

PETRONET LNG LIMITED

Impact assessment of CSR projects



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LNG
LIMITED



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EXECUTIVE SUMMARY

Petronet LNG partnered with multiple implementing agencies to implement projects under sectors of Skill Development, Education, Healthcare and Welfare of War Widows throughout India. The initiatives focused on contributing towards the small- and large-scale needs of the community members and were fully funded by Petronet. The programmes' reach is spread across India, from the state of Kashmir to Kerala. The interventions worked towards providing access to quality education, healthcare, accessibility to medical aid, and quality infrastructure.

The present assessment study was executed to evaluate the impact of the CSR projects by engaging with the beneficiaries and stakeholders. The objectives were to gauge the overall impact on the stakeholders and beneficiaries, document their feedback and views on the same and understand gaps / limitations. The approach adopted for the evaluation included five key principles namely relevance, effectiveness, efficiency, impact, and sustainability. Further, a mixed methods research design was adopted for the data collection and included both quantitative survey and qualitative methods of data collection.

Sector wise projects' summary is presented below



SKILL DEVELOPMENT



Skill development programme focused on providing financially weak candidates with an opportunity to undergo residential skill development training programme. With boarding and lodging facilities, candidates were supported with an environment which motivated students towards a better and stable future for themselves. With the support from Petronet, the programme was implemented by Central Institute of Plastics Engineering & Technology (CIPET) in Haryana, Himachal Pradesh, Ahmedabad, and Kerala. Under the skill development initiative, Petronet, in association with the National Handicapped Finance and Development Corporation (NHFD), focused towards supporting people with disabilities with skills catering towards employment opportunities. The project was implemented in two locations i.e., Delhi and Bharuch.



EDUCATION



Petronet, under Education sector, promoted access to quality education in Kerala, Kashmir, Delhi, Gujarat for students belonging to socio-economically weak communities. The implementing partners of these projects were village gram panchayat members who facilitated an environment and learning space for people with disabilities by providing school bus facility and study material to students in Government aided schools. Indian Army and Centre for Social Responsibility and Leadership (CSRL) promoted higher education by providing access to coaching centre with quality trainers for IIT JEE preparations. Under the aegis of Sarva Shiksha Abhiyan, construction of primary school building was conducted in Luvara, Gujarat. Kerala State Coastal Area Development Corporation (KSCADC) facilitated the distribution of bicycles for girl child belonging to the fishermen community.



HEALTH



The Healthcare projects aimed towards improving the quality and increasing the accessibility to healthcare in Gujarat, Kerala and Delhi. The implementing partner of the project was Wockhardt Foundation which provided Mobile Medical Van services to the rural / urban poor communities. The Lepa India Trust (TLIT) catered to the needs of the hearing-impaired children through sound-proof speech therapy whereas ALIMCO (Artificial Limbs Manufacturing Corporation of India) distributed aids and assistive devices to the PwDs. Indian Association of Muscular Dystrophy (IAMD) provided an ambulance for people with Muscular Dystrophy for transportation to the Rahat Centre in Delhi for physiotherapy to delay the progression of the disease.



WAR WIDOWS



The project for construction of the BSF War Widow quarters was implemented by BSF with an aim to provide a safe and secure housing to the spouse of the martyred BSF personnel. The quarters were built in three locations: Gujarat, Punjab and Rajasthan.

KEY FINDINGS

Discussions and interviews were conducted with the available stakeholders. Following are some of the key findings from the interactions.

- ▶ Skill Development helped to create a space for unskilled youth and PwDs to learn, grow and become a part of a community which can foster inclusion and better living standards. The courses and activities undertaken helped the trainees to practice and perform each task. This further helped in increasing their confidence level and working towards a better future for themselves with employment opportunities. 96% of respondents in Ahmedabad, 79% in Murthal and 82% in Kochi, agreed to have gained not only the skills or training to be job ready but also have gained the confidence in themselves to pursue a job and build a stable future for their families.
- ▶ Education projects enabled the students to acquire skills and techniques to successfully perform in competitive examinations. They became motivated to pursue and complete their education with well-equipped school infrastructure and facilities that were set-up as a part of the intervention. Bicycle distribution promoted increased retention of girl students in schools and a better future was ensured for all the beneficiaries through improved access to quality education. Responses of beneficiaries of Petronet Kashmir Super 30 project indicate that 96% respondents agreed to have understood the topics and concepts in a better and easy manner.
- ▶ Healthcare projects helped beneficiaries to access quality healthcare, attain knowledge and get sensitized about health. The interventions were able to beat numerous obstacles that usually come in the way of universalization of quality healthcare. Limited access to healthcare services were tackled by different means under this sector. Whether it was the Mobile Medical Vans, distribution of aid and assistive devices, sound-proof speech therapy or the ambulance facility, the projects helped a large section of population. Analysis of respondents' responses indicate that post MMV, the medical expenses have reduced to less than INR 1,000 indicating increased household savings. The projects helped in improving the health seeking behaviour of the community women, empowered PwDs and offered them access to healthcare services thus decreasing instances of health issues.
- ▶ The War Widow quarters (BSF) ensured a safe haven to the widows and family members of the martyred BSF personnel. The project promotes a life of dignity to those who have lost their family members and in most of the cases, the sole bread earners.

The projects have been able to contribute meaningfully to a large stratum of the population. Many beneficiaries were satisfied with the projects and support. Further, despite several challenges, all 14 projects across the four sectors contributed significantly towards betterment of the community. The initiatives have been successful in addressing beneficiaries' difficulties and empowering them to attain an improved quality of life for themselves. The projects were aligned with Sustainable Development Goals such as Goal 3 (Good Health and Well-being), Goal 4 (Quality Education), and Goal 5 (Gender Equality).





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To be a key energy provider to the nation by leveraging company's unique position in the LNG value chain along with an international presence.”

Vision

INTRODUCTION AND BACKGROUND

1.1. About Petronet LNG

Petronet LNG Limited (PLL) is an Indian oil and gas company formed by the Government of India to import liquified natural gas (LNG) and set up LNG terminals in the country. It is a joint venture promoted by the Gas Authority of India Limited (GAIL), Oil and Natural Gas corporation Limited (ONGC), India Oil Corporation Limited and Bharat Petroleum Corporation Limited (BPCL). Petronet LNG was founded in 1998 and is one of the fastest growing world-class Public Limited Company in the Indian energy sectors. It has set-up the country's first LNG receiving and regasification terminal in Dahej (Gujarat) and Kochi (Kerala). The company is also exploring suitable opportunities within and outside India to expand its business presence.

1.2. About CSR at Petronet LNG

Petronet LNG Limited is a responsible corporate citizen with a vision to actively engage in social, economic, environment and cultural development of the communities through its CSR initiatives primarily around work centres, especially meeting the priority needs of socially / economically backward, marginalised and vulnerable communities, and making them self-reliant. CSR activities are undertaken by Petronet LNG directly or through its foundation adhering to Schedule VII of Companies Act 2013 and amendments thereof. Petronet is committed to Corporate Social Responsibility through its various initiatives. It utilises its resources and expertise to provide social, economic and environmental benefits to the communities. It supplements the efforts of the local institutions/ NGOs / local Government / implementing agencies in the field of Education, Healthcare, Community Development, Entrepreneurship etc. to meet priority needs of the marginalized and underserved communities. These efforts are being undertaken preferably in the local area and areas around our work centres / project sites.

1.3. About the study

Grant Thornton Bharat LLP was appointed by Petronet to conduct an impact assessment study of all the CSR projects. These projects were solely funded by Petronet, and no community / beneficiary contribution was involved. The assessment framework to conduct the study was developed on the aspects of relevance, effectiveness, efficiency, impact, and sustainability. The key areas of enquiry were developed for each stakeholder group to obtain a holistic understanding of the programme results. The study was executed through on field and online surveys of the beneficiaries of the programme to gauge an overall understanding of the outcomes and impact. The assessment included discussions with stakeholders to document their perception and feedback on the modality of the programme, outcomes and impact.

Key objectives of the assessment were:

- To finalise impact parameters pertaining to each project; define and list out tools, methodology, report format and system to be used for impact assessment/ evaluation.
- To study direct/ indirect impacts of the CSR projects on other target beneficiaries, level of awareness, identify gaps in project implementation, beneficiary involvement, implementation, perceptions of stakeholders and recommendations.
- To interact, evaluate the involvement and efficacy of implementing agencies, government officials and other stakeholders' inputs and impact of the project; assess fund utilisation and utilisation of agencies.
- To recommend the need to extend/ expand/ replicate the project

The study aimed to understand the overall process of the programme through analysis of the data collected and further corroborating it with inferences from stakeholder discussions, while evaluating the outcomes and impact of the programme.



2



APPROACH AND METHODOLOGY

2.1 Approach for the assessment

The assessment framework was implemented to assess the impact of the programme on the target beneficiaries. The framework includes five principles on the basis of which a social programme is assessed. The five principles are relevance, effectiveness, efficiency, impact, and sustainability. To gather data for each of these principles, stakeholders were mapped enabling a robust data collection, analysis, and documentation of findings. **Mixed methods research** was used for the purpose of data collection through quantitative and qualitative tools.

Table 1: Overview of principles

Principles for evaluation	Brief on the OECD DAC principles*
Relevance	<ul style="list-style-type: none"> To what extent are the objectives of the programme suitable as per the need of the area? Are the activities and outputs of the programme consistent with the overall goal and the attainment of its objectives? Are the activities and outputs consistent with the intended impacts and effects?
Effectiveness	<ul style="list-style-type: none"> To what extent were the objectives achieved/ likely to be achieved? What were the major factors influencing the achievement or non-achievement of the objectives?
Efficiency	<ul style="list-style-type: none"> Were the activities cost-efficient? Has the process been documented thoroughly, with controls and checks in place? Were the objectives achieved on time? Was the programme/ project implemented in the most efficient way compared to alternatives?
Impact	<ul style="list-style-type: none"> What has happened as a result of the programme? What real difference has the activity made to the beneficiaries? How many people have been affected?
Sustainability	<ul style="list-style-type: none"> All the programmes were entirely dependent on Petronet.

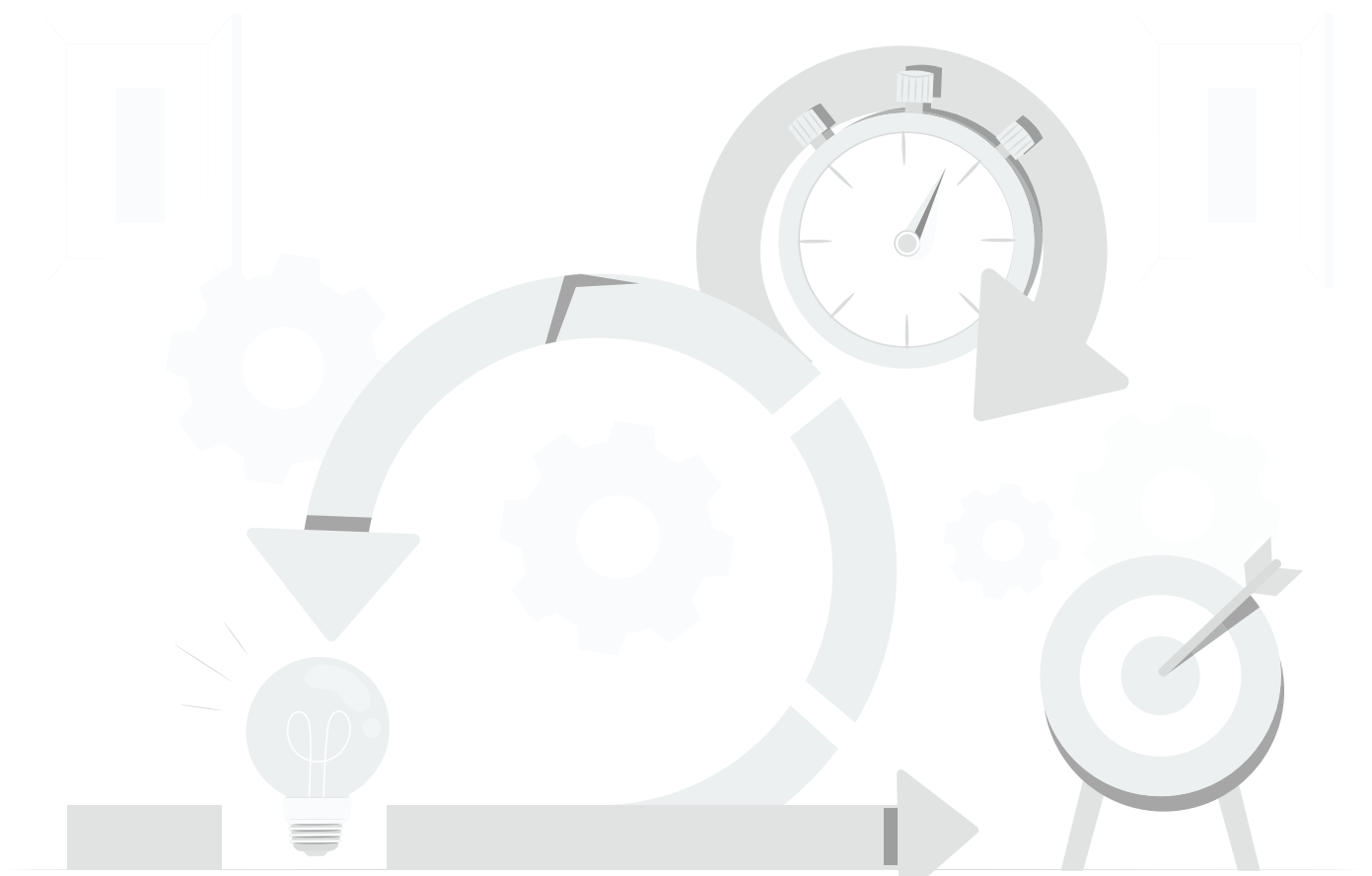
*OECD DAC – Organisation for Economic Co-operation and Development's Development Assistance Committee – It is a forum to discuss issues surrounding aid, development and poverty reduction in developing countries.

2.2 Methodology for the study

The methodology adopted for the study was based on qualitative and quantitative indicators and spread across three stages.

Table 2: Methodology of the study

Stage I Planning	Stage II Data collection	Stage III Reporting
Quality assurance across all stages		
<ul style="list-style-type: none"> • Inception meeting with Petronet LNG to understand project context, objectives, and approach • Review of documents and secondary research to gain a deeper understanding of the programme components • Stakeholders of the programme were identified, categorised and key areas of enquiry included questions on awareness and effectiveness • Development of tools for undertaking mixed methods of data collection including both quantitative and qualitative tools 	<ul style="list-style-type: none"> • Ascertain the sample size for data collection separated by the each projects of the sectors • Field survey, discussions, and interviews with beneficiaries of the programme. • In-depth interviews with relevant stakeholders for anecdotes • Review of expenditure incurred by the partners. 	<ul style="list-style-type: none"> • Data collated, cleaned, and coded for the analysis of sample • Verified sample analysis and conducted detailed analysis across locations and stakeholders • Prepared draft narrative report, discussed the report findings, results and recommendations with project team and obtained relevant inputs for final report • Prepared and issued final report incorporated with the study findings to share with Petronet LNG



2.3 Identification of stakeholders/ respondents

Based on the preliminary discussion with Petronet LNG (PLL) personnel, review of the available documents was done. Post which, stakeholders of the programme were identified and categorised as mentioned below.

Table 3: Respondents identified

Primary
<ul style="list-style-type: none"> • Women • School children • Youth (including persons with disability) • Community members

In addition to the respondents, key stakeholders of the activities were also mapped.

Table 4: Component wise stakeholders identified

Stakeholder	Role in the programme
Petronet LNG Foundation	Funder
BSF	Implementing partner
ALIMCO	
The Lepra India Trust	
CIPET	
CSRL	
Indian Association of Muscular Dystrophy	Suggestion on development implemented
Gram Panchayat	

AREAS OF ENQUIRY

Key areas of enquiry included questions pertaining to awareness levels, benefits of the activities, feedback on aspects such as access to benefit, utilisation of the benefit, with probe areas to ascertain the impact since the inception of the activities. The table below presents the areas of enquiry for primary stakeholders.

Table 5: Key areas of enquiry

War Widows	Skill development
<ul style="list-style-type: none"> • Awareness about the programme and its relevance • Pre and post knowledge levels w.r.t to the benefits of the programme • Direct and indirect impact of the programme to the beneficiaries 	<ul style="list-style-type: none"> • Awareness and relevance of the activities conducted in the programme • Feedback on the efficiency, effectiveness, and gaps of the programme • Direct and indirect impact of the programme to the beneficiaries
Education	Healthcare
<ul style="list-style-type: none"> • Awareness regarding classroom utilities and facilities provided to schools and coaching centre • About the utilisation and benefits of the programme • Perception about the importance of education for socially – backward communities. 	<ul style="list-style-type: none"> • Awareness, utilisation, and benefits of medical services provided • Challenges attained regarding medical facilities • Direct and indirect impact of the programme to beneficiaries

Apart from the primary beneficiaries, the study included interviews with Petronet LNG foundation and the implementing agencies. The table below summarises the areas of enquiry for the key stakeholders.

Table 6: Areas of enquiry for key stakeholders

Implementing agencies/ Partner
<ul style="list-style-type: none"> • Rationale • Beneficiary identification/ selection criteria • Programme implementation • Enablers and challenges • Direct and indirect impact • Process of monitoring and reporting

2.4. Data collection

The table below presents the sampling plan for data collection under each thematic area.

Table 7: Stakeholder interaction matrix

Thematic area	Intervention/ project	Population	Sample Size	Quantitative	Qualitative
War Widows	Construction of BSF widow quarters*	300	169		✓
Skill development	Skill Development Project with CIPET	100	235	✓	
	Skill Training for Persons with Disabilities with NHFDC	150		✓	
	Skill Development Programme with CIPET	100		✓	
	Naipunyam – Skill Development	100		✓	
Education	Educational Facility and School Bus	50	379		✓
	Development of Primary School at Luvara village	300			✓
	Petronet Kashmir Super 30	100		✓	
	Distribution of 2000 nos. of Bicycles to girl students of Fishermen community in 9 coastal districts of Kerala	2,300			✓
	Velicham Educational initiative – Providing Books and Study Materials for 25,000 (approximately) Students across 71 Schools in Vypin	25,000 (approximately)			

*Sample included stakeholders such as contractors, BSF personnel, beneficiaries etc.

Thematic area	Intervention/ project	Population	Sample Size	Quantitative	Qualitative
Healthcare	Mobile Medical Vans (4)	30,000	380	✓	
	Distribution of aids and assistive devices Divyangjans	1,200			✓
	Ambulance to Indian Association of Muscular Dystrophy	200			✓
	Providing sound-proof speech therapy room, therapist and conducting workshop for hearing impaired programme	150			✓

For qualitative data collection and fund utilisation review, separate interviews were conducted with the implementing partners.

3



KEY FINDINGS

Executive summary

Skill Development

Table 8: Project- wise summary

Project	Implementing partner	Location	Type of beneficiaries
Skill development training programme	Central Institute of Plastics Engineering & Technology (CIPET)	Haryana, Murthal and Himachal Pradesh, Baddi	Youth
Naipunyam	Centre for Biopolymer science & technology (CBPST)	Kerala, Kochi	Youth
Kaushal Setu skill development programme	Central Institute of Plastics Engineering & Technology (CIPET)	Gujarat, Ahmedabad	Youth
Skill development training to 150 persons with disability	National Handicapped Finance and development corporation (NHDFC)	Delhi and Gujarat, Dahej	Persons with disability

As per the scope, CIPET Baddi and Murthal were considered as one project and hence have been assessed together.

Due to unavailability of sample respondents in Baddi, quantitative survey could not be done.



Alignment to SDG

The below section presents a project wise summary.

Skill development training programme

About the project: Skill development training programme was initiated in the year FY 2019 – 20. The intervention included programme in Plastic technology for enhancing the employability of local underprivileged youth in Haryana and Himachal Pradesh. It provided with six-month residential programme for 50 students per course. Haryana location provided one course for Machine operator plastic processing and Himachal Pradesh included two courses for students, namely, Machine Operator Plastic Processing and Machine Operator Injjective Molding.



Key results: It was inferred through interactions with the implementing agency and the beneficiaries that students were made aware about the programme through friends and alumni. Word of mouth has been the most effective form of mobilization which has motivated youth towards enrolling. **Respondents indicated that the course was able to provide them with theoretical and practical knowledge which helped them in not only being job ready but confident in themselves. 96% of respondents in Ahmedabad, 79% in Murthal and 82% in Kochi, agreed to have gained not only the skills or training to be job ready but have gained the confidence in themselves to pursue a job and build a stable future for their families. Their experience of the intervention has been satisfactory.**

Naipunyam

About the project: CBPST (Centre for Biopolymer Science and Technology), with the support of Petronet LNG Foundation initiated a skill development training programme in Kerala, Kochi. It was implemented for two years i.e., FY 2017 – 18 and FY 2018 – 19. Under the Naipunyam initiative, 100 under privileged youth were enrolled per year for two courses i.e., Machine Operator Plastic Processing Course and Machine Operator Injection Molding Course.



Key result: A total of 76 beneficiaries responded to the questionnaire and provided clarity about the impact. **It was indicated that post joining the course 66% of the beneficiaries were interested towards setting up enterprise. Respondents mentioned that the programme was able to provide them with a holistic understanding of the plastic industry and market which motivated them towards setting up enterprise.**

Kaushal Setu skill development programme

About the project: The intervention provided with skill development programme in Plastic technology which aimed at educating underprivileged youth to further help in supporting the economically weaker sections of the society and thus bridge the skill gap and improve employment opportunities for beneficiaries in the state of Gujarat. The programme provided with two courses i.e., Machine operator Plastic Processing and Machine Operator-CNC Milling. The programme was implemented for two-years, FY 2019 – 20 and FY 2020 – 21 with the support of Petronet LNG Foundation.



Key result: A total of 23 beneficiaries responded to the questionnaire and the analysis of responses indicated that **63% of respondents from Ahmedabad enrolled in the programme with an intent to pursue private job post completion of their programme. 96% of the respondents highlighted that the course not only provided them knowledge but made them work ready by providing them support in enhancing their soft skills and practical workings of the industry.**

Skill development training to 150 persons with disability

About the project: The programme was initiated to provide training to people with disability. The objective of the programme was to make them capable and self-dependent through proper technical training in the field of traditional and technical occupation and entrepreneurship. NHFDC with the support of Petronet LNG Foundation implemented the programme for two years, FY 2019 – 20 and FY 2020 – 21 covering 150 beneficiaries.



Key result: Respondents were provided with questionnaires to understand the impact of the programme and 73 beneficiaries provided with responses. **Analysis of responses indicated that 51% became part of the programme to enhance their skills and seek Government jobs** for a better future. **89% of the respondents received placements support through the programme.** It was also inferred that students were able to attain a decent form of living and become self-sufficient in all aspects.

