and Education in Cancer (ACTREC), Navi Mumbai

Location: Navi Mumbai, Maharashtra

Implementing Agency: ACTREC

Outlay: Rs. 2.59 Crore

Observations: The project's primary goal was to boost ACTREC's patient care capacity by supplying essential medical equipment like Neonatal & Adult ventilators and setting up a fifty-bed COVID Health Care Center. The support was crucial in meeting the urgent demand of ventilators and ensuring the delivery of quality healthcare services during the pandemic.

10. **Project:** Providing 100 adult & pediatric ventilators to Covid care institutions

Location: Multiple

Implementing Agency: Directly by HPCL

Outlay: Rs. 7.20 Crore

Observations: The project was designed to mitigate the shortage of critical medical equipment by supplying 100 ventilators, suitable for both adults and children, to COVID-19 care institutions in the most affected regions. The project has demonstrated strengths in accessibility, addressing critical needs and cost-effectiveness.

11. **Project:** Dil Without Bill - Free heart surgeries to patients

Location: Ahmedabad and Rajkot, Gujarat

Implementing Agency: Prashanti Medical Services and Research Foundation

Outlay: Rs. 2.25 Crore

Observations: "Dil Without Bill" is a project aimed at offering free heart surgeries and comprehensive medical care to underprivileged individuals, with a special focus on children. The Project findings underscore the commendable efforts in addressing critical healthcare needs and promoting healthcare equity.

12. Project: Swachh Iconic Places: Golden Temple Amritsar

Location: Amritsar, Punjab

Implementing Agency: Municipal Corporation, Amritsar

Outlay: Rs. 6.83 Crore

Observations: Swachh Iconic Places, launched under the Swachh Bharat Mission, is an initiative wherein select heritage and tourist sites of India are adopted to enhance the experience of tourists and improve cleanliness and sanitation. HPCL was the CPSE partner for the Golden Temple in Amritsar, Punjab. The initiative had led to improvements in cleanliness, waste management and the visitor experience.

13. Project: Skill Development Institute - Visakhapatnam

Location: Visakhapatnam, Andhra Pradesh

Implementing Agency: Skill Development Institute - Visakhapatnam

Outlay: Rs. 1.50 Crore

Observations: Skill Development Institute, Visakhapatnam is aimed to establish a demand-driven skill development system that caters to the needs of unemployed youth, especially those from disadvantaged backgrounds. It plays a crucial role in bridging the skill gap in Andhra Pradesh's aspirational districts.

14. Project: Support towards relief in cyclone 'YAAS' affected areas in Odisha state

Location: Bhadrak, Odisha

Implementing Agency: Directly by HPCL

Outlay: Rs. 2.80 Crore

Observations: The project was aimed at providing aid in regions of Odisha affected by Cyclone 'YAAS'. The project was highly relevant as it directly catered to the immediate humanitarian needs of the communities affected by the cyclone.

PROJECT WISE DISCUSSION

The key findings from assessing the 14 CSR projects will be discussed in the following section.

1. Construction activities - The Indian Archaeological Society (IAS)

The IAS, a non-profit organisation founded in 1967, has played a crucial role in implementing several initiatives that have greatly helped the conservation and promotion of Indian heritage. It has affiliations with several prestigious universities and promotes the spread of information about Indian history through its publications. It has made substantial contributions to the disciplines of history and archaeology.

HPCL has finished constructing an office for the Indian Archaeological Society in New Delhi. The project involved several operations, including flooring, bathroom finishing, installation of false ceilings and external development work. Premium-grade materials have been selected for the activity due to their exceptional longevity and high quality.

The objective of this initiative is to protect and improve Indian culture and heritage. The office will serve as a storage facility for old relics. The organisation coordinates many initiatives aimed at enhancing the availability of historical material and promoting a more comprehensive understanding of Indian knowledge systems. The project is in accordance with the activities outlined in Schedule VII of the Companies Act, 2013, which includes the protection of national heritage, art and culture including restoration of historically important structures, artworks and public libraries. The refurbished relics are expected to function as cultural hubs, boost local tourism and support educational endeavours aimed at promoting knowledge of India's rich historical legacy. The workshops, seminars and access to substantial information resources on Indian knowledge systems have a beneficial influence on the younger generation.

These initiatives demonstrate a significant level of relevance and consistency with the demands of the community. Their influence on the local community has been significant, particularly in igniting the enthusiasm of young people for cultural heritage.

