

Jhajjar Power Limited – FY 2023-24

Executive summary along with web-link(s) of Impact Assessment of CSR Projects carried out in pursuance of sub-rule (3) of rule 8, if applicable.

Impact assessment study was concluded during the financial year, for Company's CSR projects starting from year 2012 till 2022. The study was carried out by Tata Institute of Social Sciences.

The scholarship program for meritorious students proved to be a significant relief for all the beneficiaries. Given that many of them hailed from modest backgrounds, the financial assistance received from JPL played a crucial role in enabling them to pursue higher education. The three sports academies have garnered an exceptionally high rate of satisfaction among their beneficiaries. During the interactions, every beneficiary expressed their profound contentment and gratitude for the opportunity, emphasizing that such high-quality infrastructure and training would not have been possible without the funding and support provided by JPL. The beneficiaries acknowledged that the establishment of these academies has opened doors to a world of possibilities for them, enabling them to hone their skills and pursue their dreams in sports. The impact of infrastructure projects has been profound, with all the beneficiaries expressing complete satisfaction with the infrastructure built by JPL. Also, the data reflects a highly positive perception of the mobile healthcare unit and its services among the community members. About 90% of the community members expressed satisfaction with various aspects of the MHU services. However, while the project of crop residue mgmt. programme yields good results, it was suggested to change the approach to reach out to small and marginal farmers and enhance monitoring efforts to the project villages which are at distance from Jhajjar. Further, there are also brand visibility related recommendations mentioned in the report.

As required under the Companies Act, 2013 and Rules made thereunder, the executive summary and the detailed impact assessment report, are enclosed.

SOCIAL IMPACT ASSESSMENT REPORT

CSR Activities of Jhajjar Power Limited



CENTER OF EXCELLENCE IN CSR

TATA INSTITUTE OF SOCIAL SCIENCES

CSR is a rapidly growing area of research and activity, especially in developing countries like India. An increasing number of companies are realizing their own social responsibility, given that they work within societal networks. Given the field's newness, the work on CSR in India is still in the initial stages. Most importantly, there is a need to highlight issues concerning CSR activities using sound methodologies and scientific data. The various stakeholders associated with CSR need to have a sound knowledge of conducting studies related to baseline data generation, community needs assessments, community profiling, stakeholder mapping, social impact assessments, monitoring and evaluation, and the social auditing of CSR projects and other related issues.

Given the multi-dimensional CSR activities in research, training, teaching, capacity building and networking among various stakeholders, holistic and comprehensive approaches are very much needed. The National CSR Hub, which was formed earlier at the Institute, is part of the Centre of Excellence in CSR. Accordingly, the Centre of Excellence in CSR at the Institute focuses on various programmes designed based on multi-disciplinary and trans-disciplinary perspectives. The Centre is carrying out domain-specific activities under major divisions' viz. Research & Development and Training & Strategic Operations. The Centre also provides diverse services to public and private sector companies, such as assisting companies in formulating CSR policies aligned to their business frameworks, facilitating companies in creating CSR programmes and action plans for implementation and undertaking various research studies.

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Thanks are over due to Mr. Bhaskar Bhattacharjee- Senior Vice President and Whole time Director, Mr. Rajeev Rao-General Manager - Human Resources and Administration, Ms. Binita Kalita, Manager- CSR, Mr. Manbar Singh Bhandari, Deputy Manager-CSR and all the staff from JPL for their continued support and cooperation while conducting the impact assessment.

The accomplishment of this study owes its invaluable support of JPL's implementation partners and all the respondents – community members, beneficiaries of CSR projects and all individuals who were associated with the Impact Assessment Study.

Prof. S Siva Raju
Chairperson, Centre for Excellence in CSR
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LIST OF ABBREVIATIONS

- CSR Corporate Social Responsibility
- TISS Tata Institute of Social Sciences
- JPL Jhajjar Power Plant
- CLP CLP Company
- CRM Crop Residue Management
- CII-F Confederation of Indian Industry-Foundation
- SDG Sustainable Development Goals
- PHC Primary Health Centre

EXECUTIVE SUMMARY

CSR-Impact Assessment Study of Jhajjar Power Plant Ltd.

Jhajjar Power Limited (JPL), Apraava Energy's wholly-owned subsidiary is dedicated to pursue corporate growth with a strong commitment to social responsibility. It aims to play an integral role in fostering the social and economic advancement of the local communities where it conducts its operations, all while prioritizing the welfare of its stakeholders. The overarching vision is to actively engage in community development initiatives, ensuring that every child, youth, and adult harbors hope for a brighter future. The company is committed to a socially responsible corporate growth. It seeks to be an active participant in the social and economic development of the communities in which it operates, while meeting the interests of all its stakeholders.

The CSR activities in Jhajjar begun in 2009. The work with communities started in four villages (Bajitpur, Khanpur Kalan, Khanpur Khurd, Jharli) surrounding Jhajjar Power Plant and in the year 2012 CSR activities were extended to another village Jhamri. In 2020, seven more villages Dhalanwas, Sehlanga, Sasroli, Sunderheti, Amadal Shahpur, Akehari Madanpur and Ladain were included. Currently, JPL is working in twelve villages surrounding Jhajjar Power Limited and reaching 40,000 beneficiaries through different initiatives.

As part of the corporate social responsibility program, JPL had approached Tata Institute of Social Sciences - Mumbai to carry out the impact assessment study of its CSR activities. This assessment is JPLs CSR programmes over the last one decade (2012-2022).

A mixed method, comprising both quantitative and qualitative approaches, was used in the study. Sample surveys and interviews were carried out with the direct and indirect beneficiaries as part of the quantitative and qualitative studies, respectively. The study

covered all the stakeholders associated with CSR activities, such as panchayat members and the staff of the implementing partner/donor. Various data collection tools like interview schedules and key informant interviews were used with selected respondents, depending upon their engagements with the project.

There are three intervention areas where JPL had focussed for its CSR projects. Team engaged with a diverse range of beneficiaries and stakeholders to assess the impact of various community initiatives. Specifically, team conducted interviews with 253 beneficiaries of the Livestock Promotion Program, 136 beneficiaries of the Sports Promotion project, 205 beneficiaries of the Education Scholarship scheme, 429 beneficiaries benefiting from the Mobile Healthcare Unit, and closely interacted with 42 patients at the multi-speciality hospital.

In the context of the Crop Residue Management project, extensively interviewed 110 beneficiaries and facilitated Focus Group Discussions (FGDs) to gain deeper insights. Additionally, the evaluation process for all rural infrastructure projects included FGDs with key informants such as sarpanch, panch, ex-sarpanch, and individuals closely associated with these projects.

I. Education and Skill Development

Within this intervention, two projects have been initiated: **a) Apraava Energy Scholarship and b) Sports Promotion**. Both initiatives have received highly positive responses.

The Apraava Energy Scholarship, established in 2017, aims to provide financial support to ambitious students pursuing higher education. The primary focus of this project is to empower economically disadvantaged students, with a special emphasis on assisting female students. Nearly two-thirds (62.4%) of those interviewed were female, while less than two-fifths (37.6%) were male. The telephonic interviews were conducted with the beneficiaries. Large section (61.5%) of the beneficiaries stated that the scholarship has significantly reduced the financial burden on their families regarding education expenses.

Half (53.7%) of the beneficiaries stated that the financial difficulties they faced were alleviated significantly, providing them with a sense of relief and renewed hope for a better future. Additionally, more than one-third (36.1%) of the beneficiaries expressed a feeling of achievement, recognizing the value of their hard work and dedication to their academic pursuits.

More than half (59%) of the beneficiaries reported an increase in their self-assurance while two fifth (40.5%) of the beneficiaries stated that the scholarship program played a pivotal role in instilling a strong commitment to further their studies.

Half of the beneficiaries (53.7%) said there was a need for changes to the current scheme, while less than half (46.3%) said no changes were needed. One-fifth (22%) of those who advocated for changes specifically suggested an increase in the amount of the scholarship award. Despite the suggestions for changes to the implementation scheme, it is noteworthy that the vast majority of beneficiaries (97.1%) expressed satisfaction with the JPL procedure.

The scholarship program has proven to be a significant relief for all beneficiaries. Given that many of them come from modest backgrounds, the financial aid received from JPL has played a crucial role in enabling them to pursue higher education without placing a burden on their parents. The scholarship amount stands as a testament to their achievements, highlighting their dedication to their studies despite facing various challenges at home.

Haryana, renowned for its rich sporting culture, has gained widespread recognition for its excellence in wrestling, athletics, and basketball excellence. Three dedicated implementing agencies play a crucial role in promoting these sports: the Krida Evam Shiksha Samiti oversees the basketball academy. At the same time, the Krishan Akhara Samiti stands at the forefront of wrestling development in Jhajjar and the country. The Goga Veer Mandir Prabhandak Committee stands out for its contributions to athletics.

Over the years, these academies have nurtured around 1,000 aspiring athletes, empowering them to excel in their respective sports. Notably, four exceptional talents from the wrestling academy have elevated its reputation to international heights by representing India in various competitions.

In the basketball academy, 140 players, comprising 60 girls and 80 boys, participate in four categories: under 14, under 17, under 19, and Freestyle. Impressively, 06 boys from this academy have secured positions in defence services (Army, Navy, Air Force) through the sports quota. The athletics academy in Khanpur Kalan is thriving, with approximately 100 beneficiaries, including a significant number of girls. Apraava's support has been instrumental in transforming the sports stadium, offering running tracks, solar lighting, and an open gym, providing immense benefits to the trainees.

There is a huge gender disparity at the wrestling academy, with more than three-quarters (78.2%) of the beneficiaries being male and barely one-fifth (21.8%) being female. The gender distribution is more balanced in basketball academy, with more than half (56.3%) of the beneficiaries being male and the rest less than half (43.8%) being female. The majority of interviewed beneficiaries (72.7%) are male, while more than one-fourth (27.3%) are female. More than two-fifths (44.1%) of the beneficiaries had been with sports academies for three to four years. The majority (87.5%) of the beneficiaries reported that they had profited solely from JPL's initiative, while one-tenth (12.5%) had received equivalent instruction previous to attending this academy.

Moreover, the sports scholarship for various awards is directly transferred to the respective athletes' bank accounts, further motivating and acknowledging their achievements. On a scale of 1 to 10, the wrestling academy received an impressive rating of 9.8, showcasing its efficacy in nurturing talented wrestlers. Similarly, the basketball academy earned a commendable rating of 9.5, highlighting its success in developing skilled basketball players. Lastly, the athletics academy also received a high rating of 9.8, signifying its commitment to producing exceptional athletes.

II. Sustainable Communities

Within this intervention, three projects have been initiated: **a) Rural Infrastructure b) Improvement Livestock Promotion Program c) Crop residue management program.**

JPL has been actively involved in various rural infrastructural projects across 16 villages. Recognizing the essential need for improved infrastructure in these areas, JPL has stepped up to address these requirements effectively. The organization has undertaken a range of key initiatives, such as renovating schools, constructing a 200,000-liter overhead water tank, establishing a fodder shed and cowshed, upgrading the cremation facility, building two parks, installing solar lights, a 50-bedded hospital and constructing a wastewater pumping station. Through these diverse efforts, JPL has made a significant contribution to the overall development and enhancement of living standards in the villages, leaving a positive and enduring impact on the community.

JPL has demonstrated an admirable commitment to promoting the Livestock Promotion Program through the organization of regular veterinary camps. Each year, the organization conducts two such camps in each of the four villages - Jharli, Khanpur Kalan, Bajitpur, and Jhamri - extending vital support to approximately 1400 to 1500 animals each year. These camps have proved to be of immense benefit to the community members, especially considering that many of them rely on cattle as a crucial source of income. The presence of retired veterinary doctors offering their services during these camps further amplified their impact.

More than three-quarters of beneficiaries (78.7%) were satisfied with the services given during the camp. The majority of beneficiaries (85.4%) were satisfied with the timing of the camp. When it comes to the camp's facilities, nearly half of the beneficiaries (47.8%) agree that the programme should be kept in its current form. However, the other half (52.2%) supports changes to the facilities provided before continuing the camp. More than three fourth (78.7%) of the beneficiaries expressed their satisfaction with the services provided during the camp, signaling the well-received range of assistance offered to the community. Overall, the data suggests that the veterinary camps received positive feedback, with high levels of satisfaction across various aspects, including services, doctor and staff attitude, equipment quality, and medical expertise.

Crop residue burning has emerged as a significant concern in the North-western states of India, particularly in Punjab and Haryana, posing threats to public health, the environment, and soil productivity. In 2019, CII Foundation collaborated with Apraava Energy to address this issue, leading to the coverage of a total of 34 villages under the initiative. These villages are situated across four districts in Haryana - Jhajjar, Rohtak, Fatehabad, and Sirsa. This programme not only contributes to cleaner air and a healthier environment but also enhances agricultural sustainability by improving soil health and reducing the reliance on chemical fertilizers. JPL's involvement in this program was highly commendable, and by making a few changes in the implementation phase, potential issues can be addressed to further improve the program's outcomes. The low level of participation in awareness campaigns and workshops calls for a change. A door-to-door campaign may be necessary to address this issue effectively.

Additionally, the distance of the JPL Plant from other sites, except in Jhajjar, has hindered monitoring efforts, requiring a more effective strategy. Despite this, there are few positive case studies that serve as examples of success in combating crop residue burning in the region.

III. Healthcare and sanitation

Within this intervention, three projects have been initiated: **a) Construction of a multispecialty hospital, b) Covid-19 support to communities, and c) Mobile Health outreach program.**

In 2017, a significant milestone was reached with the construction and handover of a modern 50-bed secondary care hospital in Matanhail block to the Health Department, Government of Haryana. The hospital, a G+3 structure, is well-equipped with essential amenities like a dental unit, X-ray room, operation theatre, pharmacy, and comprehensive outpatient departments (OPD) and wards. However it continues to operate with the same staff that served during its time as a PHC. Patients are generally satisfied with the medicines and treatments provided, but the lack of facilities for tests and X-rays remains a significant concern. Additionally, the absence of electricity and experienced staff has hindered the availability of scanning for pregnant women.

Currently, the medical staff consists of nine Medical Officers and one Senior Medical Officer. The lack of specialist doctors remains a challenge, but the staff remains hopeful that resolving the electricity issues will attract more specialized doctors to the hospital.

As part of the Covid Relief Program, the project extended support to the District Administrations of Jhajjar and the Community Health Centre in Jamalpur. The assistance included medical and hygiene supplies such as 100 Oxygen Cylinders, 20 Oxygen Concentrators, 1000 Rapid Antigen Tests, Oxygen Flowmeter, masks, gloves, sanitizers, and thermal guns, all of which were handed over to the District Red Cross Society. Additionally, the company collaborated with the Government of Haryana to establish a makeshift Covid care facility in Gurugram. This joint effort was implemented in partnership with the CII Foundation, ensuring that the communities received the necessary aid during the challenging times of the pandemic.

JPL, in collaboration with HelpAge India, operates a Mobile Healthcare Unit (MHU) to deliver preventive healthcare services to populations residing in remote, inaccessible, un-served, and underserved areas. The MHU has received significant support and satisfaction from the community, with an average of 90% expressing contentment with the services provided. The positive feedback regarding the location, facilities, timings, and suggestions for service expansion showcases the MHU's effectiveness in catering to the healthcare needs of the community.

On a daily basis, approximately 80 patients receive medical attention through the MHU, with common health conditions treated, including Arthritis, Flu, Cough, Allergies, Blood Pressure, Constipation, Gastric issues, and Eye dryness. The MHU plays a crucial role in enhancing the health and well-being of the underserved communities in Khanpur Kalan, Khanpur Khurd, Bajitpur, Jharli, Sasroli, Jhamri, Sunderheti, Ladain, Dhalawas, Sehlanga, Akheri Madhanpur, Amadal Sahpur.