3.1. Skill development

Skill development aims at improvement in proficiency, ability to perform, improvement in skill sets and, in the ability to complete a given task. In current world, lack of proper education and training has restricted people from opportunities of development and access to employment opportunities. Skill development provides with an avenue to adapt, survive, and succeed.

Under the skill development initiative, Petronet supported projects across multiple locations. The projects included as part of the impact assessment have been listed below:

Table 9: Project details with year of implementation

Project name	Implementing year
Petronet skill development programme	FY 2019 – 20 and FY 2020 – 21
Naipunyam	FY 2017–18 and FY 2018 –19
Kaushal Setu skill development programme	FY 2019 – 20 and FY 2020 – 21
Skill development training to 150 persons with disability	FY 2019 – 20, FY 2020 – 21

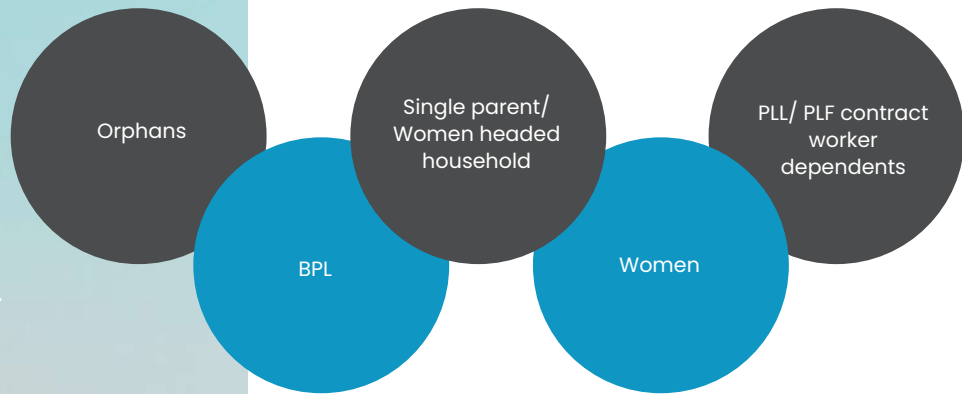
3.1.1. Skill development training programme – Central Institute of Plastics Engineering & Technology (CIPET)

CIPET was established as an institute to develop manpower in different disciplines of Plastics Engineering and Technology. Through its years, CIPET now has become a premier academic institution for higher and technical education. It operates in various locations spread across the country to cater the needs of the Polymer and allied industries.

The skill development programme was initiated in Himachal Pradesh, Haryana, Gujarat, and Kerala. CIPET undertook various mobilization activities such as newspaper advertisements for target beneficiaries, conducting door to door mobilizations, awareness camps and identified and selected unemployed and underprivileged youths in all the locations. Further, to capture the underprivileged category of youth who were motivated to gain knowledge, basic qualification requirement for each candidate across all locations was made Standard XII and above whereas age limit for youth was set at 18- 30 years of age.



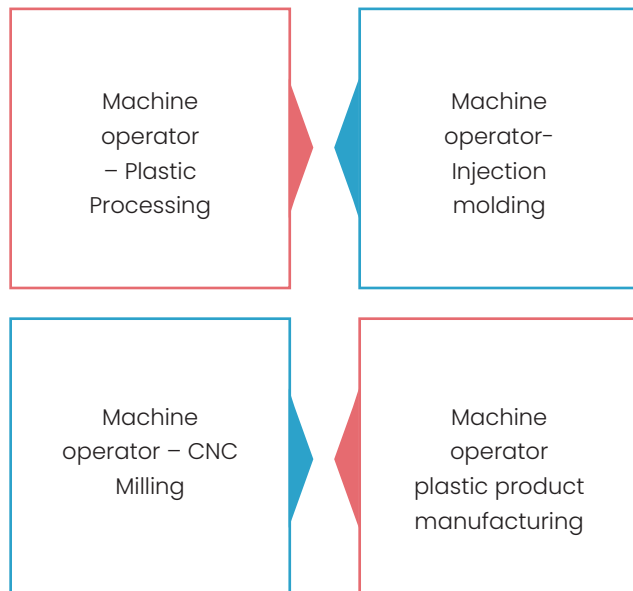
To widen the reach of the programme, CIPET preferred candidates from different walks of life such as:



VISION OF
CIPET

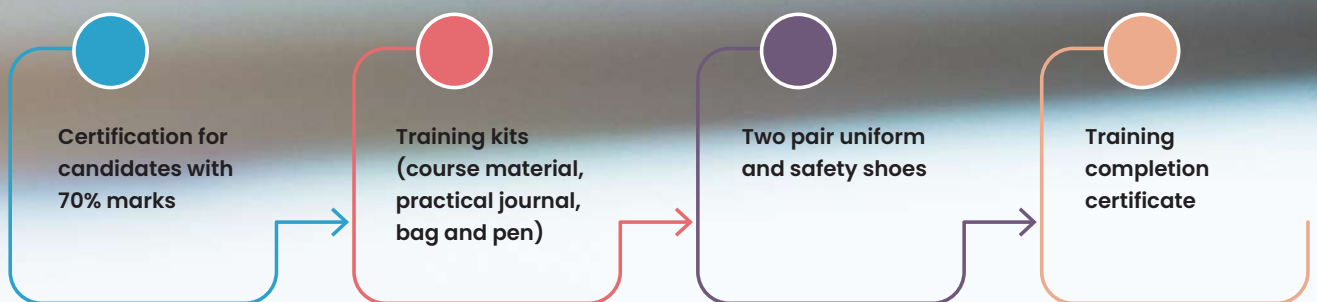
To become an apex institute of international repute in the field of Petrochemicals Engineering and Technology and ensure sustainable growth.

The training programme conducted was for 960 hours which comprised 6 months of residential training programme under select courses. Each course and batch were limited to 50 seats at each location. Through the courses, the training programme focussed on providing specialized skills-oriented trainings with machines and plastic material. It included materials testing knowledge, troubleshooting and problem solving for different manufacturing process. These focus areas of the programme were identified through the selection of course. Courses provided were not similar across location, i.e., in Gujarat, Kerala, Himachal Pradesh two courses each were provided and in Haryana only one course.



A training centre under CIPET comprises of all the essential infrastructure to provide a positive learning environment and faculty with requisite experience in skill trainings. The programme focused towards bridging the gap between the skill and the market requirements. The programme provides with an opportunity to engage in specialised skill training and increase employment opportunity for youth.

Skill development is a powerful tool to empower youth and improve not only quality of life but social acceptance. It gives access to economic growth and supports in uplifting of families from poverty. With a vast majority of population in a country like India, it becomes essential to generate and cater to the needs of the market by encouraging greater number of skilled and knowledgeable people. CIPET has been able to support this need of the market, by effortlessly transitioning candidates into the programme. These selected trainees are provided with amenities as part of the programme. The amenities and deliverables of the programme include:



Impact

The study focused on the impact of the programme in providing opportunities to youth in attaining skills and creating a better future for themselves. The motive was to understand the impact of a skill training programme on the youth. There were discussions conducted with the implementing partners in all the locations in which the intervention was being conducted. In all the locations i.e., Haryana- Murthal, Himachal Pradesh- Baddi, Ahmedabad – Gujarat and Kerala- Kochi. Field visit was undertaken in Himachal Pradesh, Baddi.

During the visit, the field team was able to interact with the Director, Person in Charge, Placement Officer and faculty members. It was understood that there has been a huge gap in the plastic manufacturing industry, and almost every day the market requires skilled youth for multiple opportunities ranging from a basic technician to higher positions. The youth today lack skills and trainings which leads to lack of adequate employment among youth. With the support of the intervention, it provides direct impact to the rural community by increase in economic status, better lifestyle and often students gaining a sense of direction in life. One of the key challenges faced in the Baddi location has been to motivate students to relocate for a job opportunity. Because of dominance of tourism in Himachal Pradesh, students tend to remain at homes and earn being part of the tourism industry.

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The programme has been helpful in gaining knowledge about plastics and processing materials, it has helped me in being ready for the industry and finding a good job to support my family.

**- Ruchik Purani,
CIPET Ahmedabad**



Figure 1:
Students during
classroom
training

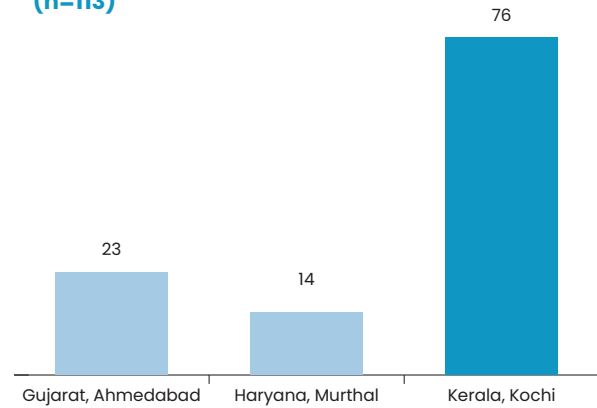
Further, data was collected from Gujarat, Ahmedabad, Haryana, Murthal and Kerala, Kochi location. Through the virtual discussions conducted in each location and the data collected from a total of 113 beneficiaries, the data was collated and analysed.

The bifurcation of the data collected location wise indicates, 76 responses were received from Kerala, Kochi location, 23 responses from Gujarat, Ahmedabad and 14 responses from Haryana, Murthal.

During the interaction, students/ respondents were asked how they were made aware about the skill training centre, to which each location had varied responses to the multiple forms of mobilization strategy which were adopted in Gujarat, Ahmedabad, Haryana, Murthal and Kerala, Kochi. 57% of students from Ahmedabad highlighted that they were referred by alumni students and friends from their village, 47% of students from Kochi pointed out that newspaper articles, pamphlets and social media played an important role in awareness and 43% of students from Murthal mentioned not only the reference of alumni's but personal visits and efforts made by CIPET team in their locality helped them in not only being aware about the skill centre but understand the importance of being a skilled professional.

The respondents were asked about their future, what were their intent behind joining the centre and the courses they enrolled into. Majority of respondents from each location namely Ahmedabad 65%, Murthal 50% and Kochi 37% were interested towards a future with a private job.

Figure 2: Beneficiary response location wise (n=113)



Efforts made by CIPET team in their locality helped them in not only being aware about the skill centre but understand the importance of being a skilled professional

Figure 3: Effective mobilization strategy (n=113)

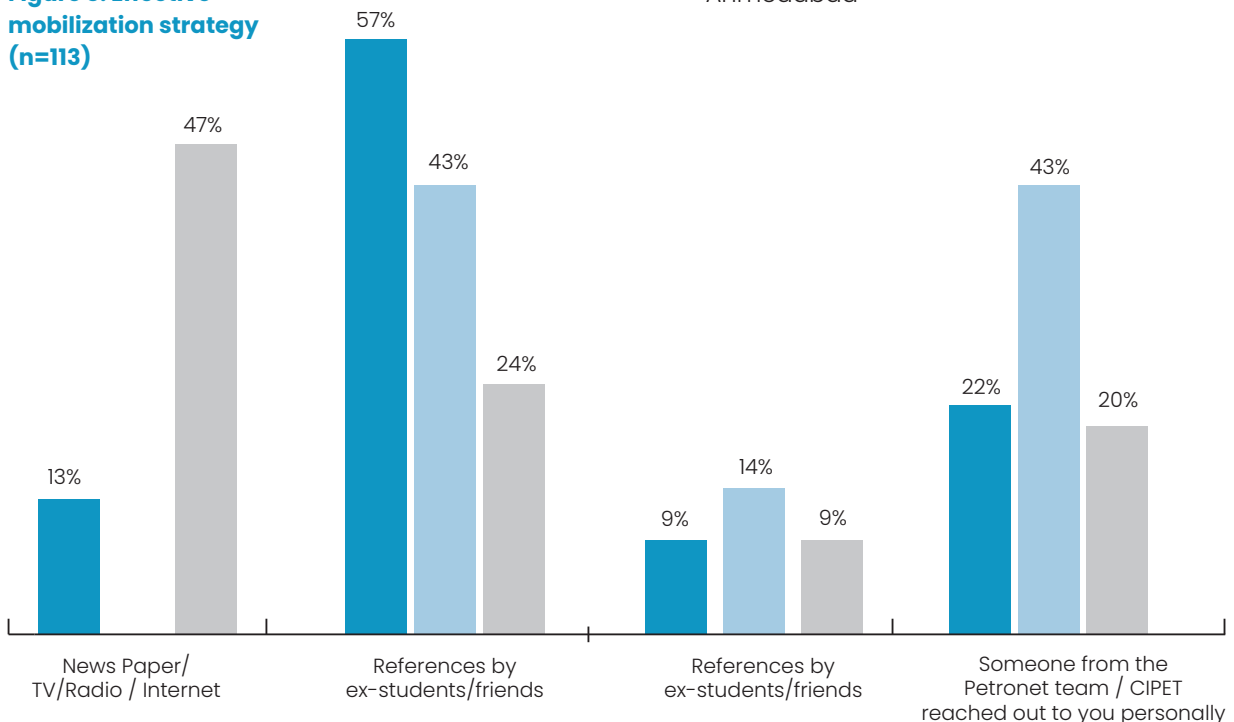




Figure 4:
Beneficiaries attending classes

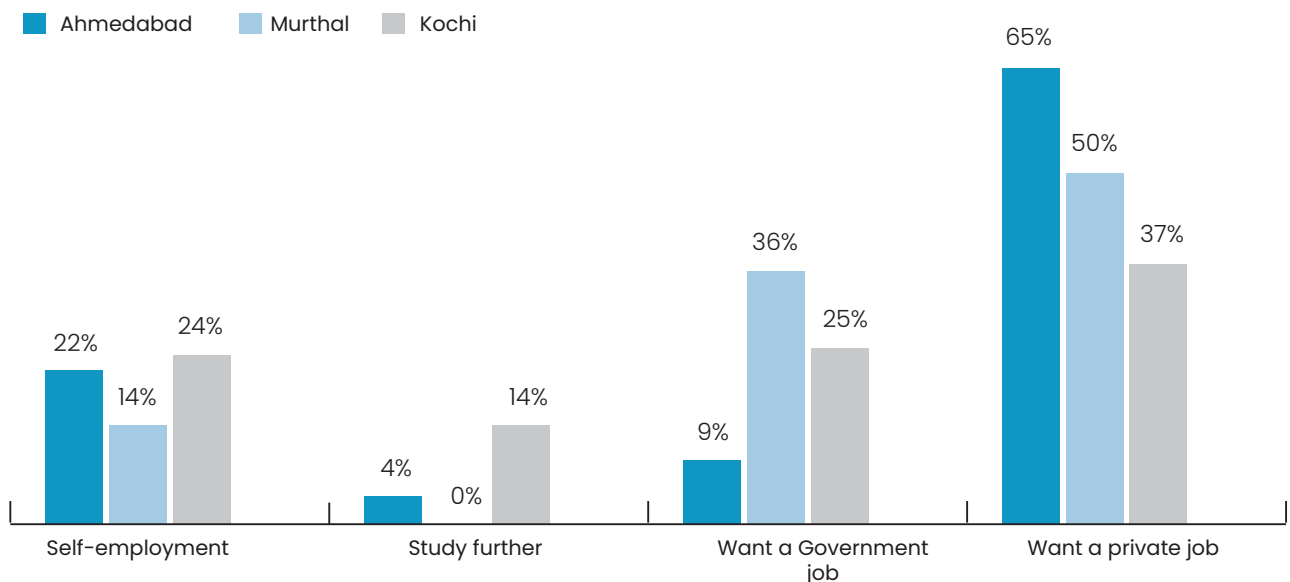
Respondents highlighted that attaining a private job would support them in creating a stable environment for their families. With the abundance of factories and market requirement for skilled individuals, there are plenty of vacancies and demand in the private sector as well.



One of my seniors from the village enrolled into the programme and now is working abroad. He informed me about the centre and the possibility of private jobs outside India.

**- Elbin Joseph,
CIPET Kochi**

Figure 5: Intent behind attaining skills (n=113)



Further, it was inferred that students initially were interested in equipping themselves with skills and move towards self-employment. Students showcased interest in understanding the industry and the abundance of opportunity. **22% in Ahmedabad, 14% in Murthal and 24% in Kochi, joined the course to support themselves towards self-employment. However, during the programme, there were increased interest towards setting up enterprise.**

It was indicated that during the duration of the skill training programmes, because of the learnings and motivation from the trainers, students were able to gain confidence and were able to encourage themselves towards setting up of enterprise. **57% respondents from Ahmedabad, Murthal and 66% from Kochi were motivated during their course in setting up of enterprise.**

When asked about the job readiness of students to work in an industry or even start their own enterprise in a village, respondents highlighted that the training provided through CIPET gave them adequate knowledge and skills. **96% of respondents in Ahmedabad, 79% in Murthal and 82% in Kochi, agreed to have gained not only the skills or training to be job ready but have gained the confidence in themselves to pursue a job and a stable future for their families.**

Post completion of the course, skill centres provided students with placement opportunities with different industries and corporate factories for on-the-job training and easy shift from education to find a promising career. Respondents in each location agreed to have received placement support right after completion of the course and even being provided with permanent jobs i.e. **61%, 64% and 79% of the respondents in Ahmedabad, Murthal and Kochi respectively agreed to have not only received placement support but further, support with starting their own business after the completion of course.**

Figure 6: Respondents planning to set up enterprise (n=113)

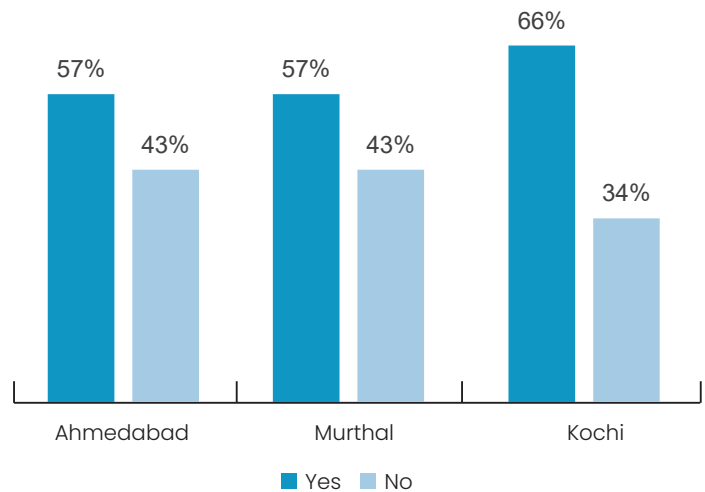


Figure 7: Creating job ready candidates (n=113)

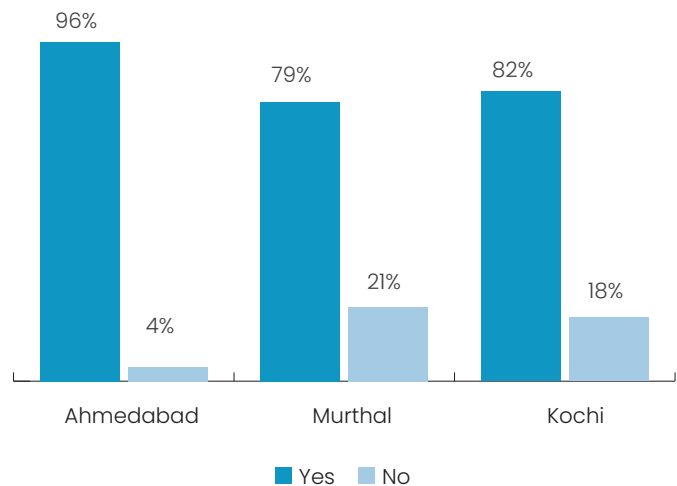


Figure 8: Placement support to students (n=113)

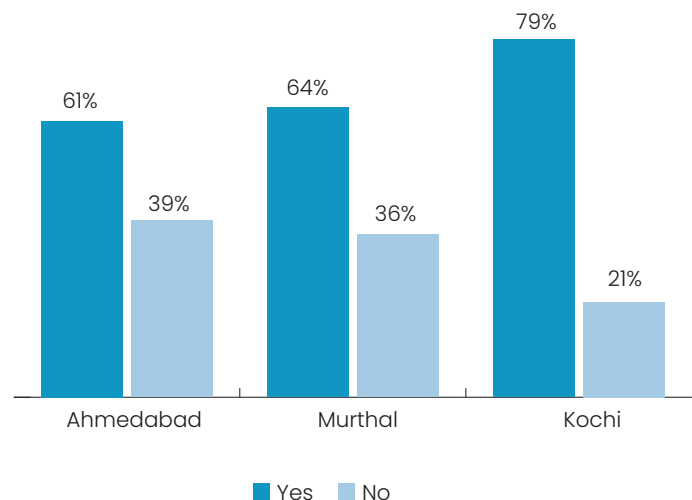


Figure 9: CIPET Ahmedabad (Left) and Kochi (Right)

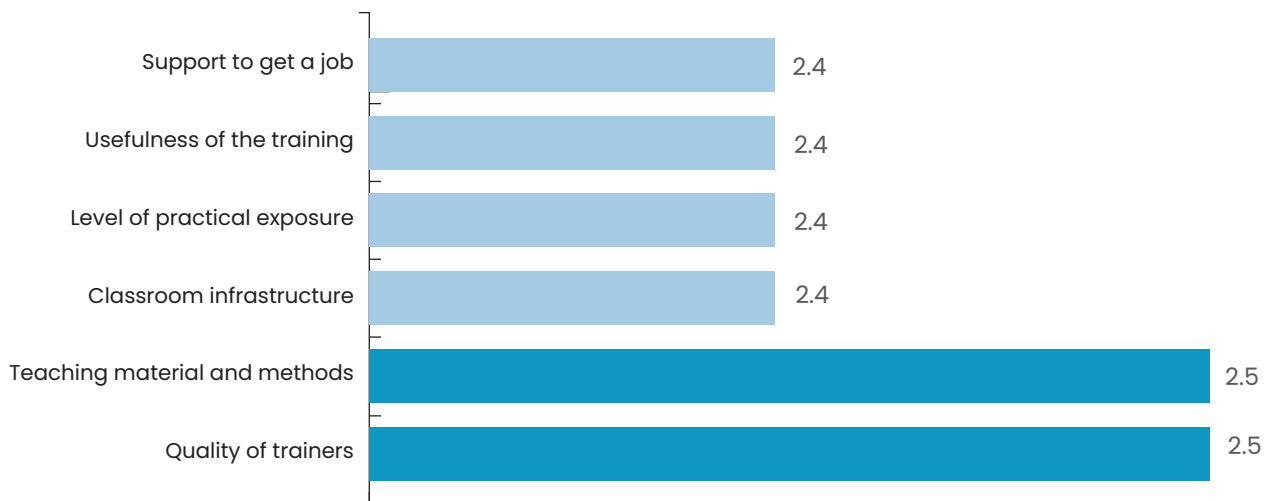


Respondents were asked to rate few programmatic parameters based on their opinion, to which they should have agreed, disagreed or have neutral views. The below table provides with percentage of students across each parameter.