Project recommendations include seeking quarterly progress reports from the organization covering the activities undertaken underscoring community engagement and its impact towards fulfillment of the project objectives. Additionally, regular maintenance and preservation of the infrastructure by IAS should be done to ensure its long-term use.

Essentially, the CSR initiatives have achieved noteworthy advancements in the preservation of cultural assets and the provision of educational opportunities. However, implementing the suggested guidelines might enhance the success of these programmes and guarantee a long-lasting effect. This underscores the profound potential of CSR activities to effect significant change when executed effectively and sustainably over time.

2. Kashmir Super - 50 Medical: Third and Fourth Batch

The Kashmir Super-50 Medical Project is a collaborative effort between the Indian Army and HPCL, in partnership with the National Integrity and Educational Development Organisation (NIEDO) serving as the training facilitator. The main aim of the initiative is to provide free residential tutoring to disadvantaged students from Jammu & Kashmir UT who are preparing for the National Eligibility and Entrance Test (NEET). This effort is a component of the wider Operation Sadbhavana undertaken by the Indian Army and has the objective of tackling the educational requirements in areas that are dealing with socio-economic and conflict-related difficulties.

The project provided complimentary coaching, residential and intensive academic support to the batch 3 and batch 4 students to prepare for the NEET. The Indian Army supports the program through several means, such as actively seeking appropriate candidates, providing security, and offering logistical aid. The project has resulted in several notable achievements, including students securing positions at prestigious medical institutions in India. The NIEDO is responsible for producing curriculum, providing resources, mentoring, monitoring, assessing and fostering linkages between students and the medical education field.

The initiative provides high-quality infrastructure and educational support. District-level awareness campaigns are run to ensure widespread access and inclusivity. The initiative provides high-quality infrastructure that consists construction of toilets, educational support, parental involvement, and district-level awareness campaigns to ensure widespread access and inclusivity. The project has successfully trained students of 3rd and 4th batches and many of them gained admission to prestigious MBBS, BDS, B.V.Sc., and BAMS courses, showcasing the initiative's exceptional achievement in picking top-tier educational institutions.

The project's objective is to mitigate educational inequalities by implementing a complete program that includes academic instruction, cultivation of interpersonal skills, assistance with infrastructure i.e. construction of toilets, engagement of parents and conducting community outreach initiatives. The construction of toilets is seen to be a good and timely initiative that addresses the much-awaited need of the beneficiaries.

Suggested project recommendations entail investigating collaborations and integration with nearby educational institutions, expanding the program to include a larger number of students and extending access to the library and high-speed internet connection for educational purposes round the clock. To ensure its long-term viability, the project depends on the support by HPCL and the Indian Army.

The Kashmir Super-50 Medical Initiative has significantly transformed the educational landscape by offering educational chances to disadvantaged kids in conflict-ridden areas. The implementation of above recommendations could enhance the project's success and replicable nature, thereby contributing to the socio-economic development of the region.

3. Nanhi Kali: Academic, Material and Social Support to Girl Children

The Nanhi Kali project, implemented in collaboration with the K.C. Mahindra Education Trust, is an innovative endeavor aimed at offering educational, material and social support to disadvantaged girls across India. It has notably helped girls from low-income households who are vulnerable towards engagement in fieldwork, early marriage or trafficking.

In collaboration with the Naandi Foundation, the initiative operates in distant areas and implements a holistic approach to guarantee that girls not only achieve academic excellence but also cultivate self-assurance. The initiative offers educational assistance using a learning platform that utilises Artificial Intelligence technology. The initiative also recruits instructors, known as Community Associates, from the local community. In addition, the initiative incorporates supplementary activities outside the regular curriculum and ensures that each girl receives a yearly school supply package specifically designed to address menstrual hygiene needs. In addition, there is a comprehensive sports curriculum and active involvement in the yearly Toofaan Games, which encompass both local and national tournaments. The education given enables pupils to free themselves from the constraints of poverty and promotes gender equality while challenging conventional gender norms.

Data collection and analysis brought out the project's efficacy. Girls express a revived enthusiasm for school, enhanced academic achievement and heightened involvement in extracurricular activities. Parents also report contentment with the project's influence, namely in diminishing daughters' participation in domestic tasks and agricultural labour.

