

# Impact Assessment Study *For* MRPL CSR Projects



**Impact Evaluation**  
*by*



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This Evaluation and Impact Assessment report is a result of intensive research and field visits undertaken by the team of ResearchnConsulting. Our team is thankful to Mangalore Refinery and Petrochemicals Limited (MRPL) for choosing us to conduct this study.

The impact assessment study was conducted in different places in the state of Karnataka viz. Dakshina Karnataka, Ududi and other areas in Karnataka.

It is a pleasure to express our thanks to all the officials of MRPL for their support and cooperation during our entire study and field visits at the project sites. The project evaluation and impact assessment of CSR projects of MRPL was not possible without the help of CSR committee team members of MRPL, who have readily offered their support for successful completion of this project.

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## **Preface**

This is an evaluation and impact assessment report of the 12 CSR projects undertaken by MRPL for the time period starting from 2012-13 to 2019-20. This document includes the CSR policy, agenda, and objectives of the CSR unit of MRPL. It also describes detailed information of each CSR project and activities. The CSR projects are based on different thematic areas, giving inclusive and holistic approach for community, social and economic development with long term sustainability. The projects were categorized as infrastructure development, sanitation, health and education.

The detailed elaboration of the highlights and challenges of the CSR projects is given based on the research study done by ResearchnConsulting. The impact assessment report is documented with individual CSR project wise and the order as mentioned in the list of projects under the scope of the study.

Each project is introduced with its aim and objectives, implementation agency, execution process, which is followed by the impact seen during the onsite in quantitative and qualitative way.

## Background Note and Scope of the Report

This report is an outcome of the CSR projects of MRPL for the period starting from 2012-13 to 2019-20. Impact assessment of the projects is done by ResearchnConsulting during the financial year 2020-21. The broad objective of this study is to assess the impact of the CSR projects implemented by Mangalore Refinery and Petrochemicals Limited and how those projects have helped in fulfilling the needs of the community at large.

The report was completed under the work order number 4200007505-1, dated 29.07.2020. MRPL CSR committee selected projects with monetary value of more than INR 50 Lacs.

Scope of the work included (as mentioned in the work order) ;

*Impact assessment of various locations at Udupi and Dakshina Kannada Dist. and other locations within Karnataka state. Bidder has to visit each location to evaluate and impact assessment has to be carried out by physically checking and interacting with the beneficiaries. Inspection of the facilities for its functional and present utilization also to be carried out. The necessary project details & documents to be provided by MRPL CSR dept. like name of project site, date of completion of projects & its installation details etc. The survey and feedback from beneficiaries, community stakeholders at Udupi, Dakshina Kannada and other locations.*

There were twelve projects implemented by MRPL in different villages and districts Udupi, Dakshina Kannada and other locations in Karnataka. Projects implementation is based on the need assessment of respective areas. These projects are executed on short- and long-term basis. The impact evaluation is based upon extensive research undertaken by team of ResearchnConsulting.

The objective of this study is to find out the overall impression of the projects. This study will help in understanding the actual experiences based on which MRPL can investigate deeper concerns and how the projects can be strengthened, and further improvements

can be done. This report will provide a holistic approach and based on the insights, further improvements can be made.

The report includes the assessment of the following CSR projects by MRPL:

- ▶ ***Construction of one wing of Govt. Lady Goschen Hospital by MRPL in Mangalore and Essential healthcare furniture of Govt. Lady Goschen Hospital, Mangalore.***
  - Project duration: 2012-13 to 2018-19
  - Project value for Hospital construction – INR 21.7 crores
  - Project value for Furniture and medical equipment – INR 8.31 crores
- ▶ ***Construction of toilets at Shri Rama School, Kalladka***
  - Project duration: 2016-17 to 2017-18
  - Project Value for 2016-17 was 25 Lakhs and for 2017-18 it was 37.74 Lakhs
- ▶ ***Improvement of Orphanage (Childcare institutions) at 52 centers***
  - Project duration: 2017-18 to 2018-19
  - Project Value : INR 98.07 Lakhs
- ▶ ***Swachh Bharat program in association with Ramakrishna Math, Mangalore***
  - Project duration: 2015-16 to 2019-20
  - Project value in INR
    - 2015-16 – 20 lakhs
    - 2016-17 - 50 lakhs
    - 2017-18 – 128.39 lakhs
    - 2018-19 - 106.58 lakhs
    - 2019-20 – 242.49 lakhs
- ▶ ***Providing benches and desks to the schools in and around Dharwad, North Karnataka***
  - Project was implemented in year 2017-18
  - Project Value: INR 182.62 lakhs
- ▶ ***Distribution of meritorious scholarship and financial aid to below poverty line girls and boys and SC & STs***
  - Project duration: 2017-18 to 18-19
  - Project Value: INR 1.18 cr for both the years



- ▶ ***Project for physically Handicapped/ Spastic persons and Endo Sulfine persons in Dakshin Kannada***
  - Project was implemented in 2017-18
  - Project Value: INR 1.18 crores.
- ▶ ***Solar High Mast at villages in Bantwal Taluk, Dakshin Kannada***
  - Project was implemented in 2017-18
  - Project Value: INR 73.75 lakhs
- ▶ ***Conservation of Biodiversity Park in Pilikula***
  - Project was implemented in 2019-20
  - Project Value: INR 3.94 crores
- ▶ ***Construction of toilets in school as per Swachh Vidyalaya Abhiyan, Dakshin Kannada***
  - Project duration: 2014-15 to 2015-16
  - Project Value: INR 1.64 Cr
- ▶ ***Sarpady village development, Dakshin Kannada***
  - Project was implemented in 2016-17 and 2018-19
  - Project Value: INR 38.62 lakhs in 2016-17 and 66.60 in 2018-19, total value was INR 1.05 crores

To evaluate and assess effectiveness & sustainability of CSR projects, impact assessment has been done and as per the report, all projects have made positive impact on the beneficiaries and society at large.

Project scope, objectives, key indicators, project mobilization, number of beneficiaries, potential beneficiaries, systematic approach, strength of implementation agency, project data and reports, internal monitoring and public feedback etc. were taken into consideration while conducting the impact assessment.

# Introduction

## Overview

Corporate Social Responsibility is not a new concept in India, however, the Ministry of Corporate Affairs, Government of India has notified Section 135 of the Companies Act, 2013 along with Companies (Corporate Social Responsibility Policy) Rules, 2014 " and other notifications related thereto which makes it mandatory (with effect from 1st April, 2014) for certain companies who fulfill the criteria as mentioned under Sub Section 1 of Section 135 to comply with the provisions relevant to Corporate Social Responsibility.

As mentioned by United Nations Industrial Development Organization (UNIDO), CSR is generally understood as being the way through which a company achieves a balance of economic, environmental, and social imperatives, while at the same time addressing the expectations of shareholders and stakeholders.

## What is CSR?

The term "Corporate Social Responsibility (CSR)" can be referred as corporate initiative to assess and take responsibility for the company's effects on the environment and impact on social welfare. The term generally applies to companies' efforts that go beyond what may be required by regulators or environmental protection groups.


Corporate social responsibility may also be referred to as "corporate citizenship" and can involve incurring short-term costs that do not provide an immediate financial benefit to the company, but instead promote positive social and environmental change.

**Philip Kotler and Nancy Lee** (2005) define CSR as



*"A commitment to improve community well-being through discretionary business practices and contributions of corporate resources."*

## **World Business Council for Sustainable Development defines**

 *“CSR is the continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families as well as of the local community and society at large”.*

CSR is about business actions that deliver some social good beyond the financial benefits and that is required by law. This increases long-term benefits for the company and trust of its shareholders. It imparts high ethical standards in conducting the business and creates positive public relations. CSR strategies positively impact the environment and all its stakeholders like consumers, employees, investors, communities.

Corporate social responsibility is not a one time, ad hoc and stand-alone philanthropic activity. It is a continuous activity and should be closely integrated and aligned to the strategies and business goals of the organization. Social goals of the company should be integrated to the business goals of the company.

### **CSR Mandate for Companies under the Purview**

CSR is applicable on the companies having;

- ▶ Net worth of INR 500 crore or more; or
- ▶ Turnover of INR 1000 crore or more; or
- ▶ Net Profit of INR 5 crore or more during any financial year

If any company during any of the financial year fulfils, any of above conditions then it should

- ▶ Constitute a CSR committee/board which shall consist of minimum three directors, out of which one shall be an independent director.
- ▶ The committee shall formulate and recommend CSR Policy which indicates company’s activity as specified in Schedule VII and also amount recommended for the same.

- ▶ At least 2% of the average net profit of the immediately preceding three financial years of the company shall be used for spending in accordance with the CSR Policy.
- ▶ According to the approach “Comply or Explain”, board should explain the reason for not spending such amount if it fails to do so.
- ▶ The company shall give preference to its local area from where it operates for CSR activities.

***"CSR is the process by which an organization thinks about and evolves its relationships with stakeholders for the common good and demonstrates its commitment in this regard by adoption of appropriate business processes and strategies. Thus, CSR is not charity or mere donations. CSR is a way of conducting business, by which corporate entities visibly contribute to the social good. Socially responsible companies do not limit themselves to using resources to engage in activities that increase only their profits. They use CSR to integrate economic, environmental and social objectives with the company's operations and growth."***

Corporate Social Responsibility and Sustainability involves the commitment of a company to all its stakeholders that it conducts a transparent and ethical business in an economically, socially and environmentally sustainable manner.

Stakeholders include employees, investors, shareholders, customers, business partners, clients, civil society groups, Government and non-government organizations, local communities, environment and society at large.

## **DPE Guidelines**

The Department of Public Enterprises being the nodal department for all Central Public Sector Enterprises (CPSEs), formulates policy pertaining to the role of CPSEs in the economy. It lays down policy guidelines for performance improvement and evaluation, autonomy and financial delegation, personnel management and other related areas in respect of CPSEs.

The DPE also acts as the interface between the various Parliamentary and Government organization and the CPSEs as a whole. In the last few years, the pioneering initiatives of the Department of Public Enterprises (DPE) in promoting awareness of the concept and philosophy of Corporate Social Responsibility in the public sector enterprises in India through issue of guidelines on the subject, and regular interface with the management of CPSEs to ensure adherence to the guidelines in letter and spirit, has resulted in widespread understanding and acceptability of CSR in the country.

The first guidelines on CSR issued by DPE in April 2010 made it mandatory for public sector enterprises to set aside a fixed percentage of their profits for CSR activities. Subsequently, DPE explored a new dimension of CSR as a form of responsible business to be adopted voluntarily by the companies.

After extensive consultations with all key stakeholders, DPE issued revised guidelines on CSR and Sustainability, effective from 1st April 2013, which incorporated the global best practices but retained focus on the domestic socio-economic requirements of our country.

As a result, DPE guidelines were very well received by the practitioners, the stakeholders and CSR experts. The thrust of DPE guidelines on CSR and Sustainability has been on inclusive growth, development of backward regions, upliftment of the marginalized under privileged and weaker sections of the society, empowerment of women, environment sustainability, promotion of green and energy efficient technologies and sustainability development in all its diverse aspects.

The CSR and Sustainability initiatives taken by CPSEs in compliance of DPE guidelines on the subject have made tangible socio-economic and environmental impact for the betterment. DPE's new CSR guidelines have a special focus on employee rights and welfare, which urge public sector companies to adhere to the reporting of sustainability practices, highlighting it enables them to gain and reinforce the trust of stakeholders through such transparency.

***India is perhaps the first country to make it mandatory by legislation for companies to discharge their Corporate Social Responsibility in a prescribed manner.***

*(Source: www.pib.nic.in; Press Information Bureau, GOI).*

Indian economy has seen a rapid growth in the last two decades and has been acknowledged globally as one of the world's strongest emerging markets. India's CPSEs have played a crucial part in this development. To ensure that this growth continues, and a sustainable economy is achieved, CSR activities should be integrated in CPSE's business models. The new DPE guidelines will no doubt go a long way to aiding this cause.

## **About MRPL**

Headquarter and Plant/Office Locations: Mangaluru-Karnataka

Mangalore Refinery and Petrochemicals Limited (MRPL) is a schedule 'A' Miniratna, Central Public Sector Enterprise (CPSE) under the Ministry of Petroleum & Natural Gas. MRPL is located in a beautiful hilly terrain, north of Mangaluru city, in Dakshina Kannada District of Karnataka State (India). The 15 Million Metric Tonne Refinery has got a versatile design with complex secondary processing units and a high flexibility to process Crudes of various API, delivering a variety of quality products.

MRPL, with its parent company Oil and Natural Gas Corporation Limited (ONGC), owns and operates ONGC Mangalore Petrochemicals Limited (OMPL), a petrochemical unit capable of producing 1 Million Tonnes of Para Xylene. OMPL, situated in the adjacent Mangalore Special Economic Zone (MSEZ), is integrated with the refinery operations. Para Xylene from OMPL is sold in the export market.

MRPL has high standards in refining and environment protection matched by its commitments to society.

MRPL has also developed a Green Belt around the entire Refinery with plant species specially selected to blend with the local flora. MRPL was set up in 1988.

### **CSR policy of MRPL**

MRPL conducts its business as a responsible corporate and believes in holistically addressing all issues related to People, Planet and Profit for a sustainable business and better future for all living beings and is committed to achieve inclusive growth of the marginalized and deprived sections of the society through its CSR initiatives to be implemented within the geographical boundaries of India, with preference to its Operational Areas, by supplementing government's effort and / or by making independent efforts.

MRPL has developed the Corporate Social Responsibility (CSR) and Sustainability Policy in consonance with the CSR Policy framework enshrined in the section-135 of Companies Act, 2013 (Act) and in accordance with the Companies (CSR Policy) Rules, 2014 (Rules) notified by Ministry of Corporate Affairs, Government of India and Guidelines on Corporate Social Responsibility and Sustainability for Central Public Sector Enterprises issued by Department of Public Enterprises, Government of India (DPE Guidelines, 2014) which are effective from 1st April 2014. It shall apply to all CSR Projects / Programs undertaken by MRPL as per liberal interpretation of activities listed in Schedule-VII of the Act, within the geographical limits of India alone, preferably towards the benefit of



marginalized, disadvantaged, poor and deprived sections of the community and the environment.

As per the ***Schedule VII of the Companies Act, 2013*** which relates to activities which may be included by companies in their Corporate Social Responsibility Policies, activities which may be included by companies in their Corporate Social Responsibility Policies Activities relating to: —

(i) Eradicating hunger, poverty and malnutrition, promoting health care including preventive health care and sanitation including contribution to the Swachh Bharat Kosh set-up by the Central Government for the promotion of sanitation and making available safe drinking water.

(ii) promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly and the differently abled and livelihood enhancement projects.

(iii) promoting gender equality, empowering women, setting up homes and hostels for women and orphans; setting up old age homes, day care centres and such other facilities for senior citizens and measures for reducing inequalities faced by socially and economically backward groups.

(iv) ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agroforestry, conservation of natural resources and maintaining quality of soil, air and water including contribution to the Clean Ganga Fund set-up by the Central Government for rejuvenation of river Ganga.

(v) protection of national heritage, art and culture including restoration of buildings and sites of historical importance and works of art; setting up public libraries; promotion and development of traditional art and handicrafts.

(vi) measures for the benefit of armed forces veterans, war widows and their dependents.

(vii) training to promote rural sports, nationally recognized sports, Paralympic sports and Olympic sports

(viii) contribution to the prime minister's national relief fund or any other fund set up by the central govt. for socio economic development and relief and welfare of the schedule caste, tribes, other backward classes, minorities and women;

(ix) Contribution to incubators funded by Central Government or State Government or any agency or Public Sector Undertaking of Central Government or State Government, and contributions to public funded Universities, Indian Institute of Technology (IITs), National Laboratories and Autonomous Bodies (established under the auspices of Indian Council of Agricultural Research (ICAR), Indian Council of Medical Research (ICMR), Council of Scientific and Industrial Research (CSIR), Department of Atomic Energy (DAE), Defense Research and Development Organization (DRDO), Department of Biotechnology (DBT), Department of Science and Technology (DST), Ministry of Electronics and Information Technology) engaged in conducting research in science, technology, engineering and medicine aimed at promoting Sustainable Development Goals (SDGs);

(x) rural development projects

(xi) slum area development.

(xii) disaster management, including relief, rehabilitation and reconstruction activities.

## **Objectives of MRPL CSR Policy**

To ensure an increased commitment at all levels in the organization, to operate its business in an economically, socially & environmentally sustainable manner, while recognizing the interests of all its stakeholders.

To take up programs that benefit the communities in and around its offices and results over a period of time, in enhancing the quality of life & economic wellbeing of the local populace, with special care and attention to the weaker section of the society.

To generate through its CSR initiatives, a community goodwill for MRPL and help reinforce a positive & socially responsible image of the Company as a corporate entity.

## **Focus Areas Of CSR**

The following are the 5 identified focus areas & activities in broad.

### ***SHIKSHA SAMRAKSHAN:***

- ▶ Activities that promote education, especially in Childcare institutes, govt and govt aided schools.
- ▶ Imparting skill development and vocational courses, targeted at unemployed rural youth, particularly women and candidates from SC, ST, OBC& BPL families.
- ▶ Providing infrastructure for setting up additional classrooms, toilets specially for girls, kitchen, Science & Computer Labs, Sports facilities & Extra Curricular activities for overall development of students.
- ▶ Providing nutritious food & clean drinking water, sanitation facilities in Educational Institutions.

### ***AROGYA SAMRAKSHAN***

- ▶ Health Care, by way of running Primary Health Centres in rural areas
- ▶ Conducting medical camps in villages.
- ▶ Organising awareness campaigns on HIV, Hepatitis etc.
- ▶ Conducting artificial limb camps.
- ▶ Providing infrastructural help for OHCs, Govt Hospitals.

### ***BAHUVANA SAMRAKSHAN***

- ▶ Infrastructure support to community halls near our operational areas.
- ▶ Women's empowerment, girl child development, gender sensitive projects.
- ▶ Initiatives for physically and mentally challenged.
- ▶ Initiatives for SC/ST communities
- ▶ "Preparedness and Capacity Building" in Disaster Management
- ▶ Activities in support of the PDF communities in MRPL Rehab colony.

### ***PRAKRITI SAMRAKSHAN***

- ▶ Providing infrastructural support for Drinking water supply to neighbouring villages
- ▶ Supporting clean drinking water & sanitation projects in rural area
- ▶ Water management including ground water recharge.
- ▶ Conducting awareness programs in schools and villages on environment management

### ***SANSKRITI SAMRAKSHAN***

- ▶ Protection of Local historical and cultural artefacts and historical monuments, heritage sites etc
- ▶ Promotion of local artisans, craftsman, musicians, artists and their art forms etc. For preservation of local heritage, art and culture.
- ▶ Apart from above, CSR activities advised by Ministry of Petroleum & Natural Gas, from time to time will also be taken up by the Company.

### **CSR Activities**

CSR committee shall identify the CSR projects / programs for the year, drawn from the above paras, which however when liberally interpreted, shall be broadly limited to the activities allowed under Schedule VII of the Act.

However, the list of specific activities to be taken up in each Financial Year will be put up each year, while seeking budgetary approvals.

CSR section while identifying the CSR activities shall consider & give preference to the suggestion/demands of the key stake holders, especially those who are directly impacted by the company's operations / activities.

As per the Act, the company shall give preference to the 'local area' in selecting the location of its CSR activities and the Company shall define the 'local area\*'. Considering the proximity to the Refinery Dakshina Kannada (D.K), is considered as 'local area\*' for the purpose of CSR activities.

However, the company will give first preference to the Village Panchayaths surrounding the Refinery & Raw water pumping area in Sarapady Village, Bantwal Taluk, D.K District, considering the fact that maximum impact of operations on the society & environment is on this area.

## **Impact Assessment / Evaluation of CSR**

CSR department shall monitor the progress of the CSR activities with respect to timelines and quality & provide periodic progress reports to the CSR committee.

**Yearly Directors report** shall include a report on CSR from the FY 2014-15. The Board of Directors have to include a report on CSR in their Boards Report.

## **Impact Assessment and its Need**

Impact assessment has become a medium through which organizations can communicate to their key stakeholders—their implementation partners, shareholders, and board of directors about the effect of the initiatives shared with the beneficiaries.

For a corporate social responsibility program to succeed, building commitment towards a singular and long-term vision of change from the key stakeholders like the board of directors is required. A committed board then directs the project towards producing a sustainable change in the lives of its beneficiaries. It is equally important to build trust among the beneficiaries.

Accurate impact assessment can aid in building commitment from internal stakeholders and trust within the external stakeholders as it continues to identify the successes and limitations of the program. Performance assessment is to be done after needs are assessed and funds and resources are invested to keep track and to ensure progress. Hence, Impact Assessment helps in understanding:

- 1) Whether the programs were designed in line with the needs of the community and organization's mission/vision.
- 2) Whether the right mechanism was adopted for implementing the programs.
- 3) Whether the goals and objectives decided at the beginning of the programs were achieved.
- 4) Whether there are any unexpected changes or negative effects in the lives of the target community.
- 5) What benefits and impacts does CSR bring to the economy and society outside the company?
- 6) How can all stakeholders better measure and evaluate the impacts arising from CSR?
- 7) How this can be used for integrating the public policies with corporate strategy?

Thus, Impact Assessment can play an important role in evaluating the alignment of goals, project planning and implementation ensuring maximum Social Return on Investment (SROI). Impact assessment helps the board direct the CSR funds towards its optimum utilization, where initiatives that have a maximum impact can be scaled up while programs leading to limited impact can be curtailed.

## **Methodology**



A combination of qualitative and quantitative approach was adopted to understand holistically and present them comprehensively in the report. The stratified random sampling technique was used for impact analysis to cover all the projects where the CSR funds were given.

**Primary Source:** It contains data collected for present research purpose.

For this, Impact Assessment derives much more relevant information directly from;

1. Key Informant Interviews, involving various stakeholders
2. Focused Group Discussions
3. Structured and Unstructured Interviews
4. Socio-economic Survey

**Interactive and Consultative Process with Stakeholders:** This study draws on interviews and questionnaires to determine significant change by asking specific questions relating to before and after situations. Indicators used to determine change are in the form of socio-economic or health changes.

While most of this impact assessment relies on qualitative data from the project participants and beneficiaries, quantitative data is also used to reinforce qualitative data findings. The methodology for this assessment requires recording community views on their perceived significant impacts resulting from this project.

Unstructured Questionnaire for the community which is aimed at participants and/or beneficiaries of the various projects also form part of this impact assessment. The community questionnaires attempt to establish what the community sees as the most significant change in their lives because of the creation of these facilities as well as future impacts.

The projects were categorized as infrastructure development, sanitation, health and education.

Focused group interviews of the beneficiaries were conducted by the survey managers along with one-to-one discussion with beneficiaries and stakeholders.



The activities taken up by MRPL are scattered across various places and therefore sample size was different in each project. It has been ensured that the minimum sample is as prescribed in each of the activities. This sample consists of beneficiaries who got benefitted directly or indirectly by the funding.

The sample selection is largely influenced by the nature of the project and availability of the respondents. In some cases, unstructured questions were asked to the beneficiaries.

## || Developing Schedule for Field Survey || <

To establish the objectives and schedule for the study, a mode of scrutinization of the programme was needed that can provide with facts which can help in deriving certain conclusions. Hence, a suitable methodology is required for fulfilling the cited objectives of this study,

The main objectives of the impact analysis are:

- To gather data about proper implementation of various projects
- Analyse the impact of all the projects and the sustainability thereof
- Overall perception of the program

To gather the required data, a semi structured questionnaire was developed. The questions were posted so that information about the impact can be analysed in a structured way.

Efforts have been put to develop separate questionnaires for various projects. Multiple consultations and discussions within the team members and the members of MRPL CSR committee were done in finalizing the questionnaire.

After much cogitation, the team at ResearchnConsulting finally prepared a questionnaire to be administered as schedule with a combination of open ended and close-ended questions and enough options to classify the shared facts and put it under right heads. Close ended questions seem to be the best option considering the beneficiaries may not be open and be able to explain the real situation. This also led to smooth flow of conversation and required data collection.

The survey managers obtained information from various stakeholders of each project in face-to-face situation. These managers were acting as facilitators to get needed information from beneficiaries.

Though closed ended discussion instrument was used for the data collection yet there were some on the spot clarifications for which answers were sought in case of confusing responses.

ResearchnConsulting tried to design the questionnaire clear, detailed, and as unambiguous as possible. The languages in the instructions were kept simple and concise without being imperceptive. It was ensured that the beneficiaries must not feel that they are being patronized, but they must also feel that this survey is serious and worth the effort of them responding to it. Survey managers were instructed to avoid personal assumption and take multiple clarifications in case of any doubt.

The staff capable of perceptual investigation alone were engaged for interview. As the study was mainly in rural areas, local language expertise was a must. ResearchnConsulting appointed survey managers with local/native language skills for the project.

## || Dry Run of Questionnaire || <

Before actual implementation, field-testing of the prepared questionnaire was undertaken to check the options provided for beneficiaries and management and choices available with each question posed. Once options were found good enough to capture the different responses the questionnaire was finalized.

## || Limitations of the Study || <

**Availability of Respondents:** COVID-19 came as the biggest challenge for the study, especially for the projects where funds were allocated to schools. As most of the schools were closed, survey managers visited the areas and requested the school management to arrange meetings with various stakeholders. The school management at various locations helped organizing the same.

## **Impact Assessment of Various CSR Projects by MRPL**



## Construction of One Wing of Government Lady Goschen Hospital, Mangalore & Providing Essential Healthcare Furniture for Govt. Lady Goshen Hospital

**Before the New Wing**



**After the New Wing**



## **Summary**

Lady Goschen Hospital, established in 1849, at the heart of Mangalore City, is the only hospital in the entire Konkan region which provides exclusive pre-natal and post-natal care. On an average 500 women are admitted and treated for pre/ post-natal care every month. The 167-year-old hospital building was in a dilapidated condition and due to increase inflow of patient there was an urgent need for additional facilities.

The hospital also needed new furniture and medical equipment to provide better service to its patients.