Table 10: Beneficiary response on the programmatic parameters (n=113)

Parameter	Ahmedabad			Murthal			Kochi		
	Agree	Neutral	Disagree	Agree	Neutral	Disagree	Agree	Neutral	Disagree
Easy enrolment process	91%	9%	0	50%	29%	21%	58%	22%	20%
Relevant and updated course	87%	9%	4%	36%	36%	29%	61%	18%	21%
Avenues for guest lectures/ industrial visit	83%	17%	0	43%	36%	21%	42%	33%	25%
Feedback of trainees is given due importance	87%	4%	4%	50%	29%	21%	57%	16%	28%
Adequate amenities in the skill centre	96%	4%	0	50%	29%	21%	54%	16%	30%

Overall, the respondents had provided with positive feedback for the intervention. Majority of the respondents in Ahmedabad, Murthal and Kochi agreed to each of the parameters which indicates that the centre provided with a safe space for students to gain skills and adequate knowledge through theory and practical mode of education.

Figure 10: Satisfaction level rating (n=113)

Respondents were asked about their satisfaction level on a scale of 1- 3 on multiple parameters, where 3= Satisfactory, 2= Neutral, 1= Not- Satisfactory. Under each parameter, students indicated satisfactory levels across all the locations. The average rating ranged from 2.4 to 2.5.

Figure 11: Glimpses of the programme

3.1.2. Skill development training to Persons with disabilities (PwDs)- National Handicapped Finance and development corporation (NHFDc)

People with disability have the right to work with others and to participate in work environments that are open, inclusive, and accessible. They face a range of barriers in accessing quality education, quality training and vocational courses, earning an income, inaccessible workplace and negative stereotype. Such barriers often disengage the individual from the society and leads to lack of skills, low confidence, expectations, and achievements.

National Handicapped Finance and Development Corporation (NHFDc) with the support of Petronet took a step towards empowering 150 persons with disability by imparting skill development programme. The programme focused on providing training to its beneficiaries regarding traditional and technical skills along with entrepreneurship. The skill training depended primarily on two things namely:

01

Need and requirement of the beneficiaries

02

Creating employment potential in all the beneficiaries



This programme provided beneficiaries with access to partake and be trained in skill development with trainers for a duration of 8-10 months from Department of Empowerment for PWDs, Ministry of Social Justice and Empowerment, Apparel Training and Design Centre (ATDC) and other institutes.

Figure 12: Awarding certificates to the successful candidates



The components of skill development programme identified by the stakeholders have been highlighted below:

Mobilization activities among the communities	Identification of trainers	Identification of beneficiaries through Govt data on PWDs and advertisements	Ensuring release of funds to trainers
Ensuring timely start of the programme	Monitoring of the programme	Crediting beneficiaries who are planning for self-employment by partnering with banks (PNB, Andhra Bank, IDBI bank etc)	Provision of stipend for the beneficiaries

Post successful completion of the skill development programme by the beneficiaries, they are provided with certification of completion. Those who wish to work in public/ private enterprises are selected and hired based on their competencies and ability to work in the field/ industry. Those who wish to engage in entrepreneurship are facilitated by National Handicapped Finance and Development Corporation (NHFD) by forwarding their applications to partner banks for the purpose of availing loan for self-employment on a concessional rate of interest.



Figure 13:
Certificate
distribution
programme



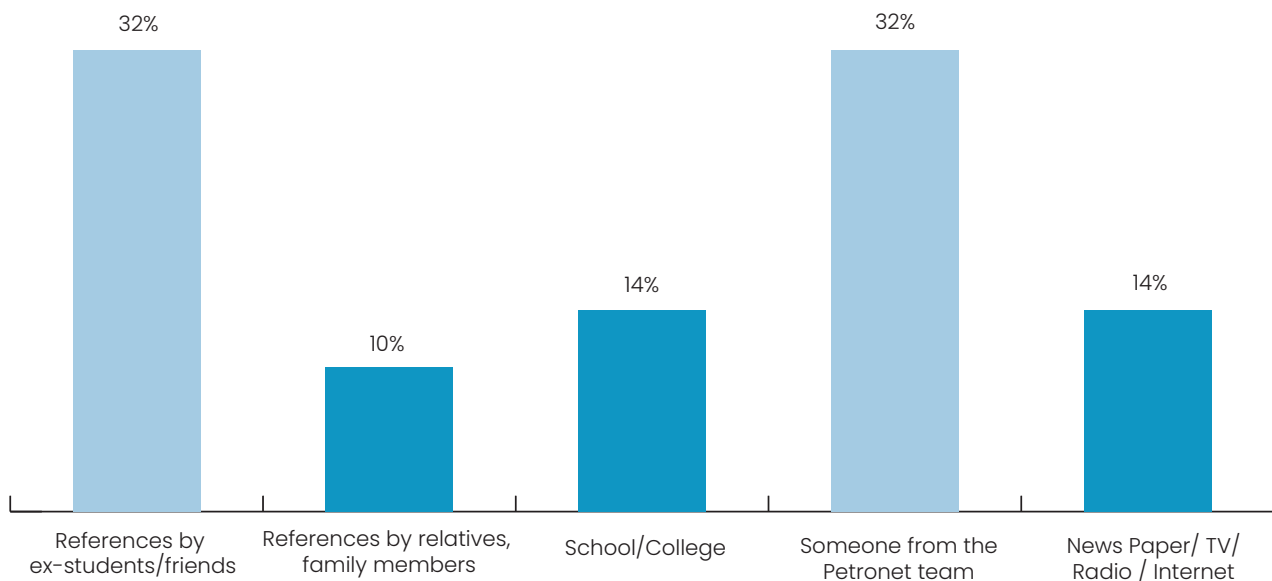
Students often need a nudge towards the right direction and support to utilize their full potential and become the best version of themselves within their limitations

- NHFDC team

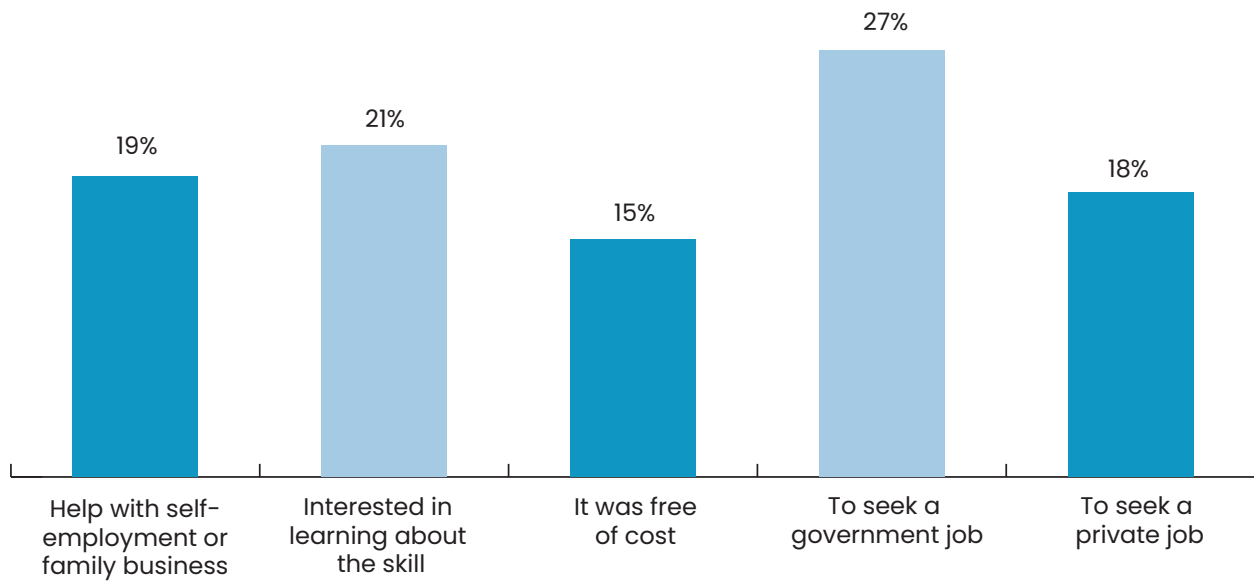
Impact

To assess the impact of the programme, discussions were conducted with the implementing agency and questionnaires were distributed among the beneficiaries who were part of the skill training programme.

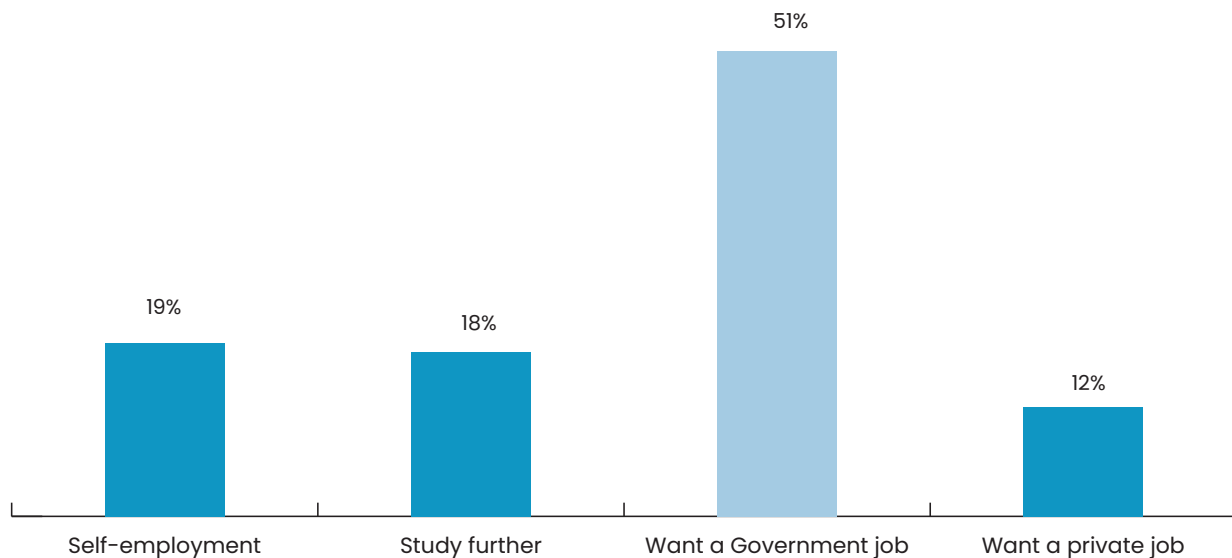
Figure 14: Mobilization strategy (n= 73)



When asked about how the respondents were made aware of the skill training centre, 32% of the respondents indicated that they were referred by alumni and friends from their locality and the mobilization efforts made by the Petronet team in reaching out to the community and making people aware about the skills which can support PwDs in attaining a career and a better future.

Figure 15: Motivation for enrolling in training (n= 73)

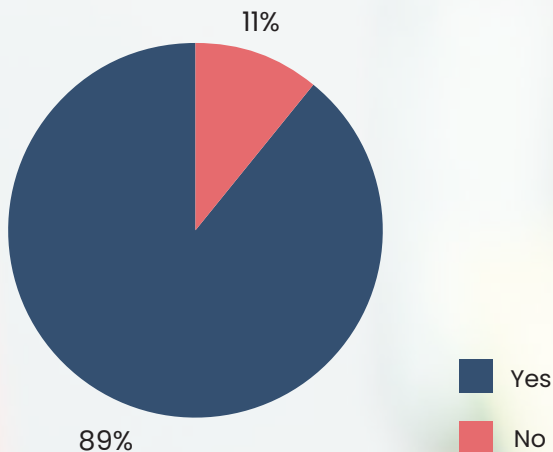
Respondents were made aware about the skill training programme through the various strategies adopted. 27% of the respondents were motivated to attain skills to seek government job and 21% were interested to learn new skills. Only 15% of the respondents were motivated as the training were free of cost.

Figure 16: Purpose behind attaining skills (n= 73)

There was an increase in the number of respondents when we asked about the purpose of attaining skills. Respondents were expressive about their views on their future. 51% of the respondents agreed to want a government job post completion of the course.

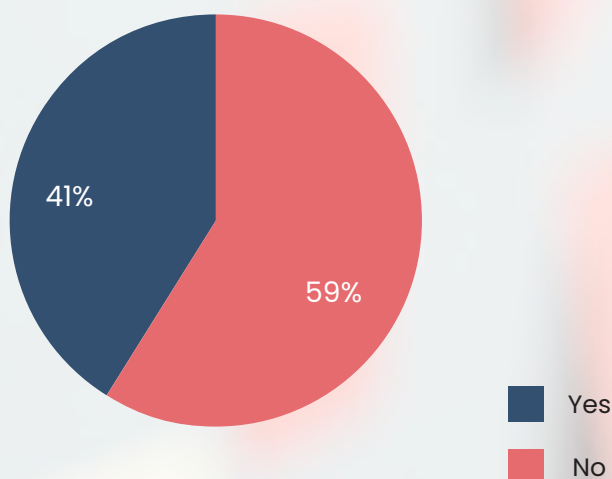
Respondents highlighted that under the skill training programme, they were not only provided with theoretical learning but were provided with practical understanding as well. The training was able to create a holistic understanding and provide adequate knowledge and skills for majority of the respondents. Because of the training, **95% of the respondents agreed to have been job ready post completion of the course.**

Figure 17: Placement support (n=73)



During the last month of the skill training programme, the centre starts working towards providing placement opportunities to all the students. The support is not only limited to the finding the right job but support students in settling into the job. **89% of the respondents agreed to have received placement support from the centre. This indicated that respondents were able to finish their course and were competent in their work to receive placement support.**

Figure 18: Respondents willing to relocate for job (n=73)

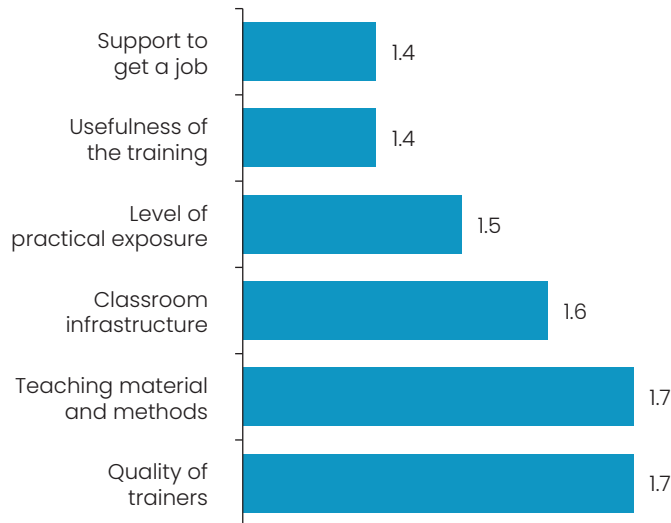


Post completion of the training students are provided with placement support, and this often leads to opportunities outside of the home state/ city for the candidate. It was inferred during interaction with the project leads that student often are not willing to relocate to a new place and pass on the job opportunities. **Response from the beneficiaries highlights that only 41% of students were willing to relocate and 59% were not willing to relocate.**

By the end of the questionnaire, respondents were asked to rate few programmatic parameters based on their opinion to which they agree, disagree or have neutral views on. The below table provides with percentage of students across each parameter.

Table 11: Beneficiary response on the programmatic parameters (n=73)

Parameter	Agree	Neutral	Disagree
Easy enrolment process	33%	0%	67%
Relevant and updated course	33%	0%	67%
Avenues for guest lectures/ industrial visit	21%	12%	67%
Feedback of trainees is given due importance	27%	5%	67%
Adequate amenities in the skill centre	15%	18%	67%

Figure 19: Satisfaction level rating (n=73)

Respondents were asked about their satisfaction level in a scale of 1- 3 on multiple parameters where, 3= Satisfactory, 2= Neutral ,1= Not- Satisfactory. Students indicated their satisfaction for all the parameters. **Overall, an average of 1.7 rating was given to the quality of trainers and the teaching materials and methods used.**

The programme has been able to create a space for PWDs to learn grow and become a part of a community which fosters inclusion. Through courses and activities undertaken during the training programme, trainees were able to practice and perform each task. This helped in increasing their confidence level and working towards a better future for themselves with employment opportunities.



Overall, an average of 1.7 rating was given to the quality of trainers and the teaching materials and methods used.

Table 12: Assessment framework

Parameter	Result
Relevance	<p>The programme caters to the current need of the society, i.e. providing access to skills in youth and PWDs. India being the second largest populated country in the world, it includes majority of the young generation. A drastic number of youth and PWDs in the country come under unemployed category and without any skills to support themselves. The programme has been successful in minimising this challenge by arming the youths and PWDs with skills to support themselves.</p> <p>Courses and activities included as part of the skill training programme provides them with technical and traditional knowledge which has been effective in catering towards the increasing demands of the industries. The step towards skill development has helped in increasing awareness about the multiple job opportunities and supported youth in improving their financial status.</p>
Effectiveness	<p>The programme has been successful in capturing the broader objective, i.e., improving proficiency in youth and making them job ready in all aspects. Most of the youth in our country are unemployed and without technical skills or knowledge to fill the gap in increasing job opportunities.</p> <p>Majority of youth and PWDs lack confidence in their capabilities to attain skills, especially youth from financially weaker background are never provided with the opportunity to learn and realise their potential. With such lack of support and conducive environment, it often leads to decreased motivation.</p> <p>Due to lack of awareness about the multiple job opportunities, youth and PWDs have overlooked the vast availability of opportunities in the market.</p> <p>The programme has helped in generating awareness about the increasing market and job opportunities. Further, by providing with skills, a sense of confidence and empowerment among the youth and PWDs have strengthened.</p>
Efficiency	Refer to the financial review section of the report
Impact	<p>The programme has led towards a change in mindset in the community by creating a space for not only the youth but PWDs as well. It has taken a step towards creating a space for PWDs to attain skills and make themselves self-sufficient.</p> <p>The scope of the programme was to empower youth and PWDs by learning technical skills and gaining knowledge. By being proficient and job ready, they were able to grow beyond their limitations that were set upon them. They were able to uplift themselves and their families from the shackles of poverty.</p> <p>This new change helped them in reinventing themselves and have new dreams and aspiration for their life and future.</p>



Executive summary

Education

The below table provides a summary of projects undertaken in Education sector which primarily focuses on the Goal 4 of Sustainable Development Goals I.e. Quality Education.

Table 13: Project- wise summary

Project	Implementing partner	Location	Type of beneficiaries
Educational facility and school bus	Elamkunnapuzha Gram Panchayat	Kerala	Differently abled students
Velicham educational initiative	Elamkunnapuzha Gram Panchayat	Kerala	School children
Petronet Kashmir Super 30	Centre for Social Responsibility and Leadership (CSRL) and Indian Army	Kashmir	Youth
Construction of primary school building	Samagra shiksha Abhiyan	Gujarat	School children
Distribution of Bicycles to girl students of Fishermen community	Kerala state coastal area development corporation (KSCADC)	Kerala	Girl students



The below section presents a project wise summary.

Educational facility and school bus

About the project: Petronet collaborated with the Elankunnapuzha Gram Panchayat in 2021 to improve the access to quality education for differently abled children. It identified the need of the community and the lack of transportation in the school which often caused problem for families to drop their children to school. With the support of Petronet funding was utilized for a school bus to ease transportation.



Key results: The project resolved the issues related to inaccessibility to quality education. An inclusive environment was provided to the beneficiaries, as they were able to attend school, socialize, receive quality food, psychotherapy and among few other services.

Velicham educational initiative

About the project: Petronet provided books and study material to the 25,000 students (approximately) enrolled in the 71-government school in Vypin block in Kerala in 2019. The beneficiaries were from an underprivileged background (fishermen community). The project aimed to nurture and motivate the students towards attaining the need to grow and becoming employable citizens of the community. The processes involved in the programme were: preparing, printing and distribution of study material, conducting exam and evaluation followed by an award ceremony for best performers.



Key results: The programme helped in motivating the students and promoting an environment of learning. They acquired skills and techniques that encouraged students to compete in the competitive exams in future and become recipients of good employment opportunities which motivated respondents to better standard of living.

Petronet Kashmir super 30

About the project: Petronet Kashmir Super 30 project by Petronet was introduced in 2019 with an aim to provide meritorious high school students from underprivileged background an opportunity to prepare for JEE / IIT examination. The intervention was implemented by CSRL and India Army. It offered an eleven-month free residential academic coaching to 50 boys from Kashmir and 5 girls from Delhi. The project has captivated masses as its case studies were published by the Harvard Business School, USA post the success of two girls Ms Zoaya Zahoor and Irtiqah Reyaz.



Key results: The project supported underprivileged students and prepared them for competitive examination that will help them in securing a seat in a good institute for higher studies followed by employment opportunities. The programme provided students clarity in concepts and space to clear their doubts. 96% of the respondents indicated that the centre was able to always clear concepts and provide clarity to students.

Construction of primary school building

About the project: Petronet aimed to improve the quality of education in Luvara village in Gujarat through the construction of the primary school building. It was initiated in 2019 in collaboration with the State Government's Sarva Shiksha Abhiyan. The components built for the school includes separate washrooms for boys and girls, smart classes, solar panel, library, science laboratory and many more.



Key results: The intervention has helped in changing the mindset of the people with respect to education as most of the children who attend the school come from marginalized community and are first generation learners. A fully functional school infrastructure has helped in promoting a conducive environment for learning. The intervention has supported in keeping the literacy rates of the area high for its coming generation.

Distribution of Bicycles to girl students of Fishermen community

About the project: In 2019, Petronet donated 2,000 bicycles to the school going girls belonging to fishermen community from the coastal districts in Kerala. The programme was implemented by KSCDC (Kerala State Coastal Area Development Corporation). The idea behind the programme was to provide a safe mode of transportation for a better access to education for girls of 8th and 9th standard.



Key results: The project helped in improving the access to education for girls of 8th and 9th standards through the provision of bicycles. Fishermen community, which was often overlooked due to the distance from the schooling district, the intervention was able to create an inclusive atmosphere for the school girls.

3.2 Education

Education plays a vital role in everyone's lives and paves the way for individuals to reach their highest potential. It provides access to multiple opportunities and enables in shaping the future generation of children. Rural India, which is a huge part of the Indian population, still faces various issues that hinders the education system. Apart from access to adequate schools and infrastructure, students struggle every day with transportations, limited number of schools, lack of proper study materials, stationery, and further access to higher education. Such challenges deprive children of education.

Under education initiative Petronet undertook multiple projects supporting access to education for all. These included:

- Education facility and school bus: FY 2021 – 22
- Velicham Educational initiative: FY 2019 – 20
- Petronet Kashmir super 30: FY 2019 – 20
- Construction of new school building at Luvara village: FY 2019 – 22
- Distribution of Bicycles to girl students of Fishermen community: FY 2019 – 20

3.2.1. Educational facility and school bus- Elankunnapuzha Gram Panchayat

Education is a crucial aspect towards expanding the life prospects for everyone, especially for people with disabilities (PwDs). Providing a space for children with disability to not only socialize but learn and grow by educating and empowering them with a future full of possibilities.