Suggestions for the project involve expanding its scope to encompass other geographically isolated and underprivileged regions by establishing partnerships and leveraging cutting-edge technology. Additionally, modules can be incorporated to address emerging skills and facilitating the transition to employment through vocational guidance.

The Nanhi Kali project serves as more than simply an educational programme; it acts as a catalyst for holistic growth. By providing education and empowerment to girls, it fosters substantial societal development, cultivating individuals who possess the ability to enact beneficial changes in society.

4. Setting up of 14 Pressure Swing Adsorption (PSA) Oxygen Plants

In response to the second surge of the COVID-19 epidemic, HPCL initiated a vital project to address the acute scarcity of medical oxygen in India. The task entailed establishing 14 Pressure Swing Adsorption (PSA) oxygen facilities around the nation. These plants were engineered to synthesize medical-grade oxygen with a purity level of $93 \pm 3\%$, ensuring hospitals have a reliable and nearby supply of oxygen.

It was advised by MoP&NG to Oil and Gas CPSEs to set-up PSA oxygen plants and ten identified sites / hospitals in various states were allocated to CPSEs accordingly.

The project facilitated the collaboration of multiple stakeholders, such as HPCL, government authorities, hospital staff, medical personnel, suppliers and service providers. Their cooperation was critical to the oxygen plant's successful installation and operation.

The project aimed to enhance the robustness of healthcare infrastructure by decreasing dependence on external oxygen sources, mitigating interruptions in the supply chain and reducing the expenses associated with the acquisition and transportation of medical oxygen.

The project ensured that patients received consistent medical-grade oxygen, especially during medical emergencies. HPCL implemented these facilities, which include a 2 TPD HP MO2 PSA unit, utilising the technology developed by the HP Green R&D Centre. The project operations encompassed the tasks of installing, conducting functional testing, performing safety checks and executing performance runs.

Effective implementation of these facilities has enhanced the critical care capabilities of local healthcare systems. These facilities can improve their ability to handle emergencies and enhance patient care by relying on the project's dependable supply of medical oxygen.

The project proposals for maximising the use of the facilities include effectively controlling operational expenses, using the available space and improving protocols through technological knowledge to ensure their long-term viability.

The implementation of project has been crucial in enhancing healthcare provision and preserving lives during crisis like the COVID-19 pandemic. It is necessary that hospitals ensure optimum operational utilization for long-term efficacy and sustainability of these crucial healthcare resources.

5. Setting up Pressure Swing Adsorption (PSA) oxygen plant at Civil Hospital, Hinganghat, Maharashtra

In response to the urgent demand for medical oxygen during the second wave of the COVID-19 epidemic constraining the healthcare system's ability to provide necessary medical care to covid patients, HPCL worked towards augmenting the supply of medical oxygen by setting up a Pressure Swing Adsorption (PSA) oxygen facility at the Civil Hospital in Hinganghat, Maharashtra. The objective of the project was to enhance the healthcare infrastructure by establishing a nearby facility for producing medical-grade oxygen, guaranteeing a continuous and uninterrupted supply of oxygen during health crisis.

Based on advice of MoP&NG, a meeting was convened by State level Coordinator of OMCs, Maharashtra, with the allocated hospital. The hospital authorities requested for additional plant capacity as per available space by taking into consideration number of hospital beds, an

upcoming women's and children's hospital with pediatric ICU and oxygen beds for preparedness of COVID-19 third wave. Accordingly, PSA plant of 1,000 LPM capacity was installed as per request received from Civil Surgeon, Civil Hospital Wardha, Maharashtra.

The unit installation was followed by testing activities including, air compressor & air dryer functionality check, instruments check, valve operation check, process sequence check, interlock checks, pressure test, product analyzer check etc. Plant performance run was also carried out.

The project facilitated the collaboration of multiple stakeholders such as HPCL, hospital staff, medical personnel, suppliers and service providers. Their collective efforts were critical to the oxygen plant's successful establishment and operation. The plant has significantly increased the availability of medical oxygen, according to site inspections and stakeholder meetings.

Recommendations for the project have been prepared to ensure the most efficient use of the facilities by the hospital with a focus on managing operating expenses, optimising utilization of space and technical competence for long-term viability of the project.

The construction of the PSA oxygen plant at Civil Hospital, Hinganghat, Maharashtra, has substantially enhanced healthcare provision by guaranteeing a dependable provision of medical oxygen in times of crisis. In order to guarantee the long-term functioning of the facility and ultimately preserve lives, the above-mentioned recommendations should be implemented.