According to the data, one-fourth (26.9%) of MHU beneficiaries are aged 60 and over. One-fifth (20.5%) of the beneficiaries are between the ages of 51- 60, with the remaining 19.3% falling between the ages of 31- 40. The MHU is known to the vast majority of

beneficiaries (97.2%). A majority (97.2%) of the beneficiaries are aware of the MHU's existence. JPL/CLP/APRAAVA support the MHU, according to two-thirds (64%) of the beneficiaries. The majority of beneficiaries (97.4%) reported getting general check-ups from the MHU, demonstrating that the beneficiaries rely on the MHU for routine health examinations. The vast majority (90%) of beneficiaries indicated satisfaction with various aspects of MHU services. The key reasons given by individuals who attend the MHU on a regular basis are the higher quality of service (72.3%) and the fact that it provides free treatments (74.8%). Almost all the beneficiaries(98.4%) indicate great support for the continuation of the MHU's objectives, supporting its continuation in the same manner.

Recommendations

- While interacting with the Education Scholarship beneficiaries, they had expressed their desire for an increase in the scholarship award amount. Addressing this feedback and considering adjustments to the scholarship amount could enhance the JPL's ability to support its beneficiaries effectively.
- Beneficiaries recommended follow-up measures by JPL to track their educational achievements. So it is suggested to JPL to maintain this connection and ongoing tracking of their educational progress that could be crucial in ensuring the continued success and impact of JPL's programs. It also reflects positively on the organization's ability to engage and support its beneficiaries.
- The wastewater pumping station in Jharli. Respondents suggested that the station should be connected to the outlet drainage network, requiring the development of a 1.5-kilometre pipe for better connectivity. Hence It's important for JPL to consider and assess the feasibility and potential benefits of implementing this suggestion to ensure that it aligns with the JPL' s goals and resources.
- Parks constructed by JPL and handed over to Panchayat were not in a good condition, there should be a mechanism of proper maintenance by the panchayat to be made while officially handing over.

- Name on the RCC benches and the MHU currently displays the name of the company in English only, posing a challenge for community members who are not proficient in the language. To address this barrier, it is recommended to include details in the local language alongside the English posters.
- It is recommended to put solar lights with high illumination power in the athletics stadium. Similarly, in the cremation ground to protect against rain and heat waves large shade with 30 lengths, 20 widths, and 16 height feet need to be constructed.
- Extending the veterinary camp's timing to a full day and increasing its frequency to quarterly, aiming to make the livestock program more accessible and convenient for the community. Additionally, incorporating vaccination and testing facilities will broaden the program's scope and effectiveness, promoting overall community health.
- The reach out of the CRM project has to be improved by the implementing partner and the procurement and storage of machinery needs standardization in implementation.
- The hospital faces challenges related to electricity supply, as it relies solely on a single-phase connection, which is inadequate for operating the entire machinery effectively. Similarly, there is a leakage issue on the top floor of the hospital, further highlighting the need for immediate attention.
- The medicine distribution process in the MHU can be improved by providing medicines in small envelopes with clear instructions on how to take them, as per the doctor's prescription.
- It is crucial for JPL to conduct periodic, unannounced visits to all the project locations to assess the quality of services and make necessary improvements.

CHAPTER 01

INTRODUCTION

BACKGROUND

Apraava Energy is a diversified power company jointly owned by the CLP Group – one of the largest investor-owned power businesses in Asia – and Caisse de dépôt et placement du Québec (CDPQ) – a global investment group.

Founded in 2002, Apraava has evolved from being a single-asset company to a forward-looking, climate-conscious organization. Their portfolio comprises 3,150 MW of installed capacity which includes 924 MW of wind and 250 MW of solar energy projects across seven states, a 1320 MW coal-fired supercritical power plant and two power transmission assets.

The name Apraava Energy has been derived from an amalgamation of four elements: Agni (Fire), Prithvi (Earth), Ambu (Water) and Vayu (Wind). The company aims to invest in low-carbon growth areas, including renewable energy, power transmission and distribution, as well as other non-generation, customer-focused energy businesses.

JHAJJAR POWER Limited (JPL)

Jhajjar Power Limited (JPL) is Delhi-NCR's largest supercritical thermal power plant. This plant is in Jhajjar, Haryana and has been commercially operational since mid-2012.

JPL installed Flue Gas Desulphurization (FGD) equipment to reduce the environmental impact of its operations. It is one of the first few power plants in India to operationalize the FGD unit, which helps reduce ~ 85% of SO₂ emissions. JPL has recycled all fly ash and bottom ash generated since the commissioning of the plant and achieved 100% ash utilization in the year 2021.

At present, ~164 hectares of land have been brought under green cover, covering ~37% of the plant area, which is much higher than the legal compliance requirement. Over 350,000 native saplings have been planted and maintained by a dedicated horticulture team focusing on enriching the site's green cover.

CSR POLICY OF JHAJJAR POWER PLANT

The company is committed to a socially responsible corporate growth. It seeks to actively participate in the social and economic development of the communities in which it operates while meeting the interests of all its stakeholders. The vision is to engage in development initiatives in communities so that every child, young person and adult has a reason to believe in the prospect of a better future.

The CSR activities in Jhajjar began in 2009. The work with communities started in four villages (Bajitpur, Khanpur Kalan, Khanpur Khurd, Jharli) surrounding Jhajjar Power Plant and in the year 2012, CSR activities were extended to another village Jhamri. In 2020, seven more villages, Dhalanwas, Sehlanga, Sasroli, Sunderheti, Amadal Shahpur, Akehari Madanpur and Ladain, were included. Currently, JPL is working in fourteen villages surrounding Jhajjar Power Limited and reaching over 40,000 beneficiaries through different initiatives.

As a testament to its commitment to corporate social responsibility, Jhajjar Power Plant Ltd (JPL) has undertaken a series of impactful initiatives across three key intervention areas: Education & Skill Development, Sustainable Communities, and Healthcare & Sanitation. JPL has approached the Centre of Excellence in CSR(CECSR) at the Tata Institute of Social Sciences-Mumbai (TISS). Recognising the importance of assessing the effectiveness and outcomes of their CSR efforts. Accordingly, the CECSR team have conducted a impact assessment of JPL's CSR activities in Jhajjar, Rohtak, Sirsa, and Fatehabad project locations.

STRUCTURE OF REPORT

The report is well-structured and begins with an executive summary, offering a concise overview of its contents. The subsequent chapters delve into various aspects of the study. Chapter 01 serves as an introduction, providing a comprehensive understanding of CSR, its historical context, and the CSR policy of Apraava and JPL. Chapter II focuses on the Methodology adopted for the study. Chapter III presents the findings and recommendations pertaining to all three CSR interventions of JPL. The report concludes with summary and the key recommendations presented as a chapter, an appendix is included, which provides supplementary information to support the study's content.

CHAPTER 02

METHODOLOGY

OBJECTIVES

- 1) **Assess the Impact of CSR Programmes:** Conduct a comprehensive evaluation to determine the effectiveness and outcomes of the implemented CSR programmes. Measure their positive contributions to the targeted communities and assess how they align with the intended social and environmental goals.
- 2) **Analyze Stakeholder Engagement:** Analyze the level and quality of engagement between stakeholders and the communities in the targeted areas. Identify key stakeholders involved in the CSR initiatives and assess their roles in fostering sustainable development and positive change.
- 3) **Enhance CSR Implementation:** Provide actionable recommendations and strategies for improving the implementation of CSR activities in the focus areas. Explore innovative approaches to enhance the impact of CSR initiatives, considering the specific needs and challenges of the communities involved.

APPROACH TO THE STUDY

A mixed method approach comprising of both quantitative and qualitative approaches were used in the study. Sample surveys and interviews were conducted, with direct and indirect beneficiaries as part of quantitative and qualitative study. All the stakeholders associated with CSR activities , such as direct beneficiaries, indirect beneficiaries and the staff of the implementing partner, was covered in the study. Various tools for data collection like interview schedules and key informants was used, with selected

respondents dependent upon their engagements with the concerned projects. The information was collected and recorded digitally on the surveycto software.

STUDY AREAS

📍 Jhajjar 📍 Rohtak 📍 Fatehabad 📍 Sirsa

With the exception of the Crop Residue Management (CRM) programme, all other CSR activities of JPL are focused solely in Jhajjar district, Haryana. The CRM projects, on the other hand, have a presence in multiple districts including Jhajjar, Rohtak, Sirsa, and Fatehabad. Among the 14 villages in the Jhajjar district, which are situated in the periphery region of the thermal power plant are benefiting from various other projects undertaken by JPL.

FIELD PROCEDURE AND TRAINING

The necessary data from the sample respondents were collected by trained field investigators with the help of a structured/semi-structured/open-ended interview schedule based on the applicability. The interview schedule developed by TISS was finalized after getting inputs from Jhajjar Power Limited. A necessary check-list for different questions were prepared and the same was provided to the field investigators. The field investigators were given adequate training on interviewing and various field activities by the TISS Project Officers. Telephonic interviews were also conducted in the Apraava Energy Scholarship and Sports Promotion project.

SAMPLING

For this comprehensive study, TISS team engaged in extensive interviews with beneficiaries across various projects. Team interviewed 253 beneficiaries for the Livestock Promotion Program, 136 beneficiaries for Sports Promotion project, 205 beneficiaries for Education Scholarship scheme, 429 beneficiaries for Mobile Health Care Unit, 42 patients at the multi-speciality hospital. For the Crop Residue Management project, we interviewed 110 beneficiaries and conducted 8 FGDs to gather deeper insights. Moreover, for all the rural infrastructure projects, FGDs were also conducted

with key informants such as sarpanch, panch, ex-sarpanch, and other knowledgeable individuals associated with the projects. Thorough verification of each project was performed in the respective villages, and also interacted directly with the beneficiaries to gather first-hand experiences and feedback. This approach allowed us to comprehensively assess the impact and effectiveness of these initiatives on the community's well-being.

DATA ANALYSIS

Following the completion of the data collection, the gathered data was meticulously organized and collated based on themes and patterns in alignment with the study's objectives.

ETHICAL CONSIDERATION

Informed consent is a fundamental principle in all research endeavours, and this study was no exception. The respondents and key stakeholders were fully informed about the purposes and objectives of the research. Moreover, they were assured of the utmost confidentiality regarding the interviews. During the interviews, respondents were given complete autonomy to decline to answer any question or discuss any experience they felt uncomfortable disclosing. To protect the privacy and dignity of the beneficiaries, their names have been omitted from the report, ensuring the maintenance of anonymity.

CHAPTER 03

FINDINGS



CSR Intervention 01

Education and Skill Development

Youth Leadership Rural Talent
Apraava Energy Scholarship
Sports Promotion
Athletics Sports Facilities
Agencies **Basketball** Anjali
Gold Medal **Wrestling** Coach
Financial Support
Community Members **Neha** Trainers
International Tournaments
Khushi Ram **Wrestling Academy**
Athletics And Wrestling Academy

Apraava Energy Scholarship

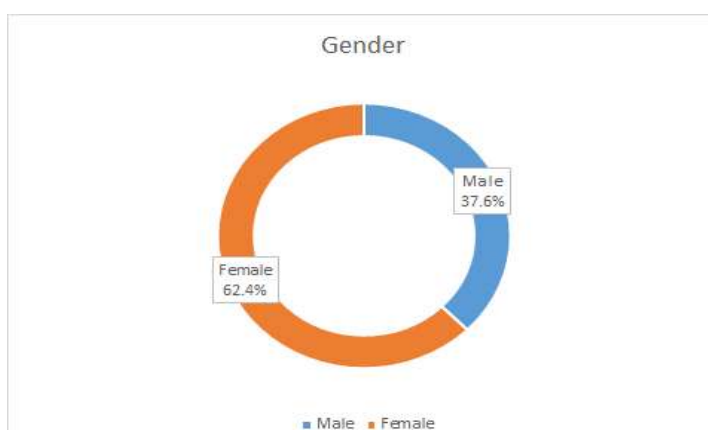
Project Details	
Implementing Agency	JPL
Duration of the Project	2017-2022
Cost of the Project	Rs 9,000 Each Student
Total Number of Beneficiaries	500+
Project Status	Completed

BACKGROUND

Initiated in 2017, the primary objective of this project was to extend financial aid to ambitious students pursuing higher education. Specifically, the scholarship program aimed to empower economically disadvantaged students, with a particular emphasis on supporting female students. Over the course of its implementation, more than 500 students were beneficiaries of this project, each receiving an annual scholarship of INR 9000/-.

FINDINGS

During the telephonic conversations with the beneficiaries, majority (62.4%) of the beneficiaries interviewed are female, while more than one third (37.6%) of them are male. These students, regardless of their gender, are being rewarded with one-time payments for their academic



excellence. The program's commitment to recognising and supporting outstanding academic achievements underscores its dedication to fostering a culture of learning and scholastic achievement among the beneficiaries. By empowering both female and male students with such incentives, the initiative encourages them to excel academically and unlocks opportunities for their future growth and success.

The data reveals that half (53.7%) of the beneficiaries fall within the age group of 21-25 years, while more than two-fifth (42.9%) belong to the age group of 15-20 years. This indicates that JPL's education scholarship program is particularly beneficial for children and young adults in the age range of 15-25 years, who are at various levels of study. The mean age of the beneficiaries of the scholarship is 21 years. Whether pursuing higher education or completing their schooling, these beneficiaries are reaping the rewards of the scholarship, which is providing them with the necessary financial support to further

their academic pursuits. By targeting this crucial age group, JPL's initiative is ensuring that these young individuals have the necessary resources to access quality education and unlock opportunities for a brighter future. The scholarship program's focus on supporting students during their formative years underscores its commitment to empowering the next generation and driving positive societal change through education. The majority (60.5%) of the beneficiaries, are currently pursuing or have completed graduation courses. This significant percentage

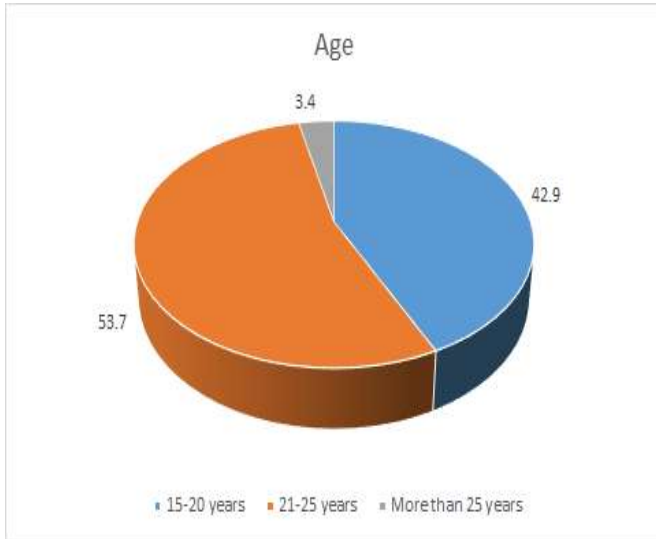


Fig 1.2: Interviewed Beneficiaries by Age distribution

reflects the program's emphasis on promoting higher education and empowering individuals with opportunities for academic growth. Furthermore, less than one fifth (18%) of the beneficiaries have chosen technical courses, indicating their interest in specialized fields and vocational training. The pursuit of post-graduation courses is evident among one tenth (10.2%) of the beneficiaries, signifying their commitment to advancing their knowledge and expertise in their respective fields. Moreover, very few (5.9%) of the beneficiaries are engaged in Engineering, Medical, or Architecture courses, showcasing their dedication to challenging and prestigious career paths. By offering scholarships and support for various academic pursuits, the program has played a pivotal role in shaping the educational trajectories of its beneficiaries, empowering them to achieve their academic and career goals.

"Without this scholarship, I could not have completed my schooling and my parents could not afford my education. Now I can pay my own fees."