Elankunnapuzha gram panchayat established Mahatma Buds school. The institution was established in June 2019 for providing opportunities to mentally challenged individuals. In a country like India, social exclusion of PwDs has significantly been rampant; Gram panchayat's objective was to provide an inclusive atmosphere with equal opportunity to all the members of the community. The purpose of the institution was not limited to only providing with a learning space for schooling but also function as a vocational and a day care centre.

“ Gram Panchayat and Petronet have played an important role in understanding the needs of the community and supporting them throughout.

- Community member

PWD Act
states that
children will be
educated in an
“environment,
which is best
suited to his or
her learning
needs”

Elankunnapuzha Gram panchayat contributed towards educational facilities catering to the needs of PwDs such as access to free education, training, quality food and psychotherapy facility. It further motivated the members of the school and parents towards income generating facilities and skills like chapel making and carpet making among others. With multiple benefits and opportunities provided by the Panchayat, the institution lacked in providing access to transport facility for its students. However, to overcome the mobility constraint, Gram Panchayat reached out to Petronet with the request to support with transportation for differently abled in Mahatma Buds school. Under its CSR initiative, Petronet supported the school with a non- AC school bus (one-off support) which helped the school in resolving mobility constraint and providing access to holistic education.

Impact

Around the world, a large proportion of our development has remained inaccessible to persons with disabilities. Mobility is one of the major constraints to a disability inclusive development, as it exacerbates the social isolation for people with disability. To create an inclusive community which catered to the needs of every member, Gram Panchayat was able to provide an institution which was inclusive of development. It worked towards breaking the cycle by not only providing an infrastructure but services that were accessible to all people with disability. **Access to transportation coupled with educational facilities helped change lives of not only persons with disability but even for their family members.**

Figure 20: Bus donated by Petronet



3.2.2. Velicham educational initiative- Elankunnapuzha Gram Panchayat

Velicham means light; the initiative was a step towards supporting Government and aided schools in Vypin, to ensure continuance of education among the underprivileged children of fishermen community which often gets discontinued due to the financial problems of the families.

Petronet under its CSR initiative supported education in Vypin block by providing books and study material to students. The beneficiaries identified under the intervention have been listed below:

Surrounded by sea and backwaters Vypin is a highly populated island with 75% of population practicing fishing as a source for livelihood. It is often referred to as Vypin fishing village. With the help of industrialization and commercial activities, the island has been given an urban face, however, most families in the village depend on fishing to meet their day-to-day expenses.

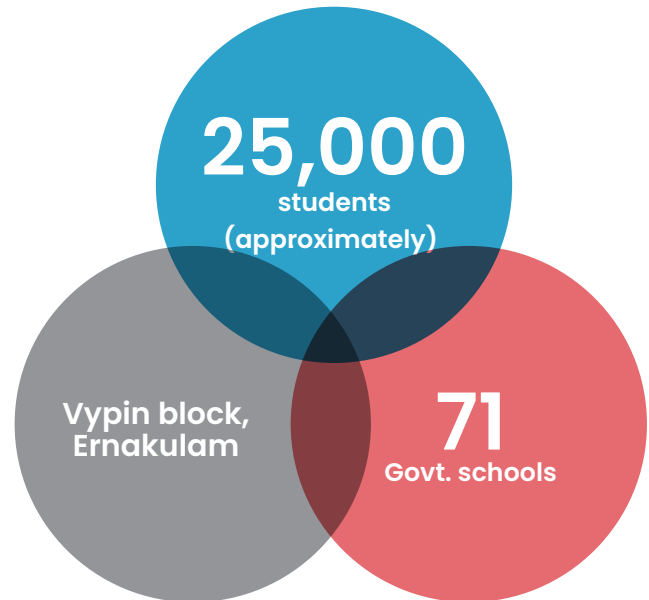


Figure 21:
Interaction with
the beneficiaries

To uplift educational standards of students in Vypin island, the project aimed towards nurturing educated, talented, motivated generation of children towards attaining the need to grow and become employable citizens of the community. To support the dream of upgrading education levels of the students in the village, Petronet supported the initiative for five years by enabling children to acquire skills and techniques for the competitive examinations in state and central services.

The initiative of supporting 71 schools with study materials to 25,000 students (approximately) started in the year 2019 - 2020. The study material included general knowledge and supporting syllabus of multiple courses. The programme helped in increasing the competencies of the students and further in qualifying competitive examinations. The programme is monitored by constituency level committee known as the Velicham General Council. The Ernakulam Gram Panchayat was the implementing partner for the programme.

During the field visit the team visited two schools, namely Little Flower Convent and St. Augustine Girls High School to discuss about the project. Post the discussion with the stakeholders it was felt that more emphasis on visibility of PLL's CSR initiatives should be given.

The programme included the following components:

Preparation, printing and distribution of study materials

Conducting public exam and evaluation

Award ceremony for best performers

Figure 22: Study material distribution ceremony



Impact

Education in its broadest sense refers to the ways in which people learn skills and gain knowledge and understand about the world. Kerala is the only state in India where over 90% of the population can read and write. It stands first among other Indian states in literacy. Similarly, the project was able to recognize the need for a literate population in the village. It envisioned a talented, motivated and healthy generation with positive attitude and enthusiasm. With the support provided by Petronet, a learning atmosphere was created within the village and among the students.

Figure 23: Distribution of study material to students



Students were provided with quality education with proper syllabus coverage which enabled them to acquire skills and techniques to successfully perform competitive examinations. It instilled in them confidence and empowered them towards a better future that not only impacted their life but also of the students in the peripheral villages and their families.

3.2.3. Petronet Kashmir Super 30- Centre for Social Responsibility and Leadership (CSRL) and Indian Army

The reality of school education in Kashmir is often overlooked; one of the major challenges in a conflict prone location is the discontinuation of schools. In an environment of continuous conflict and harsh weather conditions, providing basic education becomes difficult to be met. Often students are also from lower disadvantaged sections of the society. Additionally, financial constraints limits students in diverting resources towards higher learning opportunities. Such students even lack a strong support system at home in the form of educated parents, siblings or teachers who can assist and guide them in attaining learning opportunities. Petronet Kashmir Super 30 project was initiated in Srinagar with the support of Centre for Social Responsibility and Leadership (CSRL) and Indian Army, as the implementing partner. Indian Army provided with the logistical support such as infrastructure, arranging kerosene oil for classes among others. The MOU was signed between Petronet and the implementing agencies for FY 2019 – 20 for a duration of 13 months.

The intervention aims to provide eleven months free residential academic coaching and training to meritorious students who scored above 60% in their board examinations and wish to prepare for JEE/ IIT. It includes 50 boys from Jammu and Kashmir and 5 girls from Delhi NCR region as the beneficiary of the programme. They were provided with free stay, food and an opportunity to strengthen their academics and making them college ready. Kashmir centre altogether covers three regions i.e., Jammu, Kashmir and Ladakh.

The objective of the programme is to transform lives of students by strengthening their academics through residential coaching and preparing them for engineering colleges.

Figure 24: Petronet Kashmir super 30



Figure 25: Classroom infrastructure



Petronet Kashmir Super 30 project provides the below facilities.

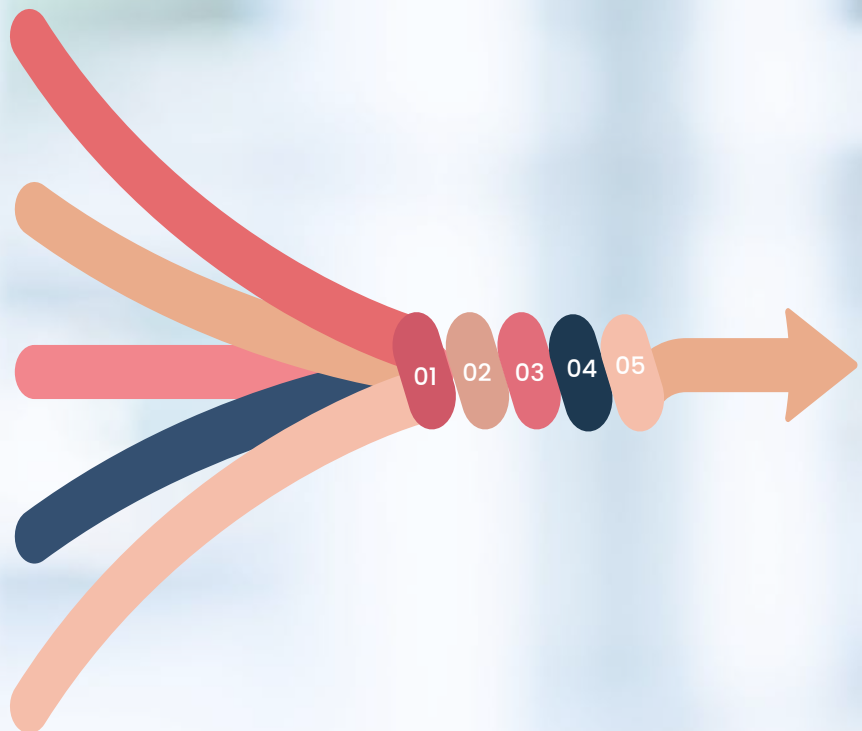
Free boarding lodging for 11 months

Qualified faculty with IIT/ engineering background

Motivational and leadership classes

Recreational activities for refreshment

Free academic materials like books.



The infrastructure provided to students for the residential coaching included facilities and amenities which created a healthy environment and nurturing environment for all. Students coming from far off regions who often cannot go back to their village due to the bad weather conditions, make the boarding centre their home for the entire tenure of the coaching. It becomes necessary to provide students with comfort and a good learning environment for students to perform better, become innovative and feel supported at the centre. To provide such an atmosphere for learning and growth, the basic infrastructure support given to students includes:

Separate Dormitories for boys with attached washrooms	Each student provided with cot, mattresses, bed sheet, pillow, pillow covers and glass	Each washroom provided with buckets and mugs	Timely 3 times a day meal as per menu
Well-equipped classrooms	Dining hall	Computer lab with internet facility	

Below are few photographs from the Petronet Kashmir Super 30 centre.

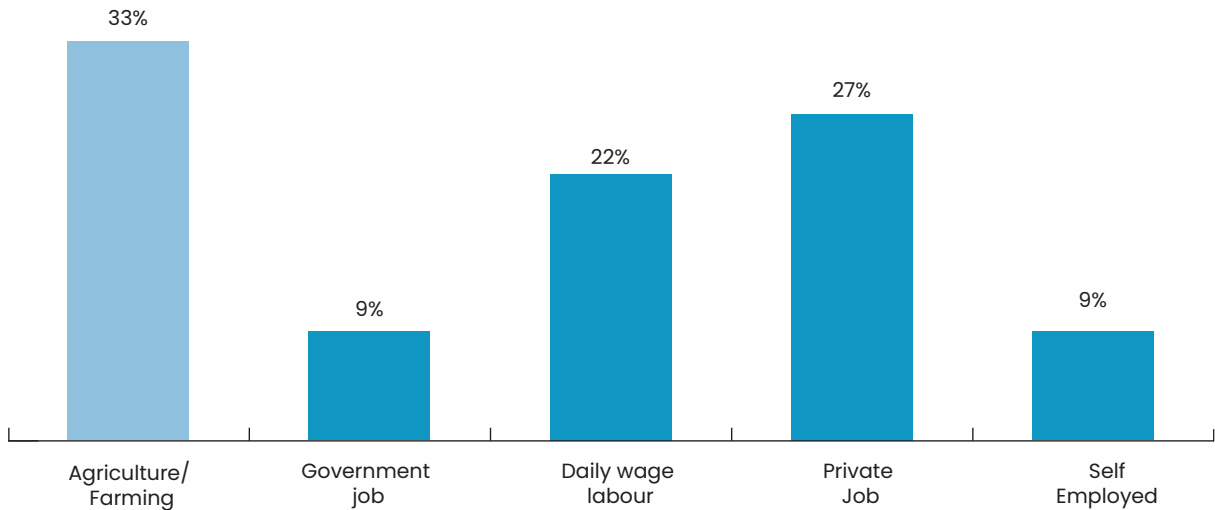
Figure 26: Residential campus of Petronet Kashmir super 30 centre



To further understand the impact of the programme, interactions with the implementing agency, faculty members were conducted. Questionnaire were forwarded to students who were part of the coaching centre in the FY 2019 – 20. A total of 45 students were able to be part of the survey and provide us with clarity about the intervention.

As per the demography, majority of the students come from agriculture background which forms 33% of the respondents, 27% of the respondents come from families with private jobs and 22% are families which depend on daily wage labour work to provide for their household.

Figure 27: Primary source of income (n=45)



Annual income levels of family members range from below INR 1 lakhs to above INR 3 lakhs. 64% of the beneficiaries come from families with an average annual income to be between INR 2 lakhs – INR 3 lakhs. 13% of the total respondents come from economically weak background with annual income below INR 1 lakh.

During interaction with the implementing agency, various mobilization methods and strategies adopted during the programme were discussed. Common strategies adopted by the centre in making the community aware about the coaching centre and the facilities provided was through newspaper articles, social media and word of mouth. To understand the most effective form of mobilization strategy, respondents were asked how they were made aware about the programme.

60% of the respondents highlighted that they were made aware about the programme through a friend who were either themselves or their family members part of the intervention.

18% of the respondents were informed through their own relatives about the programme. It has been indicated that the most effective form of mobilization has been word of mouth.



64%

of the beneficiaries come from families with an average annual income to be between INR 2 lakhs – INR 3 lakhs

Figure 28: Family annual income of beneficiaries (n=45)

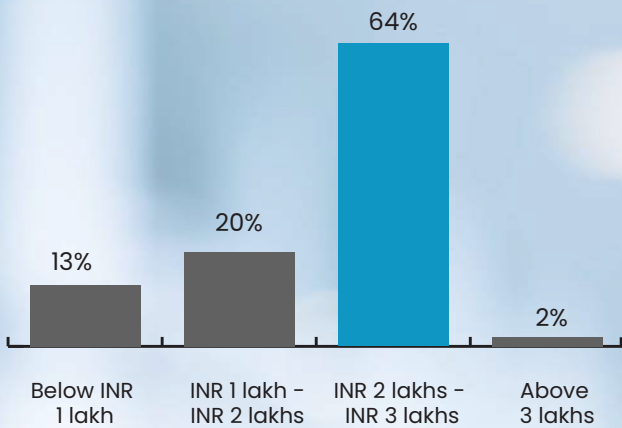


Figure 29: Effective mobilization strategy (n=45)

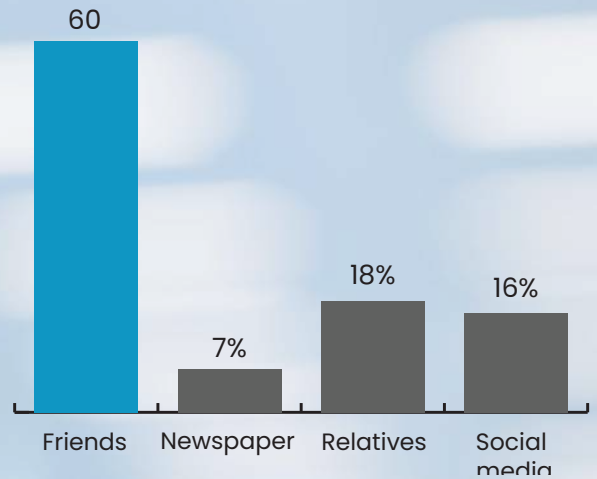
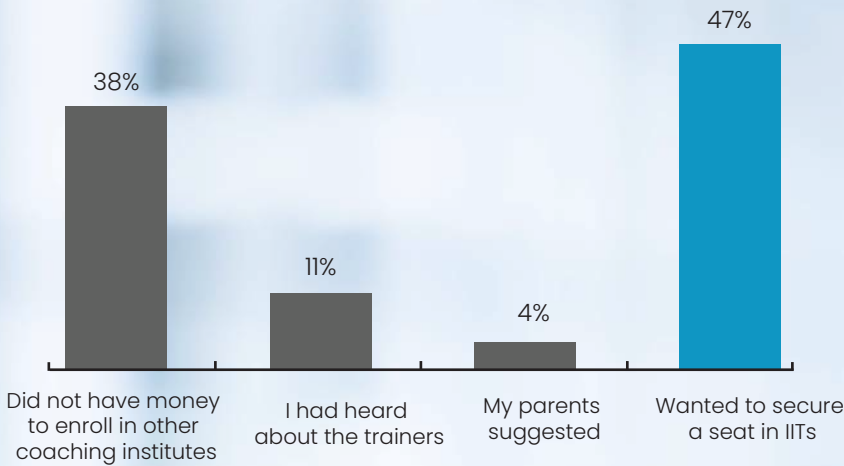
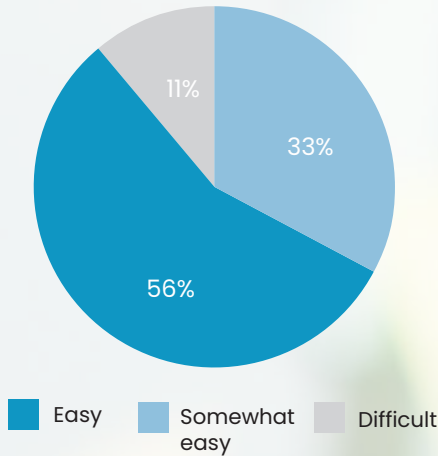


Figure 30: Beneficiaries motivation to enrol (n=45)



Students who were part of the coaching centre were asked what motivated them to be a part of the Petronet Kashmir super 30 centre. **47% of the respondents highlighted that they wanted to secure seats in IITs, their dedication towards higher education had motivated them to be part of the centre.** 38% of the respondents stated that because of their financial restrictions they were unable to enrol in any other coaching institutes and Petronet Kashmir super 30 provided them with the ease to undertake coaching for engineering.

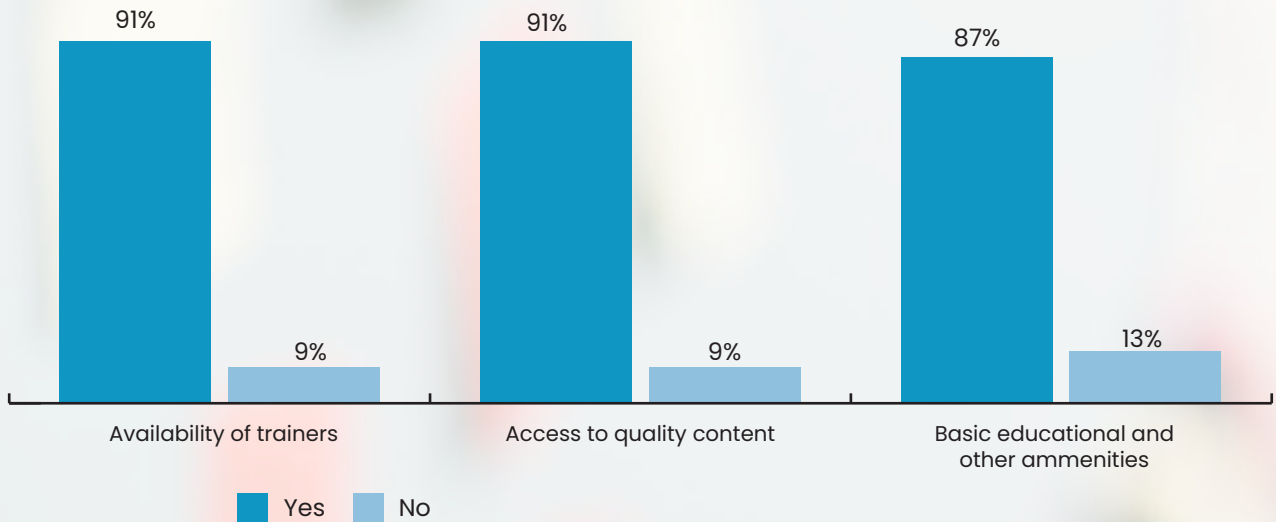
Figure 31: Beneficiary views on the enrolment process (n=45)



56% of the respondents indicated that the enrolment process adopted by the CSRL staff and management is somewhat easy to complete and 33% of the respondent found it to be easy. 11% of the total respondents found the enrolment process as difficult. Overall, it was indicated that the enrolment process adopted by the team was easy to comply.

A coaching centre is considered beneficial if it can make concepts and theories easier to understand and practice. **96% of the respondents agreed to have understood the topics and concepts in a better and easy manner.** It indicated that the trainers were able to provide with quality education and access to an opportunity for higher education.

Figure 32: Rating of Kashmir centre with other coaching institutes (n=45)



Each of these Super 30 students are waging a battle within their own conscience, within their own inner self. Competition and challenge is always about fighting with our own shortcomings and negatives”

- Indian Army Official

When students were asked about the different parameters in the institute in comparison to other coaching centres, overall, the respondents rated Petronet Kashmir Super 30 centre higher in the following aspects. **91% respondents rated the project better in terms of access to quality content and availability of trainers.**

Respondents were further asked to rate the following aspects of the programme i.e., Infrastructure, trainers, course content, study material and coaching timings from a range of 1- 3 with three being the highest and 1 being lowest.

Overall, respondents rated infrastructure at 2, coaching timings at 2.7 and the highest rating was provided to the trainers, course content and study materials with an average of 2.8. **This indicates that the coaching centre was able to capture the need of the students, with respect to the academic requirements.**

Respondents were further asked about the different parameters of the programme and to rate them. Relevance of the topics being taught in the centre was provided with the highest rating of 2.7.

During the data collection it was noted that, despite putting several efforts to mobilise the beneficiaries, adequate sample size could not be covered as they had moved out from the centres / project locations post the completion of their courses.