6. PMUY: Pradhan Mantri Ujjwala Yojana

The Pradhan Mantri Ujjwala Yojana (PMUY) is a social welfare programme introduced by the Indian Government in 2016. Its primary objective is to offer clean cooking fuel, namely Liquefied Petroleum Gas (LPG) to rural and poor families. The objective of the project was to provide 80 million LPG connections to underprivileged families by March 2020. An adult woman above 18 years of age, eligible for a government subsidy of Rs.1,600/-, would register each connection. Beneficiaries of the PMUY are provided with a free initial refill of LPG, a cooking stove and connections without any deposit by Oil Marketing Companies. PMUY has greatly enhanced the accessibility of environment friendly cooking fuel for rural and marginalised families, empowering women and mitigating environmental damage.

CSR fund to the extent of 1 % administrative expenditure and 1 % IEC expenses which would be booked under PMUY for the Financial Year was used to provide LPG connections under the scheme.

Beneficiaries greatly appreciate PMUY's positive influence, acknowledging its vital role in enabling LPG connections. The utilisation of LPG has resulted in a reduction in the amount of time dedicated to gathering fuel, enabling women to produce revenue and improve their health and social status. By availing gas connections under PMUY, individuals now have extra time that may be used to offer them training and resources to become socio-economic entrepreneurs.

The government system, HPCL and the financial system successfully reached a high level of cooperation, resulting in efficient and swift execution. The system is advantageous for all stakeholders, including the government, OMCs, distributors, banks and consumers, since it has a good impact on the economy, society, environment and health.

The project recommendations entail continuation of awareness campaigns and interactive programmes along with continued strengthening of LPG delivery networks. In addition, women empowerment projects can be undertaken for effective utilization of extra time available with women after transitioning from traditional "chullah" to LPG stove e.g. skills development training projects, supporting women-led start-ups and other community engagement programmes, as per available resources.

7. Ladakh Super-45 (Medical & Engineering) in Leh, Ladakh

The "Ladakh Super-45" programme is a joint endeavour between HPCL and the Indian Army, carried out as part of Project Sadbhavna, with the National Integrity and Educational Development Organisation (NIEDO) serving as the training partner. The main objective of the initiative is to offer extensive educational opportunities to disadvantaged young people in Ladakh. The "Ladakh Super-45" initiative aims to provide kids in India with the necessary skills and knowledge to excel in medical and engineering college entrance examinations. The programme emphasises empowerment, test readiness, skill enhancement and holistic development.

An essential element of the course is a residential coaching plan that provides comprehensive academic help, skill development, leadership training, health & wellness activities and community service opportunities. The curriculum offers the advantages of a friendly classroom environment and the opportunity to learn from highly skilled instructors. In addition to that, the plan includes leadership development seminars, health & wellness activities tailored to address the difficult environment and socio-economic conditions, as well as teachings on civic responsibility and patriotism for the pupils. Each of the project's three partners—the Indian Army, HPCL and NIEDO are indispensable for ensuring the project's seamless operation and ultimate triumph.

The system seeks to mitigate the discrepancy among students from remote and socioeconomically disadvantaged homes by providing comprehensive support and the program's efficacy in delivering high-quality education is emphasised.

Suggested project recommendations include minimising teaching staff attrition in order to maintain consistency, providing 24/7 access to the library and high-speed internet connection and expanding to accommodate a larger number of students. To ensure its long-term viability, the initiative relies on the support of HPCL and the Indian Army.

Overall, the Ladakh Super-45 initiative has effectively empowered the young people of Ladakh. The project's influence can be strengthened and its long-term viability can be further ensured by implementing these recommendations.

8. Operation and Maintenance of Covid Care Center at Chembur, Mumbai

The country is witnessed a second wave of COVID infections and there was significant surge in number of COVID-19 cases across Mumbai. This placed healthcare system of Mumbai city under tremendous stress. HPCL initiated a significant relief initiative in response to the COVID-19 epidemic. The project's primary objective was to enhance healthcare facilities in Mumbai's M East Ward. The project included efforts to support operation and maintenance of COVID Care Centre situated at Videocon Athiti, Vashinaka, Chembur Mumbai setup by Municipal Corporation of Greater Mumbai (MCGM).

HPCL collaborated extensively with MCGM to enhance their capabilities of healthcare professionals and personnel, including stakeholders and gathering data on patient outcomes, facility usage and infection rates. This made it possible to regularly monitor and assess the initiative's progress.