Beneficiary, Jharli

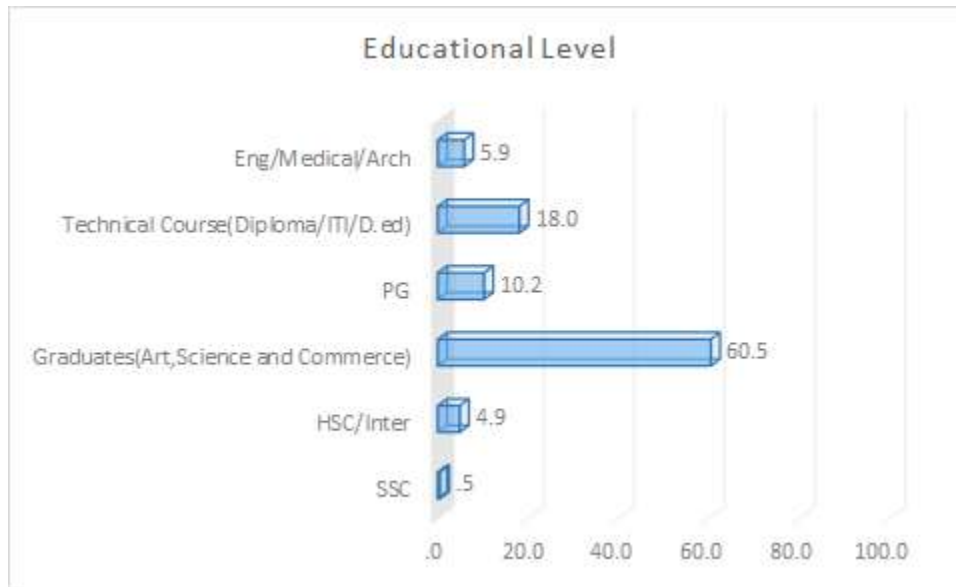


Figure 1.3 : Interviewed Beneficiaries by educational level

The majority of the beneficiaries (74.6%), continue to be students engaged in various levels of study. This demonstrates the program's sustained impact on fostering educational opportunities for aspiring learners. Additionally, less than one tenth (8.8%) of the beneficiaries have chosen to pursue the role of a homemaker, indicating the program's impact on supporting individuals in various life stages. Another less than one third (8.3%) of the beneficiaries are employed in the private sector, indicating the program's success in facilitating job opportunities and contributing to economic empowerment. While very few (6.3%) of the beneficiaries are currently unemployed, it is essential to acknowledge the varied challenges and factors affecting employment in the region. Encouragingly, 1.0% of the beneficiaries have secured jobs in the government sector, highlighting the program's success in opening doors to opportunities in the public sector. Overall, the program has had a multi-faceted impact on the beneficiaries' lives, supporting their educational pursuits, empowering them with diverse employment opportunities, and nurturing their roles as homemakers.

Among the beneficiaries, a majority (62%) stated that their parents' annual income falls within the range of Rs 50,000 to 100,000, with a majority of them being farmers. Only less than one fifth (16.6%) of the beneficiaries reported an income between Rs 1,00,000

- 2,00,000, while very few (7.8%) mentioned having an income below 50,000 rupees. The average income of the beneficiaries is Rs 99807. It is evident that a considerable portion of the beneficiaries come from modest financial backgrounds.

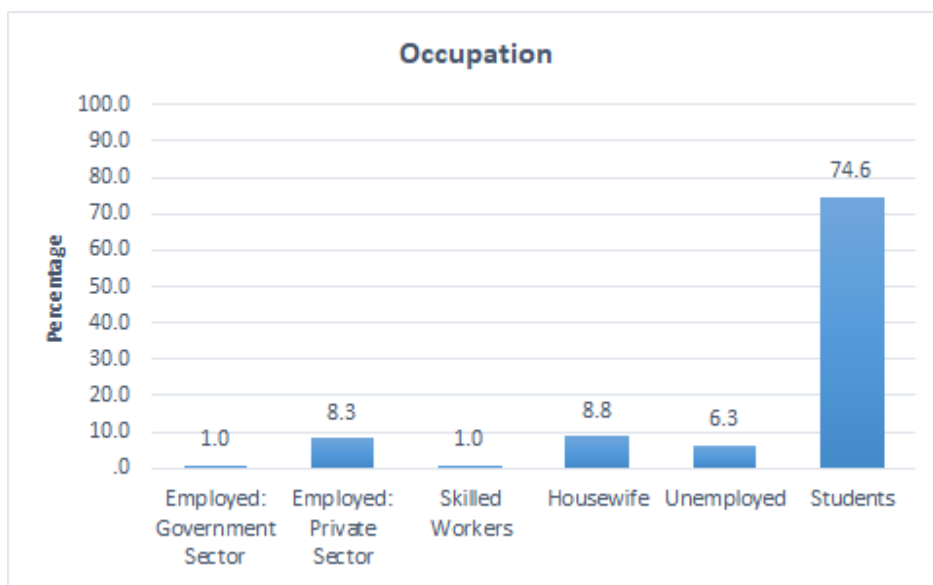


Figure 1.4: Interviewed Beneficiaries by their current occupation

The scholarship amount has proven to be a crucial lifeline for the beneficiaries, enabling them to pursue higher education despite financial constraints.

Large section (61.5%) of the beneficiaries stated that the scholarship has significantly reduced the financial burden on their families regarding education expenses. This relief has allowed them to focus on their studies wholeheartedly, without worrying about the financial implications. Additionally, the scholarship has had broader impacts on the beneficiaries' educational choices and opportunities. Less than one fifth (16.6%) of the beneficiaries stated that the financial assistance has empowered them to acquire additional skills alongside their formal education. This support has enabled them to gain valuable skills and competencies beyond the academic curriculum, enhancing their employability and overall development. Another less than one fifth (17.6%) of the beneficiaries expressed that the scholarship has afforded them the liberty to choose their favorite subjects and specializations in colleges, thus fueling their academic passions and career aspirations.



Figure 1.5: Interviewed Beneficiaries by their Family Income

Source of Awareness

The data analysis on the source of awareness about the educational scholarship program reveals interesting patterns. Among the beneficiaries, almost half (47.8%) reported that they came to know about the scholarship through their friends, emphasizing the role of peer influence in spreading awareness. Equally notable is the fact that two fifths(41%) of the beneficiaries learned about the scholarship directly through JPL, indicating the proactive efforts of the organization in promoting the program. Two fifth (40%) of the beneficiaries attributed their awareness to interactions within the community, highlighting the power of word-of-mouth communication in rural settings. Other sources of awareness, such as NGOs, schools, and colleges, also played a role in reaching the beneficiaries.

Table 1.1: Distribution of the beneficiaries by source of awareness

Source of Awareness	Frequency(N=205)	Percent
NGO	32	15.6
School/College	14	6.8
Friends	98	47.8

Apraava/JPL	84	41.0
Interaction among community members	82	40.0
Others	11	5.4

During the interactions with the beneficiaries, it was observed that there is a profound impact of the scholarship program on their emotional well-being and motivation to excel in their studies. Half (53.7%) of the beneficiaries stated that the financial difficulties they faced were alleviated significantly, providing them with a sense of relief and renewed hope for a better future. Additionally, more than one third (36.1%) of the beneficiaries expressed a feeling of achievement, recognizing the value of their hard work and dedication to their academic pursuits.

More than half (59%) of the beneficiaries reported an increase in their self-assurance while two fifth (40.5%) of the beneficiaries stated that the scholarship program played a pivotal role in instilling a strong commitment to continue their studies further. Encouragement and support from family members have played a crucial role in boosting their confidence, with more than two fifth (42.9%) of the beneficiaries acknowledging the role of their families in motivating them. Another two fifth (39%) of the beneficiaries felt a partial alleviation of their financial burden on education. This newfound confidence and recognition have strengthened the intention of families to support and send them for higher education, further enhancing the beneficiaries' prospects for a brighter and more fulfilling educational journey. Overall, the scholarship program has proven to be a catalyst for positive transformation, empowering the beneficiaries to overcome challenges and pursue their academic goals with renewed vigor and determination.

Amount received as scholarship

During the survey of the beneficiaries, it was found that the scholarship amounts varied across the participants. A majority (65%) confirmed receiving an amount between Rs. 5000 to 10000, while one fourth (24.4%) of the beneficiaries received a higher scholarship ranging from Rs. 16000 to 20000. Interestingly, one tenth (9.8%) of the

beneficiaries were awarded an even higher scholarship, exceeding Rs. 20,000 which means they had got the scholarship multiple years. Upon analyzing the data, it became evident that the scholarship amount correlated with the beneficiaries' consistency in achieving good grades in their academics over multiple years. Those who consistently excelled in their studies were rewarded with higher amounts, recognizing their commitment to academic excellence and providing further motivation to continue their educational journey with dedication and determination.

Table 1.2 : Distribution of Beneficiaries by amount of scholarship received

Amount (in Rs)	Frequency(N=205)	Percent
5000-10,000	134	65.4
11000-15000	1	0.5
16000-20000	50	24.4
More than Rs 20000	20	9.8
Average scholarship amount	Rs. 12912/-	

More than three fourth of the beneficiaries (77.6%) stated that they have received the scholarship only once, while more than one-tenth of them each have reported that they have received the scholarship either twice (11.7%) or thrice(10.2%).

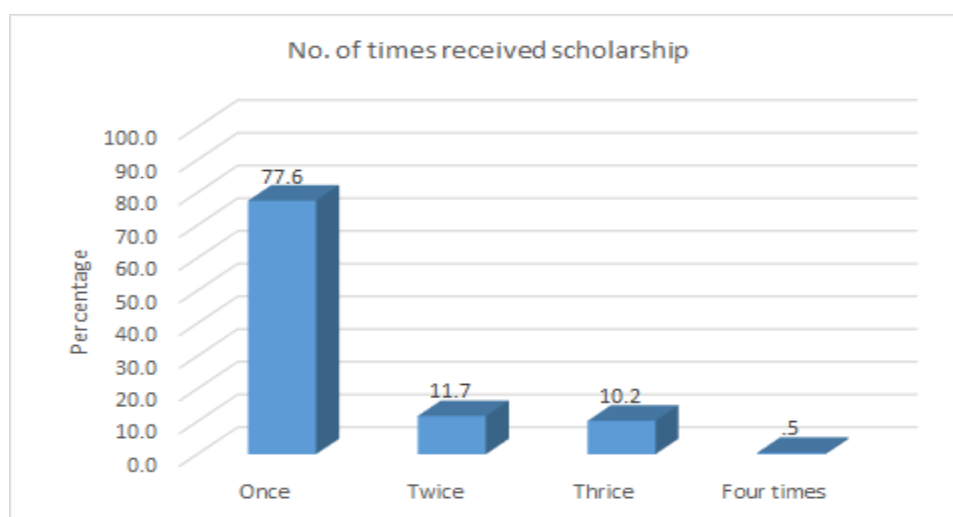


Figure 1.6: Beneficiaries by no. of times received scholarship

Views about the implementation of the Scheme

During the interactions with the beneficiaries, valuable feedback regarding the scholarship program was gathered. The opinions were divided, with half (53.7%) of the beneficiaries expressing a need for changes in the current scheme, while less than half (46.3%) of the beneficiaries reported that no changes were required. Among those who advocated for changes, one fifth (22%) specifically suggested an increase in the amount of the scholarship award. This feedback highlights the beneficiaries' desire for further support in their educational pursuits and indicates that an enhanced scholarship amount could make a substantial difference in their academic journey.

Table 1.3: Distribution of the beneficiaries by changes required in the scheme

Changes required*	Frequency(N=205)	Percent
Merit	11	5.4
Gender specific (reservation for females)	5	2.4
Reservations	3	1.5
Number of beneficiaries	8	3.9
Amount of award	45	22.0
Parental Income limit	15	7.3
75 percent marks in semester exam	3	1.5
Any other	20	9.8
No changes required	95	46.3

*Multiple choice

Despite the suggestions for changes in the implementation scheme, it is remarkable to note that an overwhelming(97.1%) of the beneficiaries expressed their satisfaction with the procedure adopted by JPL. This high level of satisfaction indicates that the current implementation process is efficient, effective, and well-received by the beneficiaries. It reflects the success of JPL's efforts in ensuring a smooth and transparent system that caters to the needs of the beneficiaries, thereby fostering a positive impact on their educational journey. The high satisfaction rate also serves as a testament to the

commitment and dedication of JPL in delivering the scholarship program with utmost fairness and integrity.

Table 1.4: Distribution of the beneficiaries by satisfaction with procedure in implementation of the scheme

Satisfaction with procedure adopted by JPL in implementation of the scheme	Frequency(N=205)	Percent
Yes	199	97.1
No	6	2.9

Nearly three fourth (73.7%) of the beneficiaries expressed their opinion on the importance of follow-up measures by JPL after the scholarship amount is disbursed. They believed that post-scholarship follow-up could offer valuable support and guidance in their educational journey. These follow-up measures could potentially include keeping track of Educational achievement (74.8%), contacting once in a while (88.1%) to ensure their academic progress and overall development.

Table 1.5 :Distribution of the beneficiaries by their view on follow up measures post scholarship

Follow up measures post scholarship	Frequency(N=205)	Percent
Yes	151	73.7
No	54	26.3

On the other hand, more than one fourth(26.3%) of the beneficiaries were content with the current measures and did not see the need for additional follow-up. Their satisfaction with the scholarship program indicates that the current support provided by JPL is effective and adequate for their needs. Considering both perspectives, JPL has the opportunity to strike a balance between maintaining satisfactory current measures and exploring possibilities for post-scholarship support, thus enhancing the scholarship program's overall impact on the beneficiaries' educational endeavors.

Table 1.6: Distribution of the beneficiaries by their views on what measures required

If yes, what measures required*	Frequency(N=151)	Percent
Keeping track of Educational achievement	113	74.8
Contacting once in a while	133	88.1
Inviting for future functions	36	23.8

*Multiple choice

Two third (66.3%) of the beneficiaries expressed their agreement with the broader objectives of the program. This positive response reflects the program's effectiveness in providing much-needed support to deserving students, empowering them to overcome financial constraints and pursue their educational aspirations with renewed enthusiasm and determination. Overall, the scholarship program has made a meaningful impact on the lives of the beneficiaries and has contributed towards fostering a brighter future for these talented and hardworking students.

Table 1.7: Distribution of the beneficiaries by whether wider objectives is required for the scheme

Wider Objective for the scheme	Frequency(N=205)	Percent
Yes	136	66.3
No	69	33.7

CONCLUSION

The scholarship program for meritorious students proved to be a significant relief for all the beneficiaries. Given that many of them hailed from modest backgrounds, the financial assistance received from JPL played a crucial role in enabling them to pursue higher education without burdening their parents. The scholarship amount served as a testament to their achievements, showcasing their dedication to their studies despite facing numerous challenges at home.

Sports Promotion

Project Details	
Implementing Agency	Krishan Akhara Samiti, Goga Veer Mandir Prabhandak Committee and Shiksha Avum Krida Samiti
Duration of the Project	Since 2012
Cost of the Project	22 Million
Total Number of Beneficiaries	More than 1000
Project Status	Ongoing

BRIEF OF THE IMPLEMENTING AGENCY

Haryana, known for its rich sporting culture, has gained fame for its prowess in wrestling, athletics, and basketball. The three dedicated implementing agencies, each responsible for nurturing and promoting the respective sports. Among them, the Shiksha Avum Krida Samiti stands for basketball academy, spearheaded by the esteemed Subedar Major Inder Singh (Retd.), affectionately addressed as Tauji in Jhamri village. His unwavering dedication to the samiti involves maintaining a strong liaison with the company JPL, serving as a crucial link between the organisation and the samiti. Notably, he himself contributes as an honorary member, actively participating in the samiti's endeavours. The Samiti, founded in 2011 by the late Mr Khushi Ram, an Arjuna Awardee and the esteemed coach of the basketball academy, has been instrumental in providing aspiring players with opportunities to train and compete at various prestigious venues. Their collective efforts have led to the flourishing of sports and the development of talented athletes across Haryana.