### **Construction of New Hospital Wing**

District administration of Mangalore approached ONGC-MRPL for financial support to start a new wing in the hospital campus. ONGC-MRPL extended financial support towards construction of new 'ONGC-MRPL Wing' for Government Lady Goschen Hospital, Mangalore. The construction of the new wing started in 2012-13 and finished in 2018-19.

ONGC-MRPL provided furniture and medical devices for the hospital. The company extended financial support of INR 21.7 crores towards construction of new 'ONGC-MRPL Wing' for Government Lady Goschen Hospital, Mangalore and INR 8.31 crores towards essential healthcare furniture and medical equipment.

### **Impact of the New Hospital Wing**

The hospital has filled a huge gap in the healthcare system of Mangalore. This is a boon for patients of Mangalore and surrounding areas. ONGC-MRPL has not only constructed the hospital but also provided the necessary furniture and medical equipment. These equipment are best in class and working well to improve and save lives.

The new wing is clean and spacious and there is enough space for people to sit and wait for their turn, which was a challenge in the past. The new wing has accommodated more doctors, nurses, support staff and has also created spaces for critical care, ICU, newborn care etc. This has resulted in increased number of patients accessing the hospital and its services & facilities. The hospital has also seen major improvements in the quality of care and in saving the lives of the mother and newborn. The feedback from the beneficiaries is a testimony to the above.

## **About Government Lady Goschen Hospital**

Government Lady Goschen Hospital, Mangalore has a 162-year-old history. This “Hospital for Women” was established in 1849 It is located at the heart of Mangalore City and probably the first dedicated maternity hospital in the country., This is the only hospital in entire Konkan region which provides exclusive pre-natal and post-natal care. This 260-bed Hospital mainly caters to the health care needs of patients from weaker sections of the society.

Lady Goschen handles 6000 to 7000 delivery cases in a calendar year. Nearly 75000 patients are admitted as in-patients for treatment, and almost 1.5 lakh patients are treated as outpatients in a year. The patients come from different parts of Karnataka and bordering regions of Kerala.

## **Details of the CSR Project**

The 167-year-old hospital building was in a dilapidated condition and due to increase inflow of patient there was an urgent need for additional facilities.

District administration of Mangalore approached ONGC-MRPL for financial support to start a new wing in the hospital campus. ONGC-MRPL agreed to improve the healthcare ecosystem of the city. The company decided to construct a new hospital wing and provide hospital furniture and medical equipment.

ONGC-MRPL extended financial support of INR 21.7crores towards construction of new ‘ONGC-MRPL Wing’ for Government Lady Goschen Hospital, Mangalore and INR 8.31 crores towards essential healthcare furniture and medical equipment.

Project duration for Construction of new ONGC-MRPL wing - (2012-13 to 2018-19)

Project duration for providing essential healthcare equipment - ( 2017-18 to 2018-19)

The new wing was completed in 2018 and the government Lady Goschen Hospital was officially inaugurated on Saturday, March 2, 2019.



Union Minister for Statistics and Programme Implementation D.V. Sadananda Gowda and M. Veerappa Moily, Chairperson of the Parliamentary Committee on Finance, at the inauguration of the Government Lady Goschen Hospital

**The hospital was facing challenges with the aging medical equipment and furniture. After receiving CSR funds from ONCG-MRPL it became fully equipped. The hospital is now better positioned to handle larger influx of patients, including the ones requiring emergency interventions.**



## Overview of the Hospital wing

### Building Infrastructure:

The new wing is a multistoried building with several facilities.

Building Area	Facilities
Basement/ underground	Basement <b>parking</b> provided in the building for around 40 cars.
Ground floor	The ground floor has <b>pharmacy and OPD, Pathological lab, scanning and X-ray</b> section
First floor	The <b>antenatal ward</b> is located on the first floor.
Second floor	<b>Labor theatre and delivery sections:</b> There are different sections for normal and complicated deliveries. All emergency cases are taken care in this section.
Third floor	<b>Neonatal ICU ward:</b> This ward is for attending newborn babies. It has 24 beds. This ward also has ventilators. The ward is equipped with advanced facilities and latest equipment.
Fourth floor	<b>OT complex:</b> There are 4 OTs and one emergency unit. All the surgical procedures excluding gynecological cases are done here.
Fifth floor	The fifth floor houses a <b>ward for post-operative, post-natal and gynae patients.</b>

*At present, we have 32 gynecologists working in four units of the hospital. Our hospital is a referral and tertiary centre, for patients from Dakshina Kannada, Udupi, Shivamogga, Hassan, Kodagu as well as Kasaragod and Kannur districts of Kerala. We have all the modern facilities required to handle any complicated situation. We never refer cases to other centres, since we have all the equipment here. People too have trust in the services provided at the hospital,”. Dr. Durga prasad.*







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*The hospital could save many underweight babies which were weighing less than a kg*

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## Services available:

### Services

**Patients** *On an average the OPD of the hospital serves more than 10,000 patients every month. There are around 550 to 600 child deliveries per month in the hospital.*

**Doctors** *There are 2 gynecologists and one pediatrician working at the hospital. Additionally, there are more than 25 KMC doctors working full time in the hospital. Overall, there are around 30 doctors.*

**Ambulance** *The hospital has one permanent ambulance. Due to the COVID-19, government has provided one more ambulance to the hospital.*

## Economic profile of the patients:

The patients are not only from Mangalore, but also from several other districts of Karnataka and Kerala. The patients are usually from below poverty line economic status.

*"The hospital conducts free deliveries for financially backward women. The infant mortality Rate is zero, while maternity mortality rate is five per thousand mothers." Medical superintendent, Lady Goschen*

*"The increase in the infrastructure at the hospital, number of doctors and paramedical personnel are the reason for the increasing number of patients visiting our hospital. The opening of Covid block has also given good results. It should be noted that most of the women who come for delivering here are from Dakshina Kannada district." Dr Durgaprasad superintendent, Lady Goschen hospital*

### **Hospital Condition Before the Wing was Constructed**

Before construction of the new wing, the hospital had a smaller area to serve and attend to the patients. It used to be very crowded as it was a small & old building, and the Outpatient department was considerably small. The number of patients had increased over a period of time and the capacity of the building remained same. The building capacity was not able to sustain the huge stream of patients. Also, layout of the building was old, and infrastructure was falling apart. The building was posing a threat to its patients.

### **Period of Construction:**

The construction of the new wing was started in 2012-13 and finished in 2018-19.

### **Condition of the Hospital Before and after the new wing**



### **List of Furniture and Equipment Provided by ONGC-MRPL**

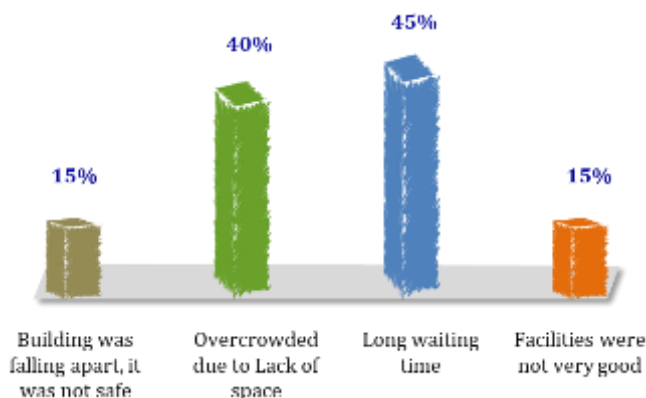
Under their CSR program, ONGC-MRPL provided essential healthcare equipment and furniture to Govt. Lady Goschen Hospital. The total budget for this project was INR 8.31 Cr. Below is the list of equipment and furniture provided:

Equipment/ Furniture	Quantity	Equipment/ Furniture	Quantity
ICU Cot with mattress & pillow	8	Examination Couch	8
FOWLER Cot with Castor Wheels with mattress & pillow	275	Doctors OT dress	900
New Modular Crash Cart	10	Defibrillator	3
Emergency & Recovery Trolley	4	Air Conditioner	20
Wheelchairs	15	Basic ECG Machine	2
Bedside Lockers	300	Bubble C Pap Machine with disposable Set	5
Revolving Stools	320	Colposcope	1
Attendant Cots	50	Feotal Monitor with Toko with Twin Probe	18
Multi utility carts	4	Hysteroscope	1
Laundry Carts	6	Infusion Pump	28
Waste Segregation System	5	Laparoscopy HysterectomySet	1
Table	8	Cardiac Monitor	24
Godrej Almirah	23	OT lights	2
Doctors chair	45	Phototherapy LED	30
Ultrasound Machine	2	Radiant Warmer	30
Ventilators	17	Pulse Oximeter	25

## Impact Evaluation of Lady Goschen Hospital

A survey was conducted among the beneficiaries and the hospital staff of the Lady Goschen hospital. The results are shown here.

### Problems faced in old hospital building



Before the new hospital building was built, patients were facing many problems. The old building was congested, and the infrastructure was falling apart. It was always overcrowded as there was less space and limited number of doctors available. Patients had to wait for a long

time. As shown in the above chart, 45% of the beneficiaries observed that condition of the old building was below average and the facilities available were not up to the mark. There was hardly any waiting area for patients in the old complex.

## Reason for selecting Lady Goschen hospital for medical services

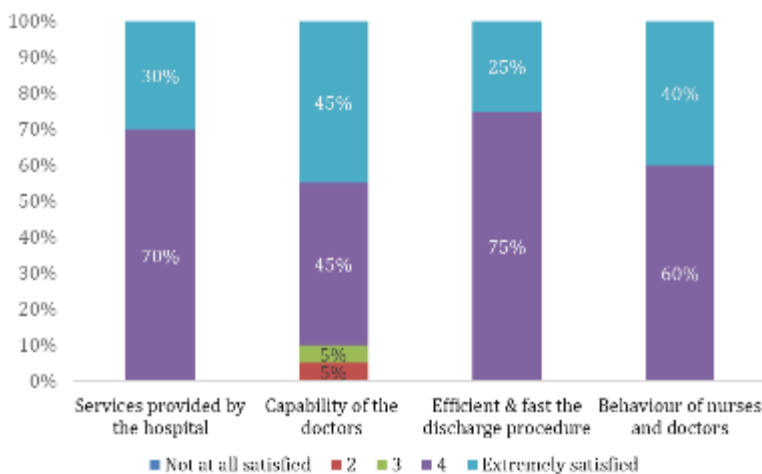
Beneficiaries have faith in the hospital and believe that the hospital is well maintained and provides good facilities. They also feel that they will get proper treatment here. Doctors working in this hospital are capable of treating critical patients. The services available in this hospital are free of cost.



*It is being said that the high bill rates charged by private hospitals during the Covid pandemic, increase in the confidence of people with regards to the services provided in government hospitals and the incredible improvement in the infrastructure of the hospital as the reasons for more number of deliveries in the hospital. Dr. Durgaprasad.*



## Satisfaction on various parameters on the new building of the Lady Goschen hospital



High satisfaction level of beneficiaries, doctors and patients both, on various parameters is visible. There is clean and enough space for doctors, patients as well as caregivers.

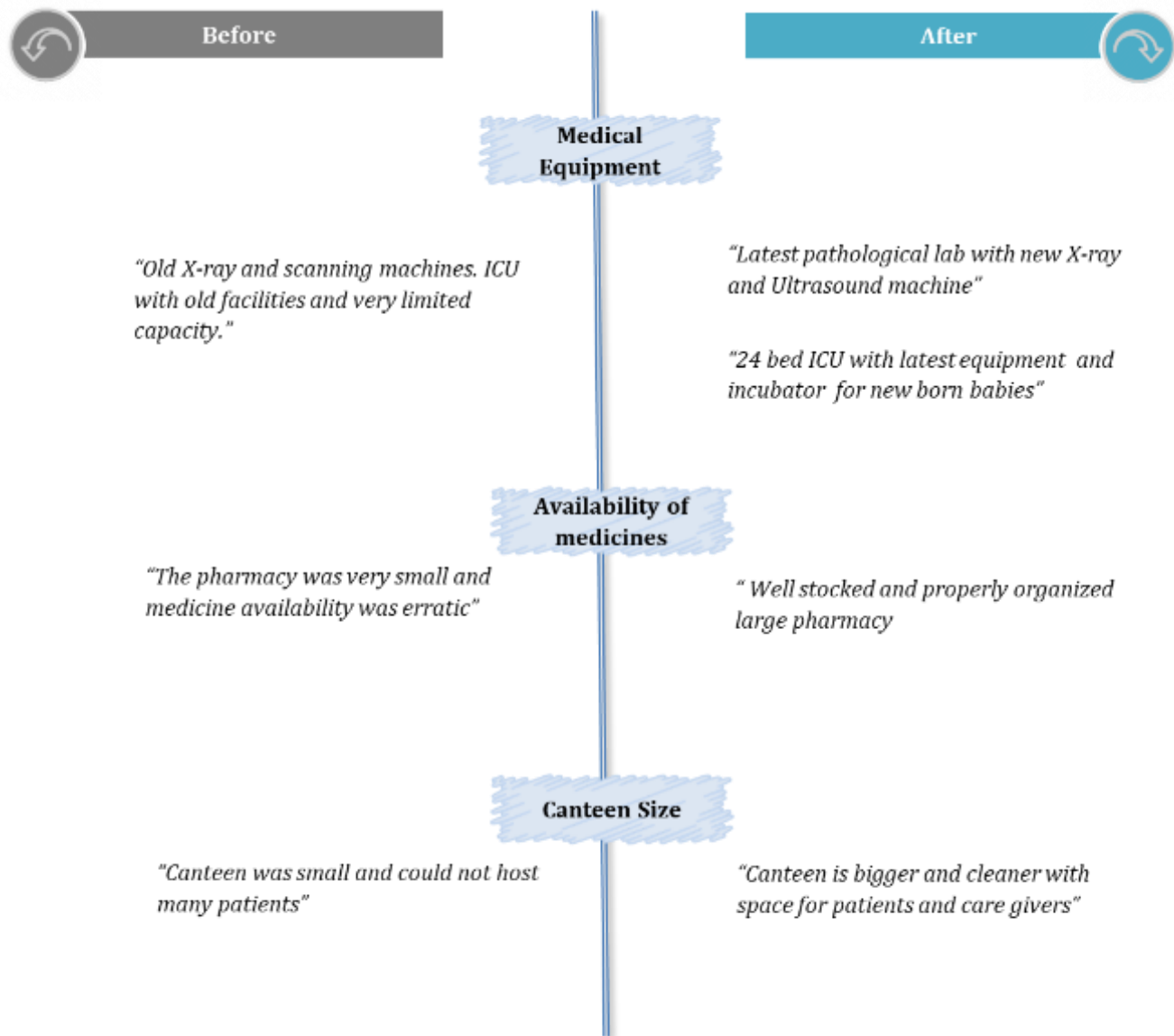
After the new wing started, the hospital received the “Kaya Kalp” award, which is given to hospitals for cleanliness.

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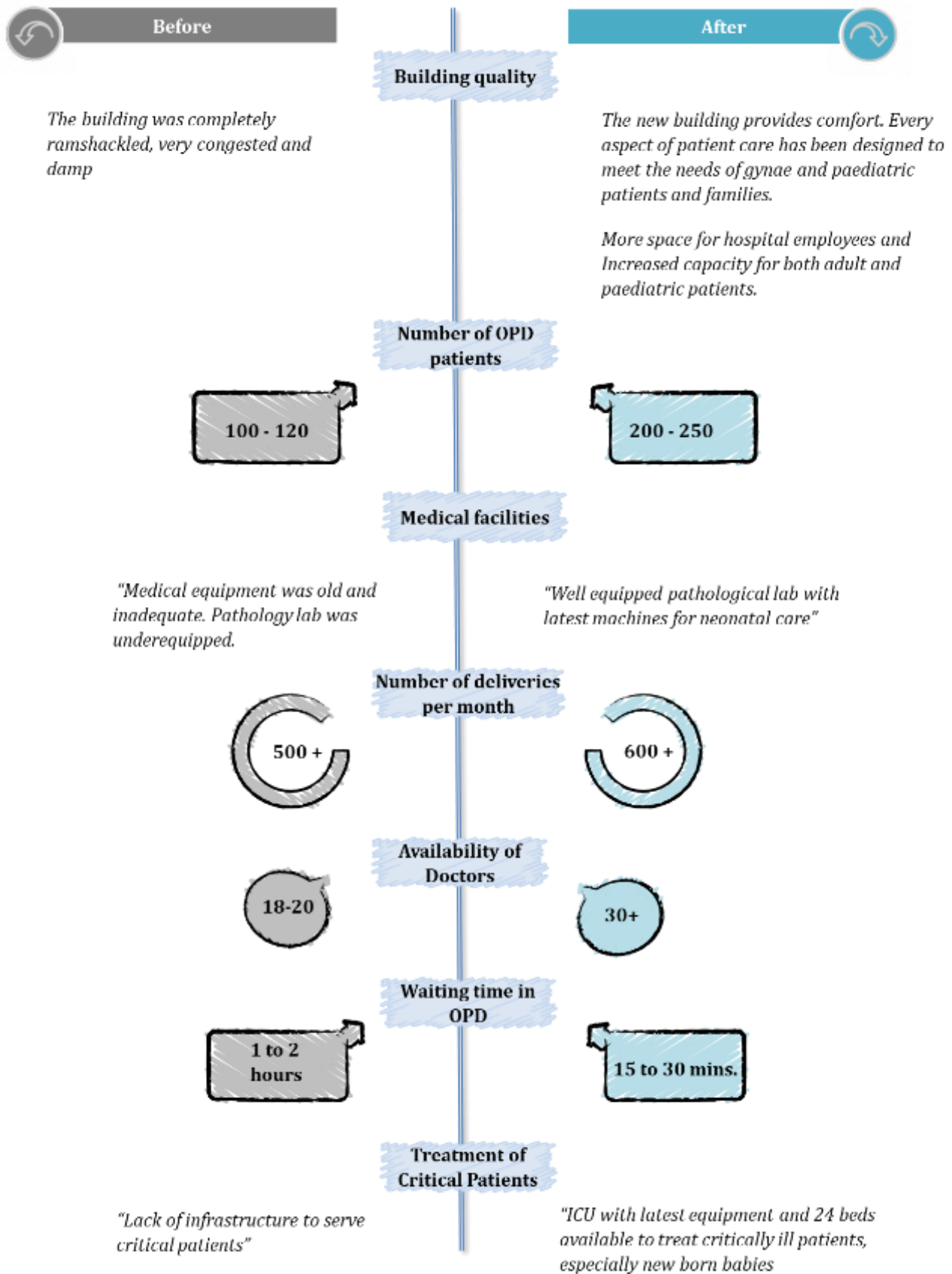
*Lady Goschen hospital had delivered a record number of babies in the month of October 2020. More than 800 women have safely delivered their babies at the hospital. Out of these 379 are Cesarean and rest are normal deliveries.*

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## ➤➤➤ Changes after getting the essential healthcare furniture in different parameters



## Changes after the construction of new building in different parameters



## Positive Impact of the Project

Lack of easy access to institutional care and low level of awareness about proper care for mothers and babies lead to mortality among and infants especially for people from less privileged backgrounds.

ONGC-MRPL's flagship CSR project, Lady Goschen Hospital has been successful in meeting the medical needs of women and child of Mangalore and surrounding areas.

The hospital offers free consultation and medicines from qualified doctors and its maternal health services have helped in strengthening the primary healthcare services focusing on improving maternal health outcomes in Dakshin Karnataka and other areas.

Lady Goschen hospital has been conducting critical neonatal surgeries, free of cost, most of which are prohibitively expensive for weaker sections of society. This has been contributing to improving children's health and well-being, ultimately helping them to live life to its fullest and contribute to the prosperity of their communities.

The hospital has been able to serve the backward villages as well as urban communities. Its updated equipment has helped in better detection and treatment of various disease. It provides end to end solutions as it has specialized services in the medicine, surgery, maternity and gynecology.



## **Construction of Toilets in Shri Rama School, Kalladka**

## Summary

Toilet is the most important aspect of sanitation. It restores dignity, privacy, safety, social status and gives overall improvement to quality of life. In case of females, lack of sanitation facilities often forces them to restrict themselves by reducing and controlling their diet, which leads to nutritional and health impacts.

The Prime Minister of India on 15th August, 2014 announced that all government schools in the country should have toilets with separate toilets for girls within one year. The Prime Minister called upon the corporate sector to also participate in this national endeavor. The Ministry of Human Resource Development, Department of School Education and Literacy worked extensively to mobilize corporate support in this National Mission and launched Swachh Bharat Swachh Vidyalaya campaign.

***MRPL decided to join hands with Government for this campaign and released funds for construction of toilets in Sri Ram school in Kalladka.***

Construction of toilets in Shri Rama School started in 2016-17 and completed in 2017-18. The project cost was INR 25 lakhs in 2016-17 and INR 37.74 lakhs in 2017-18

### **Impact of New Toilets on Students**

The provision of toilet facilities in Sri Ram School, Kalladka has enhanced the sanitation standards in school leading to better health and hygiene among the children. Enrolment and retention of children in school, particularly of girls, also increased significantly.

There are two types of areas around which benefits are structured:

*Health benefits* - Reduction in diarrheal & sanitation relation diseases and improvement in underweight conditions and stunting in children.

*Other lifestyle improvements* - Increased convenience, less exposure to uncomfortable environments, safety and less embarrassment.

During the course of study, female students mentioned toilet had greatly helped them to live with honor, dignity and good hygiene.

## Overview of the Project

MRPL constructed toilets in Shri Rama school in Kallada, in Dakshina Kannada district of Karnataka as part of its corporate social responsibility.

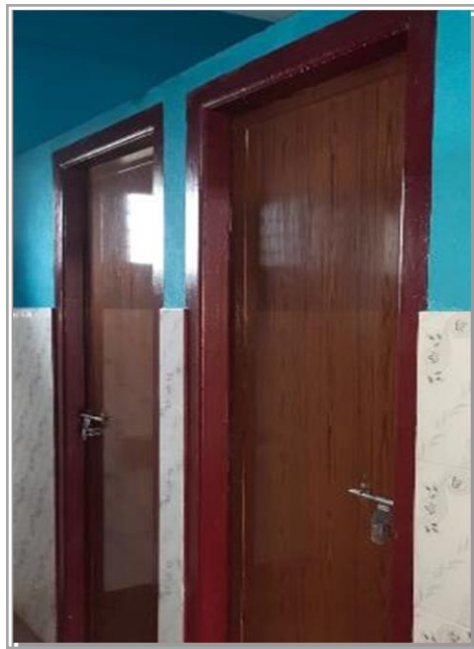
The school provides education up till Senior Secondary School. There are around 3500 students in the school. The education is totally free for everyone in this school. The school provides the books, uniforms, and midday meals at free of cost to all the students.



Before this CSR project from MRPL the condition of the toilets was awfully bad. The students, especially the girls were facing a lot of problems.

MRPL officials wanted to provide aid the school under its CSR program. MRPL constructed 60 toilets including bathrooms in the school. There are five floors in the school and one toilet block is constructed on each floor with separate facilities for boys and girls. One floor is dedicatedly built for female students.

MRPL spent Rs. 62.74 lakhs to build these toilets in the school as a part of their CSR program. The construction of toilets was completed in 2017-18.





*“Officials in MRPL saw the lack of amenities and they wanted to help our school and decided to get this made for us. This filled a huge gap for us”*

Construction of toilets had a positive impact on the sanitation levels of the school.

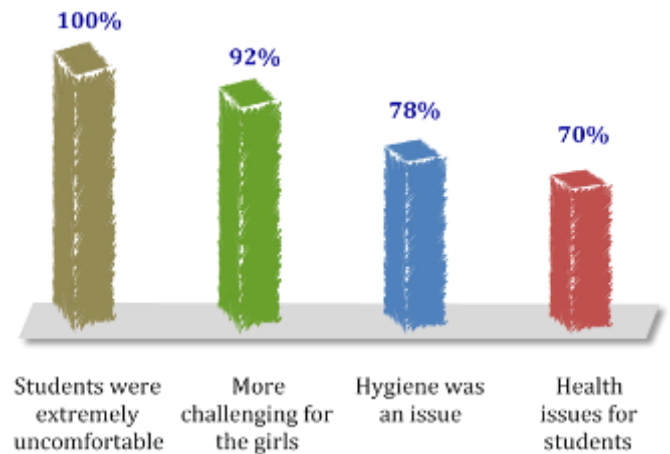
## Impact Evaluation

A survey was conducted to understand the impact of this project and measure the satisfaction level of the beneficiaries and the school management. Based on the survey result, the project has positively impacted the school on various aspects.

### ➤➤➤ Challenges faced by students before the toilets were constructed

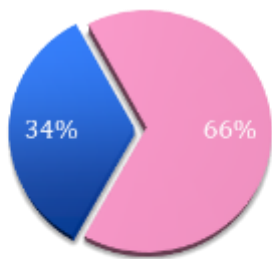
As there were no proper toilets in the school, students felt extremely uncomfortable. All the students were facing challenges.

Over 90% of the beneficiaries, especially girls felt that the situation was challenging for them. Over 70% of beneficiaries felt that hygiene levels were low and the health of the students was being compromised because of bad sanitation.



*“It is a big relief for us to see the new toilets and we are really thankful to them for getting this made for us.”*

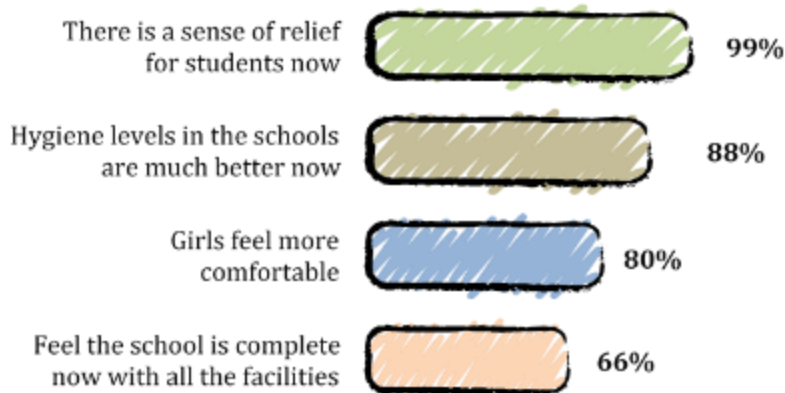
## ➤➤➤ Toilets for boys and Girls







■ For Boys ■ For Girls

60 toilets were built in the school by MRPL. 66% of the toilets were built for girls. Each floor of the school has separate toilets for boys and girls.