Figure 33: Programme rating by beneficiaries (n=45)

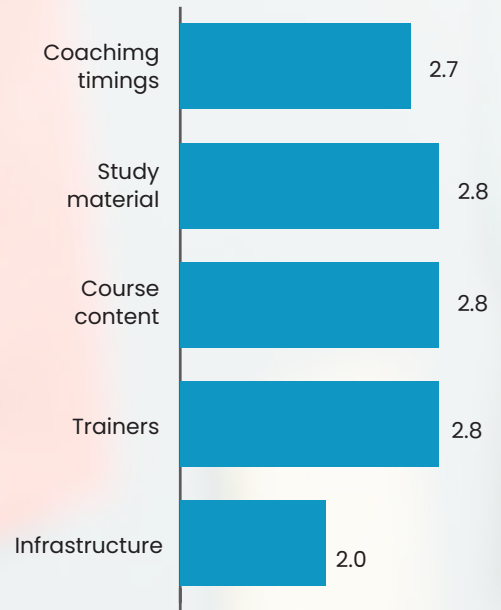
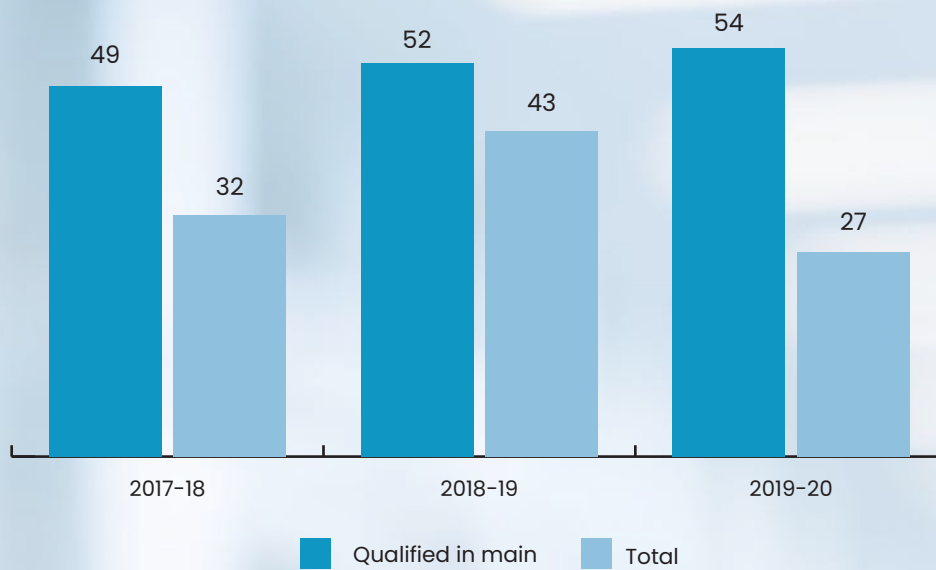


Figure 34: Different parameter ratings (n=45)



Figure 35: Media coverage – Times of India



Figure 36: Year-wise data for students who qualified in the Mains (n=155)

I was at my maternal place till class 8th, and my grandmother would adorably call me “chhoti” although I was the eldest among three siblings. I would insist her on calling me “Engineer Nighat”. At that time, I had no clue as to what engineering meant. The mobile, laptop applications and machinery always attracted me. As we did not have a laptop back then, I would pick up any box with close resemblance to that and start typing. Seeing this once my mother patted and said you will surely have your own laptop someday. Elders’ blessings count! Today while I finish my assignments on my ASUS VIVOBOK 14, I smile to myself, filled with gratitude towards CSRL and PLL who thought on the lines of reaching out to students like us, especially girls, providing them such a platform that they can make a space of their own in the society.”

- Nighat Nazir, (2016-17 batch)

Petronet Kashmir Super 30,
HBTI KANPUR, IT

3.2.4. Construction of primary school building- Samagra Shiksha Abhiyan

Under this project, Petronet provided financial support for the construction of building for primary school in Luvara village, Bharuch, Gujarat. The school was established in 1927 with an overall strength of about 250 students, from classes 1st to 8th.

The need for the implementation of this project was felt when the infrastructure of school was found inadequate during the needs assessment. The school infrastructure was a shed facility with insufficient ventilation and no separate library. Due to the lack of ventilation in school, classrooms were often filled with smoke during the preparation of the mid-day meals. Ceilings of the school would drip during rain and absence of electricity persisted throughout the year. The school managed electricity from private sources which even caused problems. Overall, infrastructure of the school was old and posed a threat to the safety of those who used the facility i.e., students, teachers, and other staff.

On receiving a request from Gram Panchayat of Luvara and Taluka Development Officer to develop the school infrastructure, Petronet led the development with Samagra Shiksha Abhiyan (SSA), Gandhinagar as their implementing partner. The infrastructure was developed in accordance with the government standards, the list of the components developed are as follows:



I am really happy with Petronet’s school infrastructure development programme and would like to extend my sincere thanks for their commendable work!

- School Principal

There were other major problems which were being faced as part of the infrastructure, these included:

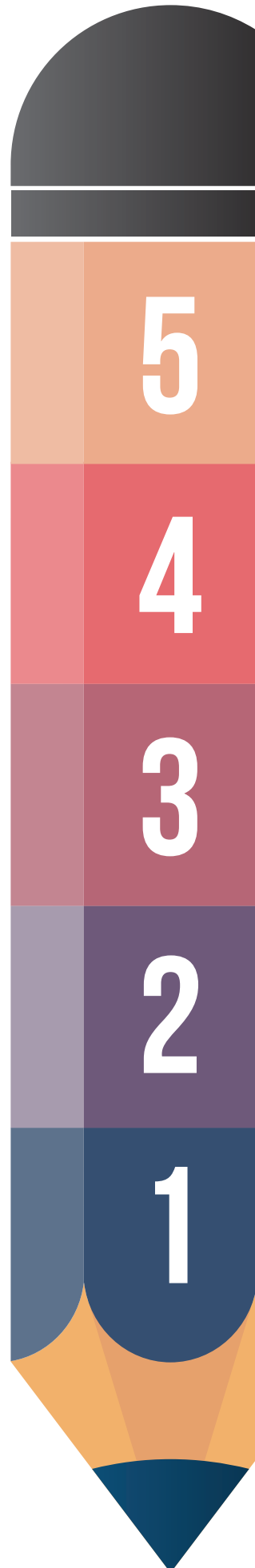
No science lab due to the lack of funds and limitations in the old school infrastructure

Dysfunctional computer lab facilities

Dilapidated floors in the school

Limited government funding of INR 15,000/- per year for the maintenance and other operations of the school

Availability of a total of six classrooms for students from classes 1st to 8th.



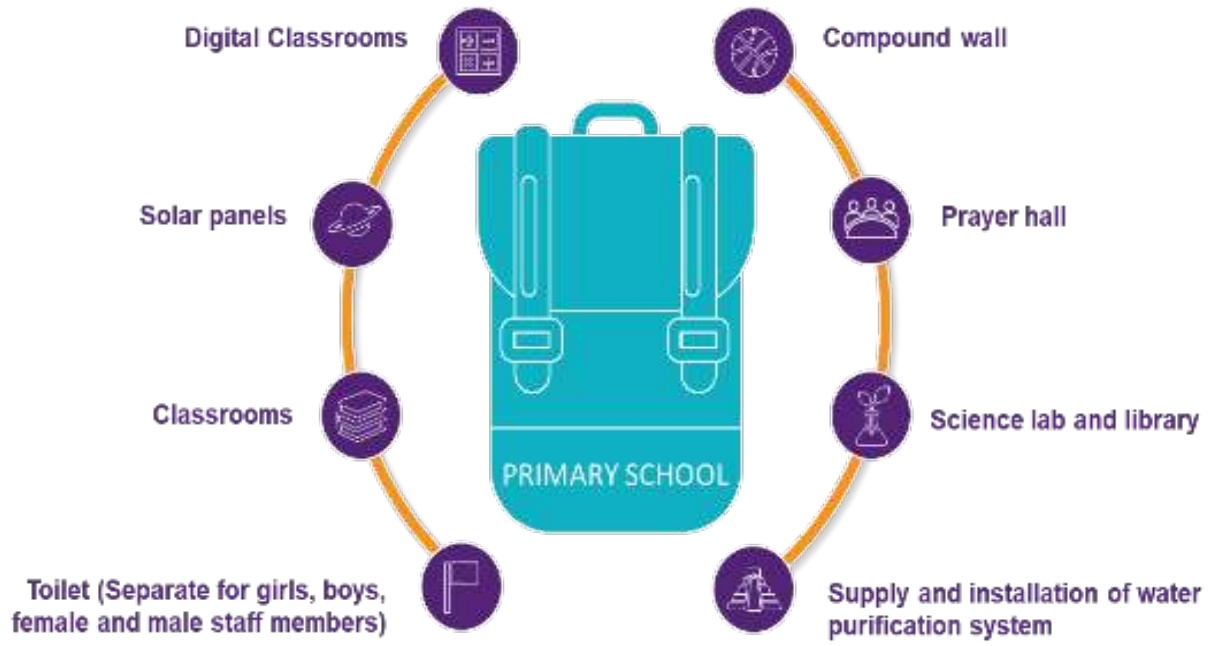


Figure 37: New school building in Luvara



Impact

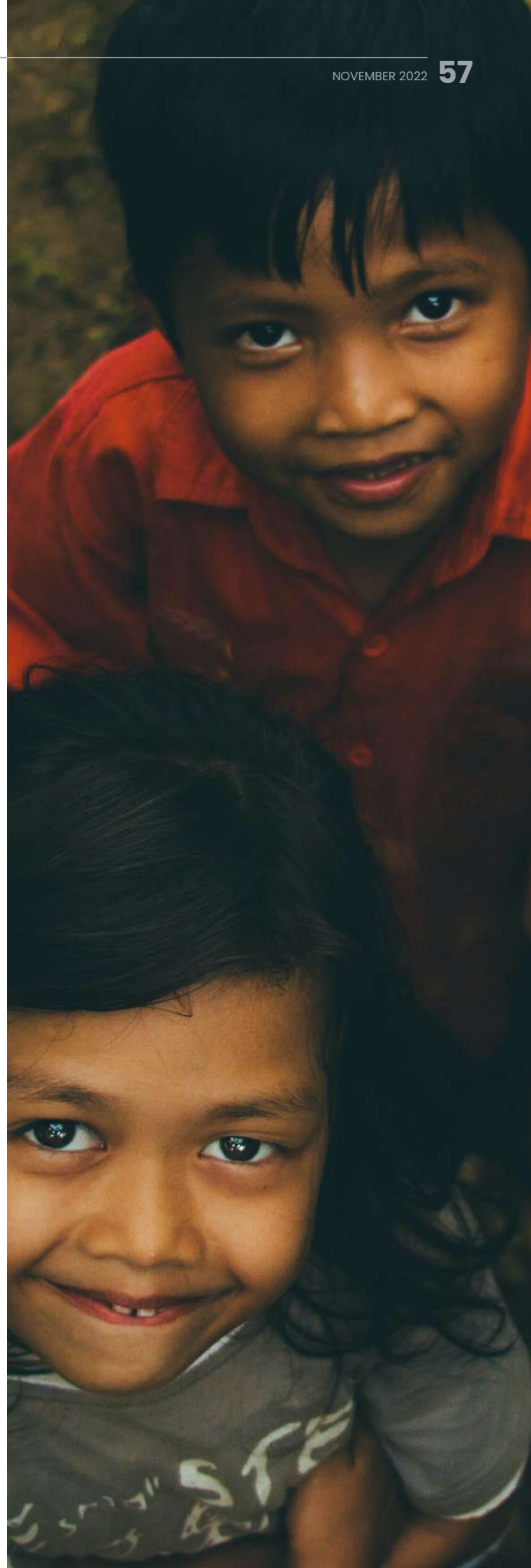
The programme of primary school development in Luvara village has been an essential in terms of promoting greater access to high quality education for all. Many beneficiaries of the programme belonged to marginalised community where individuals are usually engaged in fishing or daily wage work. The programme, through its diverse provisions such as smart classes, library, science lab, brought hopes to the lives of the students in school.

By developing the school building (with 10 classrooms), the programme increased the chances of a larger number of students pursuing primary education and higher education. Having a quality education would ensure a better future for the children of the community. Getting high income jobs, improved standards of living and breaking the cycle of poverty are some of the long-term impacts of the programme. Programmes like these, possess a great potential for the upliftment of the marginalised sections of the society.



The programme has helped in changing the perception of the community members towards education. They say, Petronet is the only organisation that thought about our children's education.

- School Principal



3.2.5. Distribution of Bicycles to girl students of Fishermen community- Kerala State Coastal Area Development Corporation (KSCADC)

Our country is endowed with vast resources especially in terms of water bodies, which provides with immense scope for development of fisheries and the development of fisherman community. Kerala State Coastal Area Development Corporation (KSCADC) observed that major strides were being made worldwide to increase access to education for rural villages and communities. Quality education is not only limited towards providing quality schools and facilities but to strive through barriers that come along the way and takes away the opportunity to become empowered. Access to safe transportation is a crucial part towards attaining education.

Transportation plays a critical role in the livability of a community; it influences the community's quality of life. It not only allows access to educational opportunity but increases rural residents' ability to promote community engagement. Efficient and affordable transportation is an important driver in economic growth in rural areas and helps ensure that people obtain services and participate in the upliftment of the community.

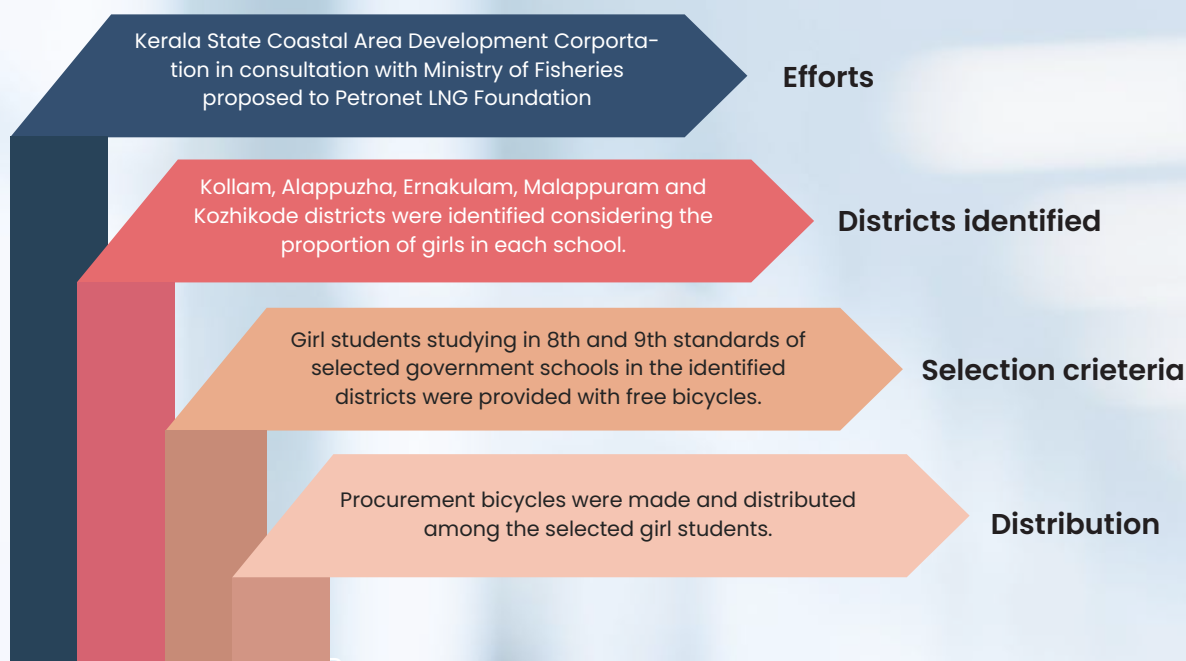
With increase in dropout rate among students from the fisherman community, especially for girls raised concerns for the development of the community. With continuous interactions, officials were made aware of the problem being faced by children every day to go to school. Lack of public transport service or facility makes it difficult and unsafe for students to cover the distance between school and residence. Students often face challenges in reaching school on time and walking back home safely. This forced a lot of girls to drop their education midway.

Multiple mobilization activities were initiated in making children and fishermen communities aware about the transportation support being provided to girl students. As part of the mobilization activity, it included distribution of pamphlets and notices among others. KSCADC observed the increasing challenges and the declined rate of children in school. This pushed them towards acting and reaching out to Petronet for CSR funds in promoting education for the fishermen community.

Figure 38: Bicycles distributed to the students



To eradicate the barriers and empower the girls in the community a few measures were undertaken:



This was a one-off support with collaboration of KSCADC. Initially, as per the MOU, five coastal districts were selected as part of the project. However, considering the need of the support to other coastal districts, Petronet along with the KSCADC, included all the 9 coastal districts under the ambit of the support. Also, as per the MOU, the support was to be provided to girl students of class 8th and 9th. However, with a view to increase the beneficiary numbers, class 7th was also included. These changes in the project plan were made in consensus with Petronet. Below is a district wise distribution list.

Table 14: District wise cycle distribution

Sl.no.	District	No. of cycles distributed	Distribution date
1	Trivandrum	104	05.03.2020
2	Kollam	463	13.02.2020
3	Alappuzha	464	23.06.2020
4	Ernakulam	139	28.02.2020
5	Thrissur	114	30.06.2020
6	Malappuram	198	25.06.2020
7	Kozhikkodu	334	18.06.2020
8	Kannur	84	06.07.2020
9	Kasargode	102	23.06.2020
Total		2002	

The data presented in the table above has been shared by KSCADC via email dated 18th July 2022.

Impact

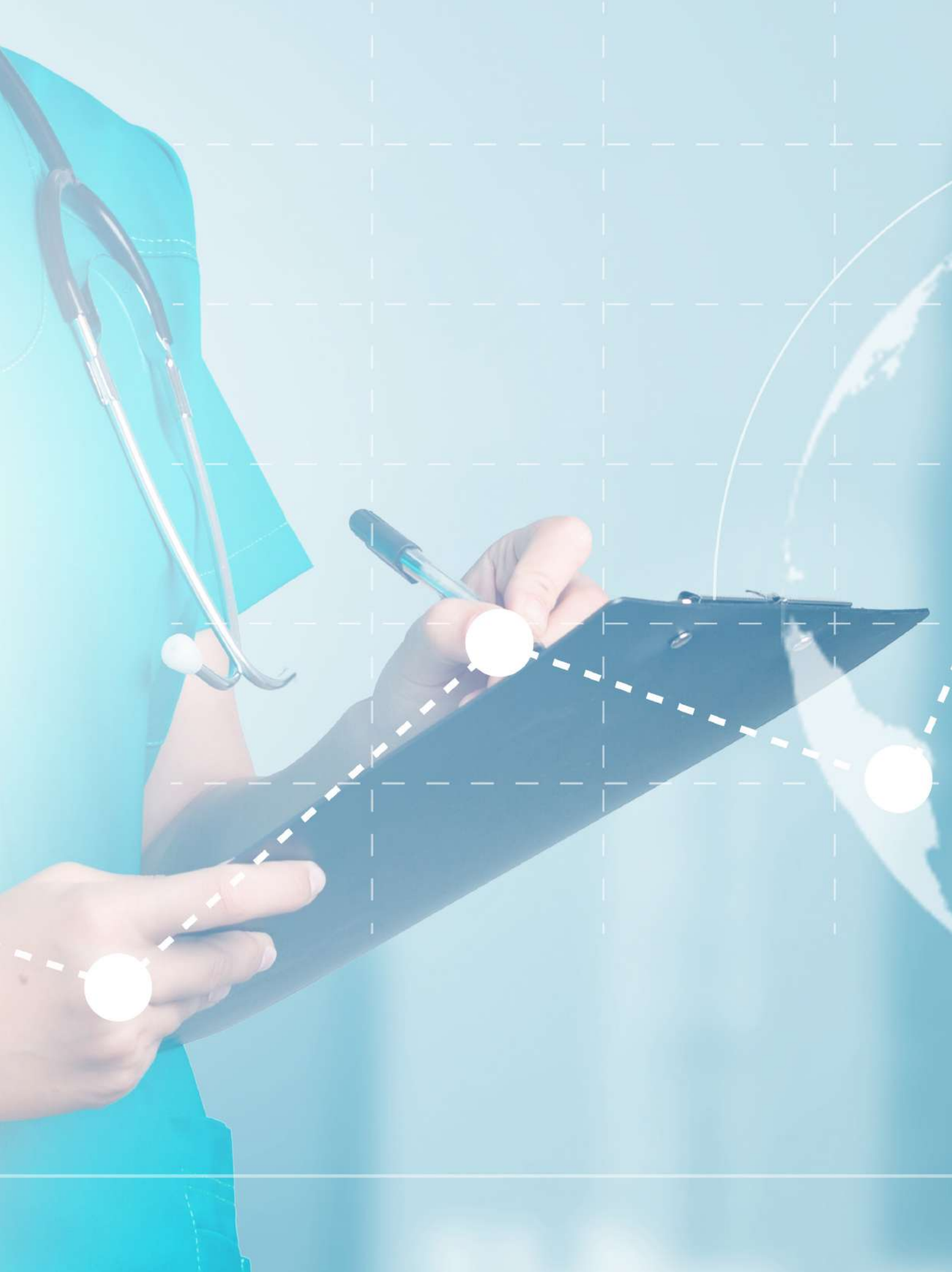
Access to bicycle was a step closer to accessing a personal transport service which was provided to not only one or two students, but 2,002 students were provided with the privilege of choice. A choice to continue and benefit in the educational enhancement of the girls from the fisher folk community.

Figure 39: Bicycle distributed to beneficiaries in presence of CM and other dignitaries in Kerala



Table 15: Assessment framework

Parameter	Result
<p>Relevance</p>	<p>The programme engages itself in education by providing access to not only schools but facilities and means to attain quality education in every sense.</p> <p>Education in its true sense is not the infrastructure through which knowledge can be imparted but the availability of amenities and means which helps students especially in the rural community. With lack of access to proper roads and transportation facilities, books, and uniform to enter school are factors which contribute towards accessing education.</p> <p>The programmes undertook steps to increase retention of students in schools by addressing geographical and financial limitations of rural community. Through such initiatives it has been able to improve the literacy rate among the marginalised community.</p>
<p>Effectiveness</p>	<p>The programme's efforts towards providing access to education for all were successful in the aspect of making the community aware about the importance of continuing education. It focussed towards tackling the everyday problems of marginalised and rural community. For increasing the retention level in schools across each geographical location, the programme catered to its specific needs.</p> <p>Most of the communities living in far-off locations or difficult terrains which make every day travelling to school tough. Lack of transportation and an unsafe environment decreased the interest of students and parents in sending children to school every day.</p> <p>With families coming from economically weaker communities or through sudden deaths of earning members dropout of school to help make a living through daily wage labour activities/ farming.</p> <p>Lack of adequate school infrastructure decreased the level of motivation of students as well as parents to pursue education.</p> <p>Lack of opportunities for higher education, with limited access to coaching centres especially in difficult terrains.</p> <p>The programme has resulted in maintaining the retention of students and increasing the interest in attaining education. Moreover, the programme was able to perceive the required need of each location and address the requirement.</p>
<p>Efficiency</p>	<p>Refer to the financial review of the report</p>
<p>Impact</p>	<p>The programme has led to a positive change by constructing a bridge for beneficiaries and for the future generation of students in the community.</p> <p>The component of increase in retention has led the community to understand the importance of education and provide a safe form of access to school. The programme has helped the stakeholders to not providing education but creating an atmosphere of understanding among the community.</p> <p>The impact of the programme addressed beyond the increased interest of students and parents in supporting their child to pursue higher education. The programme was able to create a cascading effect on not only the present students but the future generations to come. With multiple steps the programme created a domino effect of- Primary education – Higher education- High income jobs- Improved standard of living.</p>



Executive summary

Healthcare

The below table provides a summary of projects undertaken in the Healthcare sector which primarily focuses on the Goal 3 of Sustainable Development Goals i.e. Good Health and Well-being.