The wrestling academy, named Krishan Akhara Samiti, has emerged as a formidable force in the realm of wrestling development in Jhajjar, even for the country as well. Led by a dedicated team comprising the President and two Vice Presidents, along with a General Secretary, a Treasurer, and ten other members, the academy has made significant strides under their visionary guidance. The success story of this academy began when Mr. Krishan Singh, a former coach himself, generously leased one acre of land to the academy, transforming it from a humble training ground to a well-equipped facility. Recognising the academy's potential, JPL appointed the highly skilled Mr Sajjan Singh as the coach, who has since become the institution's backbone. His coaching prowess has resulted in remarkable achievements, with four female wrestlers representing India in various international championships. Mr Sajjan Singh has been coaching at the academy since 2015, and under his tutelage, a total of 61 trainees are getting benefited (current year) and among 36 students were interviewed, including 11

girls, receive training. Remarkably, the academy does not charge any fees from its students, providing equal opportunities to all aspiring wrestlers. The comprehensive training program encompasses conditioning, strength improvement, speed enhancement, agility, and flexibility development, ensuring that the wrestlers receive holistic and professional guidance to excel in their sport.

In the realm of athletics, the Goga Veer Mandir Prabhandak Committee stands out as a prominent implementing agency in Haryana. With approximately 100 beneficiaries, the committee has made substantial contributions to the development of athletes in the region. Thanks to the support of JPL, a well-maintained ground with a track and solar lights has been constructed, providing a conducive environment for training and practice. Notably, the committee fosters inclusivity by accommodating children as young as five years old among its beneficiaries, allowing them to explore their athletic potential from an early age. Villagers are welcome to join the academy free of cost, allowing all to engage in sports. However, those who demonstrate dedication and undergo continuous training for a period of 20 days are offered permanent membership, granting them access to specialised training in various athletics disciplines. The committee's efforts have borne fruit, as evidenced by the impressive tally of over 75 district-level awards from 2022-2023, highlighting the success and impact of their athletic development initiatives.

BACKGROUND

JPL initiated the promotion of the rural sport as a platform to engage youth in 2012. The legacy of the Late Khushi Ram, an esteemed Arjuna Awardee from Jhamri village, has been carried forward by JPL. From supporting wrestling competitions to establishing comprehensive sports programs with trained coaches, these initiatives have been warmly embraced and have yielded significant positive impacts. A substantial investment of INR 22 million has been dedicated to this endeavour, with the core objectives being to nurture rural talent, integrate them into mainstream sports, and utilize sports as a means to foster youth leadership.

The outcomes of this initiative have been truly remarkable. Youth who received training in basketball, wrestling, and athletics have earned 68 medals at the district level, 43 at the state level, and 15 at the national level. Moreover, three students have left their mark on international tournaments, while others have secured jobs through the sports quota.

Notable milestones mark JPL's journey through the Sports Promotion Program:

- During 2011-14, JPL supported open wrestling tournaments in Jharli.
- From 2014 to 2016, they extended their support to another wrestling tournament in Khanpur Kalan, providing sports items, gym equipment, and assistance to a wrestling academy in the area.
- In 2016-17, JPL began supporting a basketball academy, and the trained youth achieved medals at the national, state, and district levels in wrestling and basketball.
- The year 2017-18 saw the commencement of the construction of a gym hall in Krishan Akhara, resulting in Asia-level participation and victories at the national and state levels in wrestling, as well as state and district victories in basketball. The Sports Scholarship Scheme was also launched.
- By 2018-19, the gym hall was constructed, and JPL participated in Asia-level wrestling, securing national and state-level accolades in wrestling and basketball. Additionally, the construction of a sports stadium in Khanpur Kalan commenced.
- In 2019-20, the sports stadium in Khanpur Kalan was completed, leading to more national and state-level medals in basketball and wrestling. Six trainees from the basketball academy were selected in the armed forces through the sports quota.
- From 2020 to 2022, a NIS-certified athletics coach was engaged for the sports stadium in Khanpur Kalan, with both the basketball and athletics academies being supported with the required equipment.
- In 2022-23, the initiative reached new heights with awards in wrestling at the international, national, and state levels.

FINDINGS

Out of the total beneficiaries interviewed, more than two third (69.1%) were male, while less than one third (30.9%) were female. This indicates a slight male majority among the participants. Half (52.2%) of interviewed beneficiaries fall within the age group of 11-15 years, indicating a significant participation of young athletes. Additionally, less than one third (31.6%) of the beneficiaries were aged between 16-20 years, further highlighting the program's appeal among teenagers and young adults. Very few (6.6%) of the beneficiaries were above 20 years old, showcasing the program's inclusivity for individuals of varying age groups. Furthermore, one tenth (9.6%) of the participants were in the age range of 5-10 years, with a predominant focus on athletics and basketball, signifying early engagement and nurturing of talent in these sports. The mean age of the beneficiaries is 14 years.

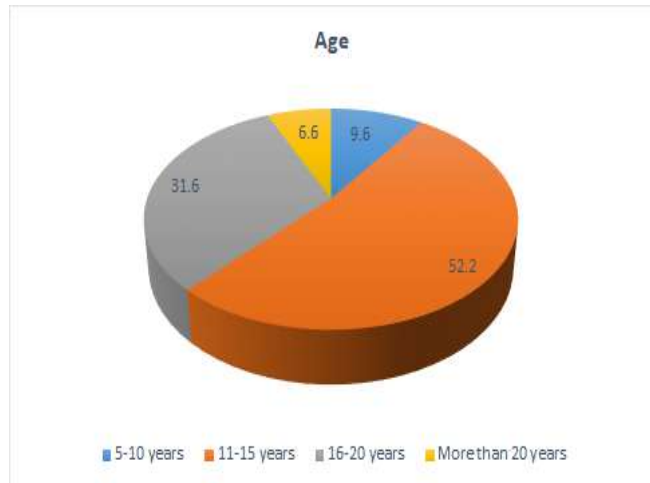


Figure 2.1: Interviewed Beneficiaries by age distribution

Despite the male majority among the beneficiaries, the wrestling academy stands out as a beacon of gender diversity. Among the wrestlers, four international players are female, demonstrating significant achievements and serving as motivation for more females to join the sport. This achievement underscores the program's commitment to promoting gender equality and fostering opportunities for female athletes.

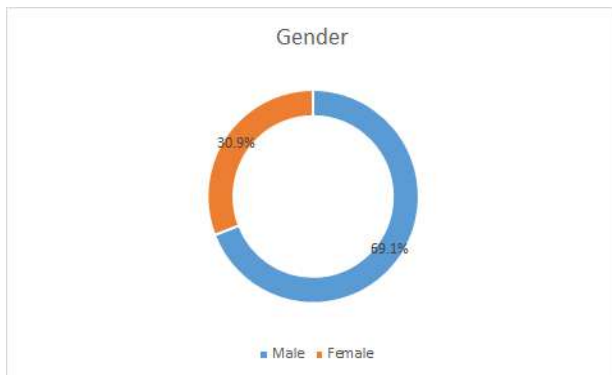


Figure 2.2: Interviewed Beneficiaries by distribution of gender

Sports Wise Gender Distribution

In the wrestling academy, there is a significant gender disparity, with more than three fourth (78.2%) of the beneficiaries being male and only one fifth(21.8%) being female. However, among this minority, the wrestling academy and India take immense pride in the achievements of four female wrestlers who have represented the country in the Asian Championship. Moving on to the basketball academy, the gender distribution is relatively more balanced, with more than half (56.3%) of the beneficiaries being male and the remaining less than half (43.8%) being female. Among the athletics, the majority (72.7%) interviewed beneficiaries are male while more than one fourth (27.3%) are female.

Table 2.1: Distribution of the Interviewed beneficiaries by gender-sportwise

Gender	Wrestling(N=55)	BasketBall Academy(N=48)	Athletics(N=33)
Male	78.2(43)	56.3(27)	72.7(24)
Female	21.8(12)	43.8(21)	27.3(9)

Despite the prevailing gender gaps in some disciplines, the success of female wrestlers in the wrestling academy and the significant number of female participants in the basketball academy signal progress towards promoting gender diversity and inclusivity in sports. These findings underscore the importance of continued efforts to encourage and support the participation of female athletes across all disciplines to foster a more equitable and diverse sporting landscape.

Education Level

In addition to engaging in sports activities, the beneficiaries of the program are also receiving formal education. Less than half (46.3%) of the beneficiaries reported studying at the secondary level, demonstrating a considerable focus on education at this stage. Additionally, one fifth (19.9%) reported pursuing their studies at the HSC/Inter level, while 10.3% are in the primary level of education. It is noteworthy that the number of beneficiaries pursuing post-graduate studies is relatively low, comprising

only 0.7% of the participants. However, encouragingly, 10.3% of the beneficiaries are either currently pursuing their graduation or have already completed it, indicating a positive trend towards higher education.

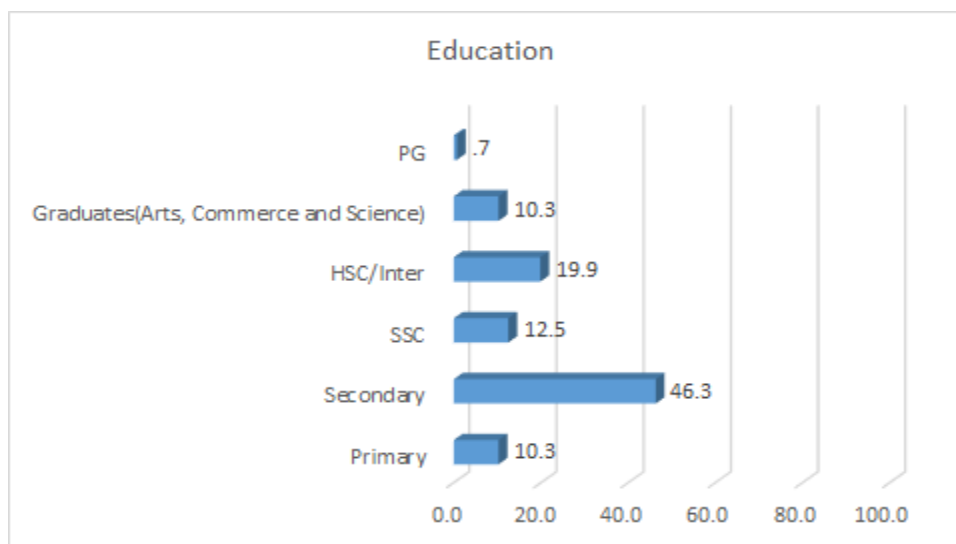


Figure 2.3: Interviewed Beneficiaries by Educational Status

Source of Awareness

Large section (79.4%) of the beneficiaries became aware of the program through interactions among community members, reflecting the power of word-of-mouth in spreading information. Additionally, more than one third (36.8%) of the beneficiaries came to know about the program through friends, underscoring the impact of personal networks in creating awareness. Notably, among all age groups, a considerable proportion of children are actively engaged in the basketball academy or the athletics ground, practicing various sports before and after school hours. This signifies the program's popularity and appeal among young athletes.

Table 2.2: Distribution of the beneficiaries by source of awareness

Source of Awareness*	Frequency	Percent
School/College	32	23.5
Friends	50	36.8
Interaction among community	108	79.4

Apraava/JPL	10	7.4
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***Multiple Choice**

One fifth (23.5%) of the beneficiaries learned about these academies through their schools or colleges, emphasizing the importance of educational institutions in promoting sports participation. Less than one tenth (7.4%) of the beneficiaries reported to know about the program through the organization's i.e JPL's efforts in spreading information. The diverse and effective channels of awareness generation have contributed to the program's widespread reach and success in engaging beneficiaries from various backgrounds and age groups.

Period of Association

More than two fifth (44.1%) of the beneficiaries have been engaged with sports academies for a period of 3-4 years, further demonstrating a substantial level of dedication to sports activities. While less than one third(31.6%) of the beneficiaries, have been associated with various sports academies for five years or more, indicating a longstanding commitment to sports participation. Moreover, one fifth(21.3%) of the beneficiaries have completed 1-2 years of association with sports academies, highlighting a steady influx of new participants into the sports promotion program. These statistics underscore the program's success in nurturing a sustained interest in sports among beneficiaries, encouraging long-term engagement and fostering a culture of athletic excellence which is already inherited in the people of Haryana.

Table 2.3: Distribution of the interviewed beneficiaries by their period of association with the academy

Period of association	Frequency (N=136)	Percent
Less than a year	4	2.9
One-Two years	29	21.3
Three-Four years	60	44.1
Five years and above	43	31.6

During the interactions with the beneficiaries, it was revealed that the majority (87.5%) had solely benefitted from this initiative by JPL while one tenth (12.5%) of them had received similar kind of training before they joined this academy. This overwhelming proportion highlights the tremendous success of the program in introducing and providing training opportunities to individuals who otherwise might not have had access to such resources. The fact that a significant number of beneficiaries received training exclusively through this program underscores its effectiveness in reaching and empowering a diverse group of athletes.

Wrestling Academy

The journey of every student at the academy begins with a month-long training, and only those who successfully complete this rigorous selection programme are recruited to the esteemed academy. Since 2015, the academy has benefitted around 2000 aspiring athletes, nurturing them to excel in their respective sports. Notably, four exceptional talents have elevated the reputation of this academy to international heights by representing India in various competitions. These trail blazers are all young girls, breaking barriers and proving their mettle on the global stage. In 2017 Ms Neha secured a bronze medal in the 38KG Under 17 Asian Championship. The following year, Ms Sunita participated in the Asian Championship. Continuing the legacy, Ms. Neha Sangwan struck gold in the 54kg Under 15 category at the Asian Championship in 2022. Most recently, in June 2023, both Ms. Neha Sangwan and Ms. Anjali represented India in the Asian Championships and earned well-deserved gold medals. This remarkable success coincided with the support of CLP/JPL and the appointment of the current coach, leading to a significant shift as more girls began enrolling in the academy, previously dominated by boys who received training in traditional Indian-style coaching from the generous land donor. The academy's focus on gender inclusivity and quality coaching has undoubtedly paved the way for these talented athletes to shine on the global stage.



Krishan Akhara , Khanpur Kalan

Success Stories: I



Ms.Neha Sangwan with coach and JPL Staff after winning the gold medal in Asian Championship , 2023

Women's wrestling in India made headlines at the 2010 commonwealth games in New Delhi when Geeta Phogat made history by becoming the first Indian female wrestler to win gold. Phogat sisters inspired

millions of girls take up wrestling as a sport. Neha Sanghwan, aged 15, from Balali village got inspired by them and started training from a very young age. She always aspired to be like the Phogat sisters. Neha joined Krishan Akhara, Khanpur Khurd, in 2020. Since then, she has won many accolades at national and international championships. These include gold medals at the National School Games in Delhi under the 36-kg weight category and at the Under 15s Ranking Wrestling Championship hosted by the Wrestling Federation of India in Patna in March-April 2022, Gold medal in the 54-kg women's wrestling under-15 category, at the 2022 Asian Championship. Recently, she won a Gold medal in the 57 Kg under 17 category in the 2023 Asian Championship.

Expressing her joy, Neha mentioned that she is grateful for this incredible opportunity and proud to have won the gold medal for the country at the Asian Championships. She thanked her coach -Sajjan Singh, peers and family for their constant support and guidance and Apraava Energy for providing the required infrastructure to train. She plans on continuing the hard work, scaling new heights, and making the country proud by winning the Olympics Medal as well.