## ➤➤➤ Positives outcomes after the construction of toilets in the school



## ➤➤➤ Basic Facilities of the toilets

-  The build quality of the toilets is good
-  Enough water supply in the toilets
-  There is enough ventilation in the toilet
-  Proper electricity connection

## **Positive impact of this Sanitation Project**

While the impact of educational infrastructure interventions generally fades over time, the impact of toilets was still present or even slightly stronger two years later. Enrolment increased substantially after the construction of separate toilets for girls and boys. This suggests that privacy and safety concerns may be central to many student, especially older girls.

School attendance improved at school after the construction of toilets. These improvements are not limited to girls, as many assume. Both girls and boys of all ages, as well as female teachers, benefitted from the addition of sanitation facilities. These toilets are also preventing groundwater contamination and ensuring a healthier environment for students and teachers.

These benefits accrue to female teachers : the addition of separate toilets for girls increases attendance of female teachers as well. It may encourage more women to become teachers – a possible benefit to female students.

## **Improvement of Orphanages (Child Care Institutions)**



## Summary

### Situation in Child Care Institutes

There are 57 registered childcare institutions in the Dakshina Kannada District with around 3000 needy children. It includes single parented, orphans and children in need of care and protection. These institutions mainly run-on charity and Govt. does not provide any grant for maintenance of these institutions and its children.

These childcare institutes did not have beds & suitable furniture and children had to sleep on the ground without proper bedding. There was a need to provide monitoring mechanism in these centres to prevent harassment of children.

Deputy Commissioner & District Magistrates Office, Dakshina Kannada decided to seek contribution from MRPL. These officials requested MRPL to extend help to these Child Care Institutions to provide 11 of the basic requirements out of the 58 identified.

### CSR Funding for Childcare Institutes

MRPL agreed to support these institutes under its CSR funds. The CSR project for improvement of these childcare centres started in 2017 and it lasted for around one and half year., MRPL contributed INR 98.07 Lakhs for this project.

The funding helped these institutes to procure furniture for children of all 52 centres. A few centres got washing machines and 32 centres had CCTV's installed in their premises. In the second phase, the institutions procured other products such as sanitary napkins burners, fire extinguishers etc.

### Impact of this Funding on the Child Care Institutes

The facilities received from this project helped the centres in overall improvement of the homes. Children's quality of life is much better and safer now, kids feel secure in their respective homes as the harassment from other children has reduced to a greater extent. They have beds for all the children, and no one has to sleep on the ground. This resulted in increased concentrate on the studies. The participation in other sports and extracurricular activities has also risen.

As per the reports given by schools, performance of the children in academic and extracurricular activities has improved a lot. CCTVs help in closely monitoring the activities of the children and they feel more secure under the surveillance.



*MRPL's initiative concentrated on providing quality livelihood to the underprivileged who would otherwise continue to be in the peripheries of the social fabric.*

## Overview of Orphanages (Child Care Institutions)

Orphanages are childcare institution for the children who need protection. It includes single parented, orphans and children in need of care and protection.

There are 57 Child Care Institutions (Orphanages) run by the NGOs in Dakshina Kannada District. There are around 3000 orphan and destitute children sheltered in these institutions. These institutions are mainly run on charity. Govt. is not providing any grant for maintenance of these institutions and its children.

The children in need of care and protection are produced before the Child Welfare Committee under the provisions of Juvenile Act. After the detailed enquiry, the Child Welfare Committee either sends back the children with the parents or sends to the Child Care Institutions.

The accommodation, food, clothing and education is provided by the institutions. Government provides ration articles in subsidized rates.

## Details of the CSR Project

MRPL extended financial support for the improvement of these orphanages (childcare centers) as a part of its CSR program. The project provided funds for basic infrastructure facilities to the childcare institutions and its children. These institutions used the fund received from MRPL in procuring furniture, books, CCTV cameras etc.



### Detailed overview of the project:

The CSR project by MRPL for improvement of these childcare centers was started in 2017-18 and ended in 2018-19, it lasted for around one and half year. The total investment was INR 98.07 Lakhs for all the 52 centres.

In the first phase of this project institutions procured beds for children of all 52 centers. and purchased books for their libraries. Additionally, other furniture such as tables, chairs, cupboards, etc. was procured as well.

In the second phase, institution bought products such as sanitary napkins burner, fire extinguisher, white goods etc. CCTV'S were installed in 32 centers.



## Impact of the CSR Project

The facilities received from this project helped the centers in overall improvement of the homes. Children's quality of life is much better and safer now, kids feel secure in their respective homes.

There were no beds in the homes earlier, now they have beds for all the children, and no one sleeps on ground. The other furniture purchased under this project also enriches the lifestyle of children. It helps the staff of the institution in their day-to-day work as well.

*“Before MRPL supplied these things, we did not have furniture so the children would sleep on the ground but now that we have beds, they are very happy, that each one of them has a place to sleep”*

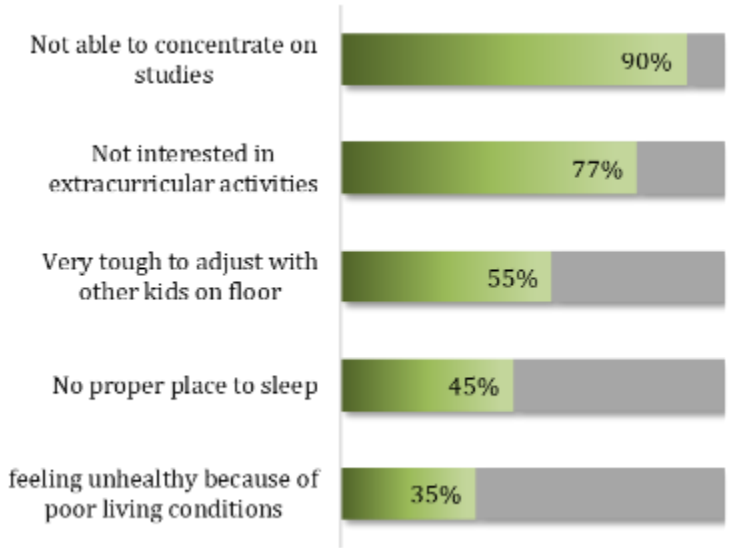


The installed CCTVs help in closely monitoring the activities of children and they feel more secure under the surveillance. The other products like washing machines, sanitary napkins, burners, etc. purchased under the CSR project of MRPL make the day-to-day life of the children easier. It also helps in overall development of the children of the childcare institution.

*“This project has proved that there is a direct connection between comfortable beds & furniture and increased learning and development. Academic grades and extracurricular activities of kids have noticeably improved after they started sleeping comfortably.*



**»» Situation before getting the furniture and other products**



Orphanages had no proper furniture before MRPL’s funding. Children of orphanages were facing several problems. They did not have proper bedding to sleep and they had to sleep on the floor. The living condition was deplorable. The graph shows the percentage of beneficiaries having the

various issues before getting the furniture from MRPL.

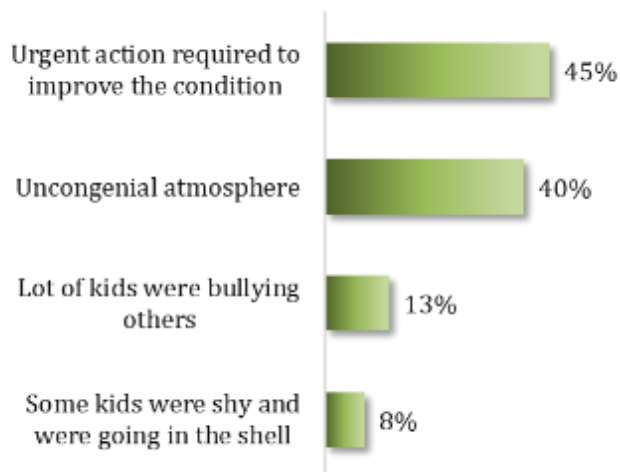
## ➤➤➤ Impact after getting the furniture and other products

After getting furniture from MRPL everyone has their own bed to sleep. Now they get enough sleep and as a result can concentrate on their studies. Participation in sports and other extra-curricular activities is all time high.



Kids are now feeling healthier and performing better in their academics. This positive impact was mentioned by all the orphanages.

## ➤➤➤ Condition of the homes before installation of CCTVs



The children were feeling unsafe in the orphanage. There was no monitoring mechanism in these homes.

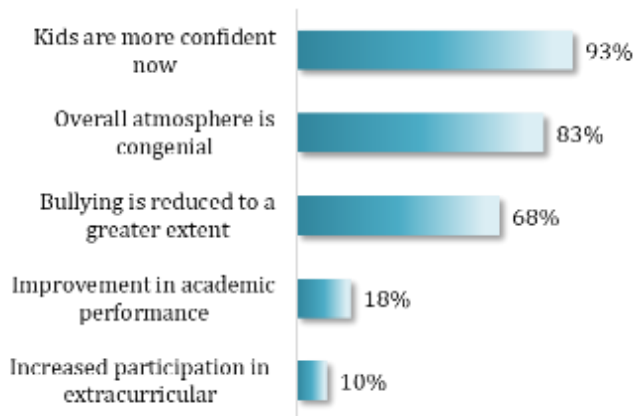
The atmosphere was uncongenial. A few kids were intimidating others. Some kids were shy and going into a shell. There was an urgent need to improve the condition. Almost half

of the beneficiaries mentioned they needed immediate action to control this harassment.

*“CCTVs are extremely helpful and useful. Students come here from different places and different backgrounds. It was really imperative to observe their behavior.”*



### Condition of the homes after the CCTVs were installed

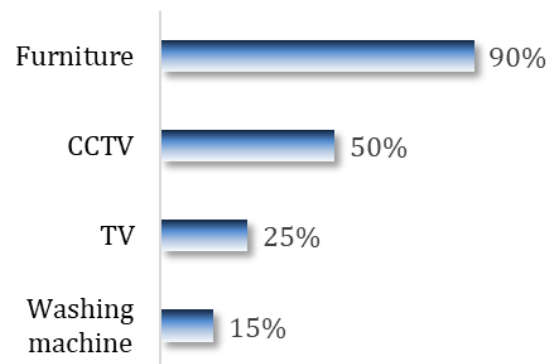


After getting funds from MRPL, the orphanages installed CCTVs in the homes. The impact evaluation result shows that more than 90% of children are now more confident and over 80% said that the overall atmosphere of the orphanage is now congenial. Over two-third of the students/teachers believed that the

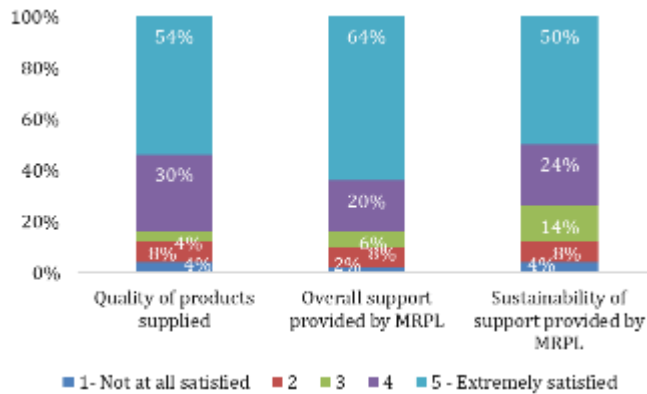
harassment is reduced to a great extent.

### Detailed coverage of the funding – products purchased for improvement of orphanages

From the survey conducted among the management personals of the orphanages, it has been observed that almost all orphanages utilized the fund on furniture, 50% of homes installed CCTVs. The other products such as TV, washing machines were purchased from the fund provided by MRPL.



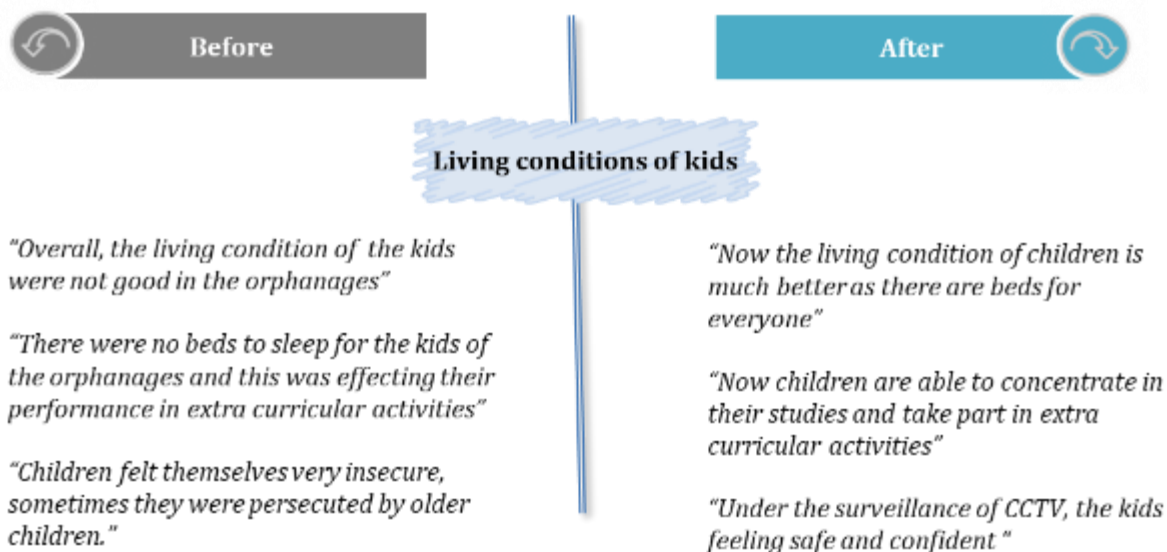
## ➤➤➤ Satisfaction of management on various parameters



The beneficiaries and the management of the orphanages are very satisfied with the facilities provided from the funding of MRPL. In terms of overall satisfaction, more than 90% of beneficiaries and the management persons answered either 5, or 4, on a scale of 1 to 5, where 5 = “Extremely satisfied” and 1 = “Not at all satisfied”.

The school management is very satisfied with this project by MRPL on various parameters. This project has been successful in giving a good livelihood to orphans.

## ➤➤➤ Changes in orphanage after getting the funding from MRPL







**Availability of furniture**

**Very less**

- No beds for kids*
- No proper office furniture*
- No chairs for children and guests*

**Sufficient**

- *Enough beds for all kids*
- *Tables, chairs and almirahs for office rooms*
- *Chairs for children and guests*

**Performance in school**

*"Due to the lack of sleep of the children could not concentrate in their studies."*

*"All the children having their own bed, they now sleep comfortably, and are able to concentrate in their studies which is visible in their performance"*

**Interest in extracurricular activities**

**Normal**

**Active Participation**

**CCTV installed**

**NO**

**Installed in 32 homes**

**Health of kids**

*Not good*  
*Always looked tired*

*Very good*  
*Looks energetic and happy*

**Comfort level of parents to send their ward to orphanage**

*"Not very confident and concerned about the safety and well-being of his children"*

*"Now there is no worry about the safety and well-being of children"*

## **Positive Impact of the Project**

Orphans are amongst the most vulnerable group of children. It is important to stimulate awareness as well as sensitivity to their issues. This project from MRPL has heightened awareness and sensitivity about the perspectives and needs of children living in an orphanage. Classroom environment and living conditions are a few of the major factors, which influence their goals & beliefs and this initiative has been successful in creating a positive belief in kids' mind.

In the past, every day, they slept on damaged mattresses, or worse, they had to sleep without beds and pillows because of the limited number of facilities. The best part of this project is to be able to see the children sleeping in the proper beds and the smile, satisfaction and confidence on their faces.

This initiative has helped children to feel happier and more fulfilled, which has also encouraged them to be more enthusiastic and productive in their work.

## Swachh Mangaluru Abhiyan in association with Ramakrishna Math, Mangaluru



## Summary

Ramakrishna Math & Ramakrishna Mission, Mangalore took-up Swachh Mangaluru Abhiyaan, which was an integral part of the Swachh Bharat Abhiyaan launched by the Honorable Prime Minister of India and intended to create social awareness about the significance of Swachhata.

Ramakrishna Math approached MRPL to sponsor this abhiyaan and the officials at MRPL agreed for the same. The project lasted for 5 years, it started in 2015-16 and ended in 2019-20. The campaign consisted of four distinctive types of programmes. Apart from the Mangalore city, this Abhiyan was also organized in 200 villages of Dakshina Kannada & Udupi Districts reaching more than 1,00,000 rural population. The project touched nearly 10,00,000 beneficiaries directly & indirectly. Almost all the activities of the project were manual.

In the first and second year abhiyan was conducted by a single team for about 20 Sunday cleanliness drives. In the third year abhiyan had fifty teams of volunteers conducting 400 cleanliness drives. In the fourth year abhiyan had four different activities. In the fifth year had five different domains such as, Swachh Bharat, Swachh Mangaluru, Swachh Gram, Swachh Manas, and Swachh Soch - Programmes in Colleges.

The Swachh Mangaluru Abhiyan programmes witnessed enthusiastic participation from people of all walks of life. Around 150 VVIPs attended the program. There were government officers, teachers, college students and school children.

## Impact of the Abhiyaan

The Abhiyan increased the awareness of cleanliness among the people of Mangaluru as well as the people of the surrounding rural area. The condition of the city has improved a lot after this program. People of the city are more cautious of littering now and the garbage is managed well. There is an overall reduction in waste as people are managing their own waste.

The project addressed the environmental risks pertaining to hygiene. Awareness on personal hygiene, to community cleanliness was aimed in this Abhiyan. It remarkably contributed towards anti-pollution & sustainability through its eco solutions.

The Swachhata Abhiyan tried to bring significant behavioral changes among many lives by creating social awareness about the significance of Swachh Bharat Abhiyan, as well as evoked the sense of contributory attitude in nation building by involving them in cleanliness drives.

There has been a huge transformation in the landscape of Mangaluru city, and more importantly in the mindset of the people of the city. This abhiyaan has made Mangaluru one of the cleanest cities in India.

## **About Ramakrishna Math, Mangaluru**

Ramakrishna Math & Ramakrishna Mission centers, across the world, motivate people to come together & serve humanity as a form of worship in the fields of Health Care, Education & Spirituality. Sri Ramakrishna Math, Mangaluru center was started in 1947. Ramakrishna Math at Mangaluru has been rendering dedicated service to the society through its various activities for more than six decades of its inception. It has been striving hard to impart culture, religion and spirituality to the mass in this region.

## **About Swachh Mangalore Abhiyan in Collaboration with MRPL**

Ramakrishna Math approached MRPL to sponsor this abhiyaan and the officials at MRPL agreed to contribute to make Mangalore a better place to live. The project lasted for 5 years, it started in 2015-16 and ended in 2019-20.

MRPL was the major sponsor of this 5-year project. MRPL had contributed INR 5.47 crores for this project under their CSR program. Details of funding is:

2015-16 – 20 lakhs

2016-17 - 50 lakhs

2017-18 – 128.39 lakhs

2018-19 - 106.58 lakhs

2019-20 – 242.49 lakhs

*The Swachh Mangaluru Abhiyan programs witnessed enthusiastic participation from people of all walks of life. Around 150 VVIPs attended the program. There were reputed personalities like Sri. Venkaiah Naidu, Hon'ble Vice President of India, Bollywood actor Sri. Nana Patekar, Dr. B.R. Shetty of Abu Dhabi, Padma Bhushan Dr. B.M. Hegde, Nitte Vinaya Hegde, Union Ministers Sri. Dharmendra Pradhan and Sri Ramesh Jigajinagi, MPs and MLAs.*



The Abhiyan was divided into five phases. Three phases of this Abhiyan were completed between 2015 and 2017. The fourth phase of the program began on 2<sup>nd</sup> of October 2017. The fifth phase was in 2018 -2019.

In fourth phase Ramakrishna Mission worked in five different domains which are:

- i. Swachh Bharat – every Sunday shramadan.
- ii. Swachh Manas – Programmes in Schools
- iii. Swachh Gram - cleanliness drives in 200 villages of D K Dist & Udupi Dists.
- iv. Swachh Soch - Programmes in Colleges.
- v. Swachh Mangaluru – daily awareness programmes

In Swachh Bharat program there were weekly shramadans on every Sunday. The second program was ‘Swachh Manas Abhiyan’ or ‘Campaign for Clean Mind’ organized for school children. The third was ‘Swachh Gram Abhiyan’ or ‘Clean Village Campaign’ organized for two hundred villages of Dakshina Kannada and Udupi district.

The fourth was ‘Swachh Soch’ or ‘Clean Thoughts’ campaign for college students. The last Swachh Mangaluru is a daily awareness program. 50 teams of volunteers visited various residential layouts every day and conducted 200 awareness programmes in 200 days.



At the beginning of the Abhiyan, the math identified more than 900 black spots in the city. These were the places where people had been dumping garbage for a long time. Reducing these black spots by changing people's behavior was a big challenge. They decided to remove the banners which had been put up at these black spots warning people not to dump garbage. These boards seemed to guide people to the exact spot to dump their garbage. After that they cleaned the spots and decorated them with flowerpots and beautiful plants.



The massive achievement of this Abhiyan is:

- The Abhiyan has been successfully running for last five years
- Till date, about 20 lakh man hours in 200 weeks (every Sunday) have gone into the making of Abhiyan
- About 10,000 proud volunteers actively participated in cleanliness drives trying to create awareness on cleanliness among the citizens of Mangalore
- Now 1,300 Swachh Senani from 130 schools are very actively associated with this Abhiyan More than 250 groups have participated in the Abhiyan and more than 1000 drives have been carried out in the last five drives.

## Impact of the Programme

The Swachhta Abhiyan of Ramakrishna Mission Mangaluru supported by MRPL, tried to bring significant behavioral changes among many lives by creating social awareness about the significance of Swachh Bharat Abhiyan, as well as evoke the sense of contributory attitude in nation building by involving them in cleanliness drives. The dreams of a clean India once seen by Mahatma Gandhi has begun to get shape through this Abhiyan.

- Beneficiaries are hailing from all strata of life through various initiatives. Which can be statistically presented as follows:
  - 20 Lakh man hours of cleanliness drive
  - Awareness on wet waste management for more than 1,00,000 house holders
  - Awareness programmes in schools for about 20,000 children
  - Awareness programmes in colleges for about 15,000 youths
  - Magic shows for cleanliness for about 2,00,000 viewers and
  - More than 10,000 proud volunteers.
- Apart from the Mangalore city, this Abhiyan was also organized in 200 villages of Dakshina Kannada & Udupi Dist. reaching more than 1,00,000 rural population.





## Innovation

- Traditional Technique titled “Mud Pots Composter“ has been implemented in wet waste management at house hold level. Nearly 5,000 pots have been distributed with the sponsorship of MRPL.
- Different approaches were adopted in addition to sweeping the city. Footpaths and roads were repaired; flyovers were painted and beautified with artwork; renovated old bus shelters and replaced broken seats with new ones, built new bus shelters.
- Removed unofficial banners and posters in public places, erected more than 150 signposts. Distributed more than 100 drinking water purifiers. Distributed more than 1000 dustbins. Roadside garbage dumping places were cleaned and new parks were constructed wherever possible. The Meyawaki – urban concept was introduced for first time in Mangaluru City through this Abhiyan.
- Converting Black Spot to Green Spot is one of the best examples where old approach was replaced with new thought to address the old challenge. This resulted in an incremental benefit in converting more than 900 black spots to green spots.
- The project addressed the environmental risks pertaining to hygiene. Awareness on personal hygiene to community cleanliness was aimed in this Abhiyan. It remarkably contributed towards anti-pollution & sustainability though its eco solutions.



## Scalability

- The Abhiyan was subsequently scaled up over a period of five years. In first and second year abhiyan was conducted by a single team conducting 20 Sunday cleanliness drives. In third year abhiyan had fifty teams of volunteers conducting 400 cleanliness drives. In fourth year abhiyan had four different activities. In fifth year had five different domains such as, Swachh Bharat, Swachh Mangaluru, Swachh Gram, Swachh Manas, and SwachhSoch - Programmes in Colleges.
- Initially it was around 1,00,000 beneficiaries. At the end of the abhiyan beneficiaries were nearly 10,00,000 directly & indirectly. Almost all the activities of the project were manual.



## Replicability

- Swachh Gram of this Project is the best example for replicability in other locations after initial success. In the fourth year of the abhiyan, 100 villages of Dakshina Kannada District were adopted to conduct 1000 cleanliness drives in rural areas. After the initial success, 100 villages of Udupi District were added along with 100 existing villages of Dakshina Kannada District.
- Cleanliness drives in 2000 rural areas were conducted successfully.