MCGM collaborated with government officials to ensure adherence to rules, submit reports and get permissions for projects and activities. The initiative focused on supplementing the already existing quarantine centres, tertiary hospitals and high-dependency units in order to enhance the quality of treatment provided to COVID-19 patients in the region.

HPCL provided consumable materials, fire apparatus, infrastructure for daily operations, morning kits and assistance to personnel for the COVID Care Centre. The distribution of kits and medical supplies greatly aided those impacted by the epidemic. The services were mostly provided by local governments and doctors, ensuring effective access for the affected people. HPCL showed remarkable dedication by actively participating in relief operations, providing relevant and timely assistance. COVID-19 protocols to ensure safety and compliance were also rigorously adhered to during the process.

Recommendations for the project entail incorporating future planning for similar scenarios, maintaining a proactive and quick reaction to crisis. It can be considered to create an emergency response team and designated employees may undergo requisite capability building trainings to ensure preparedness in handling such emergency circumstances in future.

HPCL's measures were instrumental in mitigating the COVID-19 situation in Mumbai's M East Ward. The initiative emphasised the significance of strategic alliances, openness and the involvement of stakeholders. Further investment in healthcare facilities and community support as per available resources can strengthen preparation for future issues.

9. Support to Advanced Centre for Treatment, Research and Education in Cancer

In the midst of the second wave of the COVID-19 epidemic, the Advanced Centre for Treatment, Research, and Education in Cancer (ACTREC) in Navi Mumbai faced substantial difficulties handling the sudden increase in the number of patients. To address the concern, the project was initiated to augment ACTREC's capability in efficiently managing COVID-19

patients. The main objective of the project was to enhance ACTREC's ability to provide patient care by providing crucial medical equipment, notably neonatal and adult ventilators and establishing a fifty-bed COVID Health Care Centre. HPCL played a vital role in fulfilling the immediate need for ventilators and ensuring the provision of high-quality healthcare services during the epidemic.

The project encompassed crucial tasks such as acquiring medical ventilators, supporting the COVID Health Care Centre including operation and maintenance expenses for a duration of up to six months. The project brought together stakeholders, such as HPCL, ACTREC and medical staff, each fulfilling a crucial function in the project's triumphant execution and assessment.

The research findings emphasised HPCL's prompt responsiveness to ACTREC's immediate requirement for ventilator assistance. As a result, there were notable improvements in medical treatment provision and the effective handling of a substantial number of patients during the second surge of the pandemic.

Suggestions for the project involve extending more assistance to the hospital in future due to its outstanding performance, subject to available resources. As cancer patients are on rise in India, oncologists emphasize the importance of early detection to curb the disease's progression. Therefore, ACTREC can explore the sources for funding from government or other donors to procure advanced equipment that can facilitate early detection.

Essentially, the HPCL initiative at ACTREC, Navi Mumbai, emphasised the crucial significance of collaborations in tackling healthcare emergencies. The project's successful execution highlighted the importance of support efforts in improving healthcare facilities' ability to respond effectively to crisis. The study highlighted the necessity for such assistance in forthcoming crisis to guarantee the uninterrupted provision of high-quality healthcare services.

10. Provision of 100 Adult and Pediatric Ventilators to Covid Care Institutions

The HPCL COVID-19 project for provision of Ventilator Support aimed to address the scarcity of vital medical equipment by providing 100 ventilators, which are suited for both adults and children, to COVID-19 care facilities in the hardest-hit areas. COVID Care Institutions received direct benefits from the ventilator support programme, enabling them to offer unique insights

and viewpoints on its effectiveness in aiding patients and enhancing hospital services. Suppliers and manufacturers played a vital role in the procurement process, ensuring the timely delivery of top-notch equipment to fulfil the urgent healthcare demands created by the epidemic.

The project was undertaken as per advice received from MoP&NG. M/s Rashtriya Sewa Bharati requested HPCL to provide 100 ventilators to hospitals inclusive of supply, installation, testing and commissioning.

Ministry of Corporate Affairs, GOI vide General Circular No. 09/2021 dated 05.05.2021 clarified that 'establishment of medical oxygen generation and storage plants, manufacturing and supply of Oxygen concentrators, ventilators, cylinders and other medical equipment for countering COVID-19' are eligible CSR activities under Schedule VII of Companies Act, 2013.