Success Stories II

Anjali Gahlawat, aged 17, the wrestler from Jhamri village, belongs to a family of wrestlers. She is third among the five siblings. She belongs to a family with a poor financial background. The only earning member in her family was her



Ms. Anjali Gahlawat after winning Gold Medal at Asian Championship, 2023

father. However, he is physically unable to work due to health issues. So to support the family, Anjali's elder brother fights Khusti or Dangal locally and supports the family. Anjali always wanted to become a wrestler and to win medals for her family and support them. She joined Krishan Akhara because Akhara provided good training and infrastructure facilities free of cost. Akhara also promotes and motivates them to work hard and fight for their goals. Whenever she needed any sponsorship for any game, Apraava Energy helped her through the same. Anjali won the gold medal at the National Junior Wrestling Championship in Patna in March 2022. She recently won Gold under 23 in the 59 kg category in Asian Wrestling Championship, 2023. She is thankful to the coach- Sajjan Singh and Apraava Energy for providing them free training, infrastructural and funding support without which she would not have been able to get these accolades.

Athletics Academy

Under the able leadership of Mr Vinod Kumar (Coach), the athletics academy in Khanpur Kalan is thriving. Currently, the academy caters to around 100 beneficiaries, including a significant number of girls. Mr Kumar is not just a coach to these athletes but also an elder brother figure, providing academic guidance and other advice whenever needed.

The athletes' hard work and dedication have yielded impressive results, with a considerable number of awards won at the district level. These outstanding achievers receive recognition and support from Apraava, which generously provides scholarship:

- 1) District G-5001, S-3100, B-2100, Participation-Nil
- 2) State- G-10001, S-8100, B-6100,Participation-Nil
- 3) National - G-15000 S-11000 B-7000,Participation-5000
- 4) International -G-51000,S- 41000, B-31000, Participation-11000.

Last year, three academy students showcased their national talent, participating in the 800-meter and 2000-meter races in Varanasi. Apraava's support has been instrumental

in transforming the sports stadium, complete with running tracks, solar lighting, and an open gym, benefiting the trainees immensely.

The company has been a crucial sponsor, providing essential equipment such as balls, nets, and T-shirts. Notably, the scholarship for various awards secured at different levels is transferred directly to the respective athletes' bank accounts, further motivating and acknowledging their accomplishments.



Athletics Stadium, Khanpur Kalan

BasketBall Academy

The academy has witnessed a remarkable influx of students who voluntarily join after learning about the free coaching provided through various sources. Although JPL provides T-shirts for the basketball players, parents bear the expenses for shoes and nutritional supplements. Presently, the academy houses 140 players in four categories:

under 14, under 17, under 19, and Freestyle, with 60 girls and 80 boys. Some girls, approximately 25 in number, receive scholarships from the government, with those above 15 years of age receiving Rs. 2000 and those below 15 years of age receiving Rs. 1000. Additionally, JPL has granted scholarships to a few girls who secured second position in the state tournament in 2019. Remarkably, 06 boys have secured positions in the defense services (Army, Navy, Air Force) through the sports quota from this academy.

The installation of solar flood lights by JPL has facilitated evening play for the players, and the renovation of the basketball court, now featuring two rings, has encouraged more girls to join the academy. The entire community, particularly the older generation, is fervently supportive of the young players and regularly visits the academy to witness their games. Beneficiaries who received training from the academy have participated in various tournaments, ranging from school level to district and state levels.



Basketball Academy, Jhamri

Additionally, two girls have represented the state twice, and one boy has also represented as well. Another remarkable achievement is with one boy even participating in the Khelo India event. The academy is delighted with JPL's approach, which has had a transformative impact on the lives of aspiring athletes, empowering them with access to quality coaching and opportunities for success in sports.

Table 2.4: Distribution of the beneficiaries by their score for each academy

Academy	Score
Wrestling	9.8
BasketBall	9.5
Athletics	9.8

On a scale of 1 to 10, the wrestling academy received an impressive rating of 9.8, showcasing its efficacy in nurturing talented wrestlers. Similarly, the basketball academy earned a commendable rating of 9.5, highlighting its success in developing skilled basketball players. Lastly, the athletics academy also received a high rating of 9.8, signifying its commitment to producing exceptional athletes. These outstanding ratings are a testament to the program's positive impact on the lives of the beneficiaries and the effectiveness of JPL's initiatives in promoting sports excellence in the villages.

CONCLUSION

The three sports academies have garnered an exceptionally high rate of satisfaction among their beneficiaries. During the interactions, every beneficiary expressed their profound contentment and gratitude for the opportunity, emphasizing that such high-quality infrastructure and training would not have been possible without the funding and support provided by JPL. The beneficiaries acknowledged that the establishment of these academies has opened doors to a world of possibilities for them, enabling them to hone their skills and pursue their dreams in sports. While the satisfaction levels are overwhelmingly positive, there were a few recommendations and

suggestions put forth by the beneficiaries, reflecting their desire for continuous improvement and growth.

CSR Intervention 02

Sustainable Communities

Infrastructural Initiatives
Crop Residue Management
Rural Infrastructure
Veterinary Camps School Renovation
Technical Training Community
Community Park Cremation Facility
Construction Wastewater Pumping Station
Machinery Support
Technical Training

Rural Infrastructure Improvement

Project Details	
Implementing Agency	JPL
Duration of the Project	Since 2014
Cost of the Project	Rs. 16.272 cr
Total Number of Beneficiaries	16 Villages
Project Status	Completed

BACKGROUND

The villages need essential infrastructure initiatives, and JPL has been playing a pivotal role in addressing these requirements. Some key initiatives JPL took include school renovation, constructing an overhead water tank with a capacity of 200,000 litres, establishing a fodder shed and cowshed, upgrading the cremation facility, building two parks, installing solar lights, and constructing a wastewater pumping station. Through these diverse efforts, JPL is actively contributing to the holistic development and improvement of living standards in the villages, making a positive and lasting impact on the community.

Table 3.1: Rural Infrastructure Project List

Sr. No.	Name of Village	Name of the Infra Project	App. Budget
1	Jharli	Waste Water Pumping station	32 Lac
		School Infrastructure GGPS	10 Lac
		Toilet block in Govt. Schools	7 Lac
		Placement of RCC Benches	1.5 lac
		Boundary wall in GSSS	12 Lac
		Electrification in Govt. Schools	3 lac
2	Jhamri	Water pumping station for cattle pond	18 Lac
		Placement of RCC Benches	1.5 Lac
		Electrification in Govt. Schools	3 Lac
		Renovation of School Library	8 Lac
3	Bajitpur	Cremation Ground	4 Lac
		Solar lighting in Cremation ground	1.2 lac
		Placement of RCC Benches	.5 lac
4	Khanpur Kalan	Sports Stadium	80 lac
		Solar Lighting in Cremation ground and Sports Stadium	4 lac
		Toilet block in School	3 Lac
		RO water in anganwadi	2 lac
		Cremation ground	10 lac
		Placement of RCC Benches	1.5 lac
Khanpur Khurd	Khanpur Khurd	Overhead Water tank and pumping station	90 lac
		Park Development	3 lac
		Toilet blocks in school	3 lac

		Krishan Akhara and gym hall	32 lac
		Toilet block in Panchayat ghar	1.5 lac
		Placement of RCC Benches	2.5 lac
6	Akehari Madanpur	Cremation ground	25 Lac
		Placement of RCC Benches	1.5 lac
7	Sasroli	Placement of RCC Benches	1.5 lac
8	Matanhail	50 bedded hospital	12 Cr
		Fodder shed in gaushala	60 Lac
		Placement of RCC Benches	1 Lac
10	Ladain	Placement of RCC Benches	1.5 lac
11	Amadal Shahpur	Placement of RCC Benches	0.5 lac
12	Dhalanwas	Placement of RCC Benches	0.5 lac
13	Sehlanga	Placement of RCC Benches	0.6 lac
14	Sunderheti	Placement of RCC Benches	0.6 lac
15	Salhawas	Cowshed	30 lac

(Source from JPL)

FINDINGS

1) School Infrastructures and Electrifications

In Jharli, infrastructure development was carried out at GGPS (Government Girls Primary School), including the construction of a toilet block. Additionally, a boundary wall was erected at GSSS (Government Senior Secondary School), and electrification was implemented in various government schools. In Jhamri, electrification was undertaken in government schools, and the school library underwent renovation to enhance its facilities.

Similarly, in Khanpur Kalan and Khanpur Khurd, toilet blocks were constructed in schools based on requests from the sarpanch (village head) and the school management.

Through these efforts, JPL actively contributes to improving the quality of education in the communities it serves, aligning its actions with the United Nations' Sustainable Development Goal 4 - ensuring inclusive and equitable quality education for all.



Infrastructural project in Schools

2) Waste Water Pumping Station



The establishment of the wastewater pumping station has received mixed reviews, with a majority of respondents expressing dissatisfaction. Some of the respondents suggested that the wastewater pumping station should be connected to the outlet drainage network, which would necessitate the development

of a 1.5-kilometre pipe for proper connectivity. Currently, there are concerns raised by some respondents about the station's functionality, as it was constructed with the purpose of wastewater management, but its performance has not met expectations.

3) Placement of RCC Benches

RCC benches have been installed in all the villages, with the exception of Khanpur Khurd. JPL (Jhajjar Power Limited) procured these benches and handed them over to the panchayat, allowing the panchayat to decide their placement within the respective



villages.

RCC Benches

During the interactions with beneficiaries of other projects, it was observed that these RCC benches are of good quality. However, one notable concern is that the name on the benches of JPL is written only in English, making it advisable to include the local language as well. This would help people understand which company provided the RCC benches, especially since there are other companies nearby involved in similar projects.

A specific incident in the village of Jharli caught the field staff's attention, where an RCC bench was placed at the former sarpanch's house. It's important to ensure that CSR(Corporate Social Responsibility) property is not placed on private property, and

there could be similar incidents in other locations as well. Thus, JPL needs to monitor and regulate the placement of these benches by the sarpanch. Implementing a standard protocol for bench placement in every village would be beneficial to maintain consistency and avoid potential issues in the future.

4) Water pumping station for cattle pond

In rural villages, where cattle rearing is a significant aspect of livelihood alongside farming, the construction of a cattle pond has proven to be highly beneficial for the farmers. With cattle being an essential source of income for the community, the provision of a dedicated pond offers a specific and convenient location where farmers can bring their cattle after their work in the fields. This strategic placement ensures that the cattle have access to water, reducing the burden on farmers and allowing them to focus on other essential tasks. The cattle pond not only serves as a vital resource for the well-being of the animals but also contributes to the overall efficiency and productivity of the agricultural practices in the villages. By addressing the water needs of the cattle, the construction of the pond has further strengthened the agricultural economy and improved the livelihoods of the farming community.

5) Cremation Ground

Upon the request of the sarpanch, JPL undertook the construction of crematoriums in three villages: Bajitpur, Khanpur Kalan, and Akheri Madanpur. These cremation grounds were fenced and equipped with solar lights. Following the completion of the project, it was handed over to the respective panchayats, who are now responsible for its maintenance.

In Bajitpur, the crematorium is located adjacent to a park and there were no



Cremation Ground

complaints regarding this arrangement, and the community members are actively using these facilities.

However, it came to the attention that despite having two or three crematoriums within the premises, there were still ashes found outside the designated areas. This indicates that caste-based discrimination might be prevalent in these villages, leading to certain castes receiving preferential access to the crematoriums, while others are relegated to open spaces within the boundary for cremation.

This observation raises concerns about the need for equitable access to cremation facilities, irrespective of caste or social status. Addressing these issues and promoting inclusivity in the use of crematoriums is essential to ensure that all members of the community can access these facilities in a dignified manner.

6) Solar lighting

JPL has successfully addressed the lack of light in the Cremation Ground and Khanpur Kalan's Sports Stadium using solar lighting solutions. The solar lights were also installed at Krishan Akhara, basketball academy and parks developed in and around the periphery regions of the plant. The implementation of solar lighting has been particularly beneficial for the Sports Stadium in Khanpur Kalan. However, during interactions with the beneficiaries, it was noted that the illumination provided by the solar lamps in the athletic stadium is not sufficient. Although the use of renewable energy is commendable, there is a suggestion to consider higher voltage lamps for future installations to ensure better lighting conditions in these locations.



Solar Lighting in Cremation ground, Krishan Akhara and Athletics Stadium

7) Sports Stadium

Khanpur Kalan's Sports Stadium stands as a meticulously maintained facility, unmatched by any other in the vicinity. Thanks to the support extended by JPL in its construction, the stadium has proven to be a game-changer for the athletes who get training here, with over 75 medals earned by them in the last year. Notably, the stadium also boasts an open gymnasium, further enhancing its appeal.

During the interaction with the athletes, it was found they were highly content with the stadium and its amenities. However, they did express a few specific requests. Foremost among them was the need for a water connection and a dedicated toilet building, especially for the female athletes who were facing difficulties due to the lack of proper facilities. Despite numerous discussions with the Panchayat regarding electricity connection, JPL was unable to secure it. However, JPL had allocated a budget for water connection in FY 21-22.



Athletics Stadium, Khanpur Kalan

In terms of improvements, there are opportunities to enhance the infrastructure. Athletes, particularly those involved in long jump and high jump, emphasized the importance of additional pits to support their training needs. Furthermore, several other requests were made, all aimed at elevating the stadium's capabilities and creating a conducive environment for sports enthusiasts.

8) RO water in anganwadi

Access to clean drinking water is an essential aspect of Sustainable Development Goal 6 (SDG 6). In response to the low water quality in the region, JPL took the initiative to provide a temporary RO water Can to the anganwadi. Recognizing the critical importance of clean water for the well-being of the children, JPL went a step further and permanently installed an RO machine in the Anganwadi. The region had been facing challenges with unsatisfactory water quality, leading to potential waterborne diseases among the children. With the implementation of the RO facility, the community can now benefit from improved water quality, mitigating the risks of water-related illnesses



and ensuring better health outcomes for the children. This intervention not only aligns with SDG 6 but also reflects JPL's commitment to enhancing the overall health and well-being of the community.

9) Overhead Water tank and pumping station

The construction of an overhead tank and pumping station in Khanpur Khurd proved to be a significant solution to the water availability challenges faced by households in the region. The establishment of this infrastructure ensured a more reliable water supply for the community. Additionally, a park was developed in the vicinity of the water tank, aiming to provide recreational space for the residents. Eventually, the park and water tank was handed over to the panchayat by JPL. However, the condition of the park did not meet expectations, as it was found to be overgrown with bushes and littered with many liquor bottles. Despite JPL's excellent construction quality, the maintenance of the park was not satisfactory. On a positive note, the pumping station's strategic proximity and the adequacy of the motor placed ensured efficient water distribution to the surrounding population.



Overhead water tank and pumping station, Khanpur Khurd

10) Park Development

Two park development projects were undertaken in Bajitpur and Khanpur Khurd. The park in Bajitpur is located adjacent to the cremation ground and has not yet been handed over to the panchayat. On the other hand, the park in Khanpur Khurd also

houses an overhead water tank. Despite being handed over to the panchayat, the condition of the park in Khanpur Khurd is in a sorry state, as it lacks maintenance and is littered with liquor bottles. In contrast, the park developed in Bajitpur is still maintained by JPL and presents a much better picture. Recently, more trees have been planted, creating a pleasant atmosphere in the area. During a visit, children were seen playing cricket, showcasing the park's active utilization. Additionally, a few RCC benches were thoughtfully placed, offering people a spot to sit and relax. The contrast between the well-maintained park in Bajitpur and the neglected one in Khanpur Khurd emphasizes the importance of continued efforts in maintaining and preserving these public spaces for the benefit of the community.



Community Park, Bajitpur

11) Krishan Akhara and Gym Hall

Haryana has long been renowned for its rich wrestling heritage, and JPL's sports promotion initiative has further bolstered this legacy. By extending their support to the Krishan Akhara and gym hall, JPL has demonstrated its commitment to nurturing sports talent in the region. The construction of the wrestling academy and gym hall was made possible through a 2-acre land lease from Mr. Kishan Kumar. Alongside the academy,

JPL also appointed a dedicated trainer to provide expert guidance and training to the aspiring wrestlers. This proactive approach has yielded impressive results, as four wrestlers from Krishan Akhara proudly represented India in the prestigious Asian Championship. To enhance the training environment, Apraava installed a solar floodlight and four air coolers for the beneficiaries. The Krishan Akhara serves as a comprehensive development center, offering wrestlers all the necessary facilities and resources to hone their skills.