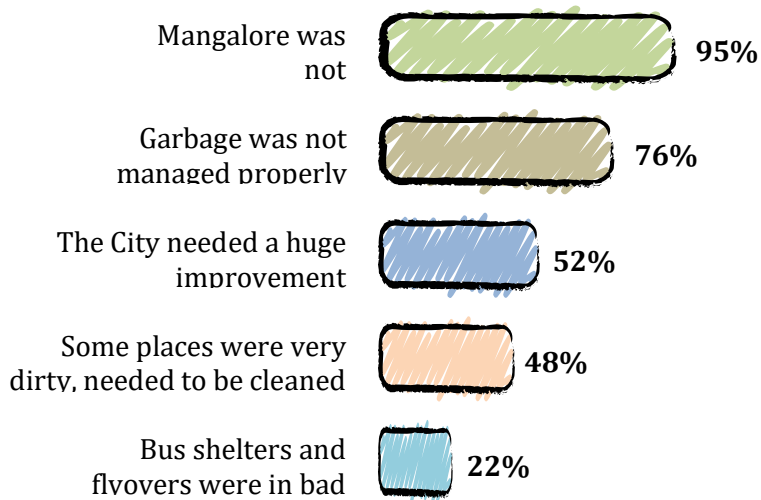




## Impact Evaluation of Swachh Bharat

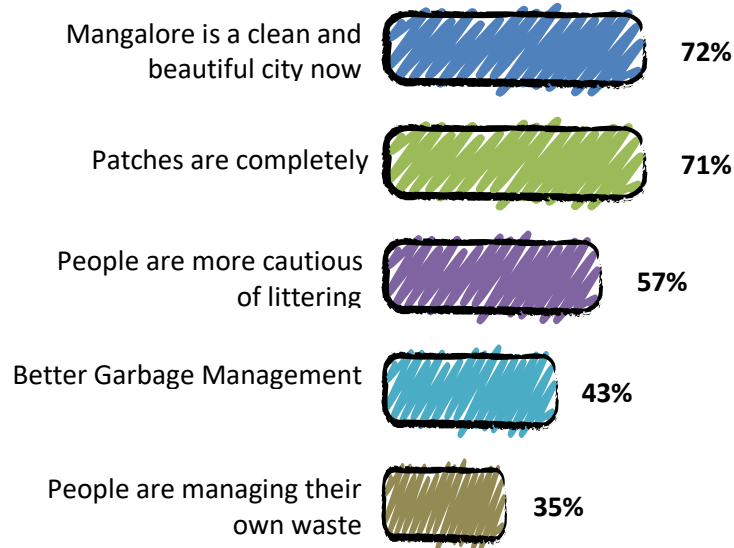
We had discussions with several volunteers and the management team members of the “Swachh Mangaluru Abhiyan”. The results from this survey highlights the key impact of this program.

### ➤➤ Condition of Mangaluru before this program



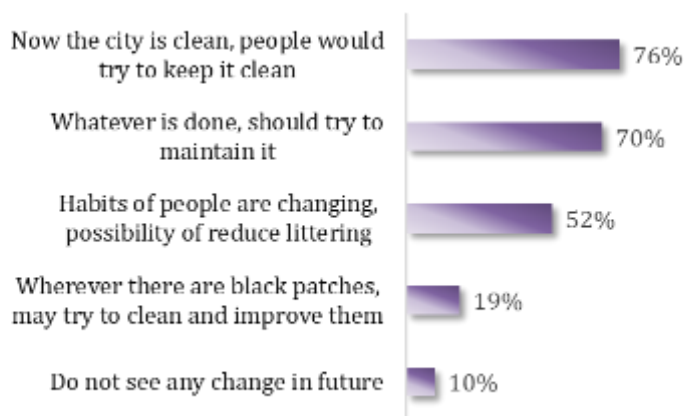
The explains the condition of the city before the abhiyaan and there was a need to improve the flora and fauna of the city. Additionally, there was a dire need to change the mindset of city residents.

## Changes in Mangaluru city after this program



The condition of the city has improved a lot after this program, and it is more beautiful and clean now. People of the city are more cautious of littering now and the garbage is managed very well. There is an overall reduction in waste as people are managing their own waste.

## Possible future impact of the program



The future impact of the program is very promising and optimistic. The habits of people are changing now and there is a great possibility that this will reduce further generation of garbage.



## Changes in Mangaluru after getting the funding from MRPL for 'Swachh Mangaluru Abhiyaan'



Before



After

### Cleanliness of the city

*"The city was not very clean and people used to litter. The condition of bus shelters and flyovers were very bad and there were black patches all over the city"*

*"Garbage management system was not in place."*

*"Mangaluru is a clean and beautiful city now and people are aware about the sustainability and cleanliness in the city."*

*"Black Spots are converted into green spots and garbage is managed well"*

*"Mud Pots Composter has been implemented in wet waste management at household level"*

### Beautification of city

*The city used to look like any other city  
Wall of the flyovers were very unclean  
Garbage was scattered all over the city*

*Dirty walls and flyovers are well painted and beautified with artwork  
Roadside garbage dumping places are cleaned and converted into parks  
Pavements are now cleaned and banners and posters in public places are removed  
Renovated old bus shelters and auto stands*

### Cleanliness habits of people

Average

Good

### Enthusiasm of people to contribute to the city

*Enthusiasm level of residents before the program was very low.*

*Awareness on cleaning habits was lacking.*

*This program has instilled enthusiasm in the people and brought awareness towards the cleanliness of the city.*

*Habits of people are changing now and they are participating with a great enthusiasm to contribute to the cleanliness of the city*

*Around 10,000 volunteers from all age groups actively participated in cleanliness drive of the city.*



## ➤➤➤ Impact of this project on society



- Cleanliness all over the city
- Dirt had reduced to a great extent
- Made the city green and clean
- Black spots became green spots
- Awareness for cleanliness is increasing among people
- Garbage Management system in place
- Reduced waste dump in public places
- More people started participating in this program

## ➤➤➤ Positive Impact of the project

The Swachh Bharat Abhiyan served dual purpose as it not only helped in keeping the surroundings clean but also boosted the economy.

Engaging with the communities of users, apart from creating awareness, can go a long way in sustaining community ownership post programmes, such as Swachh Mangalore Mission. Given the vast diversity, cognizance of ground realities, followed by community engagement and advocacy, had been an integral step leading to successful development programmes. This act of engaging in cleaning up homes, workplaces, villages and cities collectively has brought in a drastic reduction in littering of waste and pollution in Mangalore.

Swachh Bharat Abhiyan has had a positive impact on the life, health, wealth and dignity of rural communities in and around Dakshina Kannada. Amplifying these benefits is Swachh Bharat Abhiyan's impact on the market economy and, in particular, on job creation, which is significant by itself.

*"Swachh Bharat does not only serve the purpose of having a good surrounding but it will also help in putting in place the economy of the country,"*

Healthy Body results in healthy mind which is directly proportional to productivity of an individual. Swachh Bharat Mission in collaboration with MRPL has led to healthy Mangalore which in turn has increased productivity of Mangalore residents.

## **Providing Benches and Desks to the Schools in and around Dharwad (North Karnataka)**

## Summary

### **Situation in the Schools Before they got Benches and Desks**

Govt. and Aided Primary and High Schools in Dharwad constituency were suffering from lack of basic amenities and infrastructure in schools. One of the biggest reasons cited by dropouts of govt. run schools, among others is the lack of infrastructure resulting in a downward slide in enrolment and attendance. The students in many Govt. and Aided primary and high schools were forced to sit on the floor or on rugs, as the schools did not have basic infrastructure of benches and desks for children.

Hon'able MP of Dharwad requested MRPL for extending support for providing classroom desks and benches under the company's CSR activities.

### **Supply of Benches and Desks in Schools**

Promotion of education is a key pillar of the society and education is both the means to a better life and a key to ensure overall development of the society. In a bid to improve enrolment levels and reduce the dropout rates in rural and semi-urban schools, MRPL decided to support schools in improving their basic infrastructure in Dharwad constituency. 209 schools in the constituency were identified and these schools required a total of 5338 benches and desks.

MRPL distributed new sets of Desks and Benches to all the 209 schools to improve the learning experience for students in these schools. Under this program, MRPL has provided benches and desks to all schools during 2017-18. MRPL contributed INR 182.62 lakhs for this project.

### **Impact of New Benches and Desks in Schools**

Education, infrastructure and basic amenities like benches, desks, toilets, safe drinking water etc., play a key role in ensuring attendance of children in the schools. There is an improvement in the attendance of the children after the benches and desks were provided and parents are willing to send their children to schools. Parents, who were considering sending their wards to other schools, have continued educating their children in the same schools.

This CSR initiative has helped more children to get quality education in a favorable ambience. Almost all the students in these schools have a place to sit now. There is a feeling of elation in the mind of each student. The academic performance of the students has improved to a great extent.

## Background of the Project

Education transforms the quality of life of future generations of children and young people and thereby of society. Education is a basic social need for the growth and development of an aspirational society. Education is the critical path to achieve sustainability – on one side it plays an important role in poverty alleviation, better health, environmental protection and gender equality AND on other side it provides economic progress, social empowerment and professional success.

Sustainability of societal development is foundation for democracy and therefore, education must be equitable, uniformly accessible and of high-quality. Education needs strong public and private entrepreneurship to be a ‘social good’ that “fosters equity, equality and quality” in society.

Govt. and Aided Primary and High Schools suffer from lack of basic amenities like good furniture, building, playground, availability of library, toilets for girls etc. which impacts the standards of education in such schools.



Hon'ble MP of Dharwad and Chairman of the Standing Committee on Petroleum and Natural Gas, Shri. Prahlad Joshi has taken an initiative to improve the quality of Primary

and High School education in their constituency. Hon'able MP Dharwad requested MRPL to extend support for providing class room desks under CSR activities.

## Details of the CSR Project

For providing benches and desks, a total of 209 schools in Dharwad Parliament constituency were identified. These schools required 5338 benches and desks.

The seating arrangement for the students were extremely poor in these schools. The schools either did not have benches and desks or if they have, were in poor condition. Children were put to a lot of discomfort while seating. Either they had to sit on the ground, or 3-4 children had to sit on each bench. Sitting on the ground was not good from the health and hygiene point of view. Children were unable to pay proper attention to their studies as they mostly uncomfortable in the class.

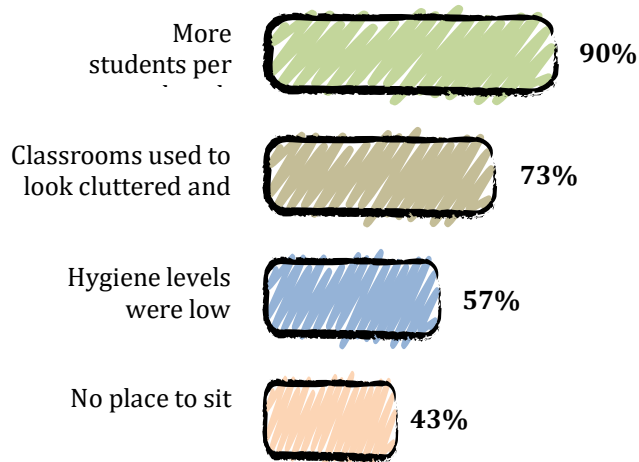
MRPL had taken an initiative to provide benches and desks to all these 209 schools under its CSR program. Under this program, MRPL has provided benches to all schools during 2017-18. Total budget of this project was INR 182.62 lakhs.



## Impact Evaluation

We had discussions with several beneficiaries and personals from the school management. Information obtained from them clearly shows the positive impact of the program.

### ➤➤➤ Challenges faced by school management before MRPL funded for benches & desks



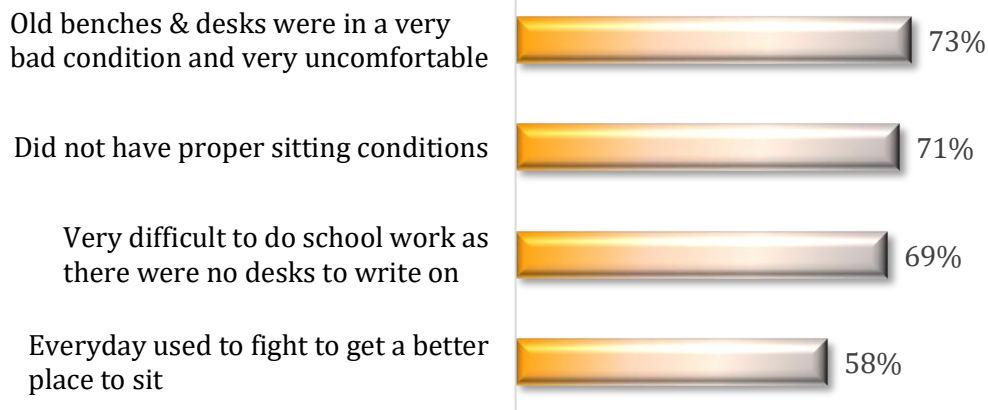
The key challenge faced by the school management was shortage of benches in schools. As per the above graph, around 90% of the beneficiaries said that more students had to sit on each bench. Around two-third said that the classrooms

used to look cluttered and unclean. The hygiene level was extremely low in the classrooms. 43% of beneficiaries believe that there was no place for children to sit.

### ➤➤➤ Problems faced by the students before getting benches

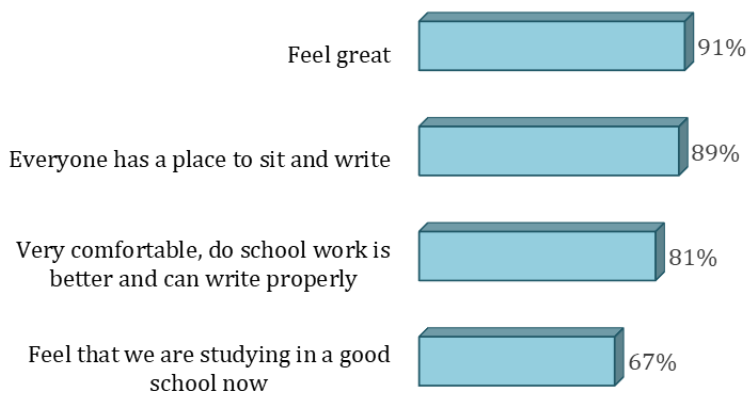
The key problems faced by the students before getting the benches and desks from MRPL are:

70% of the students mentioned that there was no proper seating in schools, the bench and desks were very old and uncomfortable to sit. Every day getting a good place to sit was a challenge for students. Students were unable to pay proper attention to their studies.



### ➤➤ Feelings after getting new benches and desks

After getting the benches and desks from MRPL, students are feeling incredibly happy. Each student has a place to sit now and with the new benches and desks, they are feeling very comfortable and they can pay more attention to their schoolwork.

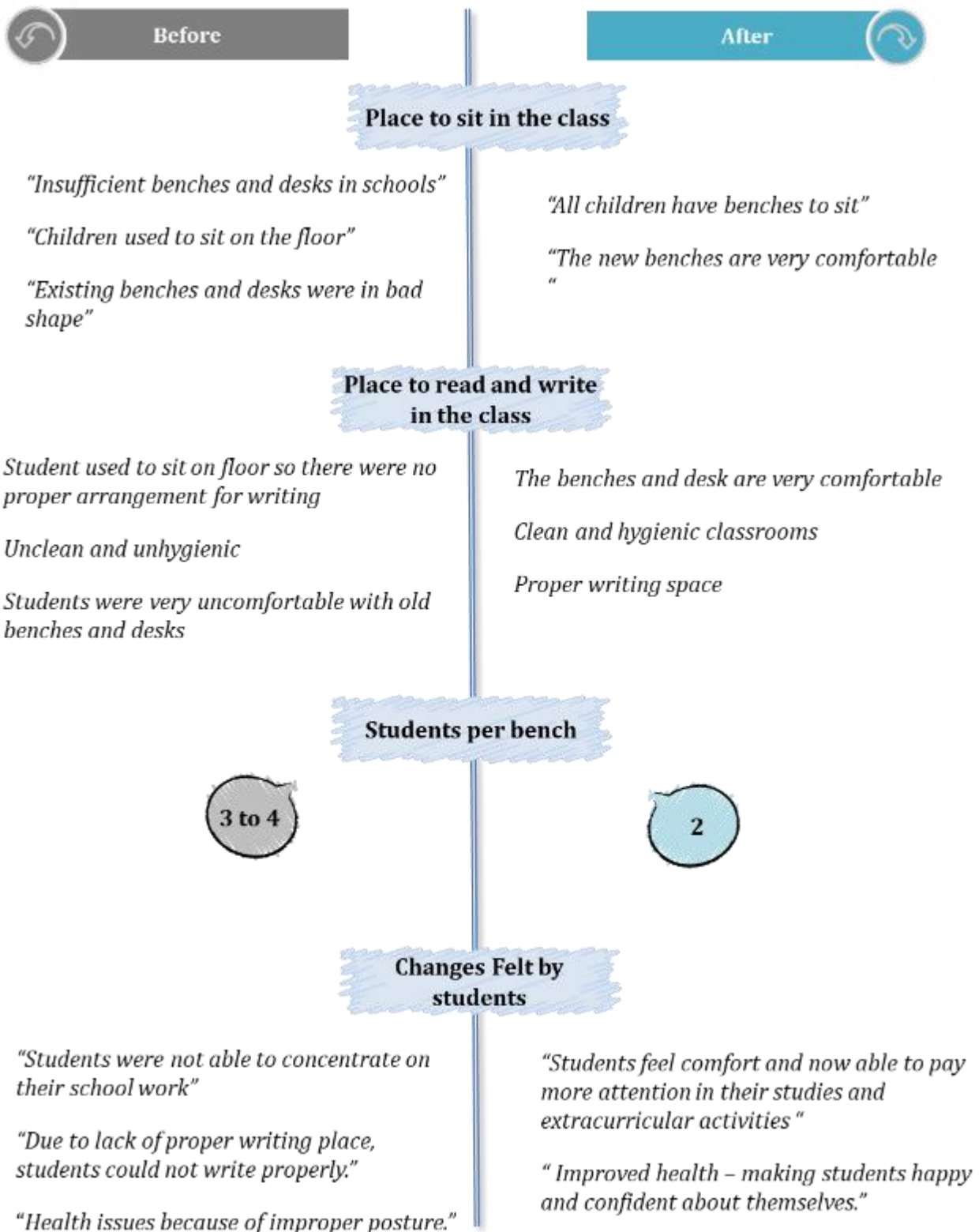


There is a feeling of excitement and motivation in students as they now feel that they are studying in a good school.

The project has been successful in providing quality infrastructure in schools, which is a basic necessity for students. The impact will be long lasting as it positively effects the health, body and mind of students. Students feel healthier as they have a proper place to sit & write and they do not have to hunch in the class. This has also improved the attendance and academic performance in return.



## ➤➤➤ Changes in school after getting benches and desks from MRPL



## Positive Impact of the Project

In a bid to improve enrollment levels and reduce the dropout rates in rural and semi-urban schools, MRPL took up the responsibility of improving the infrastructure in schools and improving learning experience for children in Dakshin Karnataka. The project intervention aided in reducing the illiteracy rate in Dakshin Karnataka, Udupi and surrounding areas.

The overwhelming majority of beneficiaries, as well as their teachers and parents, have one thing to say, that school has become much more enjoyable and comfortable because of these benches and desks. The young kids can now study without straining their backs too much and that has reduced the stress of school hours in an unimaginable way.

The project was applauded by the school students, teachers and staff as well as the local village authorities. The performance of students in the classroom and playground has improved to a great extent. The attendance levels have seen a big jump as students like attending the school now.

## **Distribution of Meritorious Scholarship and Financial Aid to Below Poverty Line (BPL) Students**

/

## Summary

### Need for the Scholarship!

Access to quality education is fundamental for development and growth. In developing economies like India, there are numerous challenges that make access to quality education difficult and most prominent is the affordability.

MRPL, as a part of their CSR initiative, has been contributing by providing meritorious scholarship and financial aid to the deserving students in the Government and Government Aided schools for the last several years.

### Distribution of Scholarship

MRPL decided to continue its support by distributing meritorious scholarship and financial aid to deserving students near the refinery and Sarpady village. As a part of the process, invitation letters had been sent to 145 Govt./Govt. aided schools inviting list of students eligible for scholarship and 116 schools responded back. Under this program, MRPL selected several students from the schools based on their merit and economic background.

The students were selected based on merits and financial aid was also given to SC/ST students and girl students. Scholarship amount was directly credited through ECS to the individual bank account of the students. The project duration was 2017-18 to 18-19. MRPL contributed INR 1.18 cr for both the years.

### Impact of Scholarship

This scholarship had an immense impact on the life of students and parents as the students are inspired to work harder now. Parents are encouraging their wards to attend schools and go for higher education. These schools are seeing an increasing number of new girl students.

Students started thinking that now they can make their dream come true and go for higher education. Completion of studies, which used to look like a farfetched dream, for some students, is a reality now.

The schools saw an increase of almost 20-25% in overall enrolments and more than 30% in girls' enrolments. There are an increased number of SC/ST students in each school now. This project has contributed to the education of the students who form the backbone of the society.

## **Background of the Project**

MRPL has been distributing meritorious Scholarship and financial aid to the deserving students in the Government and Government Aided schools in the neighborhood of the refinery for the last several years.

Scholarship / financial aid is distributed to the students belonging to the following categories:

- a) Meritorious scholarship for scoring highest marks (first and second) in the respective classes from 5th to 10th standard.
- b) Girl students studying in 5th to 10th Standard in Government schools & scoring above 65% marks and having parents' income below Rs. 44,500/-p.a. (as per the revised Govt. Gazette Notification).
- c) SC/ST students studying in 5th to 10th standard in Government schools and Govt. Aided Schools & scoring above 50% marks.

The amount under the project was paid for:

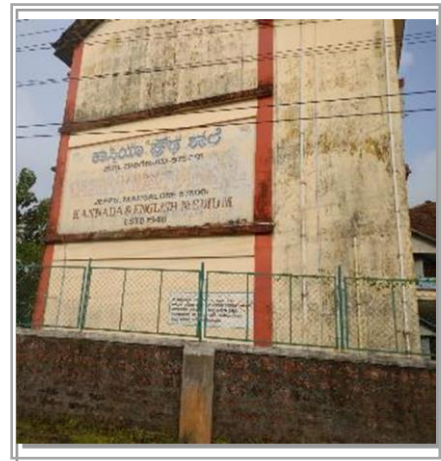
- ▶ Meritorious scholarship:
- ▶ Financial aid to girl students:
- ▶ Financial aid to SC/ST students:

The targeted beneficiaries of this project were the students studying in schools nearby the refinery and at Sarapady village.

## **Details of the CSR Project**

MRPL distributed meritorious scholarship and financial aid to Below Poverty Line (BPL) girls and boys and SC/ST students studying in government and government aided schools in Dakshin Kannada district of Karnataka. MRPL has been providing scholarship for the past 22 years.

Under the CSR program, during period 2018-19., MRPL had selected 151 schools around the refinery and at Sarapady village. The assessment has been carried out for 2018-19. On an average MRPL selected 15-20 students from each school and provided financial aid as scholarship. The total budget for this project is INR 1.18 Cr. in 2017-18 & 2018-19.



## Impact Evaluation

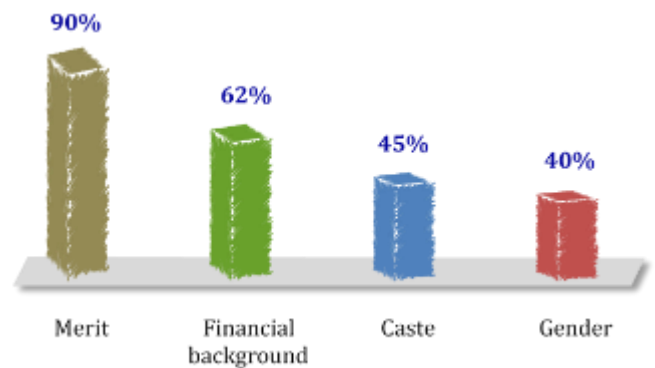
A survey has been conducted among the beneficiaries of this project as well as the school management to understand the overall project and its impact.

The beneficiaries from this project are the students of 151 schools of DK district. MRPL had selected the beneficiaries for scholarship based on their merit, financial condition, caste of the students and gender.

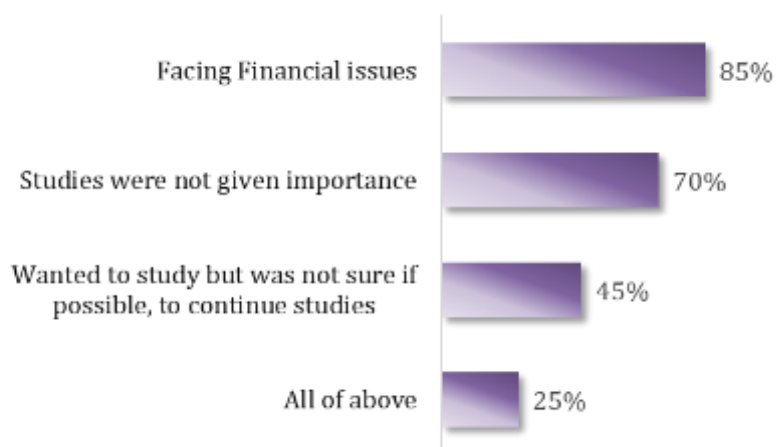
### ➤➤➤ Selection criteria for scholarship

Merit of the students was the main criteria followed by their financial condition. Scholarship was given to students who were performing well and from weaker economic section of the society.

Caste and gender were also factor in some cases. A certain percentage of scholarship were reserved for SC/ST candidates. Girls got preference in some cases as well.



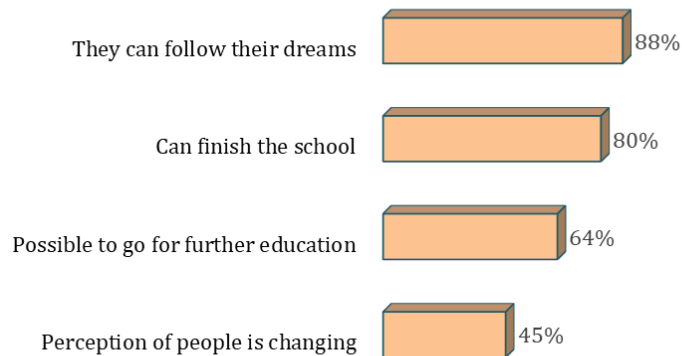
### ➤➤➤ Situation before getting the scholarship



Before getting the scholarship, 85% of the beneficiaries confirmed that the students were facing financial issues. 70% believed that the students were not serious about their studies. 40% of

beneficiaries mentioned that the students were not sure about their future.

### »» Changes the student seeing after getting this financial aid



After getting financial aid from MRPL, all the beneficiaries are motivated and determined to pursue their studies. The result from the survey conducted among the beneficiaries is shown in the above chart, it has been observed that 88% of the beneficiaries think that now they can make






their dream come true. 80% believed that now they can finish the school level. Around two-third feel that there is a possibility to go for further studies.