Recommendations have been given basis insights gathered from visits to project locations and interactions with stakeholders for optimal utilization of infrastructure and maintenance by the hospitals.

The project has exhibited notable capabilities in terms of accessibility, effectively meeting crucial requirements and demonstrating cost-efficiency. Its utility can be optimized as per above mentioned recommendations. Future initiatives designed to effectively tackle catastrophes such as the COVID-19 pandemic should include components for long-term utilization of resources.

11. Dil Without Bill - Free Heart Surgeries to Patients

"Dil Without Bill" is an initiative designed to provide complimentary cardiac operations and complete healthcare to disadvantaged persons, particularly children. This partnership with Prashanti Medical Services and Research Foundation, through its Sri Sathya Sai Heart Hospitals, identifies individuals in need through health camps and outreach initiatives and provides them with essential medical treatments and procedures at no cost. The approach removes the economic obstacle to seek cardiac treatment, resulting in the preservation of several lives.

Beneficiaries are identified primarily through organization of health camps and outreach initiatives. Upon admission, patients undergo consultations and testing to evaluate the need for

surgical intervention. If necessary, hospitals schedule surgeries according to their level of urgency. Hospitals provide extensive preoperative treatment, which encompasses counselling and preparation for both patients and their companions.

Inpatients get essential medical treatment and services, including free surgical procedures. This includes all costs, such as medical treatments, hospital accommodations and food. They are monitored post-surgery until they are deemed suitable for discharge. The beneficiaries, predominantly children and women from socioeconomically deprived families, expressed a high level of satisfaction with the surgical procedures and healthcare services offered by Sri Sathya Sai facilities.

The project outcomes highlight the praiseworthy endeavours made in tackling crucial healthcare requirements and advancing healthcare access. The beneficiaries have indicated a high level of satisfaction with the quality of medical therapy and the financial assistance received. The initiative is in line with CSR principles, and successfully accomplishes its goals to create measurable influence on the lives of those who benefit from it. The initiative relies on ongoing financial backing from HPCL.

Recommendations for the future may consider providing need based financial assistance in response to the persistent demand for procedures beyond the present capacity as per the available resources. The hospital should also extend awareness initiatives and explore avenues for supporting post-operative care.

The project is a prime illustration of a healthcare collaboration that emphasises the significance of social responsibility and justice. Sustaining and expanding the programme is vital for preserving more lives and enhancing the overall welfare of marginalised groups.

12. Swachh Iconic Places: Golden Temple, Amritsar

The Swachh Iconic Places project, initiated as part of the Swachh Bharat Mission, aims to promote cleanliness and sanitation at selected heritage and tourism sites in India. HPCL was the chosen Central Public Sector Enterprise (CPSE) partner for the Golden Temple site in Amritsar, Punjab. The other stakeholders in this project include the Ministry of Jal Shakti, responsible for conceptualising the project; the Shiromani Gurudwara Prabandhak Committee

(SGPC), responsible for overseeing the management of the Golden Temple; and the Municipal Corporation of Amritsar, responsible for ensuring cleanliness standards and project implementation.

The project's objective was to enhance sanitary standards at this prominent tourist site by addressing challenges related to infrastructure, cleanliness, hygiene and awareness. The primary tasks of the project included enhancing sanitation infrastructure such as public restrooms and waste management facilities, enabling visitor convenience.

The project has deployed road sweeping machines, smart semi-underground trash collection bins and smart trucks to collect and transport MSW (Municipal Solid Trash) from the smart bins and compactors to the disposal site. The project has also established reverse vending machines for PET bottles, water ATMs and restrooms.

The project has achieved notable advancements through the use of road sweeping equipment, intelligent waste management systems, reverse vending machines, and water ATMs. These endeavours have resulted in significant enhancements in sanitation, garbage disposal, and the overall satisfaction of visitors.

The project has received excellent ratings for its impact, showing that it is in line with national goals, integrates many efforts, effectively addresses difficulties, efficiently utilises resources, has a substantial positive impact and is sustainable through community participation and sustainable practices.

Suggested recommendations for the project include providing assistance to further improve facilities, subject to availability of resources, including implementing pedestrian-friendly measures, integrating technology and fostering more community involvement in light of the large number of visitors.

The Swachh Iconic Places initiative at the Golden Temple has effectively elevated standards of hygiene, sanitation and cleanliness, resulting in a better tourist experience and the preservation of the site's cultural legacy. Ongoing investment and cooperative efforts are necessary to maintain these accomplishments and transform the region into an exemplary, clean tourist destination.