Krishan Akhara, Khanpur Khurd

12) Toilet block in Panchayat Ghar

In line with the mission to promote the Swachh Bharat Abhiyan (Clean India Campaign), JPL took a proactive step by constructing a toilet within the premises of the Panchayat Ghar in Khanpur Khurd. This facility has proven to be immensely beneficial for both the panchayat officials working there and the visitors who frequent the panchayat office for

various needs. The availability of a clean and hygienic toilet has greatly enhanced the working environment for the officials and improved the overall experience for visitors. This thoughtful initiative by JPL not only contributes to the cleanliness and sanitation of the area but also aligns with the national objective of fostering a cleaner and healthier India.

13) Fodder shed in Gaushala

In 2018, JPL undertook the construction of a fodder shed in the gaushala of Matanhail. This facility served as a vital storage space for the fodder required to sustain the well-being of over 3000 cattles housed in the gowshala. As an added amenity, a few RCC benches were thoughtfully placed in the vicinity, providing a comfortable resting spot for visitors and caretakers alike.





Fodder Shed, Matanhail

The positive impact of this project extended beyond just storage, as it significantly contributed to the gaushala's financial sustainability. According to the Head of the gaushala, the revenue generated from selling milk and cow dung amounts to an impressive 32 lakhs per year.

14) Cowshed

A cowshed was built in Salhawas, providing significant support to the Gowshala, which is currently catering to more than 1000 cattle. The build quality is very good and it is serving the community who has a strong relationship with cow.



Cowshed, Salhawas

CONCLUSION

Over the past few years, JPL has undertaken numerous rural infrastructural projects across 16 villages. The impact of these projects has been profound, with all the beneficiaries expressing complete satisfaction with the infrastructure built by JPL. Each project has been meticulously planned and executed, resulting in fully functional and operating facilities that cater to the specific needs of the communities. While the projects have garnered overwhelming approval, JPL remains committed to continuous improvement. During the interviews with beneficiaries, valuable feedback and recommendations were gathered, which have been thoughtfully compiled in the recommendation chapter. These insights serve as valuable input for future projects, allowing JPL to further enhance and refine its initiatives to better serve the evolving requirements of the rural population.

Livestock Promotion Program

Project Details	
Implementing Agency	JPL
Duration of the Project	Since 2009
Cost of the Project	₹3,00,000 per Year
Total Number of Beneficiaries	Jharli, Khanpur Kalan, Bajitpur and Jhamri Villages
Project Status	Ongoing

BACKGROUND

JPL has undertaken a commendable effort to advance animal welfare and healthcare by organizing regular veterinary camps. Annually, the organization conducts two veterinary camps in each of the four villages (Jharli, Khanpur Kalan, Bajitpur and Jhamri) providing vital support to approximately 1400 to 1500 animals. These efforts benefit the animals and contribute significantly to empowering farmers in enhancing their animal-based livelihoods. Through these initiatives, JPL demonstrates a strong commitment to the well-being of both the agricultural community and their invaluable animal companions.

FINDINGS

Haryana is renowned for its thriving agricultural practices and flourishing livestock. A significant initiative was undertaken by JPL when they launched a project to conduct two veterinary camps in four peripheral villages surrounding the plant. These camps proved to be immensely beneficial for the community members, as the majority of them owned cattle, which served as a crucial source of income. The presence of retired veterinary doctors offering their services during these camps further enhanced their impact.



Veterinary camp conducted by JPL (Source from JPL)

The data indicates that the overwhelming majority (93.7%) of the beneficiaries confirm that the veterinary camp's frequency is twice a year. However, a small percentage, comprising 6.3% of the them, either lack knowledge about its frequency or are uncertain about it.

The camp offers a range of essential services to the community. These services include checkups, providing milk-yielding mixtures, offering fever medicine, medications for skin problems, and mineral mixtures. The diverse array of services cater to various health and nutritional needs, ensuring that the community members' well-being and livestock are adequately addressed during the camp.

Even though the camp wasn't happening during TISS's visit to the community, the beneficiaries expressed their profound happiness and satisfaction with the project. They gladly shared their experiences, explaining how the annual camps had greatly benefited them.

Awareness about Veterinary Camp

It was observed that the last veterinary camp took place a few months ago. Despite this gap, the majority (96.4%) of the community members are well-informed about the existence of the veterinary camp while very few (3.6%) were not aware of the program. Interestingly, this small percentage primarily comprises community members who do not own any livestock, possibly explaining their lack of awareness about the camp's importance.



Figure 4.1: Beneficiaries by awareness about the veterinary camp

Table 4.1: Distribution of beneficiaries by source of awareness about the veterinary camp

Source of Awareness*	Frequency	Percent
Interaction among community	244	96.4
Apraava/JPL	140	55.3

***Multiple choice**

Majority (96%) reported the interaction among the community members as their primary source of awareness about the camp. In the villages, the power of word-of-mouth is highly prevalent, and this program is no exception. Half (55.3%) of them also reported Apraava/JPL as their source of awareness.

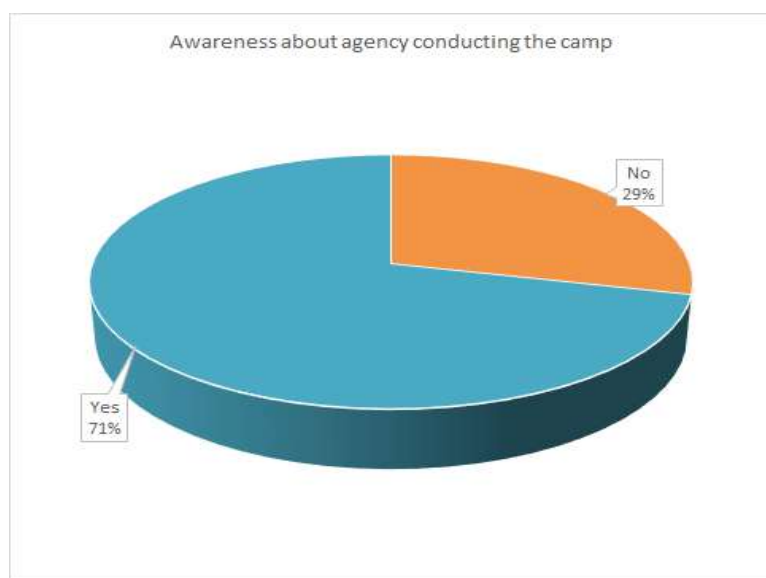


Figure 4.2 : Beneficiaries by awareness about agency conducting the camp

Majority (71%) of the beneficiaries are aware of the agency responsible for conducting these camps while more than one fourth (29%) believe that the camp is run by the government veterinary hospital themselves. To maximize the program's impact and ensure its benefits reach a wider audience, improving awareness and clarifying the organizing agency become crucial goals for

Apraava/JPL to achieve.

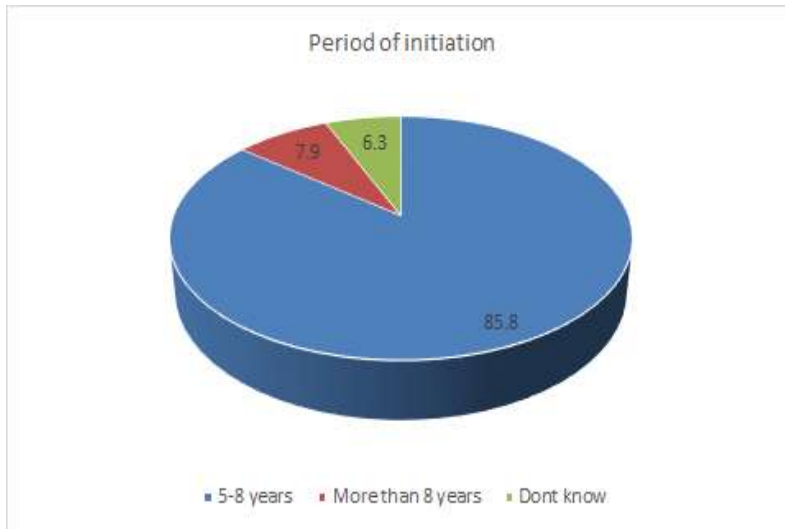


Figure 4.3 : Beneficiaries by awareness about period of initiation

According to the data, the majority of beneficiaries (85.8%), believe that the program was initiated between 5 to 8 years ago while less than one tenth (7.9%) of the beneficiaries confirmed that the program began more than 8 years ago. Very few(6.3%) of the beneficiaries were unaware of the program's initiation. These

findings reveal varying levels of awareness among the community members regarding the program's inception and its duration. Efforts to improve communication and outreach may be necessary to ensure broader awareness and inclusivity among the target population.

During the camp, the waiting time for each community member was impressively less than five minutes, ensuring swift access to the services. The majority of beneficiaries(77.1%) confirmed that the camp's duration lasted between 5 to 6 hours while less than one fifth (17.8%) of beneficiaries reported a slightly shorter camp duration of 3 to 4 hours. A small proportion(5.1%) expressed uncertainty about the timing but were still recipients of the program's benefits. Despite the

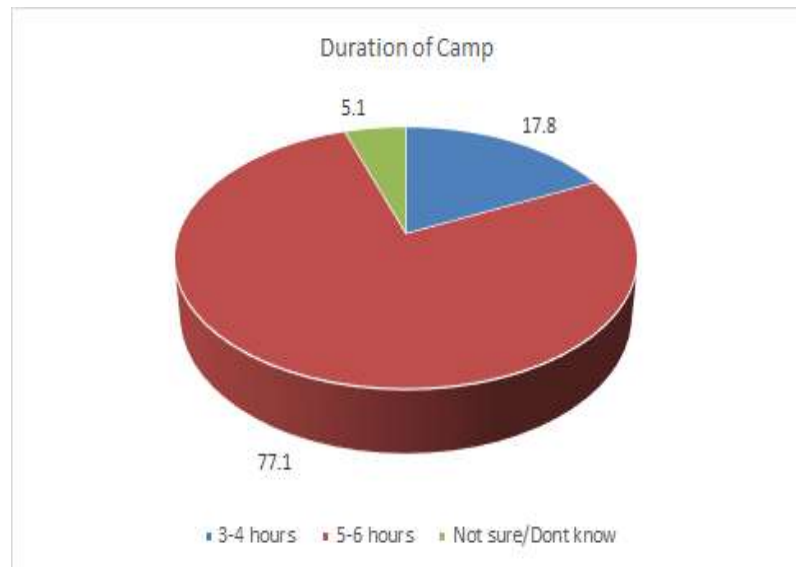


Figure 4.4: Beneficiaries by awareness about duration of veterinary camp

varying perceptions of the camp's duration, all beneficiaries were assured that a doctor would be present throughout the entire camp and available to provide their services. This assurance of continuous medical support contributed to the beneficiaries' satisfaction and overall positive experience during the camp.

Feedback and Satisfaction

Following data reflects the community's feedback and satisfaction levels regarding various aspects of the veterinary camp. The percentages represent the proportion of beneficiaries who expressed positive opinions on each factor.

- **Services offered during the camp:** More than three fourth (78.7%) of beneficiaries were satisfied with the services provided during the camp, indicating that the range of medical assistance offered was well-received by the community.
- **Attitude of doctors:** The overwhelmingly positive response from the majority (95.3%) of the beneficiaries reflects the community's high level of satisfaction with the doctors' demeanor and approach, suggesting that the medical professionals were courteous and respectful.
- **Attitude of para-medical staff / facilitator:** Majority (92.1%) of beneficiaries expressed contentment with the attitude of para-medical staff or facilitators. This shows that the supporting medical personnel exhibited helpful and caring behaviour.
- **Timing of the camp:** Majority (85.4%) of beneficiaries were satisfied with the camp's timing, indicating that the schedule was convenient and suited the community's needs since most of them are working in the fields.
- **Skill & competency of doctors:** All of the beneficiaries expressed satisfaction with the doctors' skills and competency, suggesting a high level of trust in the medical professionals' expertise.

- **Skill & competency of para-medical staff / facilitator:** The majority(88.5%) of beneficiaries were content with the para-medical staff or facilitators' proficiency, indicating that they were capable of providing competent assistance.
- **Medicines given by doctors:** Majority (90.5%) of beneficiaries were content with the medications prescribed by the doctors, reflecting the community's confidence in the treatment provided.
- **Medical advice by doctors:** Majority (90.1%) of beneficiaries expressed satisfaction with the medical advice given by the doctors during the camp, indicating that the guidance provided was valued and well-received.
- **Cleanliness of place:** The cleanliness of the camp venue received a perfect score, with 100% of beneficiaries expressing satisfaction. This suggests that the organizers maintained a clean and hygienic environment, which is crucial for a successful veterinary camp.

Overall, the data indicates that the veterinary camp was well-received by the community, with high levels of satisfaction across various aspects such as services, doctor and staff attitude, equipment quality, and medical expertise.

Table 4.2: Percentage distribution of beneficiaries by their satisfaction level

Aspects	Fully satisfied	Partially satisfied	Not satisfied	Uncertain
Services offered during camp	78.7%	17.4%	0.0%	4.0%
Attitude of doctors	95.3%	0.0%	0.0%	4.7%
Attitude of para medical staff / facilitator	92.1%	0.0%	0.0%	7.9%
Timing of the camp	85.4%	7.5%	0.0%	7.1%
Equipment used for medical examination	92.9%	0.0%	0.0%	7.1%
Skill & competency of doctors	100.0%	0.0%	0.0%	0.0%
Skill & competency of para medical staff /facilitator	88.5%	0.0%	0.0%	11.5%
Medicines given by doctors	90.5%	0.0%	0.0%	9.5%
Medical advice by doctors	90.1%	0.0%	0.0%	9.9%
Follow-up	89.3%	0.0%	0.0%	10.7%
Cleanliness of place	100.0%	0.0%	0.0%	0.0%

In addition to the reasons mentioned above, it is noteworthy that all of the beneficiaries are availing these services for two primary reasons: the better quality of service offered and the fact that it is provided free of cost. These compelling factors have made the program a preferred and accessible healthcare option for all, ensuring equitable access to essential medical assistance.

Table 4.3: Distribution of beneficiaries by reason for availing the services at the camp

Reason for availing the services*	Frequency	Percent
Better Quality of Service	253	100.0
Low/No fees	253	100.0
Accessibility issue to the nearest medical facility	116	45.8

*Multiple choice

Experiences of the Beneficiaries at the veterinary camp

Doctor's Communication: Majority (91.3%) of the beneficiaries confirmed that the doctor asked them to explain their health problem. This indicates that the doctors at the camp were attentive to understanding community member's concerns regarding their livestock.

Adequate Responses: Majority (82.6%) of the beneficiaries reported that the doctor responded adequately to their queries. This suggests that a significant portion of beneficiaries felt their questions were addressed satisfactorily, indicating effective medical interactions.

Physical Examination: Majority (86.2%) of the beneficiaries stated that the doctor performed a physical examination. This demonstrates the thoroughness of the medical assessments, ensuring comprehensive diagnoses.

Explanation of Illness: Three fourth (73.1%) of the beneficiaries mentioned that the doctor explained their livestock's illness or its cause. While a substantial percentage

was not satisfied as well. This indicates a scope for improvement in ensuring a clearer and more comprehensive approach.

Understanding of Doctor's Explanation: Two fifth (41.1%) of the beneficiaries felt that they understood what the doctor explained about their illness. This highlights the importance of enhancing communication and medical explanations to ensure better understanding to the illiterate community members in a way which will understand them.

Availability of Doctors: All the beneficiaries confirmed that doctors were available throughout the entire camp duration. This reflects a commendable commitment to providing continuous medical support and accessibility for beneficiaries.

Referral Services: None of the beneficiaries were referred to other healthcare centers. This may imply that the veterinary camp was equipped to handle a broad range of medical issues, reducing the need for external referrals.