Table 16: Project- wise summary

Project	Implementing partner	Location	Type of beneficiaries
Mobile Medical Vans	Wockhardt Foundation	Delhi, Dahej and Kochi	Rural / Urban poor
Providing ambulance to Indian Association of Muscular Dystrophy (IAMD)	Indian Association for Muscular Dystrophy (IAMD)	Delhi	People with Muscular Dystrophy
Distribution of aids and assistive devices to Divyangjan (PwDs)	Artificial Limbs Manufacturing Corporation of India (ALIMCO)	Delhi, Kerala and Dahej	Underprivileged PwDs
Sound- proof speech therapy	The Lepra India Trust (TLIT)	Delhi	Underprivileged children with hearing-impairment



The below section presents project wise summary.

Mobile Medical Vans

About the project: Under this project, four MMVs were set up in Delhi (2), Kochi (1) and Dahej (1) in collaboration with Wockhardt Foundation in 2019. The aim of the project was to serve the urban / rural poor who had little or no access to quality healthcare. The MMV staff comprised two MBBS doctors, lab technician, pharmacist, driver (with a valid driving license) and all necessary equipment. The doctors of the MMV treated health issues such as cold, cough, fever, diabetes and Malaria etc. Apart from this, general health check-ups, awareness generation with respect to health and hygiene, women health and counselling of the community members was also undertaken during the project.



Key results: The MMV project successfully improved health seeking behaviour of women of the community, reduced the medical expenses of the poor, provided quality healthcare, and catered to a large number of marginalised community members. 87% of the respondents were completely satisfied with the services provided by the MMVs.

Providing ambulance to Indian Association of Muscular Dystrophy (IAMD)

About the project: Petronet, under this project, provided an ambulance to the IAMD in 2020. The focus was on improving the access to healthcare for people with Muscular Dystrophy. The ambulance catered to patients of all age groups. It contributed towards the overall well-being of the patients by inducing normalcy into their lives.



Key results: The beneficiaries, with the help of ambulance were able to commute to the health centre (Rahat centre) to receive physiotherapy to delay the progression of the disease along with other services.

Distribution of aids and assistive devices to Divyangjan (PwDs)

About the project: In this programme, Petronet provided aids and assistive devices for underprivileged PwDs in collaboration with ALIMCO in 2019. Distribution of aids and assistive devices took place through camps in Delhi, Dahej and Kochi. The process of distribution involved Rehab professional's prescription, registration of eligible PwDs and distribution of the devices.



Key results: The intervention, through its provision helped 1,209 PwDs across India.

Sound-proof speech therapy

About the project: Petronet aimed to empower children from economically backward classes with hearing impairment through the provision of sound-proof speech therapy in 2019. With TLIT being the implementing partner, the focus was to introduce these children to mainstream education for a better future. The process adopted to extend help to the beneficiaries included: enrolment of the children between 3-12 years, audiology tests and distribution of hearing aids as per the requirements.



Key results: The programme has positively impacted lives of beneficiaries by improving access to components such as speech therapy, soundproof rooms, uniforms, ID cards and meal and transport facility for the students.

3.3. Healthcare

Healthcare is a crucial component of the Human Development Index. It determines the standard of living of the people. Some of the leading indicators for healthcare are access to healthcare services, quality, maternal and child health. There have been several obstacles when it comes to achieving the universalisation of quality healthcare. These obstacles can be in the form social structure, patriarchy, economic situation, and discrimination etc.

3.3.1. Mobile medical vans- Wockhardt Foundation

To improve accessibility to healthcare services of the rural / urban poor, Petronet with the help of Wockhardt Foundation set up 4 mobile medical vans in Delhi NCR (2), Gujarat (1) and Kerala (1). The Coordinator ensured that the community was well-informed about the medical van camp and received the support they wanted. If a case was too critical, necessary provisions were made to refer it to another medical centre.

The programme emphasised on the following:

- General health check-ups.
- Awareness generation (health and hygiene, immunisation, Hepatitis etc)
- Special focus on women (lactating mother) and adolescent girl health.
- Counselling for patients on diverse topics (nutrition tips for pregnant women, chlorination in monsoon, epidemics and etc).



The Mobile Medical Vans considered the below health conditions:



To develop an in-depth understanding of the programme, site visits were planned for Delhi and Gujarat locations. It was observed that the Mobile Medical Vans have had a widespread outreach as the beneficiaries' comprised men, women, marginalised communities and individuals of all age groups.

Figure 40: Glimpses of Mobile Medical Van



During the timings of Mobile Medical Van, the community members are alerted through the sound of the siren on the ambulance. The ambulance driver then along with the social worker goes from house to house to gather people who require help. Most of the people prefer coming during the early morning hours as a majority of them work as labourers and need to leave early for work.

The monitoring mechanism of the project consisted of the following:

- WhatsApp group updates by MMV drivers for distance covered on daily basis and use of GPS tracking to verify the same.
- Attendance registers for the Mobile Medical Van staff (time in and time out) daily.
- Record for medicines distributed / received / in-stock.
- Doctors update the WhatsApp group (which includes Petronet staff) daily, mentioning the details such as – number of females, male, referred and dewormed etc.
- Monthly meetings (Petronet and field staff of Wockhardt).

The intervention is a milestone, as for women in India the health-seeking behaviour is generally determined by the social status, mindset of the community, age and marital status as per the International Journal for the Equity of Health. Women are usually not comfortable with sharing either their health issues or seeking help. The intervention of Mobile Medical Vans has altered this trend by providing a female friendly intervention.

The Mobile Medical Vans supported 32,126 beneficiaries in Delhi, 11,078 in Dahej and 9,909 in the year 2021-2022 (as per the MoU 2019-20).



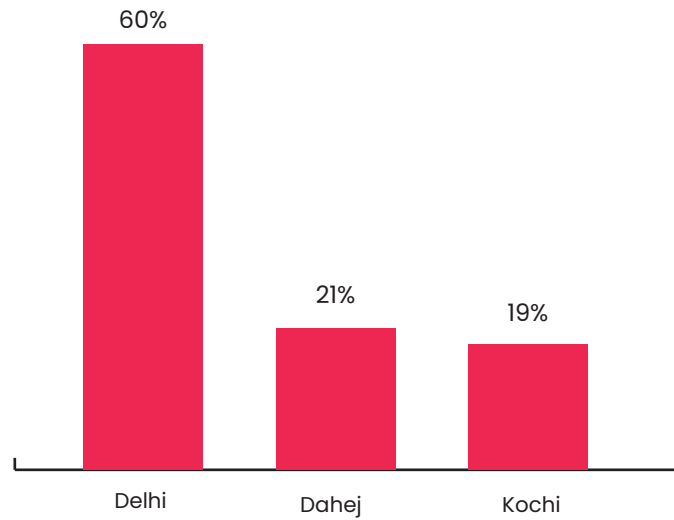
The doctors in the Mobile Medical Vans tell us about good hygiene habits and the importance of cleanliness. Young girls are able to talk to the doctors without hesitation.

- Beneficiary, Dahej

Table 17: Patient data for 2019-20

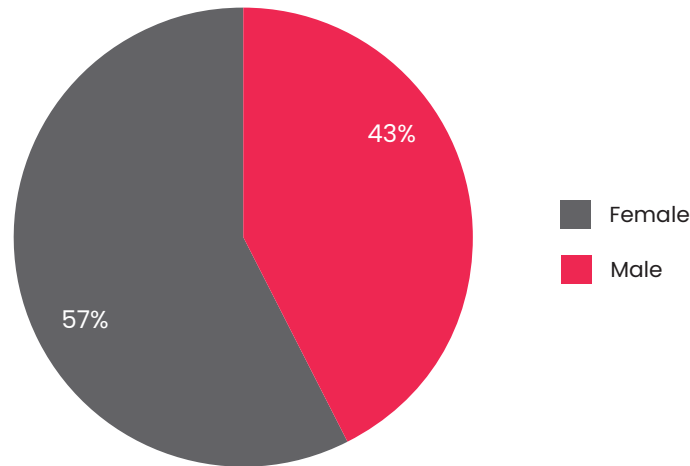
Location	Age < 15	Age > 15	Female	Male	Dewormed	Referrals	Total
Delhi	5,759	26,367	16,396	15,730	2,149	91	32,126
Dahej	2,259	8,819	3,779	7,299	494	628	11,078
Kochi	1,641	8,268	2,851	7,058	1,005	347	9,909
Total	9,759	43,454	23,026	30,087	3,648	1,066	53,113

Figure 41: Percentage of beneficiaries covered in each location (n=53113)



To understand the impact of the intervention, field visits were conducted to the location where the healthcare services were provided. The data captured from the questionnaire have been highlighted below:

Figure 42: Gender-wise distribution of beneficiaries (n=190)

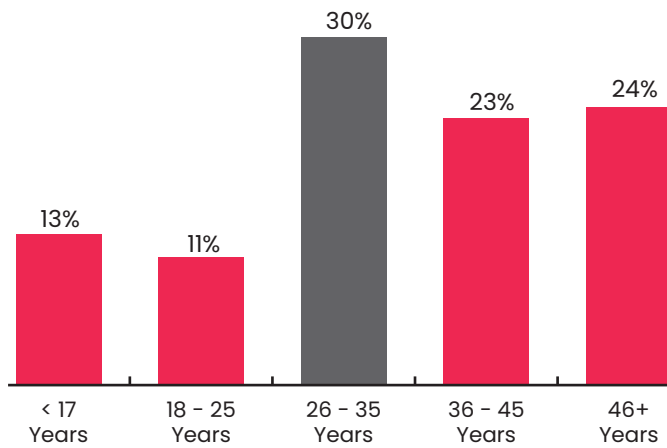


As per the analysis, 57% of the respondents were female, whereas 43% were male. This indicates that female were more frequent and regular users of the Mobile medical vans.

According to Mckinsey & Company, 2020 the health condition of the individuals is reflected through a country's economic growth. Better the access to quality health care, higher the economic growth through expansion of labour force and high productivity. The Mobile Medical Van intervention provided support to the individuals across all age groups. It was observed that a large chunk of the working population (between 15-59 years) was being supported through the Mobile Medical Van.

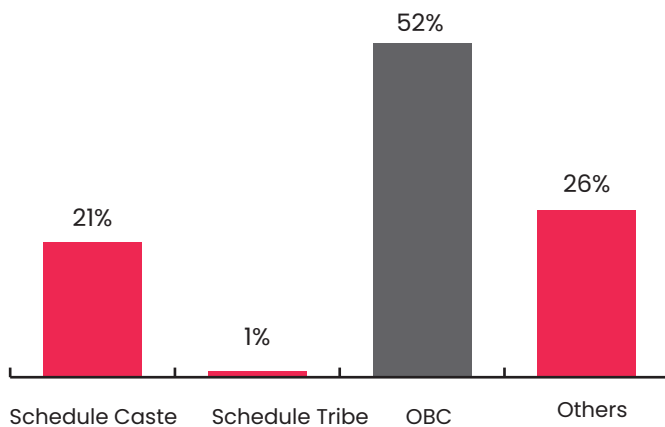
“ This initiative ensured access to basic healthcare services during pandemic as well

– Beneficiary, Luvara village

Figure 43: Age-wise distribution of beneficiaries (n=190)

The graph above shows the age-wise break-up of the beneficiaries. 30% of beneficiaries were between the age of 26–35 years, the highest percentage.

According to the International Journal of Applied Psychology, the health status of the individuals from marginalised communities has been poor in India due to discrimination, exploitation, and other factors. The intervention addresses this issue by serving individuals from marginalised communities as well.

Figure 44: Community-wise distribution of beneficiaries (n=190)

As presented in the above figure, the intervention serves 52% OBCs, 21% SCs, 1% STs and 26% others.

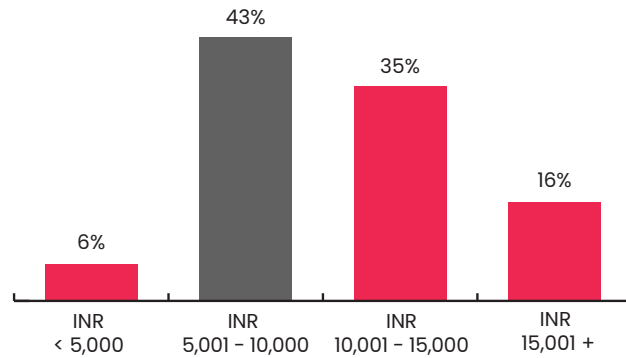




Before Petronet’s Mobile Medical Vans the community members used to go to the Government hospital in Bharuch (45 kms away) through public transport. They had to spend around INR 200 just for one-way travel. Now they don’t need to spend money to see a doctor. The Mobile Medical Vans serves around 600-700 households in the village.

-Sarpanch, Luvara village

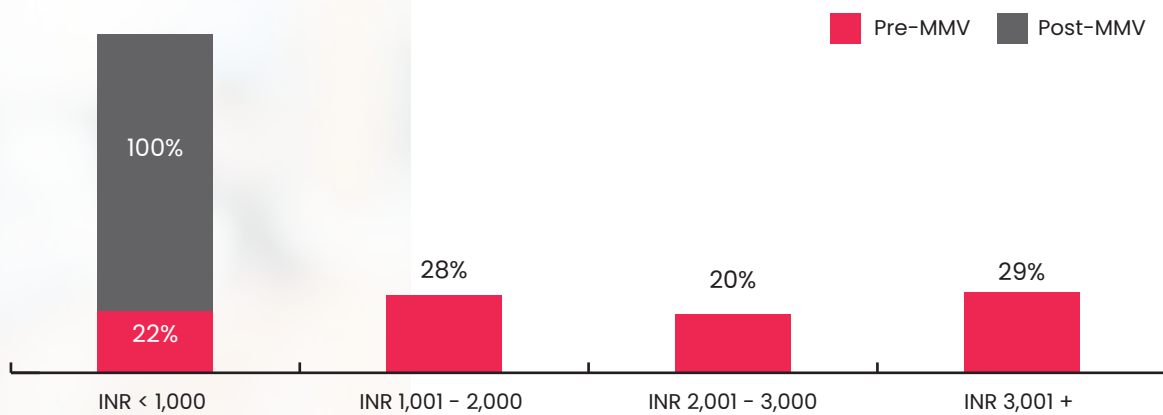
Figure 45: Monthly average household income of the beneficiaries (n=190)



People from low-income households usually do not have the resources to access quality health care. The Mobile Medical Van intervention catered to such households to provide them the basic right of quality healthcare.

Access to health is also determined by the distance between the healthcare facility and the residence of the beneficiaries. **93% stated that the MMV is at a walking distance from their households, thus enhancing access.**

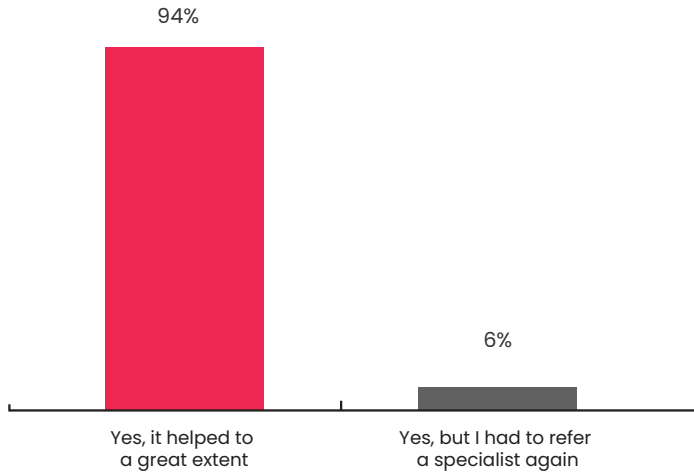
Figure 46: Reduction in annual medical expenses pre and post intervention (n=190)



As shown in the above figure, the medical expenditure went down due to the Mobile Medical Van intervention. Pre-intervention figure for expenditure ranged between less than INR 1,000 to more than INR 3,000. Post MMV project, the medical expenses have reduced to less than INR 1,000. It indicates that the intervention resulted in increased savings and contributed towards their better economic condition.

Apart from affordable quality healthcare, the programme had other features such as availability of doctors. **During the interviews 71% respondents agreed that the doctors were always available and 58% found it female friendly.**

Figure 47: Helpfulness of the recommendation and medication provided (n=190)



The recommendation and medication provided by the doctors of Mobile Medical Vans was found helpful by 94% of the respondents as shown in the above figure.

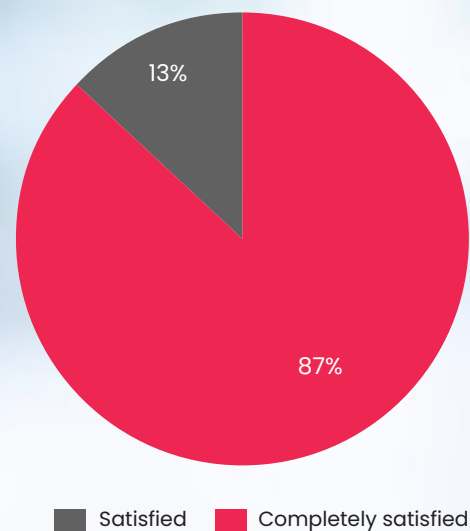
As shown in the above figure 48, 87% of the respondents were completely satisfied with the services provided during the intervention.

Despite being an efficient intervention, few challenges were experienced in the implementation of the programme at ground level in Dahej. One of such challenge was patients' inclination towards one type of medication which could have harmful effects on their health, for example- patients would repeatedly ask for cough syrup. Apart from this, a major number of people who came to the Mobile Medical Van had fungal infection. There is also an issue of portable water in the village. The doctors of the Mobile Medical Vans are allowed 2 days casual leave. On such days the Mobile Medical Vans is not operational.

It was noticed during the visit that the medicine stock register was not updated (refer to fig 49).

During the field visit for data collection, the anticipated sample size could not be covered as the beneficiaries / respondents did not visit the Mobile Medical Van location due water logging and floods in many parts of Dahej in Gujarat.

Figure 48: Beneficiary satisfaction (n=190)



Impact

The Mobile Medical Van Project by Petronet was quite essential as it was able to beat numerous obstacles that usually come in the way of universalisation of quality healthcare in India. The unequal access to healthcare services was tackled by setting up Mobile Medical Vans in areas where most of the marginalised communities resided. The health-seeking behaviour of the females was improved with the help of female friendly intervention. Females as young as adolescents were seeking help from the doctors without any hesitation. The provision of free medicines made it more affordable for the beneficiaries. The services of well-qualified medical staff led to good health of the community members.

Figure 49: Record for medicines issued and received by the beneficiaries

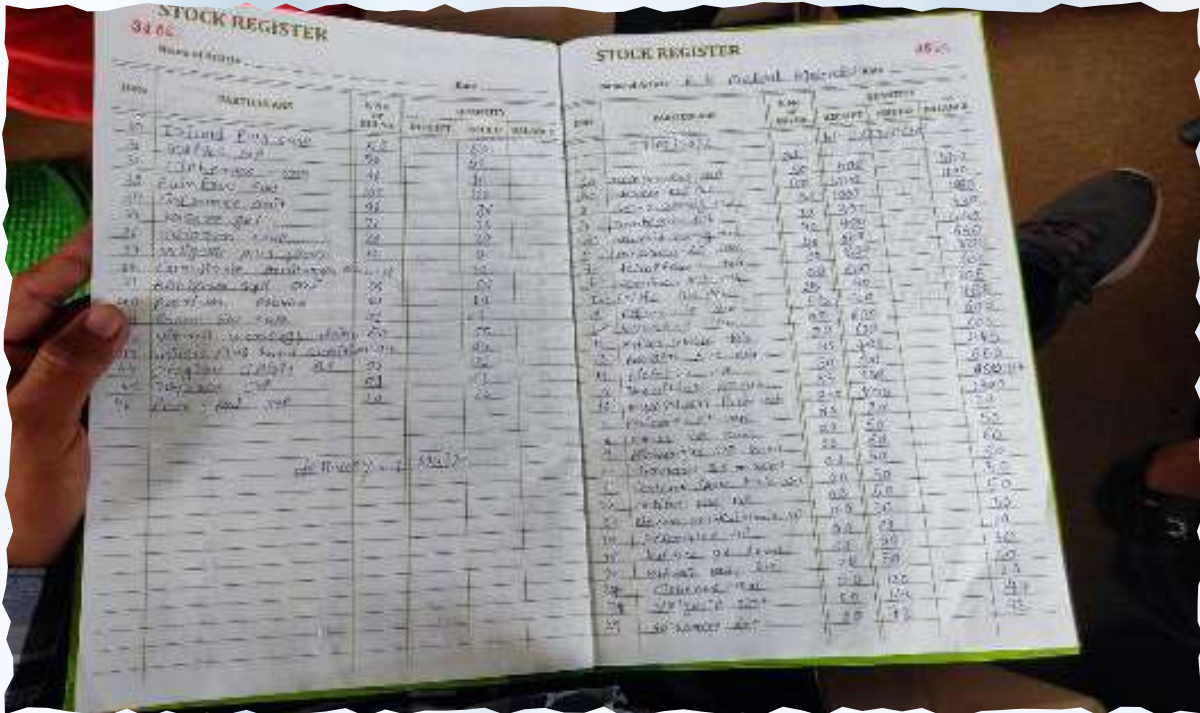
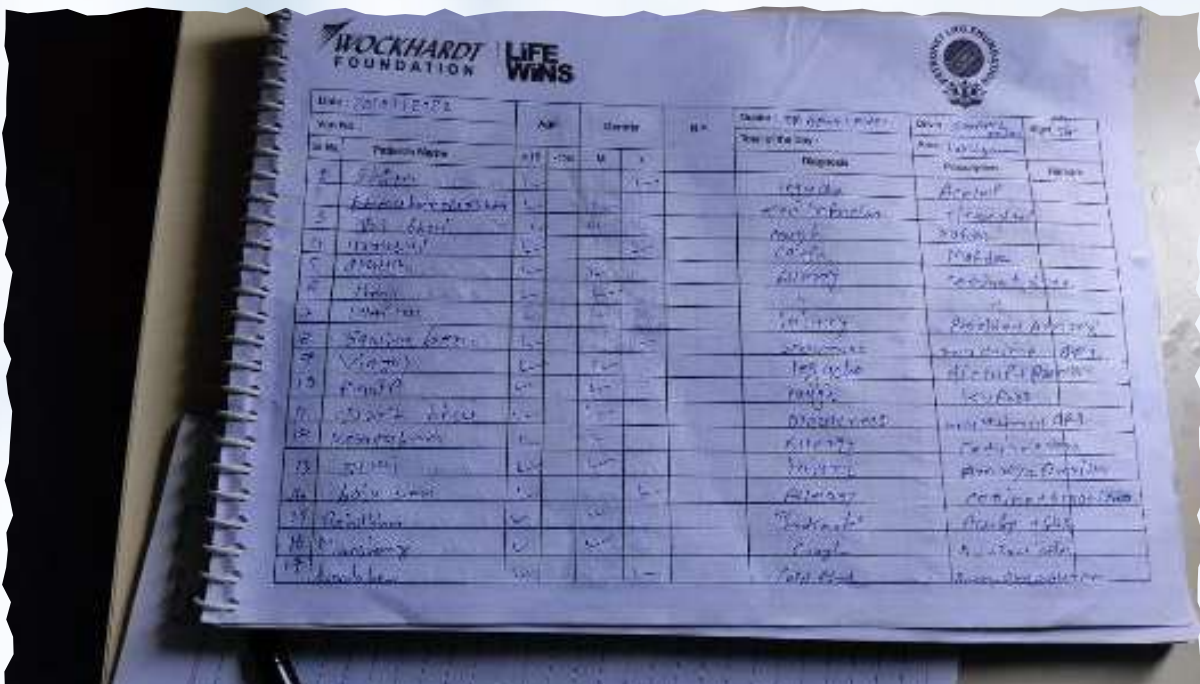


Figure 50: Patient record MMV (Dahej)



3.3.2. Providing ambulance to Indian Association of Muscular Dystrophy (IAMD)

Petronet, through this programme, aimed to improve the access to healthcare by funding for an ambulance for the Indian Association of Muscular Dystrophy (IAMD)'s Rahat Centre in Delhi on 16th June 2020.