### »» Prospects of student and growth in village

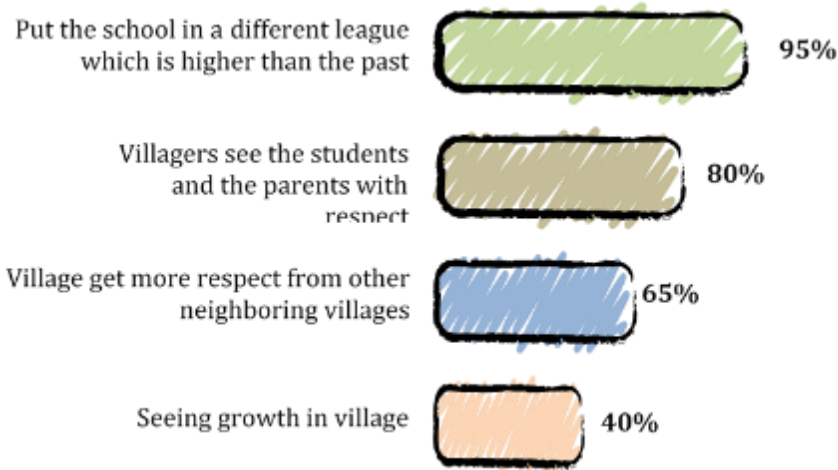
During the discussion with the school management about the prospects of students and how they are seeing the prospective growth in the village, after the scholarship program of MRPL, they stated that the program has really inspired the students to continue their studies. This will also encourage the parents to send their children to school in future.

As per school management some key prospects of students/ village.



-  More students would want to continue with the education
-  Parents will be more open to send their children to schools
-  There will be overall growth and prosperity in the village
-  More girl child will get education
-  More students from SC/ST will get education

### ➤➤ Impacted the image of village and schools

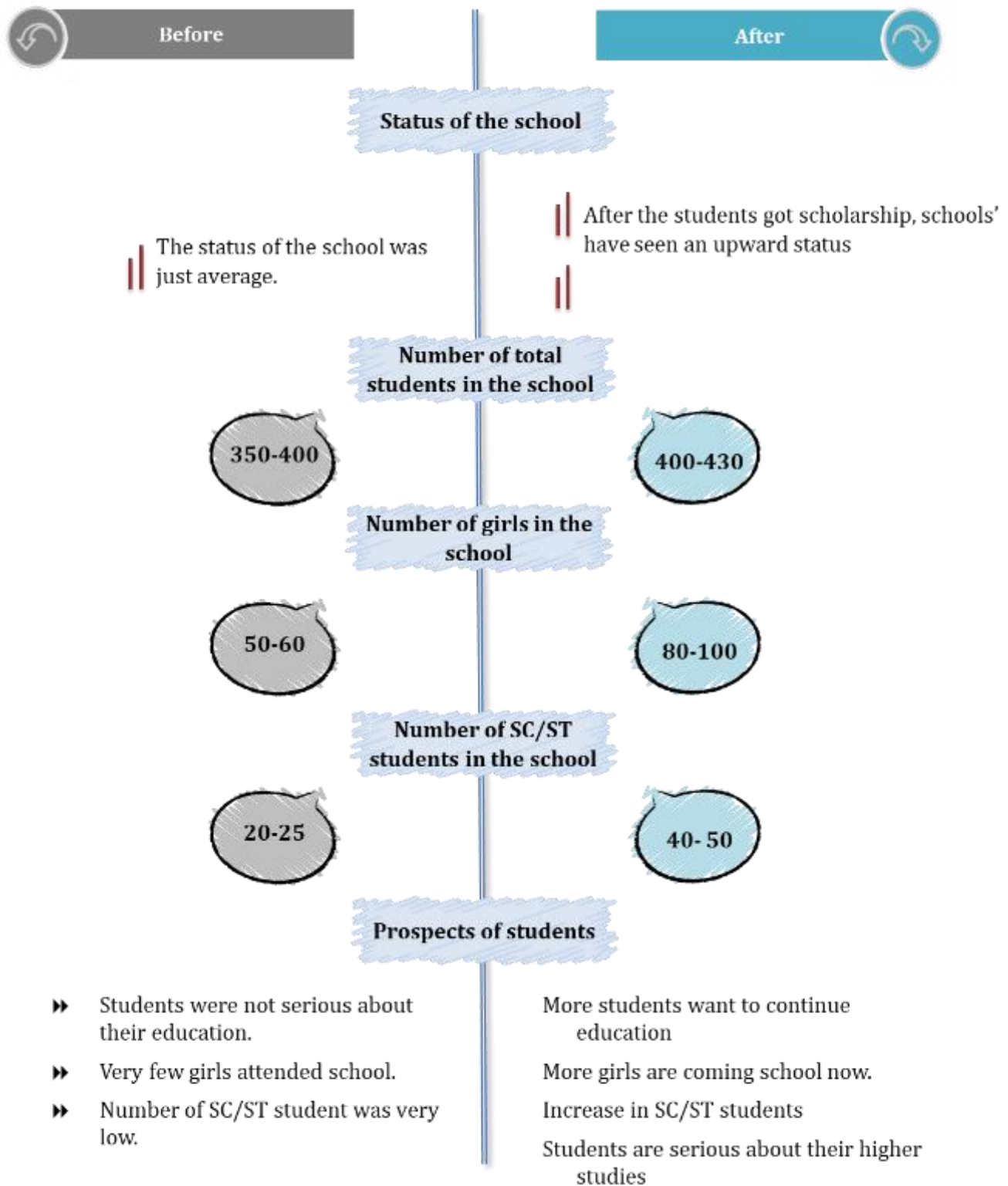


After getting financial aid from MRPL, the image of the villages and schools have elevated.

90% of the beneficiaries believed the scholarship has put the school in a higher league. 80% agreed that villagers

have now respect for the students, which in turn has also positively impacted the overall confidence level of the students.

## Changes in school/ students/ village, after the scholarship program by MRPL



## Positive Impact of the project

Scholarships provide an immediate and direct benefit to the community, and MRPL had spread the word about its commitment to provide the education to needy and capable, via this project. MRPL, with this initiative, had been able to help students of local communities through scholarships.

This CSR project by MRPL had a targeted approach by instituting need based scholarships for financially challenged students. This project has gone a long way in improving scholastic performance and infusing confidence in children.

This has led to increase pass percentage of the government schools. Also, the average increase in the academic performance of students have gone up.

A significant number of children, who are talented and meritorious, drop out of the school because of their poor socio-economic background and this scholarship has given boost to their belief and motivation to continue with their education.

## **Aids and Appliances to Improve Quality of Life for Handicapped in Dakshina Kannada District**

## Summary

### Support Needed by Physically Handicapped

Aerial spray of endosulfan insecticide in certain areas had left many people physically handicapped in the Dakshina Kannada District. Zilla Panchayat in Association with the Department of Health and Family Welfare and Women and Child Welfare department wanted to provide aids and appliances to all needy physically disabled persons of Dakshina Kannada and give them a better quality of life.

### Mobility Aids Provided by MRPL

Deputy Commissioner & District Magistrates Office, Dakshina Kannada, requested MRPL to extend the help to these physically handicapped people. MRPL agreed to support by providing mobility equipment to those effected by endosulfan insecticide spray under its CSR program.

There were several camps organized by district administration and the health department to identify the people who were really suffering from any kind of disabilities.

MRPL had selected around 1,065 beneficiaries for this project. To identify the needy people, MRPL had used sources such as the list from the camps organized by health department, references of doctors, advertisements, etc. MRPL provided aids and equipment to the handicapped people with the help of District Health Department.

The project was implemented in 2017-18 and the project value was INR 1.18 crores. MRPL also arranged training session with the beneficiaries for using the aids/ appliances. 95% of the beneficiaries participated in the training session.

### Life after Getting the Aids and Appliances

This project had corrected/improved the respective disability through aids and appliances and provided mobility and functional support to the beneficiaries. Overall, the project improved the quality of life of the disabled and increased their productivity.

After getting the aids/ equipment from MRPL, most of the beneficiaries feel that their quality of life has changed. 93% said that they are leading a better life. 63% of the beneficiaries have accepted that now they can work independently. 60% of beneficiaries are more confident after getting the support from MRPL.

This type of support by MRPL improved the quality of life of the beneficiaries and have helped them to live a life of dignity in the society.

## **Background of the Project**

Dakshina Kannada District Administration, Zilla Panchayat in association with the Department of Health and Family Welfare and Women and Child Welfare department have a vision to provide aids and appliances to all needy physically disabled persons of Dakshina Kannada. These Departments in association with NGO's have conducted a survey through camps all over Dakshina Kannada to identify the beneficiaries.

As per the survey conducted jointly by Dept. of Health and Family Welfare and Dept. of Women and Child Welfare with the help of NGO's and aided by preliminary household survey performed by field workers, 644 were identified as physically disabled persons in Dakshina Kannada.

The disabilities identified are deafness, partial blindness, paralysis, shortening of limbs, amputation of limbs, cerebral palsy, congenital deformities and various other deformities which are hindering the normal quality of life in various ways especially with mobility. The cause for above deformities includes trauma, medical condition, congenital problems and one major disaster being aerial spray of Endosulfan insecticide in certain areas.

Dakshina Kannada District Administration, Zilla Panchayat in Association with the Department of Health and Family Welfare and Women and Child Welfare department had submitted the details of appliances to be distributed for Physically Disabled in DK District.

The project was implemented by Dakshina Kannada District Administration, Zilla Panchayat in Association with the Department of Health and Family Welfare and Women and Child Welfare department as per their procedure.

The targeted beneficiaries of this project are differently abled in various ways. The project intends to correct the respective disability through appliances wherever possible to provide mobility and functional support. Overall, the project intended to improve the quality of life of the disabled and improve their productivity.

Dakshina Kannada District Administration, Zilla Panchayat in association with the Department of Health and Family Welfare and Women and Child Welfare department organized a program for the distribution of these appliances.

## Details of the CSR Project

MRPL has taken an initiative under their CSR program, to provide aids and equipment to improve the quality of life of physically challenged/ spastic persons/ endosulfine affected persons in the DK district of Karnataka.

With the support of district administration, health department, MRPL identified around 1,065 such people who are physically handicapped, spastic persons and endosulfine affected. Under this project, MRPL provided the following equipment to the beneficiaries:

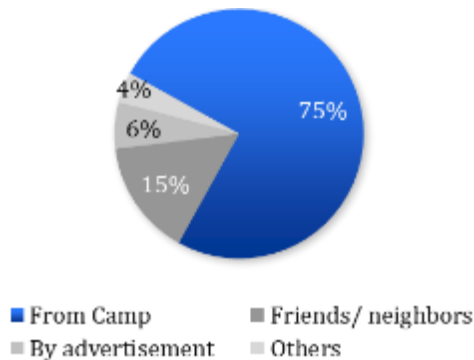
Electro Operated Wheel Chair	Neck Belt
Hand Operated Tricycle	M. R. Kit
Wheel Chair	Walker
Arm Pit stick under arm Clutches	Walking Stick
Caliper	Water Bed
Elbow Clutches	Foot drop splint
Artificial Leg	A.K. Prosthesis
Leg belt	B.K. Prosthesis
Waist Belt	C.P Chair, etc.
Hearing Aid	

The project was initiated in 2017-18. The total budget of the program was Rs. 1.18 crores.



## Impact Evaluation

### Selection of beneficiaries for receiving the equipment from MRPL



A survey has been conducted among the beneficiaries of this project. The survey result indicates the success level of the program. The detailed survey outcome is shown below.

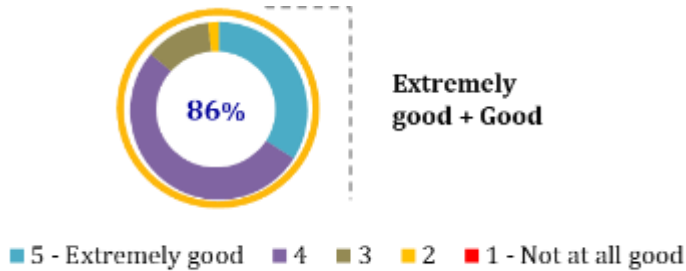
MRPL had selected around 1,065 beneficiaries for this project. To identify the needy people, MRPL had used sources such as the list from the camps organized by health department, references of doctors, advertisements, etc.

There were several camps organized by the district administration and the health department to identify the people with disabilities.

As shown in the above figure 75% of the beneficiaries for this program are identified by the camps. 15% are recommended by their friends and neighbors.

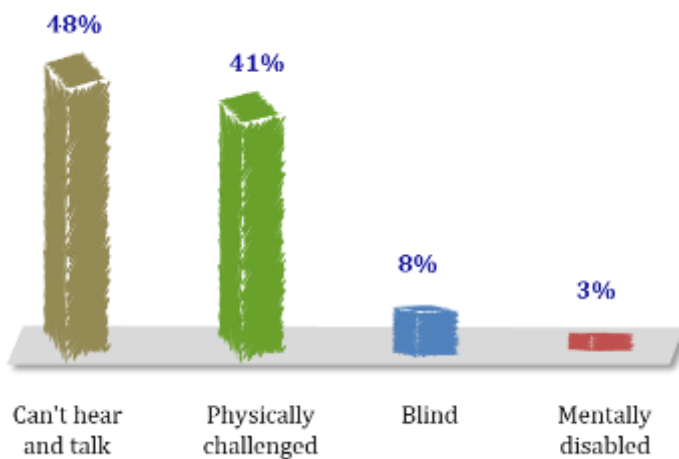


### Experience in attending the camps organized by health department



The district administration and health department of DK District, in association with NGO's, had organized several camps to identify the beneficiaries for the project.

### Type of disabilities



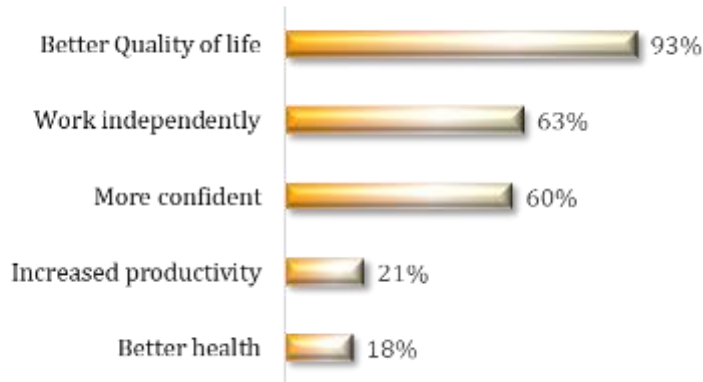
Around 50% of the beneficiaries, were suffering with hearing and speech issues. 41% of the beneficiaries are physically challenged. They are not able to walk or do their work. A few of them are blind and mentally disabled.

### Training to use the Equipment



MRPL also arranged training session with the beneficiaries for using the aids/ appliances. 95% of the beneficiaries participated in the training session.

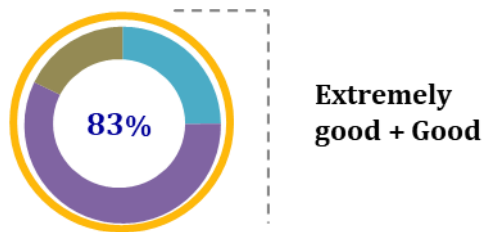
## »»» Changes in life after getting aid/ equipment



After getting the aids/ equipment from MRPL, most of the beneficiaries feel that their quality of life has changed. 93% stated that they are leading a better life. 63% of the beneficiaries

indicated that they could work independently now. 60% of beneficiaries are more confident after getting the support from MRPL.

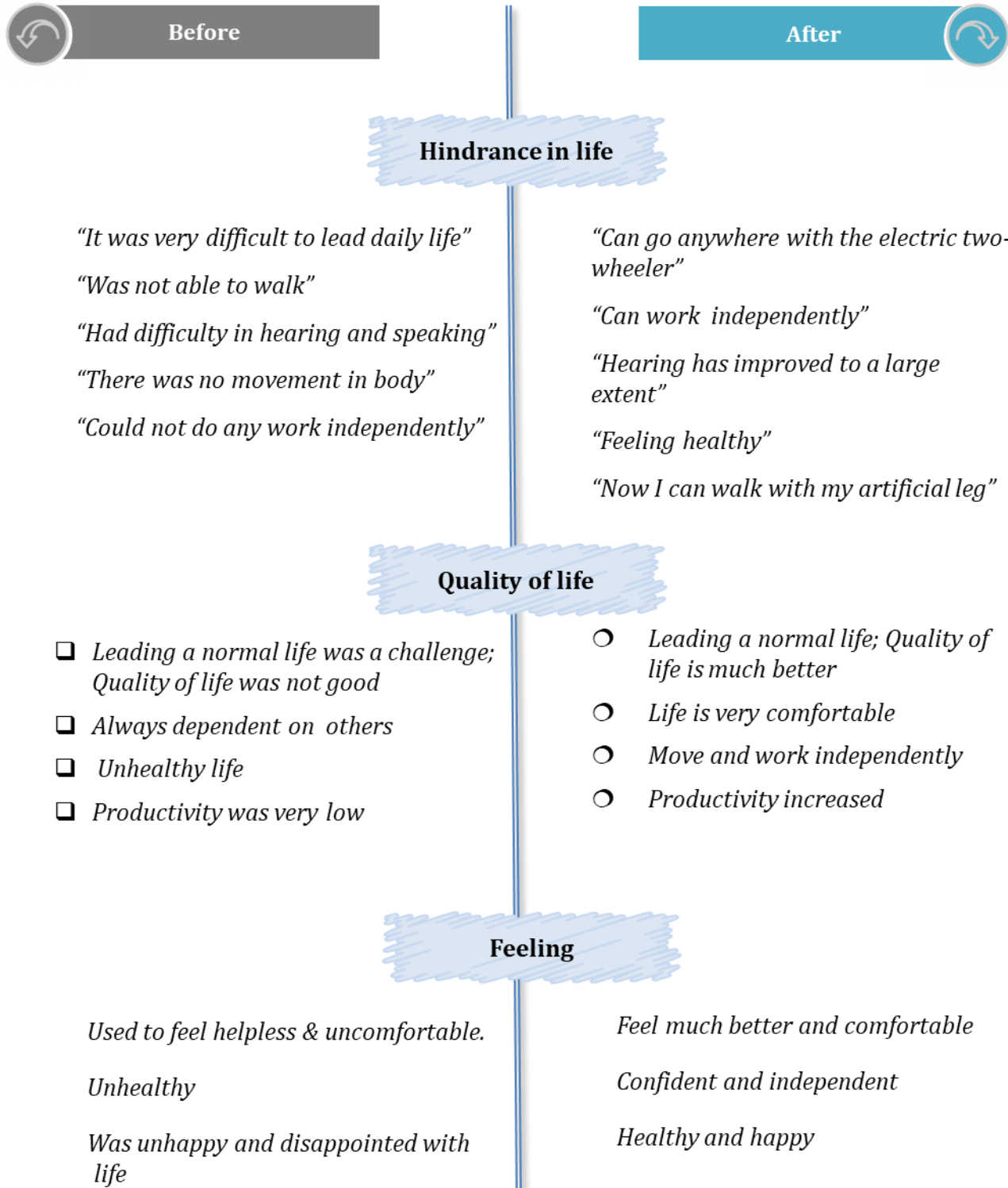
## »»» Satisfaction level on the quality of the products supplied by MRPL



■ 5 - Extremely good ■ 4 ■ 3 ■ 2 ■ 1 - Not at all good

One-fourth of the beneficiaries are extremely satisfied with the quality of the products received from MRPL. Over 65% of them mentioned that the products are good.

## Changes after receiving aids/equipment from MRPL



## Positive Impact of the project

People living with physical disabilities face several significant challenges that can impact their quality of life. For many, physical disability and mental health go hand-in-hand.

MRPL's project for providing appliances and aids to these people with disabilities has not only provided the support to improve the physical ability but also helped in improving mental health of these beneficiaries.

This funding has also helped in upgradation of technical and entrepreneurial skills of persons with disability. This has promoted self-employment and other ventures for the economic rehabilitation of handicapped people.

The beneficiaries are now independent and take care of all their needs. Additionally, they are able to contribute to the family and in turn to the society at large.

## **Installation of Solar High Mast Lights at Villages in Bantwal Taluk**

## Summary

### Situation in the villages before Solar High Mast was installed

Bantwal taluk, consisting of more than 40 villages, was facing acute power shortage. The lights were only operating on electricity and because of power shortage, most of the time there were no functioning streetlights in the villages and villagers were struggling to get proper light in the village.

Another problem was the constant fear of safety and security in all these villages which was impacting the overall wellbeing of people in these areas. Instances of theft were increasing, also women and children were feeling very unsafe in the night.

There was a dire need to install solar lights, as these lights emit no carbon footprint and thus is safe for the environment. Moreover, solar lights create a more positive environmental impacts than other fuels.

### MRPL Came as a Savior for These Villages

MRPL's CSR committee decided to intervene and planned to install solar high mast lights in the villages of the Bantwal Taluk as a part of their CSR program. The project was undertaken in 2017-18 and solar lights were installed in more than 40 villages.

The project was implemented through an agency specialized in the field selected by Dakshina Kannada Zilla Panchayath. MRPL's CSR committee decided to install the lights in the taluk. The project was implemented in 2017-18 and the amount contributed was INR 73.75 lakhs.

### Impact of Solar High Mast Installation

Each of these village communities now have lights in the villages. These solar lights are contributing to the overall safety and security in the villages.

There is sufficient solar light available at most of the times in a year and this was creating a lasting positive impact on the beneficiaries. The women and children feel safe in the villages. Instances of theft have reduced to a certain extent since the villages are well lit in the night.

*"Due to power cuts conventional power lines used to go down, and sometimes lights were out for long stretches," a villager said. "Now, the solar lights keep the area lit."*

Solar high mast has no pernicious impacts on the environment. Solar energy is one of the cleanest sources of energy as they do not release harmful gases into the environment. The use of solar energy to light streetlights is extremely innocuous and, in fact, far better than

the use of traditional streetlights which are powered by electricity, an energy source generated from non-replenishable sources.

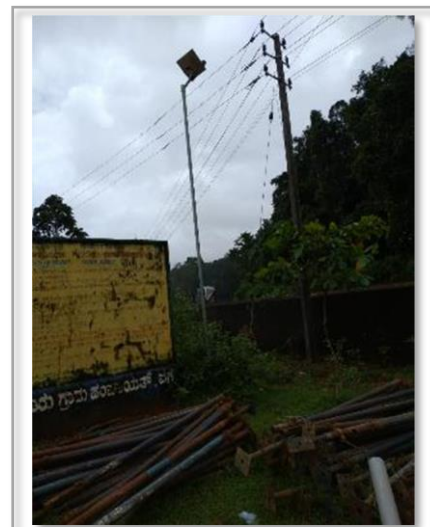
Solar streetlights require much less maintenance compared to conventional streetlights. Since external wires are eliminated, instances of accidents have reduced in the villages.

Village panchayats, now, can see a big saving in the electricity bill, almost 50%, and the amount therefore saved is getting utilized for other developmental activities. Thus, implementation of these lights has led to an improvement of rural livelihood to a certain extent.

## **Background of the Project**

Bantwal Taluk consisting of Panemangalore, Kariyangala, BadagaBellur, Tenkabellur, Ammunje, Kallige, Sajipamannuru, Sajipamuda, Amtoor, Narikombu, Shambhoor, Manchi, Golthamajal, Balthila, Barimar and Kadeshwalya, Bolanthuru, Veerakamba, Ananthadi, Mani, Peraje, Netlamudnur, Kolnadu, Vittalpadanur, Salethur, Karopady, Sarpady and Kanyana villages, were facing acute power shortage. In view of the same, Dakshina Kannada Zilla Panchayath had proposed to install 50 High Mast Solar Street lights in Bantwal taluk.

With the installation of Solar street lights in Bantwal taluk, Bantwal Town Panchayath and other associated Panchayaths, are able to save 50% of electricity bill and the amount thus saved is used for developmental activities.



## Details of the CSR Project

The Villages in Bantwal Taluk were facing acute power shortage. There were no streetlights in the villages. The villagers, especially the women felt unsafe.

MRPL had installed solar high mast lights in the villages of the Bantwal Taluk as a part of its CSR program. The project was undertaken in 2017-18. The project falls under – Schedule VII of the Companies Act. Sl. No. IV, Conservation of Natural Resources.

Under this project MRPL installed solar streetlights in the villages. The total budget of this project was INR 73.75 lakhs.

By installing these solar lights, village panchayats have seen a big saving in the electricity bill and the amount thus saved is getting utilized for other developmental activities. The residents of the Bantwal Constituency are benefiting from this project.

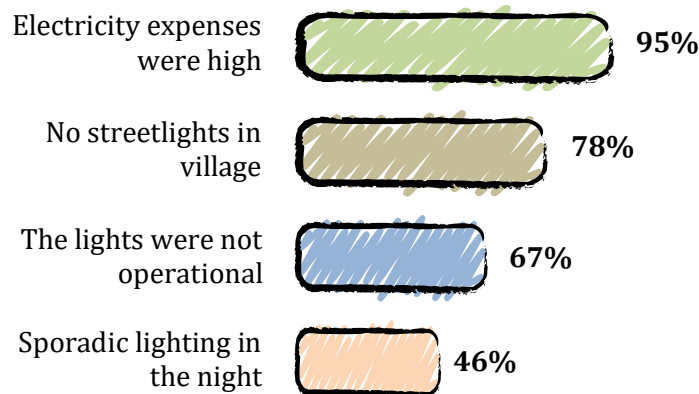




## Impact Evaluation

A survey has been conducted with the public of the Bantwal Constituency. The survey result indicates the success level of the program. The detailed survey outcome is shown below.

### Condition before the solar lights were installed



The electricity expenses were skyrocketing and there were barely functioning electricity lights. Traditional streetlights very often stopped functioning in the event of a grid failure. This condition created the need for solar high mast in the villages.