Follow-up Services: None of the beneficiaries reported receiving follow-up services after referral. While this could indicate a lack of follow-up provision, it could also suggest that the camp provided comprehensive care on-site without requiring further assistance.

Accessibility of Health Care Services: None of the beneficiaries faced any problems in accessing healthcare services at the camp. This highlights the camp's success in providing smooth and efficient healthcare delivery, ensuring easy access for all attendees.

Treatment Refusal: No beneficiaries reported any refusal of treatment at the camp. This reflects an inclusive and non-discriminatory approach to delivering healthcare services, ensuring that everyone receives the necessary medical attention.

Table 4.4: Percentage distribution of beneficiaries by feedback

Sr.	Aspect	Continue in same manner	Continue with modifications
1	Objective of the camp	100.0	0.0
2	Facilities at the camp	47.8	52.2

3	Physical infrastructure	100.0	0.0
4	Timings of the camp	80.6	19.4

However, some valuable suggestions have been put forth. They recommend extending the camp's timing to a full day and increasing its frequency to quarterly, providing greater accessibility to the community. Additionally, the beneficiaries propose incorporating vaccination and testing facilities into the program, highlighting the need for further enhancements. These insights from the beneficiaries play a pivotal role in shaping the program's future, ensuring it remains highly effective and attuned to the community's evolving requirements.

CONCLUSION

The program has achieved an impressive level of satisfaction among all beneficiaries, with all the beneficiaries expressing contentment with its objectives. When it comes to the facilities of the camp, almost half (47.8%) of the beneficiaries believe that the program should be continued in its current form. However, half(52.2%)advocate for modifications in the facilities provided before continuing. Moreover, the majority (80.6%) of the beneficiaries are satisfied with the timing of the camp. Notably, the beneficiaries have found no challenges in availing the free-of-cost services conducted twice a year by JPL.

Crop Residue Management Program

Project Details	
Implementing Agency	CII-F
Duration of the Project	Since 2019
Cost of the Project	Rs 3.3 crore
Total Number of Beneficiaries	34 Villages
Project Status	Ongoing

BRIEF OF THE IMPLEMENTING AGENCY

The CII Foundation (CIIF) is dedicated to fostering inclusive development through effective and impactful collaborations among corporates, government bodies, experts, civil society, and communities. By harnessing CSR funds from companies, CIIF undertakes sustainable and high-impact social development projects in crucial areas such as climate change resilience, women empowerment, disaster management, and early childhood education.

One of CIIF's significant initiatives is the Crop Residue Management Initiative, aimed at promoting sustainable agricultural practices and addressing the issue of crop residue burning in villages of Punjab and Haryana. With support from various stakeholders, including Punjab Agricultural University, Punjab Pollution Control Board, and the Department of Agriculture and Farmer Welfare, Government of Punjab, the initiative strives to eradicate the practice of stubble burning in the adopted villages, creating a positive impact on the environment and agricultural practices.

BACKGROUND

Apraava Energy comprehends and recognizes the threats posed by climate change, leading it to design community-oriented initiatives aimed at confronting this challenge. The issue of crop residue burning has emerged as a critical challenge in the North-western states of India, particularly in Punjab and Haryana. This practice negatively impacts public health, the environment, and soil productivity. Recognizing the gravity of the situation, CII Foundation and Apraava Energy joined hands in 2019 to confront this issue head-on.

This collaborative effort has led to the inclusion of 34 villages in this transformative initiative, with a significant investment of INR 33 million dedicated to the cause. At its core, the project employs a comprehensive approach that starts from the grassroots level, aiming to build trust and motivate farmers to abandon conventional burning methods in favor of adopting sustainable agricultural practices.

CII Foundation and Apraava Energy are working together on the ground to combat air pollution issues among farmers. Their joint focus encompasses raising awareness, offering training, and promoting the adoption of sustainable agricultural techniques. This initiative embodies a multi-stakeholder strategy, uniting diverse sectors of society, government agencies, and technical partners in a concerted project.

Apraava Energy is proactively addressing air pollution through the implementation of the Crop Residue Management program in specific districts of Haryana. The program places emphasis on promoting the 'zero stubble burning approach' by closely collaborating with farmers' clubs. This collaborative effort seeks to induce behavioral changes and motivate farmers to embrace advanced technological solutions.

The key actions undertaken include establishing a repository of technological tools, providing training to facilitate behavioral shifts, and exploring locally relevant *ex-situ* alternatives for effective straw management.

OBJECTIVE OF THE PROJECT

The objective is to provide end-to-end support to the farmers with an objective to shift them from stubble burning practice to sustainable ways of stubble management; exploring and implementing locally suitable *in-situ* and *ex-situ* solutions; conducting farmer training and most importantly, providing farm technological tools.

FINDINGS

Topic: Understanding the impact of the CRM project implemented by Jhajjar Power Limited through their Implementing Agency - CII Foundation

District: Jhajjar

FGD I: Village: Godhari

This focussed group discussion was conducted to understand the impact of Crop Residue Management project implemented by JPL in the village in collaboration with CII Foundation. The group reported receiving the tools and machinery from CIIF. The tools

provided by CIIF helped in increasing the yield of the land. However, as per the group, the tools given to them are less as compared to the total number of household(350). It



is not even accessible to everyone. It is kept outside the ex-sarpanch's house. Group highlighted that CIIF gave training on how the tools operate. Other than providing the tools, CIIF did not conduct any camps or programmes to spread the awareness about the burning of crop residue.

FGD in Godhari, Jhajjar

FGD II: Village: Pahadipur

The group reported receiving the tools from CIIF. They received one super seeder and one rotavator in 2020. The tools are kept with the members of the Farmers Organization and are accessible to the villagers free of cost. The tools provided by the CIIF helped the farmers to increase the yield of their land. With respect to the crop residue, the villagers reported selling the residue or putting it in their land as fertilizers. They don't burn the crop residue at all. Group mentioned getting one training on how to operate the tools and CIIF took them to Kisan Mela in Hisaar. CIIF has not



FGD in Pahadipur, Jhajjar

conducted any other awareness camps or training programmes in their village. The

farmers reported that they are yet to receive the certificates for the training that they took part in. There is no awareness about JPL or Apraava at all. The group requested for more tools and also some subsidy on pesticides and fertilizers.

FGD III:Village: Achej



FGD in Achej, Jhajjar

The group reported receiving the tools from CIIF. They received one super seeder, mulcher and one rotavator in 2020. The tools are kept with the members of the Farmers Organization and are accessible to the villagers at the rate of Rs 200/ acre for the rotavator and Rs 1200/ acre for the super seeder. The tools

provided to them increased the yield of their land. Mulching helped in distributing the seed evenly in the field. With respect to the crop residue, the villagers reported selling the residue to the Boiler factory. The group mentioned getting one training on how to operate the tools, and CIIF took them to Kisan Mela in Hisaar once. CIIF have not conducted any other awareness camps or training programmes in their village. The farmers reported that they are yet to receive the certificates for the training they took part in. There is lack of regular monitoring from CIIF. There is no awareness about JPL or Apraava at all. The group requested more tools and subsidies on pesticides, seeds and fertilizers.

When TISS team went for the household surveys in all the three villages in Jhajjar district, farmers were not willing to participate in the survey. Farmers refused to respond stating that they have not received any benefits so why should they waste their time answering the questions. The farmers from Godhari village in Jhajjar reported during

household survey that there is monopoly in the distribution of the tools and machineries.



Super Seeder and Happy Seeder donated by CII-F

"Donating tools to the villagers is very good. However, the company should also monitor whether it is accessible to everyone or not"-

Farmer, Godhari, Jhajjar

The tools should have been kept at some common place and not at Sarpanch's house. The Sarpanch is only providing the tools to his known people. CIIF does not monitor or keep the track of the whereabouts of the tools.

In case of the other villages Achej and Pahadipur, it is kept with the members of the Farmers Producer Organization and is accessible to everyone at reasonable rate or free of cost. Overall, apart from giving the tool no awareness programmes regarding crop

burning, biomass management, fertilizers etc has been conducted by CIIF in these three villages .

District: Rohtak

Interaction with the Community Members : Village: Dhamar, Kanhni 7.5, Kanhni 12.5, Ladoth, Bhayapur, Basantpur



Interaction with the Community Members in Dhamar, Rohtak

In Rohtak district, six villages are under Crop Residue Management Programme. In this interaction, representatives from these villages were present. The group reported receiving the tools from CIIF. They have 13-Rotavator, 8-Super Seeder, 6-MB Plough, 2-Mulcher, 2-Happy Seeder, 2-DSR and 8-Drill Machine. All these machinery are kept in front of the house of the head of The Bharat Multipurpose Co-operative Society. The tools are made available to them at the rate of Rs 200/ hour for Super Seeder and Rs 100/hour for other machinery. The revenue generated is used for the maintenance of the tools and for the caretaker's salary. The group reported that the machinery increased the yield of their land at less cost. Post 2019, farmers have stopped burning the crop residue and have started using it as fertilizers, fodder or selling it to the factories. Group

reported receiving training on how to operate the tools. There were no awareness camps or training programmes related to Biomass management, fertilizers or pesticides conducted by CIIF.

"The tools donated by CIIF helped in increasing the yield of the farm and reduced the farm expenses".-

Community Members, Dhamar, Rohtak

When the TISS team went for a household survey in these villages, the picture was altogether different. Farmers informed that the tools are not accessible to everyone. The charges are also high. Instead of charging on acre wise they charge hourly, which is not feasible and affordable to them. Apart from the rent, farmers have to pay for the repair also. Apart from the wall paintings, CIIF does not do any monitoring of the tools or conducted any kind of awareness camps among the farmers.

"We were told that the rent collected by us for the tools is given to the CIIF".-

Farmer, Dhamar Village , Rohtak

District: Sirsa

Interaction with the Community Members: Village: Sultanpuria

The group reported receiving 1- super seeder, 1-rotavator, 1-Mulcher from CIIF in 2020. It is kept at the house of the Head of the Manasvi Farmers Association. The tools are made available to the villagers free of cost. The tools provided to this village are less as compared to the number of households.



Biogas Plant,Community Members in Dhamar, mulcher and Crop residue stock(anticlockwise)

CIIF have not conducted any awareness camps in this village. Although they have stopped burning the crop residue, there is no proper arrangement or any solution provided to them on how to dispose of the crop residue. Crop residue is in high quantity in this district. Even after keeping it for fodder and fertilizer, crop residue in large quantities is left in the field.

The group requested that Baler machine may be provided to them. Baler makes the crop residue easier to store and transport. It helps in saving time , space and money as it reduces the total amount of waste by 80%. Still there are some farmers especially small land holders burn the crop residue. When the team went in the villages for the household surveys similar responses were provided.



Interaction with the Community Members in Sultanpuria, Sirsa

Village: Bharoliyawali

"A staff (who used to work for CII-F) from CII-F was one man army, who made sure that villagers are not burning any residue. Even today villagers remembers him very fondly. If he is in the village, no one dared to burn any crop residue".-

Community Members, Bharoliyawali, Fatehabad

The group reported receiving 2- super seeders, 1-Rotavator, 1-Mulcher from CIIF. 90 per cent of the villagers have their machinery. So these tools are provided to whoever needs them free of cost. The group reported that the foundation discussed farmer's need and provided these tools. However, these tools are not of good quality. They should have consulted the farmers before purchasing the tools. The group reported that 10 per cent of the villagers are still burning the crop residue. These are small landholders. Since there is no proper management or arrangement to dispose of the residue, their last resort is to burn it. Since they are small landholders, stocking crop residue takes away space, so they burn it. The group reported that one ex staff from CIIF made sure that

farmers are not burning the crop residue. He would explain and would not let farmers burn the residue at all. After he left, CIIF monitoring was reduced. They are not as active as compared to earlier. The amount of reach he had in the village and the ground-level work that was done was commendable. Nothing of that sort is happening now.

"In our village, crop residue is in high quantity. Although we have stopped burning the stubble but there is no arrangements for disposing off the crop residue. Hence the small land holders many a times burns these residue". -

Community Member, Bharoliyawali ,Sirsa

District: Fatehabad

Village: Maghawali

The group reported receiving tools from CIIF. They received 2- Baler, 2-Zero Drill, 2-



Rotavator in 2018 and 6- Zero Drill, 9-Super Seeder, 4-Rotavator and 2- Mulcher in 2020. The tools are used by the farmers in 12 villages.

The maintenance is taken care of by the members of the Fatehabad Kisan Parali Management Society. They charge

Rs 1500/- acre for super seeder and other tools are free of cost. It is the registered society and has one representative from each village. With the help of this registered society , the farmers are spreading awareness around the villages.



Tool, Interaction with the Community Members, Biogas Plant in Maghawali (Anticlockwise)

The group reported that CIIF conducted training twice to explain to the farmers how to operate the tools. CIIF also conducted awareness programmes in schools to sensitize the community through children. In Maghawali village, CIIF planted one biogas plant as a pilot study. The group reported that their association also started awareness camps among the villages. Although Maghawali village is a stubble burn free village, surrounding village farmers still burn the crop residue. They are mostly small farmers, who do not have space to stock the crop residue and hence burn it. Farmers from Maghawali village sell the crop residue at the rate of Rs 179 per quintal to the plant in Bhuna. For the past two years that residue or 'Parali' that was sold to the Bhuna plant is still lying there. There is no solution to the crop residue.

"Our village is stubble burn free village. With the help of our farmers association and also CIIF, we are spreading awareness to our nearby villages also"-

Farmers Club Members, Maghawali, Fatehabad

Village: Bhunra

The group reported receiving one 1- super seeder from CIIF in 2021. It is kept at the house of the Head of the Agricultural association . The tools are made available to the villagers at the rate of Rs 1500/ acre with tractor. The tools provided to this village are less as compared to the number of households. CIIF have not conducted any awareness camps in this village. The group reported 40-50 percent of the villagers are still burning the stubble. They said most of the tools are kept in the Maghawali village which is far from their place and hence these people are not getting the benefits. They reported that CIIF people visits Maghawali village only and does not try to understand the ground reality.

CONCLUSION

Crop residue burning has emerged as a significant concern in the North-western states of India, particularly in Punjab and Haryana, posing threats to public health, the environment, and soil productivity. Upon conducting surveys, it was evident that the promotion of the programme by CII Foundation had not reached everyone, with only a few affluent farmers being aware of it. The low level of participation in awareness campaigns and workshops calls for a change in CII's approach. A door-to-door campaign may be necessary to address this issue effectively. Additionally, the distance of the JPL Plant from other sites, except in Jhajjar, has hindered monitoring efforts, requiring a more effective strategy.

CSR Intervention 03

Healthcare and Sanitation

Communities
Mobile Health Outreach Program
Dental Unit Mmu Mobile Medical Unit
50 Bed Hospital Helpage
Construction
Mobile Medical Unit Wards
Covid 19 Support Facility Mmu
Multispecialty Hospital Pharmacy
Secondary Care Hospital
Operation Theatre

Construction of Multispeciality Hospital

Project Details	
Implementing Agency	Jhajjar Power Plant
Duration of the Project	2017
Cost of the Project	12Cr
Total Number of Beneficiaries	54 Villages
Project Status	Completed

BACKGROUND

During a political rally, the Chief Minister of Haryana announced the establishment of a G+3 structure 50-bed secondary care hospital in Matanhail block. JPL has taken up this project as part of its CSR activities.

In 2017, a significant milestone was achieved with the construction and handover of a 50-bed secondary care hospital in Matanhail block to the Health Department, Government of Haryana. This modern facility boasts a G+3 structure and is equipped with essential amenities, including a dental unit, X-ray room, operation theatre, pharmacy, and comprehensive outpatient departments (OPD) and wards. The hospital was constructed as a beacon of healthcare excellence, poised to serve the community's medical needs and improve the region's overall well-being.