13. Skill Development Institute – Visakhapatnam

In line with Government of India's National Skills Development Mission, major Public Sector Undertakings under MoP&NG have been mandated to promote & set up Skill Development Institutes to cater to the skill development needs of various regions across the country. The lead partner for SDI-Visakhapatnam is HPCL. It serves as a prominent centre for skill development in the region that meets the requirements of jobless youth, particularly those from disadvantaged backgrounds.

The Greater Visakhapatnam Municipal Corporation (GVMC) supports the institute by providing premises at affordable leasing rates. The institute's main operations encompass mobilisation, training, development of soft skills, support in finding employment and infrastructure development, all in accordance with the criteria set by the National Skill Development Corporation (NSDC). The program offers training in about 14 employment roles across several industries, as specified by the qualification packets approved by NSDC. Throughout its existence, the institute has effectively instructed numerous individuals in several vocational fields, resulting in an amazing 76% employment rate across multiple industries.

SDI-Visakhapatnam has established strong collaborations with government entities, industrial participants and training associates, guaranteeing the long-term viability of its activities. Significant endeavors encompass tailor-made educational courses for incarcerated individuals and indigenous young people, partnerships with pivotal institutions and adept handling of obstacles presented by the COVID-19 epidemic.

The initiative is in line with the national objectives for skill development, showing impressive relevance and coherence. The initiative has achieved significant progress in terms of efficacy and efficiency.

Suggestions for the future entail implementing counselling services to aid beneficiaries in choosing suitable training courses, integrating financial literacy modules, prioritising the enhancement of soft skills and fortifying the placement assistance system.

The Skill Development Institute in Visakhapatnam is essential for closing the talent gap in the aspirational districts of Andhra Pradesh. Through continuous endeavors to tackle obstacles and

execute suggestions, the institute is strategically positioned to augment its influence on skill development, therefore making a significant contribution to socio-economic empowerment in the region and beyond.

14. Support Towards Relief Operations to Cyclone 'YAAS' Affected Areas in Odisha State

The Oil Marketing Companies collaborated on an initiative to offer assistance for relief operations in the cyclone-affected areas of Odisha. To deal with the situation of YAAS Cyclone during the Covid pandemic & lockdown situation in Odisha and any calamity arising thereof, an emergency Industry meeting of Officials from IOCL, BPCL, HPCL & GAIL was called. The agenda of the meeting was to discuss preemptive preparedness on various challenges of severe cyclone including organizing relief efforts.

The objective of the initiative was to alleviate the difficulties faced by the impacted populations by assuring the equitable distribution of vital relief commodities, such as grocery items, dry fruit, tarpauline and PPE kits. The project involved essential tasks such as conducting a needs assessment, acquiring necessary supplies, managing logistics and distributing relief resources.

The project's objective was to reach out to the affected populations in the districts of Balasore, Bhadrak, Jagatsinghpur and Mayurbhanj. HPCL partnered with several stakeholders, including government agencies and local authorities to guarantee the equitable and effective delivery of aid.

The initiative was extremely pertinent since it immediately addressed the acute humanitarian needs of the populations impacted by the disaster. Efficient coordination with government agencies and OMCs enabled coherence in relief activities, allowing for optimal use of resources and expertise.

The effort effectively reached several impacted areas and promptly provided them with necessary assistance. The involvement and cooperation of stakeholders played a crucial role in enabling the effective gathering and allocation of resources. The demonstration of efficiency was achieved by proactive initiatives, procurement that was aligned with evaluated requirements and strategic planning of logistics. An organised endeavour was undertaken to address obstacles in accessing distant regions and to maximise the efficient use of resources.

The initiative had a significant effect on reducing the suffering of the communities devastated by the cyclone by restoring essential needs and facilitating recovery.

Suggestions for future relief operations including improving the visibility of the Corporation for the recipients and other parties involved and establishing an efficient response mechanism for any future calamities.

The project executed by HPCL played a vital role in delivering crucial assistance during the recent storm 'YAAS' in Odisha. There exist possibilities to enhance relief operations and foster long-term resilience via continuous collaboration and strategic initiatives. By following these suggestions, HPCL can continue to make a substantial contribution to the rehabilitation and welfare of the cyclone-affected districts in Odisha.