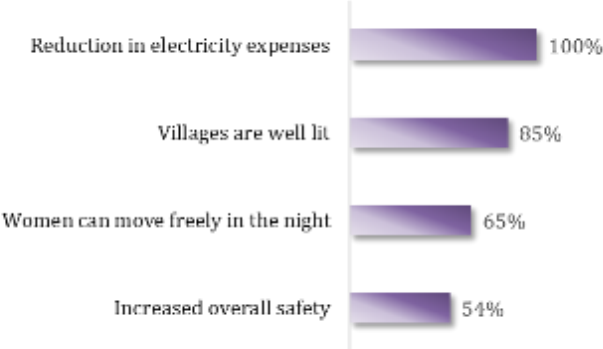
### Problems faced before the solar lights were installed



Safety and security were the main reasons which kept the villagers at home in the night. Women and children never used to step out as they felt vulnerable at night.

Poor lighting led to a lot of accidents after sunset and the instances of theft were increasing in the villages.

**»» Changes observed after installation of lights**



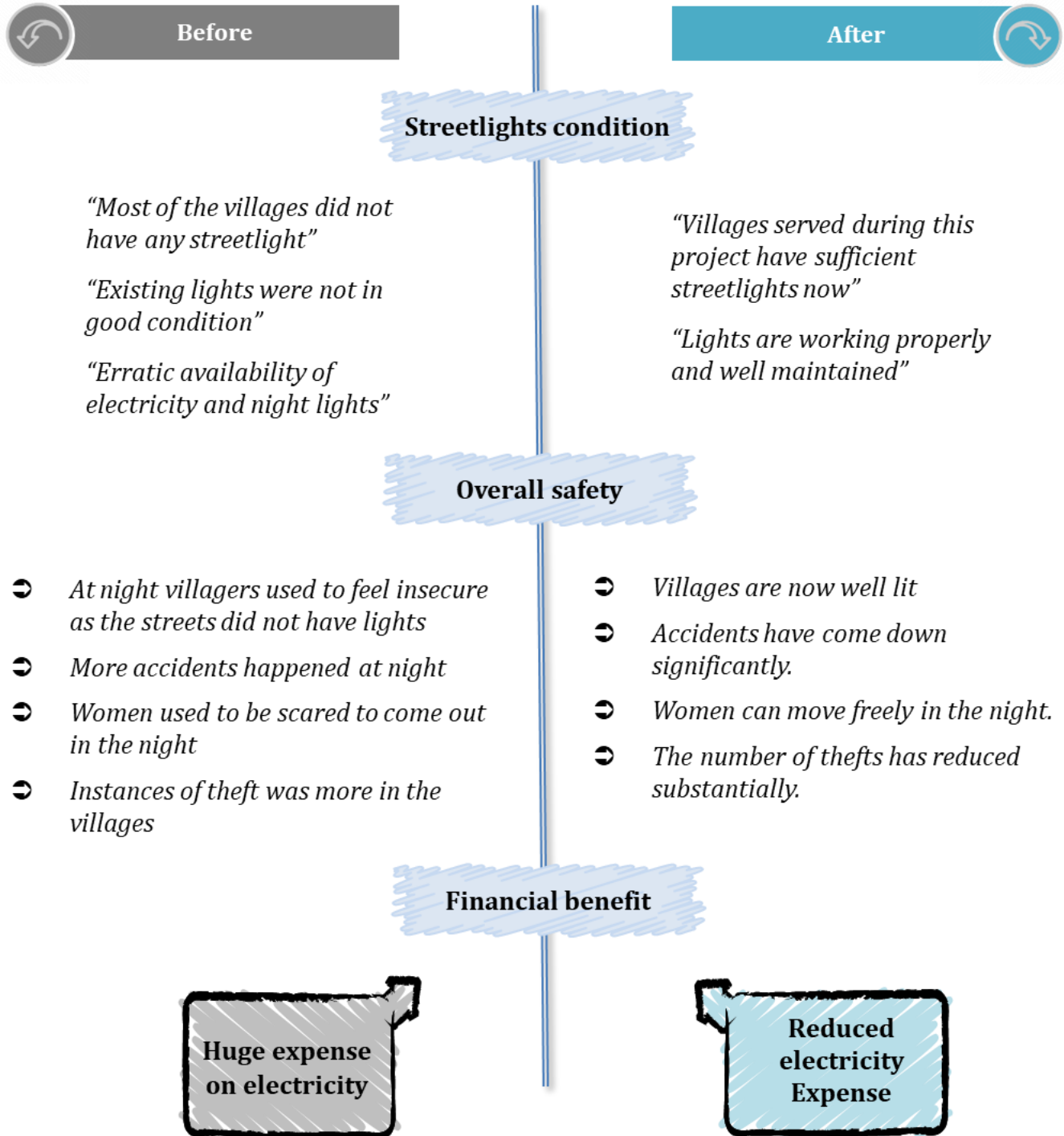
The most important impact observed after installation of the solar lights is reduction in electricity expenses and safety for villagers.

85% of the beneficiaries mentioned that the villages are now well lit. 65% feel that women now feel safer and can move freely at night. There is a noticeable positive change in the environment of villages at night, people are freely going out at night. Road accidents have reduced, and theft and robbery cases have decreased to a large extent.

85% of the beneficiaries are extremely satisfied with the quality of the lights installed by MRPL. As per their opinion the quality of lights installed are extremely good.

When it comes to satisfaction on the overall support provided by MRPL, over 90% of the beneficiaries are extremely satisfied or satisfied with the support.

## ➤➤➤ Changes in villages after installation of solar streetlights from MRPL



## Positive Impact of the project

Solar high mast is working as a boon for the villages in Bantwal Taluk. These lights have reduced the electricity consumption to a greater extent as these lights have a much longer working life and better color definition. Compared to conventional streetlights, solar streetlights require almost zero maintenance. Due to the absence of external wires, these lights do not pose any threat of accidents like electrocution, strangulation and overheating.

These solar lights illuminate the streets throughout the night irrespective of power cuts and grid failures, because of this, incidences of accident and theft have reduced to almost none after the installation of these lights in the Bantwal Taluk.

The lights have also helped boost business for villagers and increased the productivity of people and visibility at night.

Before the village installed new lighting, *“I used to shut down my shop in the evening and go home,”* Now, *customers notice my shop and it has helped my business grow.”*

*“Business has definitely prospered, not just for me, but also for other shops selling under the streetlights. Now, because of the better lighting, anyone can set up and expand their business,”*

## **Conservation of Biodiversity in Pilikula Nisarga Dhama**

## Summary

### Need for Support

Pilikula Nisarga Dhama is an eco-education and tourism development project promoted by the District Administration of Dakshina Kannada in Mangalore. Pilikula Biological Park plays a very important role in education and conservation of fauna and flora of Western Ghats region. Pilikula contributes to a sustainable future by sharing information on biodiversity and conservation related issues.

Pilikula Nisarga Dhama was facing shortage of funds for taking care of the animals and birds. Financial crunch was the main challenge for the park management. They did not have enough funds to take care of the animals properly.

There were no natural habitats in the park. The animals who came to the zoo from their natural habitats had to face problems to acclimatize with the environment. Executive Director of Pilikula Nisarga Dhama Mangaluru approached MRPL for supporting conservation of biodiversity in Pilikula Nisarga Dhama.

### Support by MRPL

MRPL decided to support Pilikula Nisarga Dhama and provided complete support for one year. CSR funding covered creation of natural habitat, adoption of animals and eco friendly shelter house. The program was implemented in 2019-20 and the amount contributed was INR 3.94 crores.

Natural habitat was created for captive wild animals, inside animal enclosures in 50 acres of land. Laterite masonry fence along individual plants was also constructed.

MRPL adopted and provided for conservation and upkeep of rare endangered and captive wild animal species, birds and reptiles. Eco-friendly shelter houses were built for conducting educational programs on conservation of Western Ghats flora and fauna with educative materials including projectors, display panels, signages and other accessories.

The project helped the management to handle the Bio-Diversity park in an efficient way. There was enough healthy food and medicines for all the animals, birds and reptiles. The natural habitat has improved the overall wellbeing of the animals.

The funding by MRPLs supported the adoption of more than 1,200 mammals, reptiles and birds of 120 species.

## **Background of the Project**

Pilikula Nisarga Dhama is an eco-education and tourism development project promoted by the District Administration of Dakshina Kannada in Mangalore. Pilikula is an integrated theme park with wide variety of features. It has many attractions of cultural and scientific interest. The Pilikula Biological Park is one of the major attractions of Pilikula Nisarga Dhama. The park has an area of 150 Acres. The Central Zoo Authority of India has recognized the park as a large zoo. As per modern Zoological practices, the animals are housed in spacious enclosures resembling their natural habitat.

The biological park is aesthetically one of the best designed premises in the country meeting all modern international standards of zoo management. The park serves as a good education center for students as well as visitors of all ages in enriching their knowledge on conservation of wildlife. More than ten lakhs tourists including school children from all over India and abroad visit Pilikula every year.

Pilikula Biological Park plays an important role in education and conservation of fauna and flora of Western Ghats region. Pilikula provides a serious contribution to a sustainable future by sharing information on biodiversity and conservation related issues. Pilikula is like large classrooms where several activities, specifically for children, teachers, professionals and school groups can be conducted. Pilikula Biological Park's rare and endangered species of fauna and flora of Western Ghats region can capture the attention and affection of the public for wildlife and nature like no other institution.

## **Details of the CSR Project**

Pilikula Nisarga Dhama was facing shortage of funds for feeding and taking care of the animals/birds. Pilikula has launched a program called "Adoption of Animals". In this program the donor can adopt an animal by donating its cost of feeding, medicine, maintenance etc. Executive Director, Pilikula Nisarga Dhama Mangaluru had approached

MRPL for supporting Conservation of Biodiversity in Pilikula Nisarga Dharma and MRPL agreed to fund the project for an entire year for the whole park.

The program was implemented in 2019-20 and the amount contributed was INR 3.94 crores.



MRPL funded the following programs for the Bio diversity park.

- I. Adoption of rare , endangered and other captive wild animals, Conservation and upkeep(feeding and veterinary care) of rare endangered and captive wild animal species of Western Ghats.

Mammals: Bengal tiger, Indian Gaur, Leopard, Sloth bear, Lion tailed Macaque, Malabar Giant Squirrel, Flying Squirrel, Small Indian Civet, Leopard, Cat, Wild Dog, Jungle Cat and other mammals.



Birds: Indian Peafowl, Jungle Fowl, Ibis, Spoon bill, Eagles, Owls, Kites, and other birds.

Reptiles: King Cobra, Indian Cobra, Russell Viper, Pit Vipers, Crocodiles and other reptiles

II. Creation of natural habitat:

Creating natural habitat for captive wild animals by creation of greenery with Western Ghats plant species including irrigation inside animals enclosure of around 50 acres of land, providing and constructing laterite masonry fence along 150 individual plants to protect from grazing by captive deers and Sambars (dim 2.4 mt x 2.4 x 2) and other allied works.







## About the biological park



- ▶ Year built : 2004
- ▶ Places of interest in the park:
  - ▶▶ Science Center
  - ▶▶ Planetarium
  - ▶▶ Botanical garden
  - ▶▶ Lake
  - ▶▶ Amusement park
- ▶ Number of visitors per year: around 7 lakhs
- ▶ Number of employees in the park: 75
- ▶ Animals in the zoo:
  - ▶▶ Lions
  - ▶▶ Tigers
  - ▶▶ Panthors
  - ▶▶ Exotic Animals
  - ▶▶ Small Cats
  - ▶▶ Snakes
  - ▶▶ Birds
  - ▶▶ Elephants
- ▶ Number of birds in the zoo: 140-150
- ▶ Number of reptiles in the zoo: more than 150

## Impact Evaluation

### »» Challenges faced before funding from MRPL

-  Did not have enough funds to take care of animals, reptiles and birds
-  Had to interact with a lot of people who were adopting the animals
-  Interacting and coordinating with people was a tough assignment
-  No natural habitat

Financial crunch was the main challenge for the park management. They did not have enough funds to take care of the animals, reptiles and birds.

There was lack of natural habitat in the park. The animals who came to the zoo from outside had to face problems to acclimatize with the environment.

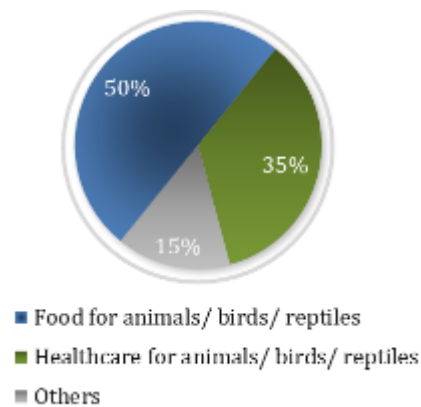
Regular interaction with a lot of people who were adopting the animals was also a big challenge for the management.

### »» How the funding has helped in easing out challenges and problems

- »» Improved food and fodders for the animals
- »» Healthcare of the animals
- »» Improved condition of natural habitat
- »» Eco friendly shelter houses

95% of the beneficiaries are quite satisfied with the overall support provided by MRPL. The funds received from MRPL helped in revival of the bio-diversity park.

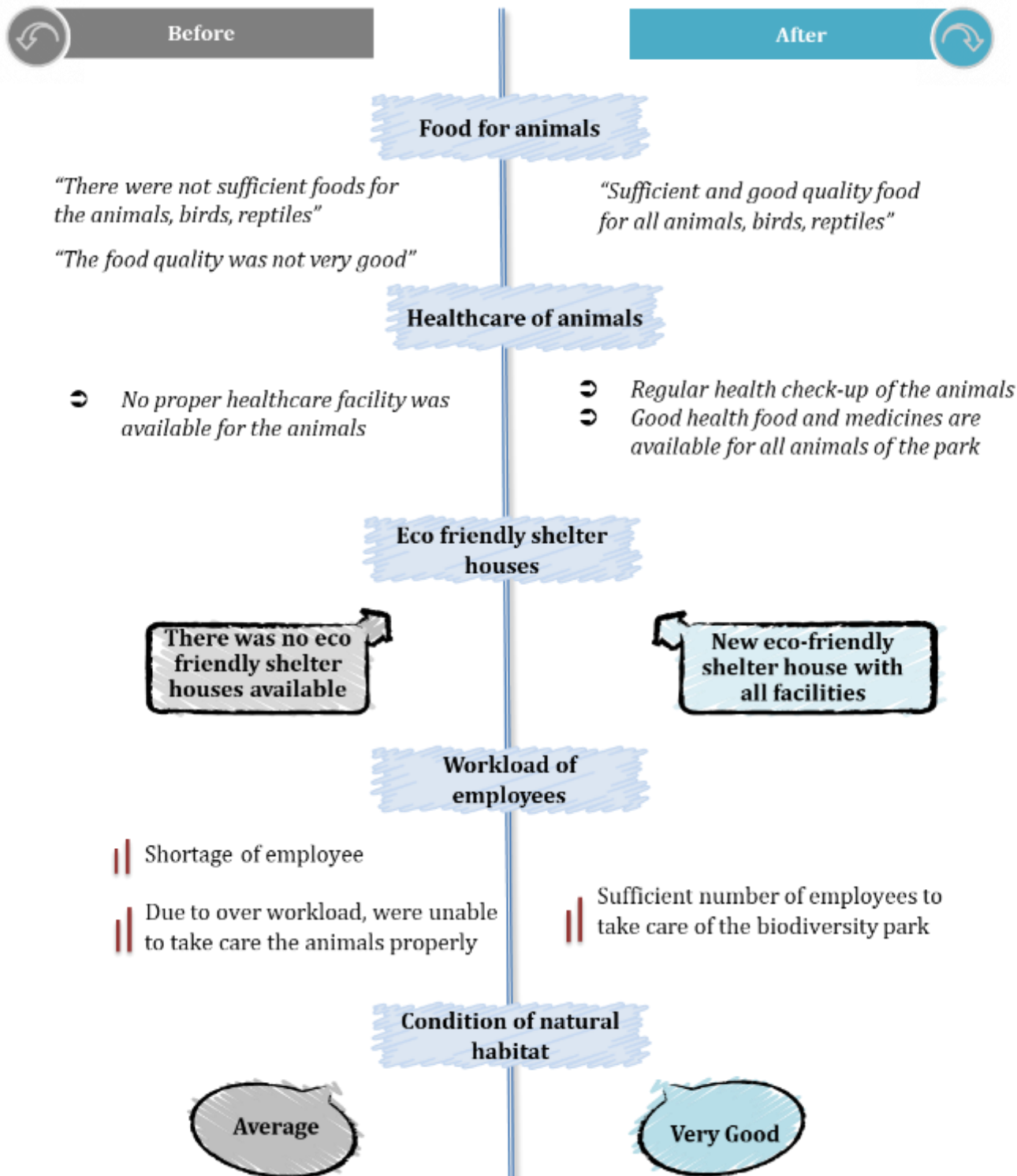
### Utilization of fund provided by MRPL



50% of the fund provided by MRPL was utilized for food for animals, birds and reptiles. 35% for the healthcare of the animals.

15% of the fund was used to construct eco-friendly shelter houses and for educative materials like projectors, display panels, signages and other accessories.

## Changes in the biodiversity park after receiving funds from MRPL



## **Construction of Toilets in Schools as per Swachh Vidyalaya Abhiyan**

## Summary

Toilet is the most important aspect of sanitation. It gives dignity, privacy, safety, social status and gives overall improvement in quality of life. In case of females, lack of sanitation facilities often forces them to restrict themselves by reducing and controlling their diet, which leads to nutritional and health impacts.

The Prime Minister of India on 15th August, 2014 announced that all government schools in the country should have toilets with separate toilets for girls within one year. The Prime Minister called upon the corporate sector to also participate in this national endeavor. The Ministry of Human Resource Development, Department of School Education and Literacy worked extensively to mobilize corporate support in this National Mission and launched Swachh Bharat Swachh Vidyalaya campaign.

MRPL decided to join hands with Government for this campaign and contributed for construction of toilets in schools in Dakshin Karnataka.

### Construction of toilets

As a part of the CSR program of MRPL, took an initiative to construct toilets in 31 Govt. and Govt. Aided Schools in Dakshina Kannada and Udupi Districts. Total of 54 toilets were constructed in these 31 schools. The toilets were constructed under supervision of the Ministry of Human Resource Development.

The project took two years to complete and was implemented in 2014-15 and 2015-16 and the contribution amount was INR 1.64 Cr

### Impact of New Toilets on Students

The provision of toilet facilities in all schools has enhanced the sanitation standards in schools leading to better health and hygiene among the children. Enrolment and retention of children in schools, particularly of girls, also increased significantly.

There are two types of areas around which benefits are structured:

- *Health benefits* - Reduction in diarrheal & sanitation related diseases and improvement in underweight conditions and stunting in children.
- *Other lifestyle improvements* - Increased convenience, less exposure to uncomfortable environments, safety and less embarrassment.

During the course of study, female students mentioned toilet had greatly helped them to live with honor, dignity and good hygiene.

## Background of the Project

Swachh Vidyalaya is an initiative to ensure that all Government schools in the country have separate toilets for boys and girls.

The Swachh Vidyalaya initiative was launched in August 2014. At that time more than 263,000 government elementary and secondary schools did not have adequate toilet facilities. It was assessed that over 410,000 toilets needed to be constructed or repaired to ensure that every child had access to toilet facilities.

Across India, the education and health of millions of children would improve by having functioning toilets at school. For a vast number of kids, going to school has been a major challenge simply because of lack of toilets. The Ministry of Human Resource Development (MHRD) is committed to delivering clean toilets for all the schools.

MRPL, under its CSR program, is participating in the Swachh Vidyalaya Abhiyan. Local Government had identified 31 schools where there was a requirement of toilets.





## Details of the CSR Project

As a part of their CSR program, MRPL took an initiative to construct toilets in 31 Govt. and Govt. Aided Schools in Dakshina Kannada and Udupi Districts.

Total of 54 toilets were constructed in these 31 schools. The toilets were constructed under the supervision of the Ministry of Human Resource Development.

Total budget for this project: INR 1.64 Cr.

The project was implemented in 2014-15 and 2015-16.

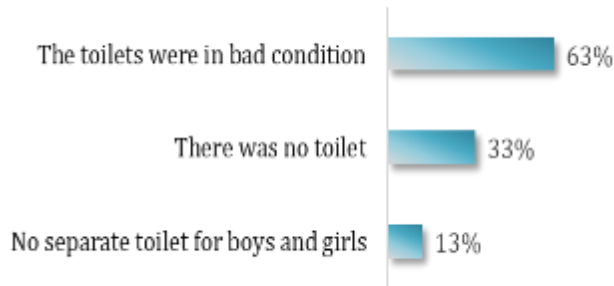
## Impact Evaluation

Under their CSR program, MRPL had constructed 54 toilets in 31 schools of Udupi and Dakshina Kannada districts of Karnataka. This project took about 2 years to complete.

The output of the discussion with school management and beneficiaries is given below.

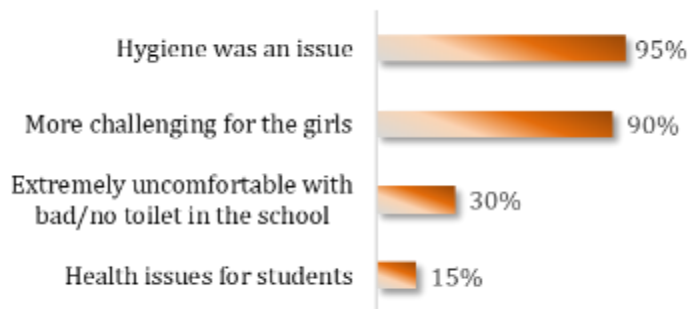


### Condition before the new toilets were made



There were about 10 schools where there was no toilet. The schools that had toilets were also in bad shape and very unhygienic. Over 10% of the beneficiaries said that there was no separate toilet for boys and girls.

### Challenges faced by the students before construction of toilets

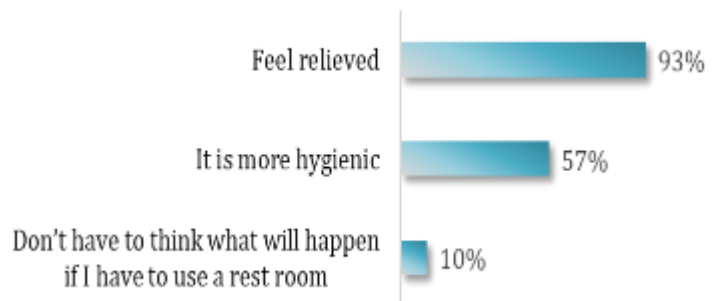


The condition of the toilets was extremely poor. Hygiene is the major issue for the students. There were no separate toilets for girls, therefore the girls were facing more challenges. Unhygienic condition of the toilets was

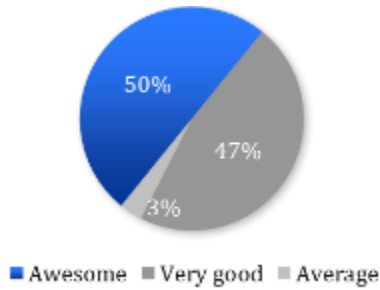
a cause of concern and it was negatively impacting the health of the students.

### After the construction of new toilets

After receiving funds from MRPL under their CSR program, separate toilets for boys and girls were constructed in all the 31 schools. More than 90% of the beneficiaries accepted that they feel relieved now. The toilets are now clean and hygienic.

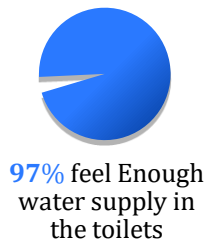


### Quality of toilets constructed

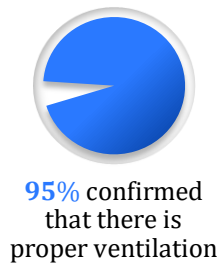


Almost all beneficiaries are extremely satisfied with the fact that there is a toilet in the school and it is hygienic. This basic necessity was missing in these schools and MRPL has filled this gap and provided comfortable school time for students and teachers. This initiative has benefitted everyone in the school, right from students to teachers and management.

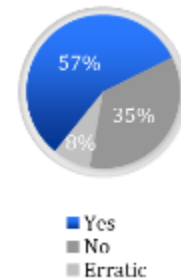
### Water supply in the toilets



### Ventilation in the toilets

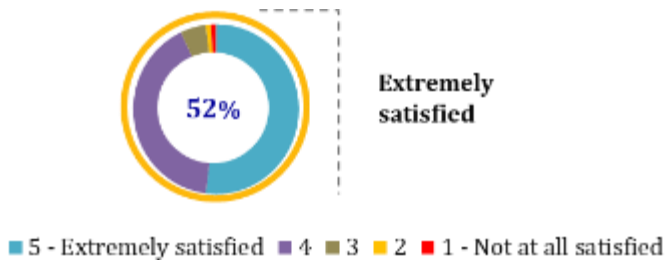


### Electricity in the toilets



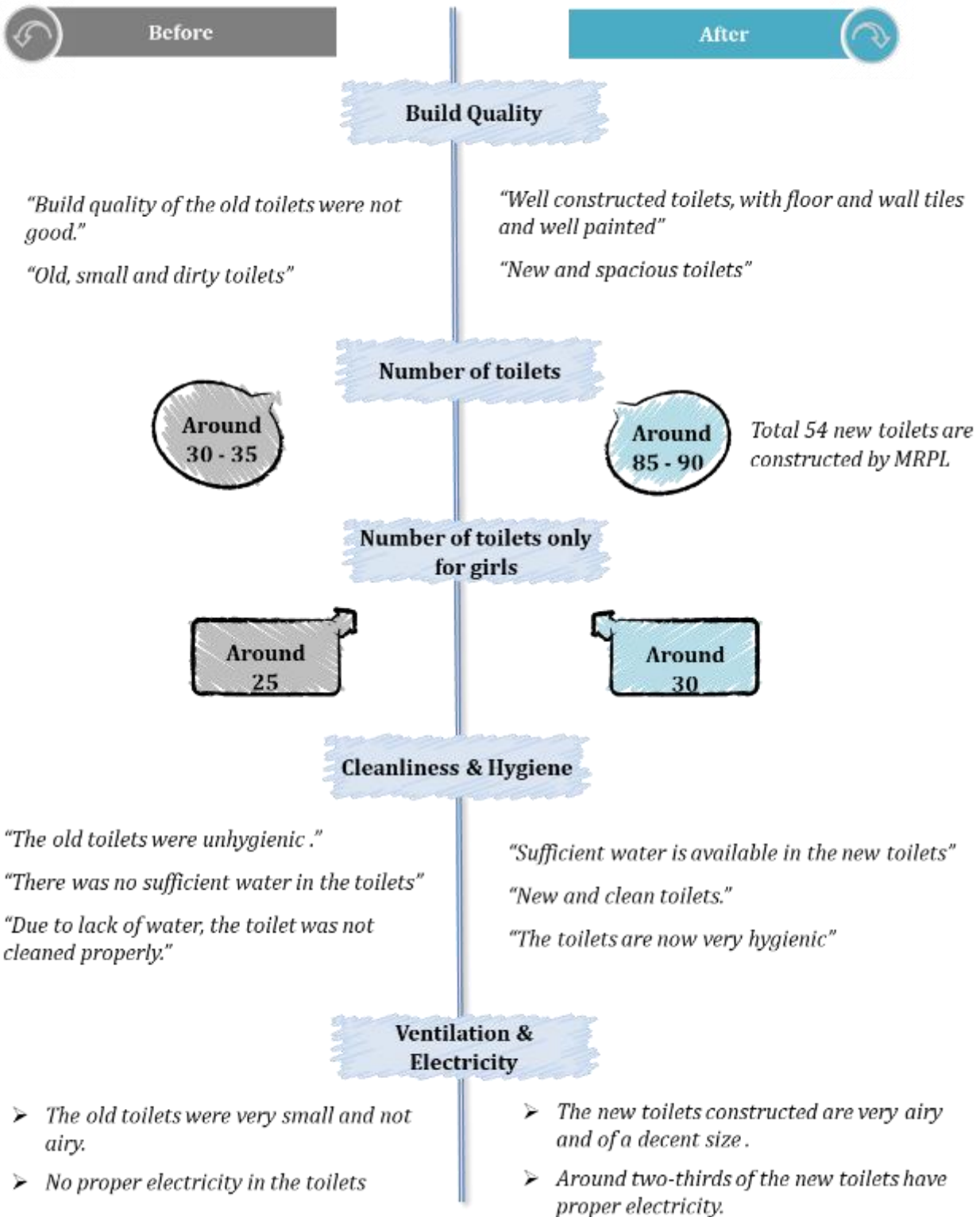
The new toilets have water supply, electricity and enough ventilation. Electricity, though properly installed, gets sporadic supply in these villages.