Muscular dystrophy is a group of diseases where a person's muscles get weak and the skeletal muscle also breakdowns overtime; the signs and symptoms of the health conditions are as follows:

IAMD has been working with the people with Muscular Dystrophy since 2014. The IAMD provides a range of services to the beneficiaries:

- Physiotherapy as per the needs of the patient.
- Genetic Counselling for beneficiaries and their family members (DNA and carrier testing).
- Medical Check-Up.
- Transportation of beneficiaries from home to centre and return.
- Arranging recreational activities for the beneficiaries (picnics etc).

All the services mentioned above brought some great positive changes in the lives of the people. It improved their body posture, ability to walk, ability to do physical activities such as climbing up and down the stairs. The mental wellbeing was ensured, genetic counselling promoted prevention of the disease, medical guidance was given.

Petronet's contribution towards funding a Tata Winger ambulance (one-off support) made it easy for the beneficiaries to travel. Positive changes in the lives of the beneficiaries

Figure 51: IAMD Rahat Centre in Delhi



The facilities provided in the ambulance were as following:



Foldable aluminium ramp for boarding the patients in the ambulance



Fire extinguishers (4)



Power Wheelchair (1)



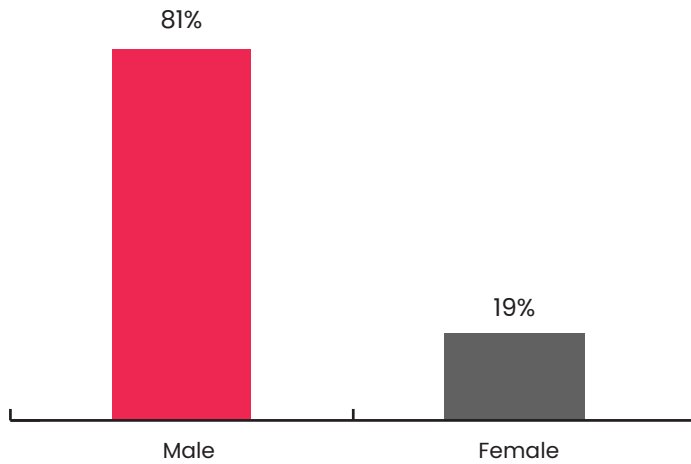
Air Conditioner

could only be ensured if they reached the Rahat centres and therefore this support was applauded by the beneficiaries. The running cost, operation, maintenance, and compliance issues (road tax, pollution certificate, registration etc.) was looked after by IAMD.

There was no multi-party quotation applied to the process of procuring the vehicle as none of the dealers had the required vehicle. Help was taken from Tata Motors directly to procure the ambulance.

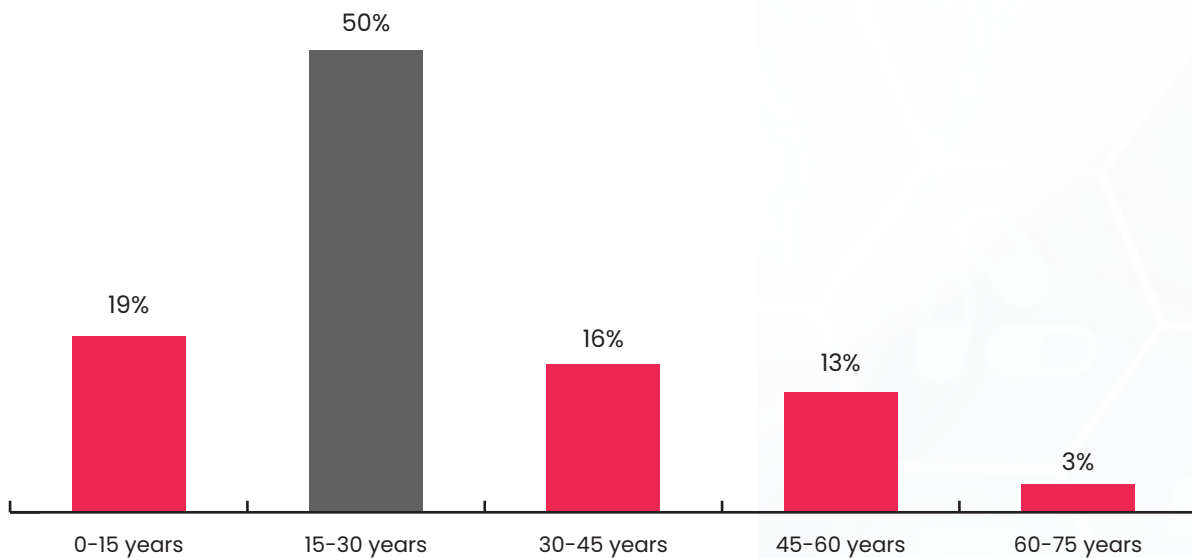
The graphs below are based on the data provided by IAMD for 32 beneficiaries.

Figure 52: Gender-wise distribution of the beneficiaries (n=32)



As per the data received from IAMD above, 81% male and 19% female beneficiaries availed the services of ambulance.

Figure 53: Age-wise distribution of beneficiaries (n=32)



The above figure represents the age-wise distribution of the beneficiaries. Maximum number of beneficiaries are between the ages of 15-30 years i.e., 50%. Whereas the percentage for 0-15 years, 30-45 years, 45-60 years and 60-75 years is 19%, 16%, 13% and 3% respectively.

Impact

The provision of an ambulance to the IAMD Rahat Centre in Delhi has not only made the transportation of the individuals suffering from Muscular Dystrophy easy but has contributed towards their overall well-being. The beneficiaries visit the Rahat Centres through the ambulance provided by Petronet. They receive a range of services from the Rahat Centres such as psychological support, specialised physiotherapy to delay the progression of the disease, picnics to induce normalcy in their lives, DNA and carrier testing to avoid further spread of the disease and so on. Other than IAMD, there are no organisations working with the people with Muscular Dystrophy. This is a one-of-a-kind intervention supported by the Petronet.



3.3.3. Distribution of aids and assistive devices to Divyangjan (PwDs)- Artificial Limbs Manufacturing Corporation of India (ALIMCO)

Under this programme, Petronet on 9th October 2019, with the help of Artificial Limbs Manufacturing Corporation of India (ALIMCO) aimed to distribute aids and assistive devices to the underprivileged persons with disabilities (PwDs) to empower them.

The need of the programme was felt as PwDs comprise 2.21% of total population of India (Census of India, 2011) and most of the PwDs are from low socio-economic sections of the society and struggle to afford aids and assistive devices as per their needs. The nature of the disabilities is diverse; therefore, it is essential for the PwDs to be able to access specialised aids and assistive devices to function independently.

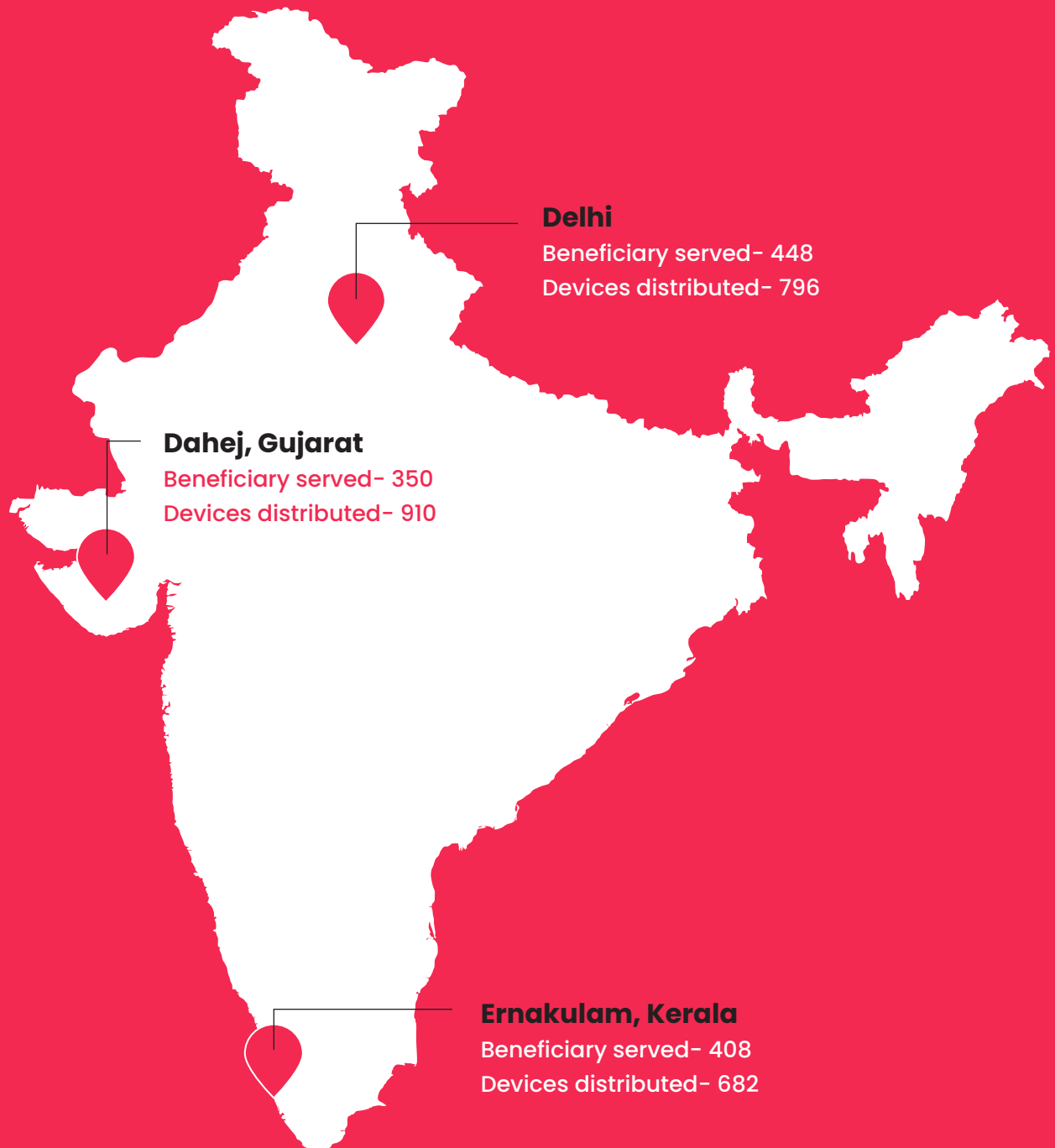
ALIMCO, which functions under the administrative control of Ministry of Social Justice and Empowerment, distributed aids and assistive devices in three locations in Delhi, Gujarat and Kerala through setting up camps. The process for distribution of the aids and assistive devices is as follows:



A diverse range of aids and assistive devices were distributed during the camps. Type of devices distributed are as follows:

Motorized Tricycle	Tricycle	Wheelchair
C.P chair	Crutch	Walking stick
Braille kit	Hearing Aids	ADL kit
Cell phone	MSIED kit	Smart Cane
Smart phone	Tablet	Daisy player
Joystick wheelchair	Braille cane	Rollator

People with locomotor, visual, hearing, speech and other disabilities were beneficiaries of this programme. A total of 2,388 aids and assistive devices were distributed and 1,206 people with disabilities were benefitted during the programme¹. The location wise break-up is as follows:



¹ Number of beneficiaries is as per the data provided by ALIMCO i.e. file names – Delhi CSR Petronet LNG, Petronet LNG Kerala and Dahej list (Excel sheet) via email dated 22-06-2022.
Number of devices distributed is as per the data provided by ALIMCO i.e. file name – PPT for Petronet via email dated 22-06-2022.

Beneficiary data was received from ALIMCO for Kerala, Dahej and Delhi locations. Post the virtual discussions with the ALIMCO SPOC, the data for aids and assistive devices distributed during the camp was analysed. The beneficiaries for each location included Kerala- 408, Dahej- 350 and Delhi- 448. The below graphs highlight gender-wise distribution of the beneficiaries.

As shown in the Figure 54 the percentage for the recipients of aids and assistive devices in Kerala was 62% for male and 38% for female.

The Figure 55 shows that the percentage for the recipients of aids and assistive devices in Dahej was 75% for male and 25% for female.

As shown in the Figure 56 the percentage for the recipients of aids and assistive devices in Delhi was 72% for male and 28% for female.

Figure 54: Gender-wise distribution of beneficiaries in Ernakulam, Kerala (n=408)

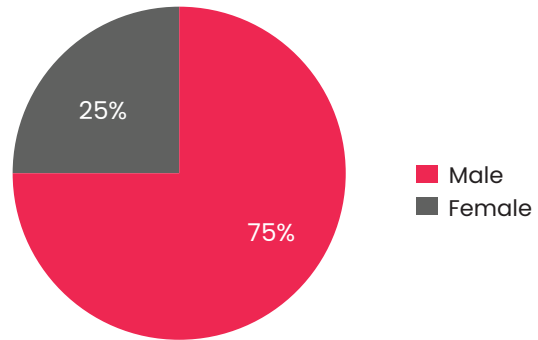


Figure 55: Gender-wise distribution of beneficiaries in Dahej, Gujarat (n=350)

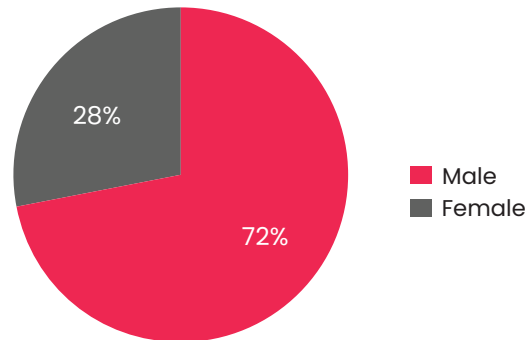


Figure 56: Gender-wise distribution of beneficiaries in Delhi (n=448)

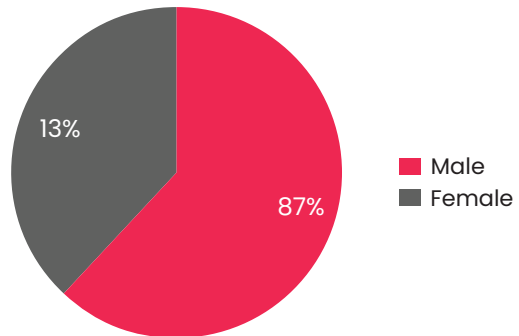


Figure 57: Distribution of aids and assistive devices



Impact

The disabled individuals are underserved, disadvantaged and least visible as compared to the general population. People with disabilities comprise 2.21% (2.68 Crore) of the total population as per the Census of India, 2011. Their literacy rate and participation in work force also remains the lowest.

In this programme, aids and assistive devices were distributed to differently abled people across multiple locations in India through its camps. It serves as a benchmark for those working towards the upliftment of differently abled individuals, the programme will allow the beneficiaries to function independently in a variety of environments. This step would ensure them of leading a dignified life.

3.3.4. Sound-proof speech therapy- The Lepra India Trust (TLIT)

Petronet aimed to empower children from economically backward classes with hearing impairment through the provision of sound-proof speech therapy. Petronet partnered with The Lepra India Trust (TLIT), Jasola, New Delhi for the implementation of the project in the target area i.e., Delhi on 26th November 2019.

Under this programme the following processes were followed to extend support to the beneficiaries.

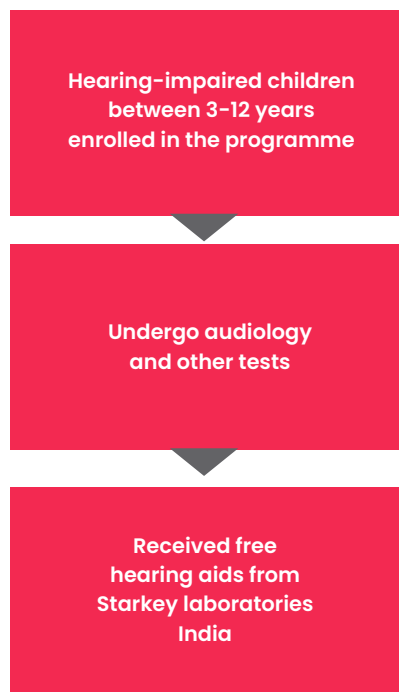


Figure 58: A glimpse of the inaugural programme (Left) and facilities in the centre (Right)



There were no other organisations or institutes working in the same domain and in the area of target population. The introduction of hearing-impaired children to the mainstream education was the main reason behind initiating the programme. Through mainstreaming, their chances of leading an independent life in future would increase.

Before the establishment of the sound-proof speech therapy rooms, it was difficult to conduct the speech therapy sessions as there was a lot of disturbance coming from the classrooms next to them. Speech therapy ideally requires a quiet and distraction free environment. The provision of sound-proof rooms under Petronet's intervention made it possible to attain the ideal conditions for speech therapy.

Apart from the hearing aids several other benefits were provided to the beneficiaries:

The intervention ensured the speech therapy to be conducted only by experienced and specialised professionals to maintain high standards of the trainings and workshops. There were several beneficiaries who were profoundly deaf meaning they could not be benefitted either by speech therapy or hearing aids. Sign language experts were assigned to such students to ensure livelihood opportunities for them. Three electric vans were deployed for an easy transportation of the hearing-impaired children for a better outreach of the programme.

- Speech therapy by experienced speech therapist
- Special educator
- Sound proof speech therapy rooms
- Sign language teacher
- ID Card
- Uniforms
- Nutritious meals
- Van and driver for transportation

Figure 59: Sound-proof speech therapy room



Impact

The intervention by Petronet focused on the needs of underprivileged children with hearing impairment with respect to ensuring a self-reliant future. The programme planned to empower the children by providing them support through various provisions under the project.

The project ensured a life of dignity for the children through trainings and workshops by specialised individuals, nutritious food, arranging a mode of transportation for those having issues with accessing the therapy centres. The knowledge attained by these children would help them to get into the mainstream education and make contribution towards our country's economy.

Table 18: Assessment framework

Parameter	Result
Relevance	<p>The health programmes were relevant for the target population as they worked towards providing quality healthcare, aids and assistive devices, soundproof speech therapy and improving access to health care through the provision of transportation.</p> <p>The data collected on the field and received from the implemented partners indicate that the target population had the following characteristics: marginalised, under served, had low income, disability (IAMD, TLIT, ALIMCO projects) and inadequate resources.</p> <p>Petronet's programmes emphasised the needs of the individuals of the respective target population and introduced suitable interventions.</p>
Effectiveness	<p>The healthcare interventions were effective to a great extent. They were introduced to ensure a quality healthcare to the underprivileged individuals who were in need and had inadequate resources to access the same.</p> <p>The objectives of these programme were achieved by devising appropriate strategies as per the needs. For example- the marginalized community residing in Dahej location was given help through a Mobile Medical Van, that would visit the village at regular intervals. Otherwise, the individuals had to struggle to reach the nearest Government hospital that was 50-60 kms away. And given the low-income scenario these people would have to spend a lot towards transportation.</p>
Efficiency	Refer the expenditure review section
Impact	<p>An evident impact has been made in the domain of health and health related knowledge of the beneficiaries of the programme. This was made possible through the knowledge dissemination which took place parallelly with the programme.</p> <p>For example: Through the provision of DNA and carrier testing along with family counselling the further spread of Muscular Dystrophy was halted.</p> <p>Early disease detection through general health check-up, availability of quality doctors and medicines would help in maintaining good health among the beneficiaries. Women have become more aware, and their health-seeking behaviour improved.</p>

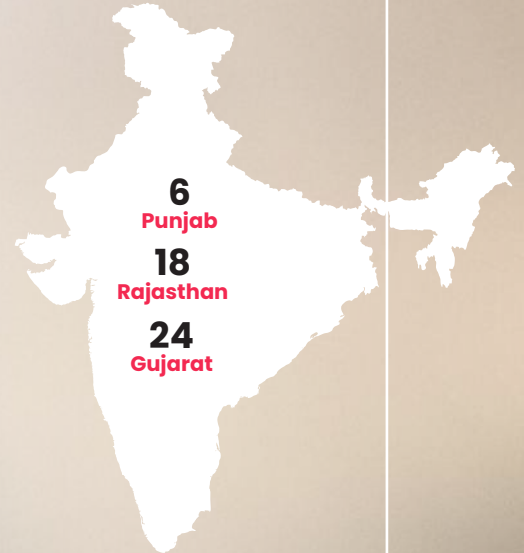
3.4. War widows- Border Security Forces (BSF)

The Border security forces (BSF) functions under the Ministry of Home Affairs, it is the only security force in India with a Water Wing, Air Wing and Artillery Force. It has 192 battalions across all the wings. The duties of BSF during the peace time are to ensure security, prevent illegal movement (entry or exit) from India, smuggling and other illegal activities. During conflicts, the scope of the duties expands.

Many BSF personnel and officers become martyr every year due to the adverse conditions in the border areas. As a result, their families experience a disruption in their daily lives and challenges with respect to the livelihood.

Keeping these conditions in mind, BSF initiated the construction of quarters for the welfare of widows of the martyred BSF personnel. The project was financially supported by Petronet as per the MoU signed dated 30th July 2018 and it was implemented in three states of India- Gujarat, Punjab and Rajasthan under its current mandate of Companies Act 2013 Schedule VII and CSR policy through its CSR arm Petronet LNG Foundation. **It aligns with the Goal 5 (Gender equality) of the Sustainable Development Goals (Providing houses to war widows, in a manner, reinforce the national commitment to achieving Goal -5.A, which secures women’s equal rights to economic resources, property ownership and financial services).**

There are 48 2BHK residential flats under this project. The number of quarters built in each location is as follows (refer to the map on right):





This is a one of kind project, as no other organisation has supported the construction of BSF widow quarters before. This project is going to benefit a number of war widows.