### Comfort level of coming to school



The comfort level of coming to school has reached an all time high in these schools. Students used to avoid coming to school in the past but now, they are eager to learn and attend school. The attendance levels have improved in all the schools.

## Changes after the construction of new toilets on different parameters



## **Positive Impact of the project**

Toilet construction in government schools of Dakshin Karnataka has positively impacted educational outcomes such as enrolment, dropout rates, and number of students who appeared for and passed exams. Sanitation and hygiene in schools improved attendance, health and cognitive development. This has also established positive hygiene behavior and offered the opportunity to introduce better practices in families and communities.

This sanitation project by MRPL provided one mechanism to increase gender equality by targeting disproportionately high dropout rates among pubescent-age girls. Girls have stopped missing schools and started feeling safe in the school premises as they do not have to go out to relieve themselves.

There is a huge improvement in health of students as they can eat and drink freely unlike in the past where they would often refrain from eating or drinking during the day and would eventually become lightheaded or otherwise ill from dehydration and hunger.

## **Financial Support for Construction of Road in Sarpady Village, Dakshina Kannada**

## Summary

### Need for Construction of Road

Roads are the backbone for the life and the economy of any place. Condition of roads in Sarpady village and some other villages in Bantwal Taluk were not good. In many villages there were no roads to travel. Commuting was a challenge for villagers. The economic activity in village was getting affected because of poor infrastructure.

MRPL decided to implement one of its CSR projects in Sarpady Village in Bantwal Taluk. Under the project MRPL provided funds for construction of road in the village. The project was implemented in 2016-17 and 2018-19. The project cost was INR 38.62 lakhs in 2016-17 and 66.60 in 2018-19, a total of 1.05 crores.

### Impact of Road Construction

After the construction of road, life of villagers is comfortable, and the commute time has reduced. There is a reduction in the number of road accidents because of as the road condition have improved. Earlier, some mishap used to happen every other day which has reduced to none. Almost all the beneficiaries mentioned that they find it easier to go from one place to another with proper road in the village.

There is an increased commercial activity in the village which is generating additional avenues of income. The standard of living has increased, and the economic condition has improved in the village.

Many villagers have opened new shops and eateries along the roadside.

## Background of the Project

Roads are the backbone for the life and the economy of any place. The condition of roads in Sarpady village and some other villages in Bantwal Taluk were in bad condition. In many villages there was no road to commute. The villagers were facing big challenge in their day-to-day life. It took a long time to travel to other places from their village. The economy was also affected due to lack of roads.





## Details of the CSR Project

MRPL has implemented this CSR project in Sarpady Village in Bantwal Taluk. The project involved providing fund for construction of road in the village.

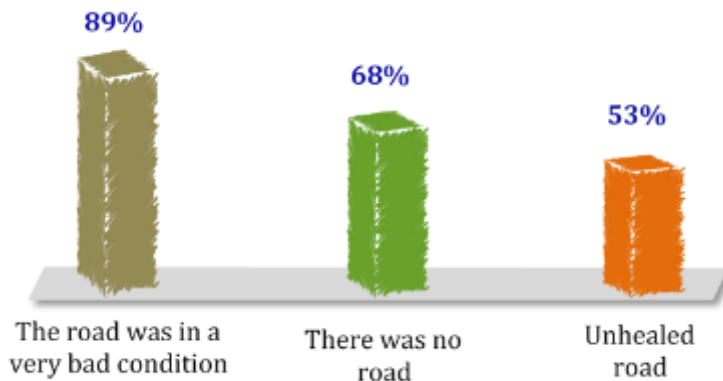
The project was implemented in 2016-17 and 2018-19. The total budget of this project was INR 38.62 lakhs in 2016-17 and 66.60 in 2018-19 for a total of 1.05 crores,

## Impact Evaluation

The villagers are the main beneficiaries of this project. As a part of the survey, we had discussions with people of the surrounding villages. The observation from the survey results is given in subsequent pages.

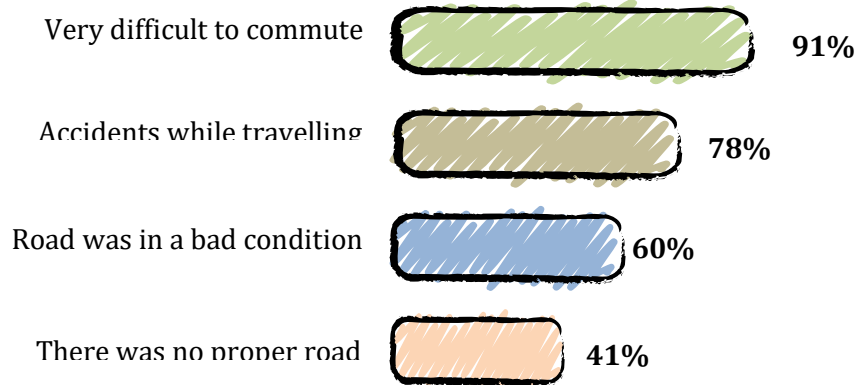
### ➤➤➤ Condition of the road before it was built

There were no roads in many villages. Most of the existing roads were in bad condition.



As per the results from the survey, it has been observed that around 90% of the beneficiaries mentioned that the road was in bad condition. Around 10% of the beneficiaries said that there was no road at all.

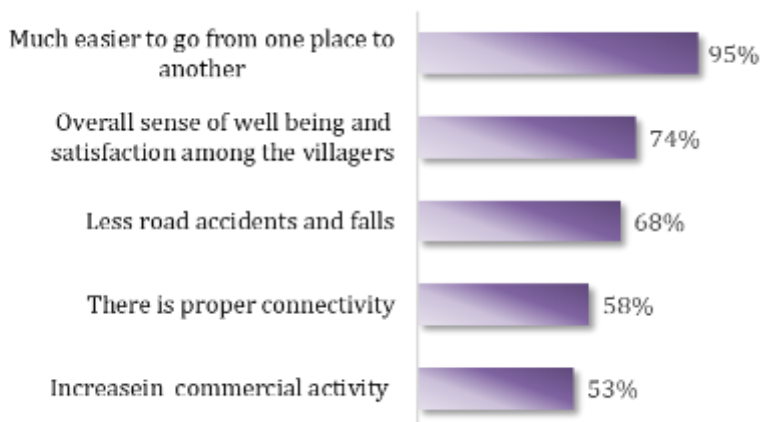
### »» Challenges faced before the road was built



The key challenges faced by the villagers was difficulty in commuting and accidents while travelling.

91% of the beneficiaries agreed that it was exceedingly difficult to commute from one place to another. 78% of beneficiaries mentioned that they used to have accidents while travelling.

### »» Changes seen after the road is built

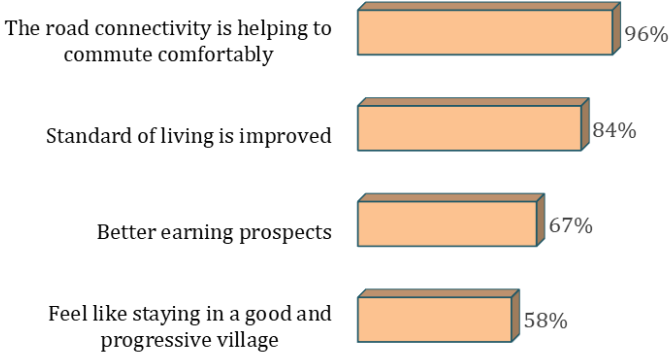


After the construction of Road, the standard of living of the villagers have improved a lot.

Based on the result from the survey, 95% of the beneficiaries mentioned that now it is much easier

to go from one place to another. The number of road accidents have decreased a lot. Due to proper connectivity available now, there is an increase in commercial activities too.

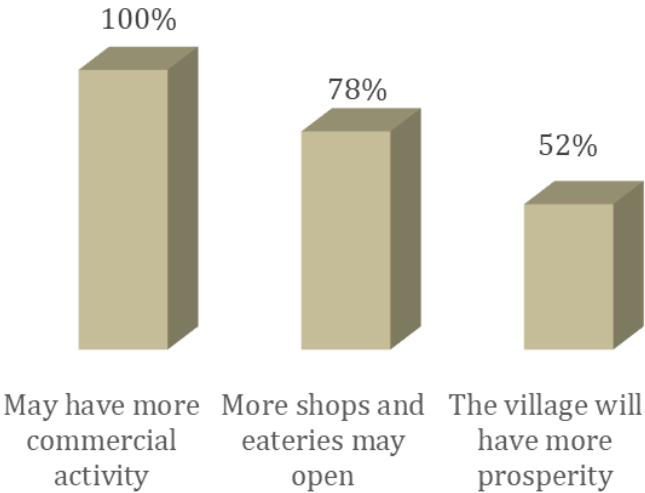
**Benefits for the villagers**



When we discussed about the benefits at the personal level of the villagers, 96% of the beneficiaries talk about the increase in comfort while commuting.

84% feel that it helps to improve their standard of living, over two-third of beneficiaries agreed that they have better earnings prospects.

**Future prospects**

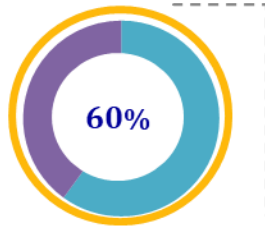


After construction of the road in the village, people hope that the commercial activities of the village will increase.

78% of the beneficiaries (villagers) hope that there would be opportunities to open new shops and eateries beside the road. More than half talked about the overall growth in the prosperity and economic conditions of the villagers.

65% of the beneficiaries, mentioned that they are extremely satisfied with the project by MRPL.

## ➤➤ Improvement in the lives of the villages



■ 5 - Improved a lot ■ 4 ■ 3 ■ 2 ■ 1 - Not at all improved

**Improved  
a lot**

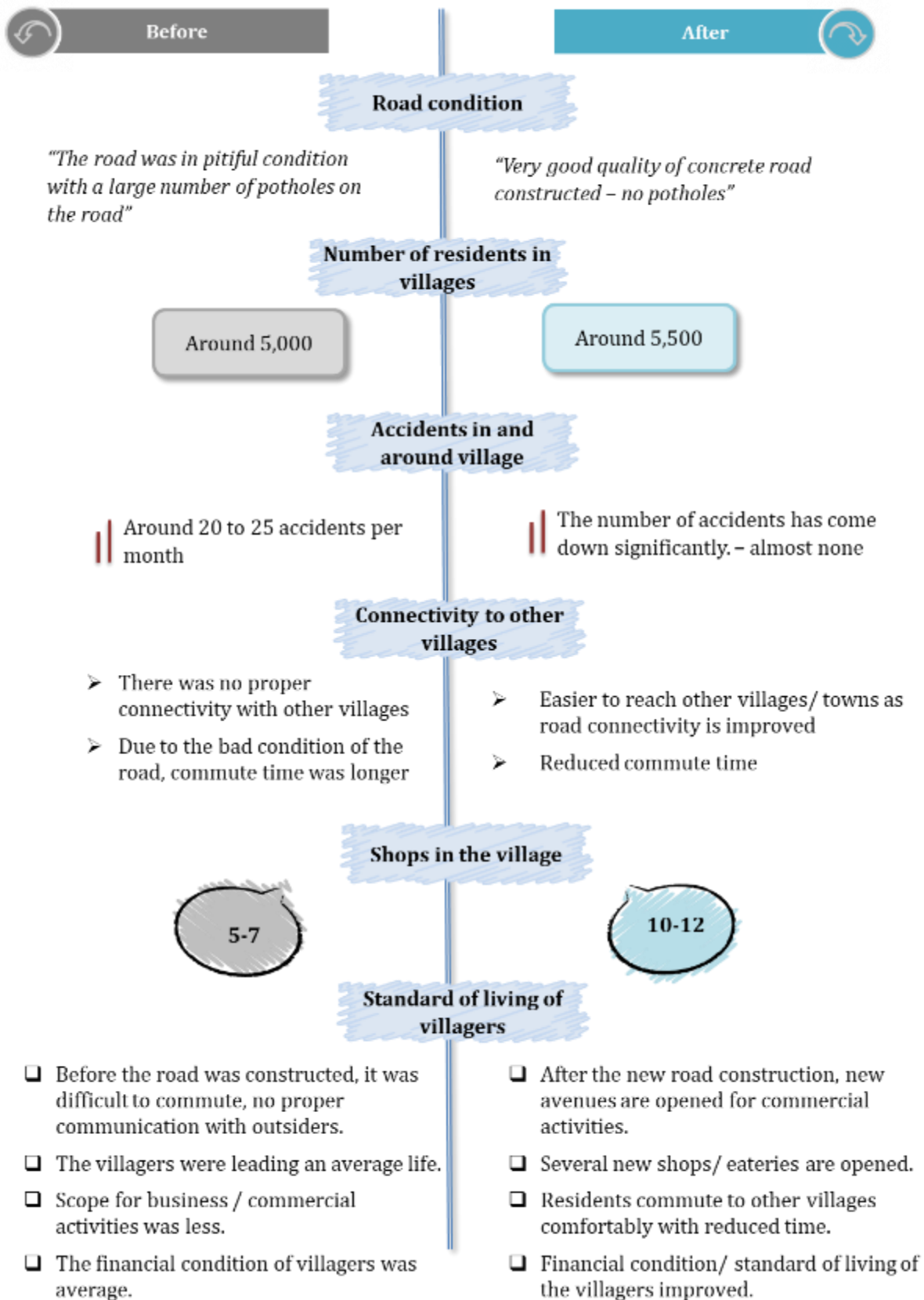
The new road by MRPL improved the life of the peoples in the village. Almost all the beneficiaries confirmed that the new road has

improved their lifestyle.

## ➤➤ Overall impact of this project by MRPL on the village

When it comes to the impact of the project by MRPL, 80% of beneficiaries are quite satisfied and thankful to MRPL for building road in the village. This has changed a lot for everyone in the village. The project has contributed to the prosperity and safety of the villages. The road accidents have reduced remarkably, earlier they were almost some mishap every other day which has reduced to none, and economic activity is increasing its pace.

## Changes after construction of road in village by MRPL



## Positive Impact of the project

Access to roads is essential for economic growth and poverty alleviation. MRPL's project for providing road in Sarpady village has contributed to this noble cause.

Road construction has helped in reducing poverty through higher agricultural production, lower input and transportation costs, and higher agricultural output prices at local village markets. Villagers in Sarpady have seen is an increase in trade between the villages and the towns that the road has connected.

The villagers in Sarpady, now, have better mobilization of manpower, effective utilization of resources and increase in use of rural infrastructure facilities. It opened new avenues for businesses and thereby promoted balanced regional development. Road construction has also improved access of Sarpady inhabitants to job opportunities in nearby markets.

There is a reduction in accidents, fatalities and injuries in the area since the road was constructed, the numbers of accidents have come down to a great extent.

## **Sample Questionnaire for all the Projects**

## Government Lady Goshen Hospital

### Beneficiaries Questionnaire:

- Did you visit to the older wing of the hospital?
  - Yes
  - No
- What problems were you facing before this new hospital was built? Please tick whatever is applicable
  - The building was falling apart, and it was not safe
  - It was very crowded and not many patients can be accommodated
  - There was a long waiting time
  - Facilities were not very good
- What changes do you see in the hospital now, please tell on various parameters?

Parameters	Before	After
Building Quality		
Medical facilities		
Maintenance of the hospital		
Treatment of Critical Patients		
Waiting time in OPD		
Capability of Doctors		
Availability of doctors		
Availability of medicines		

- What's is the reason of selecting this hospital, why do you come here for medical services. tick all applicable

Better facilities	
Doctors here are very good	
New facility and very well maintained	
Faith in the hospital that we get good treatment here	
Critical patients also get well here	
It is free	

- Do you pay for the consultation and other services in the hospital?
  - Yes, for what services.....
  - No
- Is the delivery free in the hospital?
  - Yes
  - No, how much do you pay
- How is the maintenance of the hospital?
  - Very good
  - Above Average
  - Fair
  - Poor



- How do you rate the services provided in the hospital on a scale of 1 to 5, where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied'

1	
2	
3	
4	
5	

- How capable the doctors are in the hospital, please rate on a scale of 1 to 5, where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied'

1	
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- How efficient and fast the discharge procedure is in the hospital. please rate on a scale of 1 to 5, where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied'

1	
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5	

- Have you availed the emergency services of the hospital?
  - Yes
  - No
- Which emergency service was availed by you? .....
- How long did it take for you to get the medical advice?.....
- How satisfied are you with emergency services provided in the hospital? please rate on a scale of 1 to 5, where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied'

1	
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- How is the behaviour of nurses and doctors in the hospital? please rate on a scale of 1 to 5, where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied'

1	
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- Does the hospital have restaurant? if yes,
  - Do you get proper food here
    - Yes
    - No
  - Is the place hygienic
    - Yes
    - No
- What is your overall satisfaction level with the hospital? please rate on a scale of 1 to 5, where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied'

1	
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- Do you want to give any suggestions for improvement of the hospital and/or services provided here?
  - Do you think anything is missing here which can be added?

## **Management Questionnaire**

### ***Overview of the old Hospital***

1. When was the Lady Goschen hospital started?
2. What facilities were provided in the hospital?
3. How many beds were there in the hospital?
4. What was the structural condition of the hospital?
5. Was the hospital accessible to the needy and poor?
6. What was the average number of OPD patients in the old wing?
7. How many doctors were visiting the hospital?

### ***Overview of the ONGC-MRPL Hospital Wing***

1. How big is the wing, what is the overall area? How many beds are there?
2. How many floors do you have in the wing?
  - a. Can you please explain the floor wise details, what all is provided on each floor, layout etc.
3. What all medical services are provided here?
4. Do you have pathology lab as well? If yes, how many test have been done till date and/or monthly?
5. How many cars can be parked in the wing parking?
6. What is the level of accessibility of the hospital wing by the poor and needy in the city?
7. What is the average number of OPD patients per month?
8. How many doctors are visiting here in the wing?
9. Do you have a separate ambulance for the wing?
10. Does the hospital charge for consultations, medicines and diagnostics? And if yes how much?
11. Economic profile of the patients?

### **Hospital Furniture and Medical Equipment**

1. What all furniture and medical equipment are provided by MRPL? How many equipment, type of furniture? ( We have the list)
2. How many people are using these services?
3. How the people are getting benefitted from this?
4. What need gaps is it filling?
5. How many people use each Medical equipment monthly?

### ***Impact Assessment of the Hospital***

- What was the situation in the hospital before the wing was constructed?
- Where exactly is the need gap which needed to be filled by this wing?
- How long did it take to construct the hospital wing?
- What is your Level of satisfaction with the overall project? Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied.'

### ***Parameters of Impact Assessment***

<b>Parameter of Impact Assessment</b>	<b>Before the funding</b>	<b>After the funding</b>
Number of hospital beds		
Number of OPD Patients		
Number of deliveries		
Number of doctors in the hospital		
Waiting time for the OPD patients		
Handling of critical patients		
Food Availability for the patients		
Kind of Medical Equipment Available in the hospital		
Type of Furniture available in the hospital		
Availability of medicines in the hospital		

### ***Recommendation and Suggestions***

- What are the gaps, opportunities, and lessons in the current implementation, would you like to give any inputs on the same?
- What is the long term sustainability of the program outcomes / impacts and suggest measures to achieve and maintain long-term sustainability?

## **Swachh Bharat Abhiyan**

### **Volunteers and Beneficiary Questionnaire**

1. Do you know about Swachh Bharath program supported by MRPL and implemented by Ramakrishna math?
  - a. Yes
  - b. No, please discontinue the discussion
2. Were you engaged in it?
  - a. Not engaged
  - b. Engaged as a volunteer in the program
    - i. What all programs you involved in
      1. Swachh Manas – Awareness programme
      2. SwachDakshina Kannada / Swacha Grama
      3. SwachathaAbhiyaan (Weekly):
      4. Swach Mangaluru (Daily):
3. What all activities were done under the programs, tick all applicable
  - a. Cleanliness awareness drive in the city and surrounding areas
  - b. Beautification of places
  - c. Improvement of basic amenities
  - d. Cleanliness drive all over the city
  - e. Awareness programs in schools and colleges
  - f. Developing green patches, kitchen garden
  - g. Biogas plants
  - h. Any other program
4. What was the condition of Mangalore before this program was started? Tick more than 1
  - a. Mangalore was not very clean
  - b. The city was ok but need a huge improvement
  - c. Garbage was not managed properly
  - d. There were places which were really dirty and needed to be cleaned
  - e. There were places like bus shelters and flyovers where the condition was very bad
5. What are the changes you see after this program? Tick more than 1
  - a. Mangalore is a clean and beautiful city now
  - b. There were patches which were dirty but completely clean after this program
  - c. People are more cautious of littering now
  - d. Garbage is managed very well
  - e. There is an overall reduction in waste as people are managing their own waste

- f. We need more improvement and there is a need to create more awareness among people
6. What do you see the possible future impact of the program? Tick more than 1
- Now the city is clean, people would try to keep it clean
  - The habits of people are changing now and there is a possibility that littering reduces to a greater extent
  - Wherever there are black patches, we may try to clean and improve them
  - Do not see any change in future
  - Whatever is done, we should try to keep it maintained
7. What is the impact of this project on society?
8. Please mention the impact on various parameters

Parameters	Before	After
Cleanliness of the city		
Sanitation levels		
Beautification of city		
Garbage Management		
Cleanliness habits of people		
Common areas		
Black patches in the city		
Overall enthusiasm of people to contribute to the city		
Hygiene in the city		

9. What is your Level of satisfaction with the overall project? Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied.'

1	
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10. How did you personally benefit from this initiative?
11. Any suggestions for this, capture verbatims

### **Management Questionnaire**

- We would like to know about the Swachh Bharath abhiyan sponsored by MRPL and implemented by Ramakrishna math.
- When did it start?
- How long did it last?
- This program was spread over how many Saturdays and Sundays? Number of Saturdays and Sundays, the program was conducted on?

- How many locations were covered in the program?
- How many children / volunteers participated in the program?
- How many schools and colleges participated in this program? Please name a few.
- Any VVIPs attended the program, please name a few.
- Can you please give a bit more information on these programs?
  - a. Swachh Mangaluru (Daily):
    - i. Duration
    - ii. Main features
    - iii. Outcome
    - iv. Impact
  - b. SwachhathaAbhiyaan (Weekly):
    - i. Duration
    - ii. Main features
    - iii. Outcome
    - iv. Impact
  - c. SwachhDakshina Kannada / Swachh Grama:
    - i. Duration
    - ii. Main features
    - iii. Outcome
    - iv. Impact
  - d. Swachh Manas – Awareness programme
    - i. Duration
    - ii. Main features
    - iii. Outcome
    - iv. Impact
  - e. Did you organize any other programs, please give details
- How many volunteers were part of this program?
- What was the motivation to start these programs?
- What was the condition of Mangalore before this program was started? Tick more than 1
  - a. Mangalore was not very clean
  - b. The city was ok but need a huge improvement
  - c. Garbage management was an issue
  - d. There were places which were really dirty and needed to be cleaned
  - e. There were places like bus shelters and flyovers where the condition was very bad
- What are the changes you see after this program? Tick more than 1
  - a. Mangalore is a clean and beautiful city now
  - b. Sanitation level is much better
  - c. There were patches which were dirty but completely clean after this program
  - d. People are more cautious of littering now

- e. There is an overall reduction in waste as people are managing their own waste
- f. We need more improvement and there is a need to create more awareness among people
- What do you see the possible future impact of the program? Tick more than 1
  - a. Now the city is clean, people would try to keep it clean
  - b. The habits of people are changing now and there is a possibility that littering reduces to a greater extent
  - c. Wherever there are black patches, we may try to clean and improve them
  - d. Do not see any change in future
  - e. Whatever is done, we should try to keep it maintained
- What is the impact of this project on society?
- Please mention the impact on various parameters

Parameters	Before	After
Cleanliness of the city		
Sanitation level in the city		
Beautification of city		
Garbage Management		
Cleanliness habits of people		
Common areas in the city		
Black patches in the city		
Overall enthusiasm of people to contribute to the city		
Hygiene in the city		

- What is your Level of satisfaction with the overall project? Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied.'

1	
2	
3	
4	
5	

- What is the sustainability of this project, do you think it has sustained /will sustain, cleanliness and sanitation in the community in future?
- Please rate the level of sustainability of this project on a scale from 1 to 5 where '1' is 'Not at all sustainable' and '5' is 'Extremely sustainable.'

1	
2	
3	
4	
5	

- What are your suggestions and recommendations for this project? How do you think it can be more effective in future?



## Pilkula Biodiversity Park

1. We would like to have a discussion about the support provided by MRPL for the biodiversity park.
2. Please tell us about the bio-diversity park
  - a. Which year was it built in?
  - b. What are the places in the park?
  - c. How many people visit the place every year?
3. Please give us an overview of the program
4. How many care takers are there in the park?
5. How many people are working in the park?
6. What type of animals are there in the zoo?
7. Please mention the number of birds in the zoo?
8. Please mention the number of animals present as per this criterion
  - a. Herbivores
  - b. Carnivores
  - c. Omnivores
  - d. Omnivores
9. Please mention the number of reptiles present in the zoo.
10. What all is covered in the funding?
  - a. What are the major components?
11. What is the duration and frequency of feeding animals in a day?
  - a. Once a day
  - b. Twice a day
  - c. More than twice a day
12. What is the duration and frequency of feeding birds in a day?
  - a. Once a day
  - b. Twice a day
  - c. More than twice a day
13. What is the duration and frequency of feeding reptiles in a day?
  - a. Once a day
  - b. Twice a day
  - c. More than twice a day
14. Which year was the support provided in?
15. How many animals, birds and reptiles were supported under the program?
16. What all was included in the funding provided by MRPL?
  - a. Food for animals, birds and reptiles in the zoo
    - i. % of overall funding for food
  - b. Healthcare support for animals, birds and reptiles in the zoo
    - i. % of overall funding for healthcare
  - c. What else is included

i. % of overall funding

17. What challenges you were facing before you got funding from MRPL?

- a. We did not have enough funds to take care of animals
- b. We had to interact with a lot of people who were adopting the animals
- c. Interacting and coordinating with people was a task
- d. No natural habitat

18. How the funding has helped you in easing out your challenges and problems in biodiversity park?

19. Please mention the impact of this funding on various parameters

Parameters	Before	After
Food for animals		
Healthcare of animals		
Workload of employees in biodiversity park		
Condition of natural habitat		
Eco friendly shelter houses		

20. What is your Level of satisfaction with the overall support provided by MRPL? Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied'.

1	
2	
3	
4	
5	

21. What do you think about the sustainability of this type of support provided by MRPL? Please rate on a scale from 1 to 5 where '1' is 'Not at all sustainable' and '5' is 'Extremely sustainable'.

1	
2	
3	
4	
5	

22. Would you like to give any suggestions for improvement or any recommendations?

## Construction of Toilets

### Management Questionnaire

#### Overview of the School

1. How many students study here in the school? How many boys and girls?
2. Is the school a government aided school?
3. Till what level students come here for education?

Till primary	
Till junior	
Till senior	
Till PU	

4. How many toilets did you have in the school before MRPL decided to construct toilet in your school?

None	
1	
2	

5. And how many each for boys and girls?

No of toilets	Boys	Girls
1		
2		

6. Please give us an overview of the project?
7. What challenges were the students facing before the toilet construction? Tick more than one
  - a. Hygiene was an issue
  - b. Students were extremely uncomfortable with bad/no toilet in the school
  - c. More challenging for the girls
  - d. Health issues for students
8. What was the duration of the project?
  - a. Less than one year
  - b. One to two year
  - c. Two to four year
  - d. More than four year
9. What are the positives outcomes after the construction? Please tick, more than one is ok
  - a. Hygiene levels in the schools are much better now
  - b. There is a sense of relief for students now
  - c. We feel the school is complete now with all the facilities

10. Do you think parents are more open now to send their daughter's to school, after the construction of toilet?

Yes	
No	

11. Please tell the impact on various parameters

Parameters	Before	After
Build Quality		
Number of Toilets		
Number of toilets only for girls		
Cleanliness		
Ventilation		
Hygiene		
Number of students in school		
Result of students		
Reduction in drop outs		
Number of girls in school		

12. How strongly does you feel the usefulness of this types of project in future?  
Please rate on a scale from 1 to 5 where '1' is 'Not at all useful" and '5' is 'Very useful'.

1	
2	
3	
4	
5	

13. How satisfied are you with the positive impact of this project on a scale of 1 to 5. where '1' is 'Not at all satisfied' and '5' is 'Very satisfied'

1	
2	
3	
4	
5	

**Beneficiary Questionnaire**

1. Which class do you study in?

Till primary	
Till junior	
Till senior	
Till PU	

2. How many toilets were there in the school in the past

None	
1	
2	

3. How many new toilets are built in your schools? Please write for boys and girls separately.

No of toilets	Boys	Girls

4. Do you know who has supported the school in building these toilets?

- a. Yes, please tell the name
- b. No

5. Now that you have new toilets in your school, what do you feel.

- a. I feel relieved
- b. I don't have to think what will happen if I have to use a rest room
- c. It is more hygienic

6. What was the condition before the new toilets were made?

- a. There was no toilet
- b. The toilets were in bad condition
- c. No separate toilet for boys and girls

7. Please tell the difference you feel after the toilets in the school on various parameters

Parameters	Before	After
Build Quality		
Number of Toilets		
Number of toilets only for girls		
Cleanliness		
Ventilation		
Hygiene		
Electricity		
Comfort level		
Maintenance of toilet		

8. What do you feel about the quality of toilet?
  - a. Awesome
  - b. Very good
  - c. Average
9. Do you have enough water supply in the toilet?
  - a. Yes
  - b. No
10. Is there enough ventilation in the toilet?
  - a. Yes
  - b. No
11. Do you have electricity in the toilet?
  - a. Yes
  - b. No
  - c. Erratic
12. How is the cleanliness and maintenance of the toilet, on a scale of 1-5, where '1' is 'not at all clean and maintained' and '5' is 'Very clean and maintained'

1	
2	
3	
4	
5	

13. Ask from girls:
  - a. How has it changed the overall hygiene for them? On a scale of 1-5, where '1' is 'Not at all important' and '5' is 'Very important'

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- b. How comfortable they feel coming to school now on a scale of 1-5, where '1' is 'Not at all important' and '5' is 'Very important'

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- c. Take verbatims

14. Any suggestions for the improvements you have.

## Sarpady Road Development

### Management Questionnaire

1. When was the road built?
2. How much time did it take to build the road?
3. What was the situation before the road was built?
  - There was no road
  - Road was in a bad condition
  - Very difficult to commute
  - We used to have accidents while travelling
4. What is the total length of the road?
5. What is the total investment on this road?
6. Who are the Key beneficiaries of this road?
  - Villagers
  - People in surrounding villages
  - Other people commuting
7. How many people use this road? Per day, per month, average
8. What are the positive outcomes of construction of road? What changes do you see after the road is built? Can select more than 1 option
  - There is proper connectivity
  - There is an overall sense of well being and satisfaction among the villagers
  - We see less road accidents and falls
  - It is much easier to go from one place to another
  - There is more commercial activity now since the road is there
9. How it has improved the living conditions of people in the village? Can select more than 1 option
  - More employment opportunities
  - Improvement in current opportunities
  - Better connectivity to other places
  - More people want to come to the village
10. What additional employment avenues are generated because of road construction? Can select more than 1 option
  - More shops
  - More commercial activity
  - Interaction with more people
  - More people visiting the village
11. Parameters for impact assessment

Parameters	Before	After
Road condition		
Number of residents in villages		
Employment avenues in village		

Accidents in and around village		
Connectivity to other villages		
Shops in the village		
Standard of living of villagers		
Commercial activity in village		
Employment prospects		
Livelihood of people		

12. Satisfaction level of people:

- What is your level of satisfaction with the construction under MRPL project? Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied and '5' is 'extremely satisfied'.

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13. When thinking about the overall impact of this project by MRPL on your village, what is your level of satisfaction in a scale of 1 to 5 where '1' is 'Not at all satisfied and '5' is 'extremely satisfied'.

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14. How strongly does you feel that this road construction has improved the lives of villages? Please rate on a scale from 1 to 5 where '1' is 'Not improved" and '5' is 'improved a lot'.

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**Beneficiary Questionnaire**

1. When was the road built?
2. Do you know more about this road construction project? Who sponsored the money for the project?
  - a. Yes, please tell the name of the company
  - b. No



3. What was the condition before the road it was built?
  - a. There was no road
  - b. The road was in a very bad condition
  - c. There was poor connectivity because of road
4. What challenges were you facing before the road was built?
  - a. There was no road
  - b. Road was in a bad condition
  - c. Very difficult to commute
  - d. We used to have accidents while travelling
5. What changes do you see after the road is built?
  - a. There is proper connectivity
  - b. There is an overall sense of well being and satisfaction among the villagers
  - c. We see less road accidents and falls
  - d. It is much easier to go from one place to another
  - e. There is more commercial activity now since the road is there
6. Parameters for Impact Assessment

Parameters	Before	After
Road condition		
Number of residents in villages		
Employment avenues in village		
Accidents in and around village		
Connectivity to other villages		
Shops in the village		
Standard of living of villagers		
Commercial activity in village		
Employment prospects		

7. What future prospects do you see now, since you have road in the village
  - a. More shops and eateries may open on the road
  - b. We may have more commercial activity
  - c. The village will have more prosperity
8. At personal level how it has benefitted you?
  - a. I feel as if I am staying in a good and progressive village
  - b. The road connectivity is helping me commute from one place to another
  - c. Standard of living is improved
  - d. Better earning prospects

## Distribution of Meritorious Scholarship

### Management Questionnaire

1. How many students study in this school?

Number of Boys	
Number of Girls	
% of SC/St students	

2. Please give an overview of the meritorious scholarship sponsored by MRPL?
3. Which year the program started?
4. How many students are awarded scholarship per year under this project?
5. What was the selection criteria for scholarship? Can select more than one
- Financial background
  - Merit
  - Gender
  - Caste
6. What is the duration of this scholarship?
7. Detail coverage of the scholarship, what all is covered under the scholarship. Can select more than 1.
- Specified amount decided as per the program
  - Tuition Fee
  - Books
  - Uniform
  - Food
8. Situation before getting the scholarship
- Facing Financial issues
  - Studies were not given importance
  - Wanted to study but was not sure if possible, to continue studies
  - All of above
9. Situation with girls, were they allowed to go to school
- Yes
  - no
10. What changes are they seeing after getting this financial aid?
- They can follow their dreams
  - Can finish the school
  - Possible to go for further education
  - Perception of people is changing

11. What are their prospects, how are they seeing the prospective growth in the village after the educated next generation? Select more than 1
- More students would want to continue with the education
  - Parents will be more open to send their children to schools
  - There will be overall growth and prosperity in the village
  - The village will see more commercial activity and more entrepreneurs
  - More girl child will get education
  - More students from SC/ST will get education
12. How it has impacted the image of village and schools, select more than 1
- The scholarship has put the school in a different league which is higher than the past
  - Villagers see the students and the parents with respect
    - Our village get more respect from other neighbouring villages
    - We are seeing growth in our village

Parameters	Before	After
Number of girls in the school		
Number of overall students in the school		
Status of the school		
Academic result in the school		
People's perception about the scholarship holders		
Future prospects of students		
Aspiration of other students to work hard		
Number of SC/ST students		
Performance/Result of the students		

13. What is your Level of satisfaction with the overall meritorious scholarship program? Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied.'

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14. What do you think about the sustainability of such program? Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied.'

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15. Would like to give suggestion for the improvement of the current program?

## **Beneficiary Questionnaire**

1. Which class do you study in?
  - a. Primary School
  - b. High School
  - c. PU college
  - d. High primary School
2. What do you know about this scholarship? Do you know who sponsored it?
  - a. Yes, please tell the name
  - b. No
3. When did you get this scholarship?
4. What all is covered under the scholarship?
  - a. Specified amount decided under the program
  - b. Tuition Fee
  - c. Books
  - d. Uniform
  - e. Food
5. In case of a girl, were you allowed to come to school before the scholarship, especially after middle school?
  - a. Yes
  - b. no
6. What changes do you see after getting this financial aid?
  - a. Can follow our dreams
  - b. Can finish the school
  - c. Possible to go for further education
  - d. Respect in the school and family
  - e. People come and take suggestions about studying
7. What are your future prospects?
  - Want to continue with higher education
  - Want to stay in the village and help my family
  - Want to be a professional and work for my village
8. Please mention the change on few parameters:

<b>Parameters</b>	<b>Before</b>	<b>After</b>
Number of girls in the school		
Number of overall students in the school		
Status of the school		
Academic result in the school		
People's perception about the scholarship holders		
Future prospects of students		
Aspiration of other students to work hard		
Number of SC/ST students in the school		
Performance /result in the school		

9. What is your Level of satisfaction with the meritorious scholarship? Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied.'

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## Distribution of Benches and Desks

### Management Questionnaire

1. We would like to have a discussion about the benches and desk provided by MRPL in your school. Please give me a background of the same.

2. Total number of benches and desks provided in your school?

Benches	
Desks	

3. When was the benches and desks provided? Mention year
4. How much time did it take to procure and supply the products?
- Did you get the timely delivery of benches and desks
5. What were the challenges schools facing before MRPL funded for these benches and desks?
- No place to sit
  - More students per bench
  - Classrooms used to look cluttered and not clean
  - Hygiene level was low
  - others
6. How it has impacted the overall education level in the school?
7. What all positive changes do you see in your schools after getting the benches and desks?
8. Please suggest changes after the furniture on these parameters:

Parameters	Before	After
Place to sit in the class		
Place to read and write in the class		
Students per bench		

Condition of the benches and desk		
Cleanliness in the class		
Motivation of students		
Number of students		
Status of the school		
Result of students		

9. Was the quality of furniture satisfactory?

- a. Yes
- b. No

10. When thinking about the overall impact of this CSR initiative by MRPL on the schools, what is your level of satisfaction in a scale of 1 to 5 where '1' is "not impactful" and '5' is 'extremely impactful'.

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11. How strongly does you feel the sustainability and usefulness of this types of initiative in future? Please rate on a scale from 1 to 5 where '1' is 'Not at all important' and '5' is 'Very important'

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12. Would you like to give any recommendation for improvement for a project like this?

### **Beneficiary Questionnaire**

1. When did you get the benches and desks in your school?
2. Do you know a bit about the company who sponsored these benches and desks
  - a. Yes, please tell the name
  - b. No
3. Where were you sitting before you got these benches?
  - a. On the floor
  - b. On the mats
  - c. On the old benches
4. Did you have desks before you got these new ones

- a. Yes
  - b. No
5. What problems were you facing before you got benches and desks
- a. We did not have proper sitting conditions
  - b. Very difficult to do school work as there were no desks to write on
  - c. Our old benches and desks were in a very bad condition and we were very uncomfortable
  - d. We used to fight to get a better place to sit
6. What do you feel now since you have new benches and desks?
- o Feel great
  - o Everyone has a place to sit and write
  - o There is a lot of comfort and we can write properly, and our work is better and neat now
  - o We feel that we are studying in a good school now
7. Please mention the changes on few parameters

Parameters	Before	After
Place to sit in the class		
Place to read and write in the class		
Students per bench		
Condition of the benches and desk		
Cleanliness in the class		
Comfort level in the class		
Number of students		
Status of the school		

8. What is your Level of satisfaction with the benches and desks? Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied.  
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9. Personally, how has it benefitted you. What are the positive outcomes of this?
10. Any suggestions....

## Support for Handicapped People

### Management Questionnaire

1. We would like to discuss about the support provided by MRPL for aids and appliances to all needy physically disabled persons of Dakshina Kannada.
2. When did you get the funding for providing aids and appliances?
3. Detail coverage of funding, what all was covered in the funding?
  - a. Aids
  - b. Appliances
  - c. Anything else
4. How many people are benefitted from this program?
5. People from how many locations were covered under this program?
6. What categories of disability were covered under the project ?
7. How the beneficiaries were selected?
8. How the aids and appliances were distributed?
9. What is the duration of this program?
  - a. How long did it take to procure and get the material?
10. How was the quality of products supplied?
11. What was the situation before you got the funding?
  - a. Leading a normal life was a challenge
  - b. Mobility was an issue
  - c. Quality of life was not good
  - d. Productivity of working people was very low
12. What changes are they seeing after getting this essential equipment?
  - a. Better health
  - b. Independence
  - c. Better quality of life
  - d. Increased productivity
  - e. Better living conditions

### 13. Parameters of impact assessment

Parameters	Before	After
Living condition of people		
Quality of life		
Productivity of working people		
Health condition		
Independence		



14. What is your Level of satisfaction with the overall support provided by MRPL?  
Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied.'

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15. What do you think about the sustainability of this type of support provided by MRPL? Please rate on a scale from 1 to 5 where '1' is 'Not at all sustainable' and '5' is 'Extremely sustainable'.

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16. Would you like to give any suggestions for improvement or any recommendations.

### **Beneficiary Questionnaire**

1. We want to discuss about the aid/appliance funded by MRPL for you, did you know that the aid/appliance was provided by MRPL?
  - a. Yes
2. Are you physically challenged?
  - a. Yes
  - b. no
3. What is the type disability are you suffering from?
4. How was it hindering you from leading a normal life?
5. How were you selected for receiving the equipment from MRPL?
6. How was your experience in attending the camps organized by health department? Please rate on a scale from 1 to 5 where '1' is 'Not at all good' and '5' is 'Extremely good.'

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7. Which aid/appliance did you get under the support program from MRPL?
8. Did you get any training in using the appliances?

- a. Yes, what type
  - b. No,
9. Are you happy with the product?
- a. Yes
  - b. No, pls suggest reason
10. What changes it brought to your life?
11. When did you get the product?
12. Is the aid/appliance in working condition now?
- a. Yes
  - b. No
13. Was the quality of the product good?
- a. Yes
  - b. No, please tell reasons
14. What was the situation before you get aid/appliances?
- a. Leading a normal life was a challenge
  - b. Mobility was an issue
  - c. Quality of life was not good
  - d. Productivity of working people was very low
15. What changes are they seeing after getting this financial aid?
- a. Better health
  - b. Independence
  - c. Better quality of life
  - d. Increased productivity
  - e. Better living conditions
16. What is the condition now?
- o What can you do now, which was not possible in the past before you got your aid
    - I can move freely
    - I can do my things on my own
    - I am independent
    - I have more confidence
    - My life is much better now

Parameters	Before	After
Living condition		
Quality of life		
Productivity		
Health condition		
Independence		

17. How is the quality of products supplied? Please rate on a scale from 1 to 5 where '1' is 'Not at all good' and '5' is 'Extremely good.'

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18. What is your Level of satisfaction with the overall project? Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied.'

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19. Any other thing you want to mention on this, any suggestions for improvement.  
Note verbatims...

## Solar High Mast Lights at Villages

### Management Questionnaire

1. Please give a description of solar high mast installed in your village by MRPL?
2. When was it installed?
3. How much time did it take to get installed?
4. How many lights were installed?
5. What else was covered under this program?
6. Are the lights in working condition or not
  - a. Yes
  - b. No
7. What was the condition before the solar lights were installed?
  - a. No streetlights in village
  - b. The lights were not operational
  - c. Lights were on sometimes only not all the time
  - d. Electricity expenses were high
  - e. Other please mention
8. What problems were you facing before the solar lights were installed?
  - a. Safety was a big issue
  - b. No light in the village in the night
  - c. Women used to be scared to come out in the night
  - d. More accidents in the area
  - e. Others please mention

9. Situation with women, were they allowed to come out in the night
  - a. Yes
  - b. No
10. What changes do you see after getting these lights?
  - a. Villages are well lit
  - b. Reduction in electricity expenses
  - c. Increased overall safety
  - d. Women can move freely in the night
11. Parameters of impact assessment

Parameters	Before	After
Streetlights condition		
Overall safety		
Safety of women		
Electricity expenses of the village		
Accidents in the area		
Commercial activity in the village		
Growth in the village		

12. Please rate the quality of solar high mast installed in the village. Please rate on a scale from 1 to 5 where '1' is 'Not at all good' and '5' is 'Extremely good'.

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13. What is your Level of satisfaction with the overall support provided by MRPL? Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied'.

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14. What do you think about the sustainability of this type of support provided by MRPL? Please rate on a scale from 1 to 5 where '1' is 'Not at all sustainable' and '5' is 'Extremely sustainable'.

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15. Would you like to give any suggestions for improvement or any recommendations?

**Beneficiary Questionnaire**

1. We want to talk to you about the solar high mast installed in your village. Do you know which company supported the village in the instalment?
  - a. Yes, please tell the name of the company
  - b. No
2. When did you get these solar streetlights?
3. How many lights did you get in your village?
4. Are the lights in working condition?
  - a. Yes
  - b. No
5. How many people live in this village?
6. What was the condition before the solar lights were installed?
  - a. No streetlights in village
  - b. The lights were not operational
  - c. Lights were on sometimes only not all the time
  - d. Electricity expenses were high
  - e. Other please mention
7. What problems were you facing before the solar lights were installed?
  - a. Safety was a big issue
  - b. No light in the village in the night
  - c. Women used to be scared to come out in the night
  - d. More accidents in the area
  - e. Others please mention
8. Situation with women, were they allowed to come out in the night
  - a. Yes
  - b. No
9. What changes do you see after getting these lights
  - a. Villages are well lit
  - b. Reduction in electricity expenses
  - c. Increased overall safety
  - d. Women can move freely in the night
10. Parameters of impact assessment

Parameters	Before	After
Streetlights condition		
Overall safety		
Safety of women		
Personal Electricity expenses		

Accidents in the area		
Commercial activity in the village		
Growth in the village		

11. Please rate the quality of solar high mast installed in the village. Please rate on a scale from 1 to 5 where '1' is 'Not at all good' and '5' is 'Extremely good'.

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12. What is your Level of satisfaction with the overall support provided by MRPL? Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied'.

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13. How do you personally benefit from this installation?

14. In case of women beneficiary, please ask her to mention all the positive changes she felt other than the ones mentioned above.

15. Would you like to give any suggestions for improvement or any recommendations?

## **Improvement in Child Care Centers**

### **Management Questionnaire**

1. Which year did your orphanage start?
2. How many kids are there in your orphanage?
3. Do you have girls and boys both in the institute?
  - a. Yes
    - i. Number of Girls
    - ii. Number of Boys
  - b. No
4. Please tell us about the support provided by MRPL for your childcare institute?
  - a. Which year was the program started?

5. What do parents/relatives send their kids to the child care institute? What is the reason.
6. What are the locations from where kids r coming?
7. What is the average age of kids
8. What is the duration of this program?
  - a. How long did it take to procure and get the material?
9. Detail coverage of the funding, what all is included for the improvement of orphanage
  - a. Furniture
  - b. Washing machine
  - c. TV
  - d. CCTV
  - e. Others, please mention
10. What was the situation before you got the funding?
  - a. No proper furniture for the kids
  - b. No monitoring mechanism, which created a lot of problems since some kids were bullying others
  - c. Health problems because of improper living conditions
  - d. Some kids were going in the shell because of other kids
  - e. The performance in the school was not up to the mark
11. Situation with girls, were they allowed to come to school
  - a. Yes
  - b. No
12. What changes are they seeing after getting this financial aid
  - a. Centres are equipped with necessary products
  - b. Every kid has a bed to sleep
  - c. Reduction in bullying
  - d. Overall feeling of well being
  - e. Improvement in health
13. Parameters of impact assessment

<b>Parameters</b>	<b>Before</b>	<b>After</b>
Living conditions of kids		
Performance in school		
Interest in extra curricular activities		
Availability of furniture		
How many kids had bed to sleep on		
Environment in the orphanage		
CCTV installation		
Bullying by older kids		
Health of kids		
Comfort level of parents to send their ward to orphanage		

Number of kids in orphanage		
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14. What is the quality of products supplied? Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied'.

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What is your Level of satisfaction with the overall support provided by MRPL? Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied'.

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15. What do you think about the sustainability of this type of support provided by MRPL? Please rate on a scale from 1 to 5 where '1' is 'Not at all sustainable' and '5' is 'Extremely sustainable'.

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16. Would you like to give any suggestions for improvement or any recommendations.

**Beneficiary Questionnaire**

- How many kids are there in this place?
- What was the situation before you get furniture and other products?
  - a. We did not have a proper place to sleep
  - b. It was very tough to adjust with other kids on floor
  - c. Was not feeling that healthy because of poor living conditions
  - d. We were not able to concentrate on studies
  - e. Not interested in extracurricular activities
- What is the feeling now after you got furniture and other products?
  - a. All of us have beds to sleep
  - b. We feel fresh all day



- c. Feel like playing and doing different things
- d. Results in school are getting better
- e. We also have a feeling of overall wellbeing
- What was the condition before you got CCTV in your centre?
  - a. Lot of kids were bullying others
  - b. There used to be uncongenial atmosphere
  - c. Some kids were shy and were going in the shell
  - d. There was an urgent need to take action to improve the condition
- What is the condition now?
  - The overall atmosphere is congenial
  - The bullying is reduced to a greater extent
  - The kids are more confident now
  - Improvement in academic performance
  - Increased participation in extracurricular activities

Parameters	Before	After
Living conditions of kids		
Academic performance		
Extracurricular activities		
Availability of furniture		
How many kids had bed to sleep on		
Environment in the orphanage		
CCTV installation		
Bullying by older kids		
Health of kids		
Number of kids		
How do you feel now		

- What is your Level of satisfaction with the overall project? Please rate on a scale from 1 to 5 where '1' is 'Not at all satisfied' and '5' is 'Extremely satisfied'.

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- Personally what do you feel about these facilities in your centre?
  
- Any other thing you want to mention on this, any suggestions for improvement.  
Note verbatims