- BSF Officer, BSF Gandhinagar

A field visit to Gandhinagar (Frontier HQ BSF Gujarat) was arranged to understand the intricacies of the project.

The construction undertaken by WAPCOS started on 31st March 2019 and ended on 31st March 2021. There was a delay due to the COVID-19 outbreak.

One building comprised six quarters i.e., two on each floor. One single quarter had an area of 753 sq. ft as per the Junior Engineer, BSF Gandhinagar. Water tanks were installed for each quarter on the roof of the buildings which had a 500 litres capacity.

During the construction of the quarter, an IPS rank official would visit the site once in every 15 days to ensure completion of multiple levels of infrastructure on time. During these visits if any issues were noticed, the official would make sure to resolve them at the earliest.

Funds were disbursed after completion of each level of the quarter in percentages (as per the MoU between BSF and Petronet) for example: 10% funds disbursed after completion up to plinth level, 15% funds post completion of second floor slab and so on.

Once the quarters get occupied, the beneficiaries will receive a single invoice for all the utilities per month. 16 applications have been received for the quarters so far and more are anticipated. The inauguration of the quarters is awaited in Gandhinagar.

The BSF personnel were satisfied with the intervention. They said there was a good coordination among the stakeholders. However, it was also mentioned that more emphasis on quality work should be the focus of the project.

Note: The quarters are yet to be handed over to the beneficiaries.

Impact

Petronet's contribution in building quarters for war widows of BSF is appreciable. The intervention was able to provide support to families who lost their loved ones for the safety of others. The intervention was able to improve their quality of life and living standards.

Figure 60: BSF widow quarters in Gandhinagar and Punjab



Table 19: Assessment framework

Parameter	Result
Relevance	The war widows experience a range of issues, one of them is a safe and secure housing. The programme was aimed to cater to the widows and family members of martyred BSF personnel and it was found to be quite relevant w.r.t the context.
Effectiveness	The components of programme would be of a great support to the beneficiaries.
Efficiency	The programme was quite efficient, as the land for the project was allocated promptly as per the Executive Engineer, BSF Gandhinagar. There was a slight delay with respect to the construction of the quarters due to the outbreak of COVID-19.
Impact	The beneficiaries who will reside in the quarters will be able to avail most of the amenities from inside the safe and secure campus of the BSF. Ankur Play School, BSF canteen, nearby facility (outside the campus) of primary and high school in Kendriya Vidyalaya and Army school are some of them. These amenities would be helpful to the beneficiaries and would enable them lead a normal life.

4



FINANCIAL REVIEW

Petronet provided with financial assistance to multiple interventions across various thematic areas.

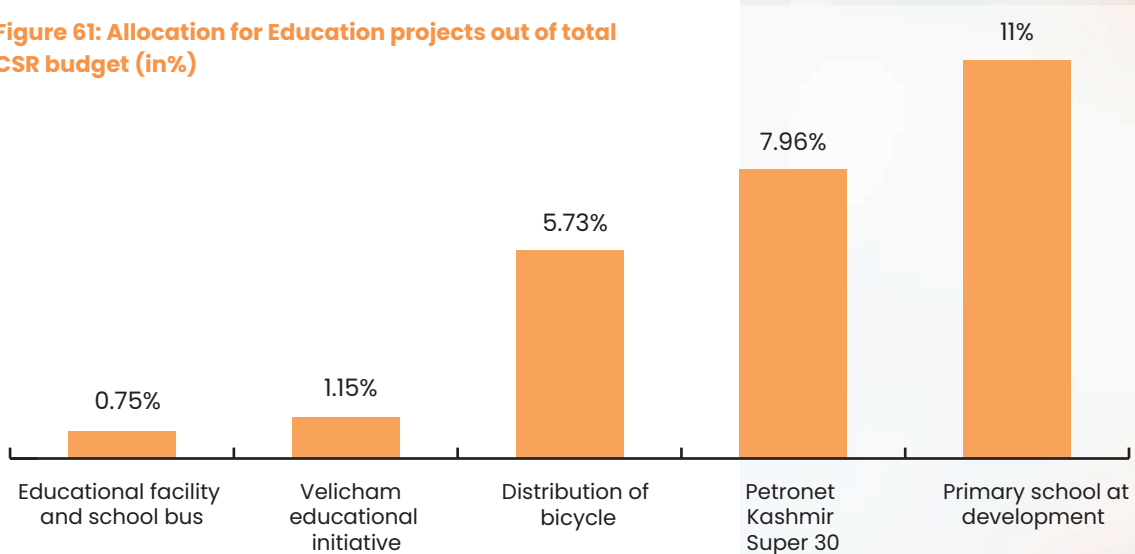
Table 20: Theme and project-wise budget

S.no	Thematic area	Project	Budget (in INR Lakhs)
1	Education	Educational facility and school bus	11.75
2		Velicham educational initiative	18.00
3		Distribution of bicycle	90.00
4		Petronet Kashmir super 30	125.00
5		Development of Primary school at Luvara village	172.20
6	Health	Providing sound-proof speech therapy	17.81
7		Distribution of Aids and assistive devices	150.00
8		Mobile medical vans	197.50
9		Ambulance to Indian Association of Muscular Dystrophy	16.61
10	Skill development	Skill development project with CIPET- Haryana and Himachal Pradesh	104.50
11		Skill Training for Persons with Disabilities with NHFDC	47.85
12		Skill Development Programme with CIPET- Gujarat	73.10
13		Naipunyam - Skill Development with CIPET	73.10
14	War Widows	Construction of BSF widow quarters	473.20

Project wise budget allocation

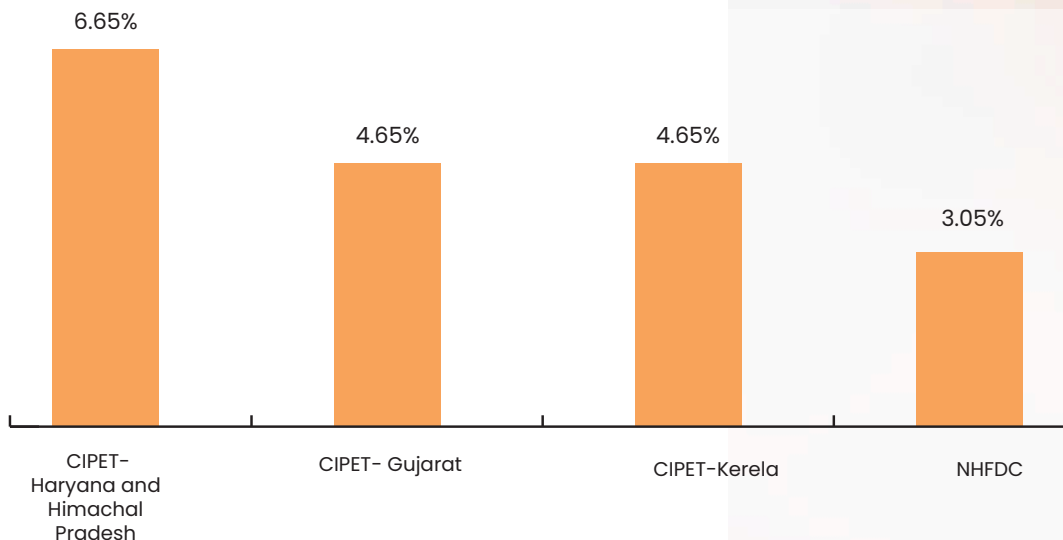
Petronet has undertaken multiple projects under CSR which were related to diverse themes. PLF contributed towards Education, Skill development, Healthcare and War widows. Under each thematic area, it included various small- and large-scale projects which catered to the needs of the community. Out of the total CSR expenditure for all the projects, percentage contribution for each thematic area has been calculated and presented below:

Figure 61: Allocation for Education projects out of total CSR budget (in%)



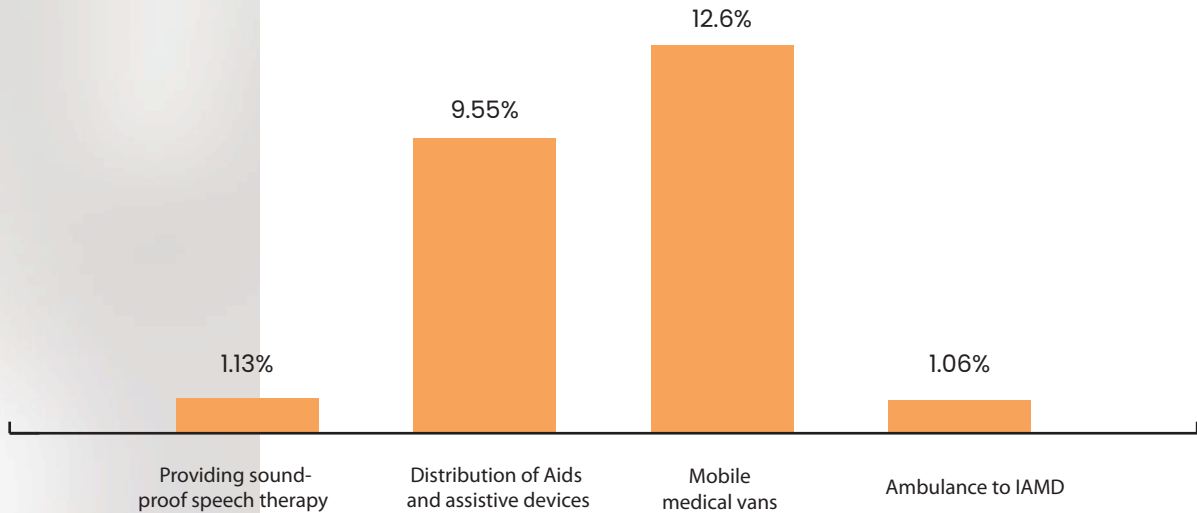
Under education, PLF supported five projects, the maximum percentage of contribution among all the projects were provided to Development of Primary school Luvara village with INR 172.2 Lakhs and minimum contribution was provided to educational facility and school bus of INR 11.75 Lakhs.

Figure 62: Allocation for Skill development projects out of total CSR budget (in %)



In skill development, PLF supported four projects implemented by two different agencies in six locations. The maximum contribution of the CSR budget was directed towards Skill development project- CIPET Haryana and Himachal Pradesh INR 104.5 Lakhs and minimum contribution was made for Skill Training for Persons with Disabilities with NHFDC of INR 47.85 Lakhs.

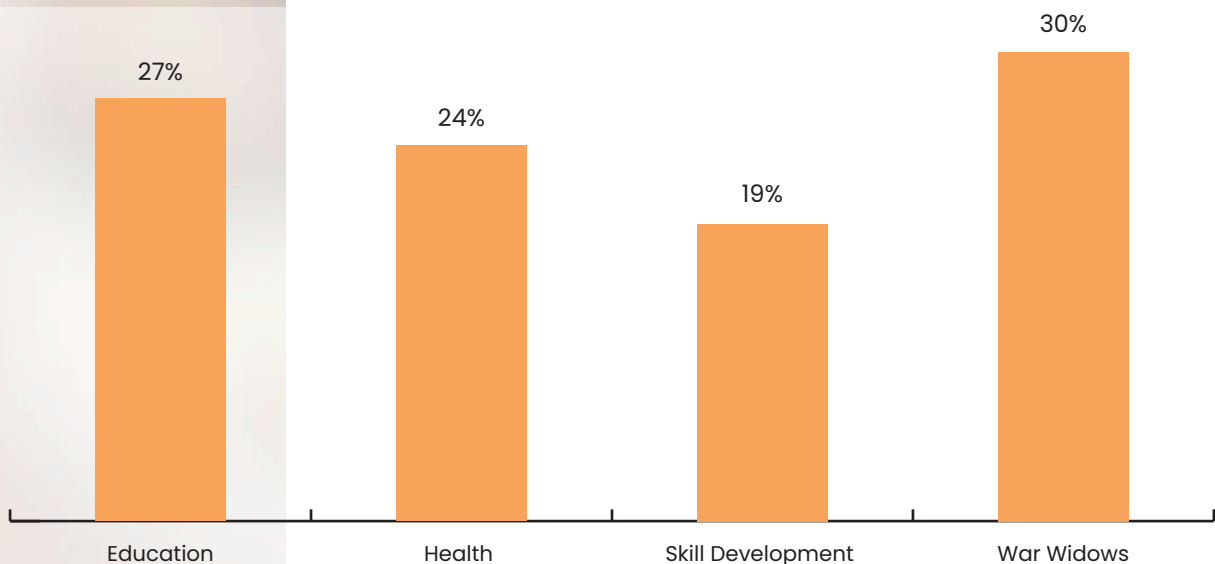
Figure 63: Allocation for Health projects out of total CSR budget (in%)



In Health category, PLF supported four projects, the maximum CSR budget was disbursed for Mobile medical vans with INR 197.5 Lakhs

Thematic area wise allocation

Figure 64: Division of CSR budget thematic area- wise



Overall, Petronet contributed towards fourteen projects that catered to a multitude of needs for the community. The maximum contribution was directed towards War widows which was a three-year project from FY 2018-21.

4.1. Summary of the expenditure review

4.1.1. Methodology of the review



Process

- 1** As the first step, sample utilization certificates were sought from the project partners, and in line with the agreement with Petronet and as per the applicability. For instance, school development project with SSA in Luvara, Gujarat, contractors were selected as per government norms and hence only UC was reviewed.
- 2** Post obtaining UCs, sample bills and invoices were requested from the partners for review. In this stage, bills and invoices were identified for which multi-party quotations were to be reviewed. Only few partners had submitted the multi-party quotation and required bills and vouchers.
- 3** The last stage included reporting the findings and gaps. This was done based on the review exercise in the previous stage. Key pointers from the review have been presented below in the next section.

Key findings of the expenditure review

1

Expenditure incurred by the partners were line with objectives of the project. All the sample invoices indicate that funds were utilized to meet the objectives of the projects.

2

Procurement of medicines by Wockhardt Foundation was done in line with its internal procurement policy. We were informed that the vendor is selected for 5 years, and performance of the vendor is reviewed semi-annually.

3

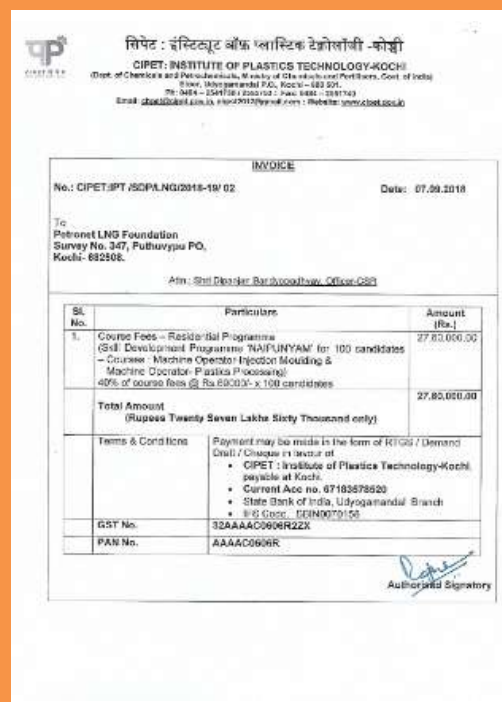
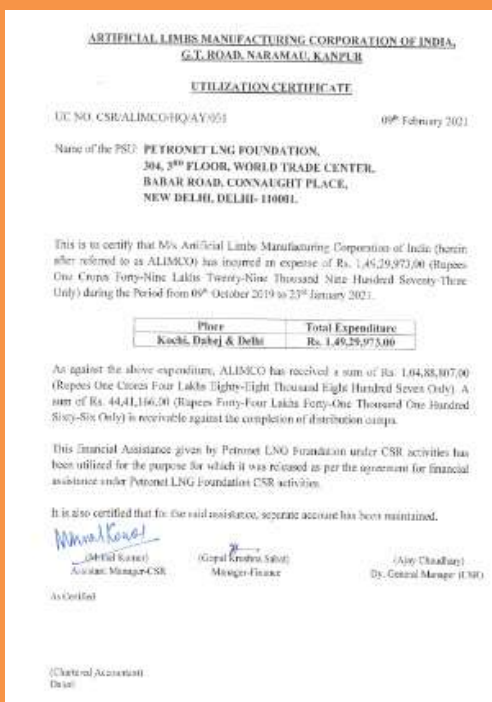
For school bus to Elankunnapuzha gram panchayat, it was noted that the bus was procured and supplied by Petronet to the gram panchayat.

4

An e-tender was floated by KSCADC to select the vendor for bicycle procurement. At the first stage i.e., prequalification stage, two vendors were selected namely, Tirupati Rickshaw Traders (INR 4,250) and Safari Cycles (INR 3,990). Post negotiation with Safari Cycles, the supply order was issued to Safari Cycles at the rate of INR 3,880.

Out of the total project amount of INR 90 Lakhs, only INR 81.30 Lakhs were spent as per the UC. Discussion with the KSCADC personnel revealed that the price of cycles as offered by the Safari Cycles included logistics cost and therefore, a reduced amount was requested by KSCADC.

Figure 65: Sample documents- Utilization Certificate for Distribution of Aids and Assistive Devices (Left) and CIPET Kochi invoices (Right)



4



RECOMMENDATIONS / WAY FORWARD

Post an assessment of the projects through available literature and stakeholder discussions, it can be inferred that Petronet has played a pivotal role in the development of its peripheral regions. The projects ranging from healthcare and education to skill development and need based support, have been instrumental in shaping the lives of multiple beneficiaries.

Going forward, Petronet may consider the below points for planning or execution of its CSR projects.



Detailed review: Few projects are categorized as one-off support for instance, donation of bus, distribution of bicycles, ambulance donation etc. In an arrangement of this kind, scope for a detailed project evaluation shrinks due to lack of measurable indicators. Also, since these are donation based, sustainability becomes a major concern. Although important from the point of view of local area requirements, efforts may be made to have projects which can have identifiable indicators such as MMU project or skill development.



Accountability: It was noted that all the projects were entirely funded by Petronet. In future, Petronet may consider exploring community / beneficiary contribution, as applicable, on projects to create increased accountability on the beneficiaries towards the projects / assets created as part of projects.



Increased recognition: Petronet may consider conducting awareness camps, community / school meetings emphasizing Petronet's role in the projects going forward. This would lead to Petronet being recognized as a socially responsible corporate among the community where it invests.



Record maintenance: During the data collection in Dahej, Gujarat for Mobile Medical Van the respondents stated the need of an eye specialist. It was also noticed that the record registers for the medicine did not have a label and were not complete / updated as certain columns were left blank (refer to snapshot in the Annexure). It is suggested that records should be maintained on a real-time basis to avoid confusions. Also, Petronet may consider inclusion of an eye specialist, post analysing the need.



Measurable KPIs: Further, Petronet may engage in increased number of interventions with more focus on measurable KPIs for better assessment of the projects in future.



Project sustainability: Also, sustainability of the projects by implementing agencies / partners may be focussed upon since it can act as a reflection of the plan for creating continued impact through these interventions.



Needs assessment: Furthermore, in terms of relevance and impact of CSR activities / projects, it would be a good practice to undertake future projects based on needs assessment data / studies (as applicable) so that the outcomes and impacts are measurable.



CONCLUSION

Petronet's projects were aligned with its CSR policy as well as Schedule VII of the Companies Act 2013. Petronet as a responsible Corporate Citizen, intends to improve quality of lives and promote inclusive growth by way of positioning itself as a fostering force of various Social Change Agents operating at the ground level through its CSR Interventions.

Several social development initiatives are regularly being undertaken not only in and around the Terminals but also PAN India at large, covering areas like healthcare, skill development, education, welfare of war widows, women empowerment, rural development, arts and culture, welfare of diyangjans, environment sustainability, etc.

These initiatives are implemented directly by Petronet (and through Petronet LNG Foundation) as well as in association with local self-governing bodies, district and state administrations, NGOs and other project implementation partners, prioritizing on the felt need of the communities, leading to creation of opportunities, equitable society and promoting inclusive growth. Overall, it was found that these projects aimed to address the priority needs of socially / economically backward and marginalised communities.

The study presents the impact analysis of 14 selected projects supported by Petronet. All the projects assessed had an outlay of INR 1570.62 Lakhs. The projects had a timeline range from 12 to 36 months. All the projects were executed within the allocated budget and the specified time or approved extensions (wherever applicable) despite the COVID-19 pandemic and other challenges.

It was also noted that all the projects were aligned with crucial SDGs like Goal 3, Goal 4 and Goal 5 i.e., 'Good Health and Well-being', 'Quality Education' and 'Gender Equality'.

The projects were assessed based on OECD's criteria i.e., Relevance, Effectiveness, Efficiency, Impact and Sustainability. These criteria are globally accepted as they offer a normative framework for judging the value or merit of an intervention (policy, strategy, project, activity). They act as the foundation for evaluative conclusions. During the assessment of impact, it was observed that all the projects performed successfully under the applicable criteria.

Petronet's projects like Mobile Medical Vans, distribution of aids and assistive devices addressed major obstacles that hinder universalization of health for all.

The interventions like construction of school, skill development and distribution of study materials lined up well with this goal and impacted a large range of students and youth.

Petronet's efforts to alleviate the most pressing needs of its beneficiaries through the projects in the sectors such as skill development, healthcare and education with measurable indicators proved to be highly impactful for the beneficiaries in terms of making them self-reliant, providing a conducive learning environment and increasing awareness related to importance of health & hygiene.

The project for BSF War Widows included construction of quarters for widows of martyred BSF Personnel. These beneficiaries would reside in the quarters and will be able to avail most of the amenities such as school and BSF canteen. It would be helpful for the beneficiaries and would enable them to lead a normal life.

The projects under skill development programme catered to the current needs of youth and PwDs by providing skill development support. It made them self-reliant as the courses and activities under this programme provided them with technical and traditional knowledge which was effective in catering to the increasing demand of the market. These programmes enhanced the beneficiary awareness about multiple job opportunities and improved their financial status.

It captured the broader objective of improving proficiency in youth and making them job ready in all aspects. The programme led to increased beneficiary confidence and changed mindset of the PwDs by promoting an inclusive environment for employability. This transformation helped the beneficiaries in reinventing themselves and pursue their aspirations.

Under Education, a major emphasis was on promoting access to education through different avenues. The scope of projects ranged from provision of study materials to underprivileged school students to easy and safe transportation for girl students belonging to fishermen community and children with disabilities. The programmes led to a positive change by bridging gap between students and requisite resources for education.

The projects under healthcare focussed on access to quality healthcare through distribution / support towards aids and assistive devices, soundproof speech therapy and easy transportation for people with Muscular Dystrophy. These interventions aided the underprivileged individuals by providing required facilities.

Components like knowledge dissemination, early disease detection through regular health check-ups, availability of quality doctors and medicines, supported in making a significant impact. The projects changed the mindset of the people as women of the underserved areas became more aware about their health and there was an improvement in health-seeking behaviour.

Overall, it can be stated that all the projects have been satisfactory and served the intended purpose of addressing the issues of the beneficiaries and enabled them to work towards their aspirations and improved quality of life.