FINDINGS

Initially, the hospital served as a primary health centre, but it has since been upgraded to a 50-bedded civil hospital through the efforts of the CSR activities of JPL, which provided all the necessary infrastructural facilities. However, despite these improvements, the government has not appointed new doctors and staff to be added to this hospital. As a result, the hospital continues to operate with the same staff that was present during its time as a PHC. Currently, the hospital functions in the fields of Gynecology, Dental, and Outpatient Departments (OPD). The OPD operates from 8 am to 2 pm during summer and from 9 am to 3 pm in winter, catering to an average of 100 patients daily.

During the interactions with the patients, half (50%) of the beneficiaries reported coming from a distance of 2 kilometers away from the hospital, while less than one third (31% of) beneficiaries traveled less than 1 kilometer to reach the hospital. And only one fifth (19%) traveled a distance of 1-2 kilometers. This disparity is disheartening, considering the fact that the civil hospital has the potential to serve as

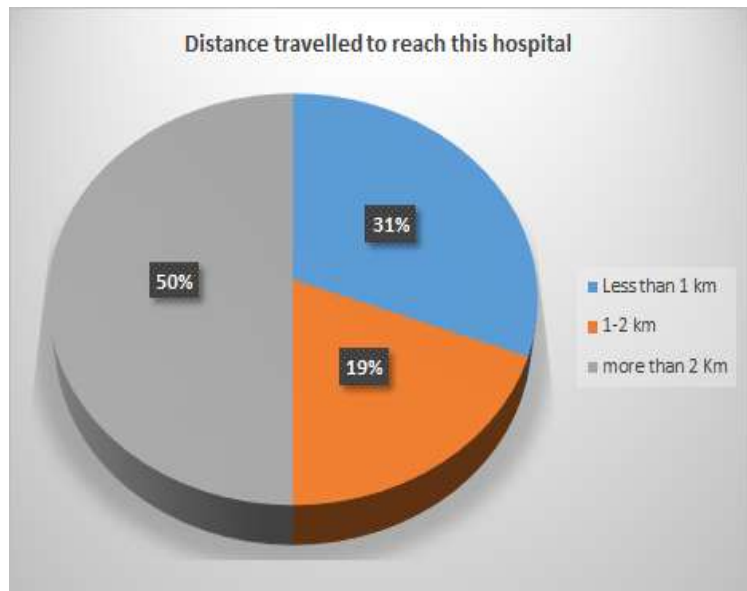


Figure 6.1: Beneficiaries by distance travelled to reach the hospital

many as 54 villages in the vicinity. The hospital boasts infrastructure, but the lack of medical professionals, including doctors and para-medical staff, poses a considerable challenge in meeting the healthcare needs of the communities it is meant to serve. Addressing this critical issue and ensuring adequate staffing and medical resources could significantly improve access to healthcare and bring much-needed relief to the beneficiaries, many of whom currently face long and arduous journeys to seek medical attention in Jhajjar civil Hospital which is 30+km away.

Patients predominantly seek treatment for acute gastro issues, asthma, diabetes, constipation, TB, hypertension, fever, cold, and cough. Unfortunately, the hospital faces limitations due to single-phase electricity, preventing the use of machinery requiring higher voltage, such as X-ray machines, dental equipment, ultrasound machinery etc. Consequently, the hospital's capacity to serve the community effectively is hindered. With the potential to cater to 1 lakh patients annually, around 54 villages could benefit from proper functioning.

During the interactions with the beneficiaries, it became evident that a significant portion of them sought medical attention for specific health concerns. Half (52.4%) of the beneficiaries visited the hospital for complaints related to cough and cold, reflecting

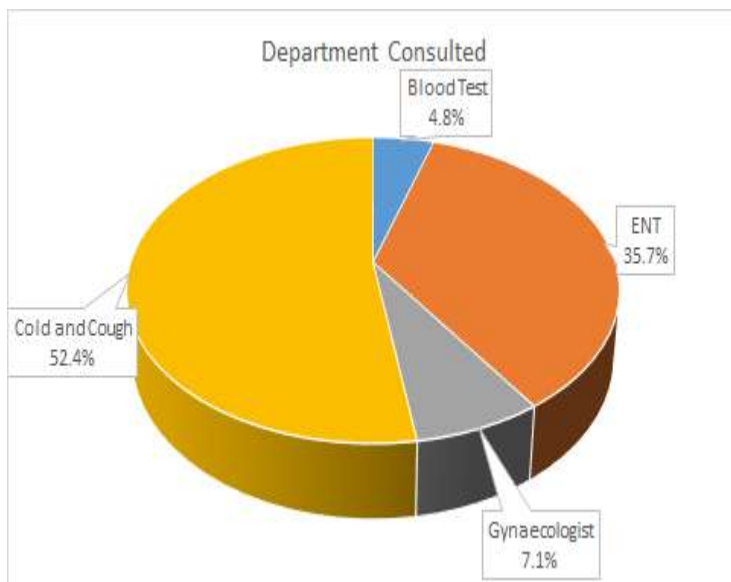


Figure 6.2: Beneficiaries by departments they consult

a prevalent issue in the community. More than one third (35.7%) of the beneficiaries reported visiting the hospital for ENT issues. Less than one tenth (7.1%) of the beneficiaries reported to consult the Gynaecological department indicating a notable number seeking specialized care in this area at Jhajjar hospital which is 30+ km due to lack of ultrasounds and lack of scanning

facilities. Very few (4.8%) of them came for routine blood tests which might be prescribed by local PHC or the doctors here in the hospital.

Majority(78.6%) of the beneficiaries expressed that they regularly visit the hospital for general check-ups while one fifth (21.4%) of them reported not being regular in their hospital visits, potentially highlighting the need for expanding the services provided in the hospital. It was heartening to note that all the interviewed beneficiaries were well aware that the hospital was built and supported by JPL, reflecting the positive impact of the organization's efforts in healthcare provision.

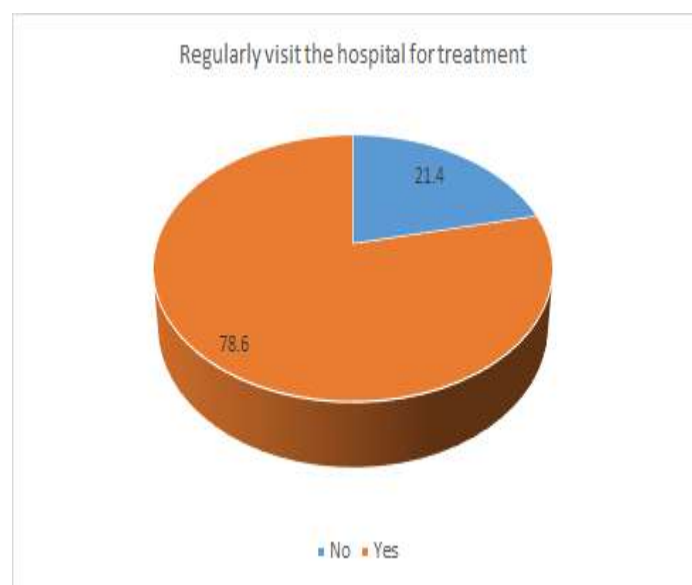


Figure 6.3: Beneficiaries by whether they regularly visit the hospital

Notably, the hospital's treatment services are offered free of cost, making quality healthcare accessible to all members of the community. Moreover, only a nominal charge of Rs 5 is levied for

issuing a card, further facilitating seamless access to medical services for the beneficiaries.

The hospital has garnered a high level of satisfaction among the beneficiaries, with an impressive majority (83.6%) expressing contentment with the treatment they received. This positive sentiment extends to the doctor and staff behavior, with more than three fourth (78.6%) of the beneficiaries showing satisfaction in this regard, highlighting the compassionate and professional approach of the healthcare team. Interestingly, it was revealed that almost two third(61.9%) of the beneficiaries do not have access to any other hospital in their area, underscoring the hospital's crucial role in providing healthcare services to a large underserved population while two fifth(38.1%) of the beneficiaries mentioned the availability of another hospital facility near their homes, further accentuating the importance and value of the hospital established by JPL.

Table 6.1: Percentage distribution of beneficiaries by satisfaction level

Satisfaction	Very Satisfied	Satisfied	Not at all Satisfied
Treatment at the hospital	83.3	11.9	4.8
Doctor/Staffs behaviour	78.6	21.4	0.0



50 bedded multi speciality hospital, Mantanhail

While patients expressed satisfaction with the medicines and treatments provided, the absence of facilities for various tests and X-rays is a notable concern. Even the availability of scanning for pregnant women is hindered due to a lack of electricity and experienced staff. The current medical staff comprises nine Medical Officers and one Senior Medical Officer, all possessing only MBBS degrees. The absence of specialist doctors remains a significant challenge. However, the staff is optimistic that they can attract more specialized doctors to the hospital with resolved electricity issues.

During the visit, the hospital administration pointed out roof leaks that are causing damage to the building, requiring attention. Addressing both the electricity and infrastructure issues

holds the potential to restore the hospital to its full capacity. Notably, the Emergency Department also suffers from electricity problems, emphasizing the need for prompt solutions.

CONCLUSION

The hospital was meticulously constructed and handed over to the government. However, due to the government's negligence, the hospital was not operating at its full capacity. The beneficiaries expressed satisfaction with the available doctors for general checkups. However, for serious ailments, they had to travel to hospitals in Jhajjar, which is over 30 km away, or a medical college in Rohtak.



Mobile Health Out-Reach Program

Project Details	
Implementing Agency	HelpAge India /Wockhardt Foundation
Duration of the Project	Since 2011
Cost of the Project	₹30,00,000
Total Number of Beneficiaries	14 Villages
Project Status	Ongoing

BACKGROUND

Since 2011, Jhajjar Power Plant Ltd (JPL) has been actively involved in providing preventive healthcare services to populations residing in remote, inaccessible, unserved areas through the Mobile Healthcare Unit (MHU) initiative. In collaboration with Wockhardt Foundation, the MHU has been serving the surrounding villages, catering to the healthcare needs of vulnerable groups, including the elderly, women, and children. However, starting in September 2022, the implementation of this vital project has transitioned to HelpAge India.

The MHU team comprises a Doctor, Pharmacist, Social Protection Officer and Driver, all working cohesively to deliver crucial medical services to the communities. This includes providing essential medicines and offering health campaigns in the community. With a focus on accessibility and reaching the doorstep of those who need it the most, this project aims to bridge the healthcare gap and enhance the well-being of marginalized sections of society. The collaboration with HelpAge India for the MHU project is presently set for two years, further reinforcing JPL's commitment to improving the overall health and quality of life for vulnerable populations in the region.

BRIEF OF THE IMPLEMENTING AGENCY

HelpAge India is a secular, not-for-profit organization in India, registered under the Societies Registration Act of 1860. Set up in 1978, the organization works for 'the cause and care of disadvantaged older persons to improve their quality of life' HelpAge envisions a society where the elderly have the right to an active, healthy and dignified life. It recently became the first and only Indian organization to be honored with the 'UN Population Award 2020' for its exemplary work in the field of ageing, relief efforts work during the Covid-19 pandemic and recognition of the organization's outstanding contribution to population issues and efforts in the realization of older person rights in India.

The organization's programs are focused on direct interventions in the areas of Healthcare (mobile healthcare units, cataract surgeries), Agecare (helplines, senior citizen care homes and daycare centres, physiotherapy), Livelihoods (elder-self-help groups; linkages with government schemes), Disaster Response (e.g. covid19 relief response), as well as Advocacy and Awareness on rights and policies relating to elders.

FINDINGS

HelpAge commenced its operations on September 01, 2022, with the Medical Healthcare Unit (MHU) being staffed by an MBBS physician along with a pharmacist and project officer. The MHU operates daily from 9 am to 5 pm, Monday to Saturday, providing a total of 8 hours of service each day. The MHU serves Khanpur Kalan, Khanpur Khurd, Jharli, and Bajitpur twice weekly. The age range of patients seeking assistance varies from 5 to 80 years and above, with two third (65%) of the beneficiaries being women. On a daily basis, around 80 patients receive medical attention through this MHU. Common health conditions treated include Arthritis, Flu, Cough, Allergies, Blood Pressure, Constipation, Gastric issues, and Eye dryness. All necessary medicines are procured by the project officer through HelpAge's centralized medicine procurement portal, following requests from the doctor and pharmacist. Typically, a two-month stock of medicines is available, with orders taking around two weeks to arrive. The community is now well aware (90%) of every village's MHU operational schedule. The majority of people express satisfaction with the medical services provided. However, due to financial constraints, some community members are unable to afford blood tests or prescribed medical examinations for their prolonged diseases.

The MHU also offers blood sugar testing, blood pressure monitoring, and hemoglobin tests. One of the main challenges of the MHU is the indifferent attitude of some villagers, as they tend to demand specific medicines without considering their actual medical needs and sometimes show impatience while waiting in queues for their turn. Despite these challenges, HelpAge's MHU strives to provide essential healthcare services to its communities.



Awareness camp, beneficiary holding the health card, Mobile Healthcare Unit with beneficiaries(anticlockwise)

Table 7.1: Daily chart of MHU's Schedule

Day	Places
Monday	Khanpur Kalan, Khanpur Khurd, Bajitpur
Tuesday	Jharli, Sunderheti, Ladain
Wednesday	Jhamri, Dhalanwas, Sehlanga
Thursday	Khanpurkalan, Khanpur Kurd, Bajitpur
Friday	Jharli, Sasroli
Saturday	Akheri Madanpur, Amadal Sahpur

SOCIO -ECONOMIC PROFILE

The Socio-Economic Profile offers valuable insights into household data, encompassing various essential factors such as family type, size, religion, caste compositions, age distribution, educational attainment, and occupations. In particular, the statistical data concerning economic conditions serves as a crucial benchmark for gauging the development level of a community. This profile delves into aspects like possession of identification cards and annual income, painting a comprehensive picture of the beneficiaries' economic standing. By combining these diverse elements, the Socio-Economic Profile provides a holistic overview of the community's well-being and offers vital information for informed decision-making and targeted interventions.

DEMOGRAPHIC ASPECTS

Gender

A total of 429 beneficiaries were interviewed for the Mobile Health Outreach program across 12 villages. Among the interviewed beneficiaries, half (54.3%) were male, while the less than (45.7%) were female.

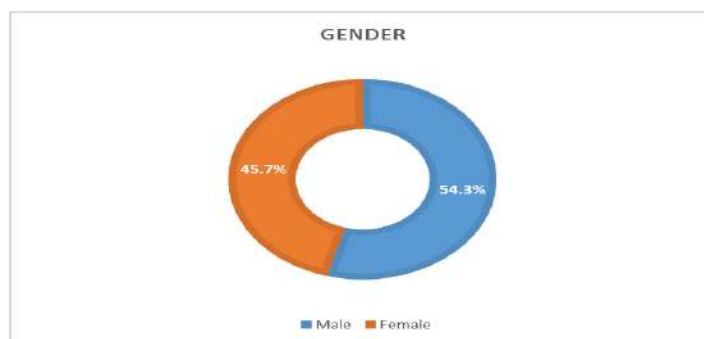


Figure 7.1: Beneficiaries by gender

Age Composition

The data reveals that one-fourth (26.9%) of the MHU beneficiaries belong to the 60 and above age group. One-fifth (20.5%) of the beneficiaries belong to the age group 51-60 years, followed by beneficiaries from 31-40 years(19.3%). The data clearly shows that most of the beneficiaries of the MHU belong to the 50 and above age group. The mean age of the beneficiaries of the MHU is 49.3 years.

Table 7.1: Distribution of the beneficiaries by age

Age (in Years)	Frequency(N=429)	Percent
10-20	17	4.0
21-30	47	11.0
31-40	83	19.3
41-50	79	18.4
51-60	88	20.5
60 and above	115	26.9
Mean Age	49.3 years	

Marital Status

The marital status data reveals that a significant majority (84.8%) of the interviewed beneficiaries were married, while one tenth (9.8%) were unmarried, and 5.1% were widows or widowers.

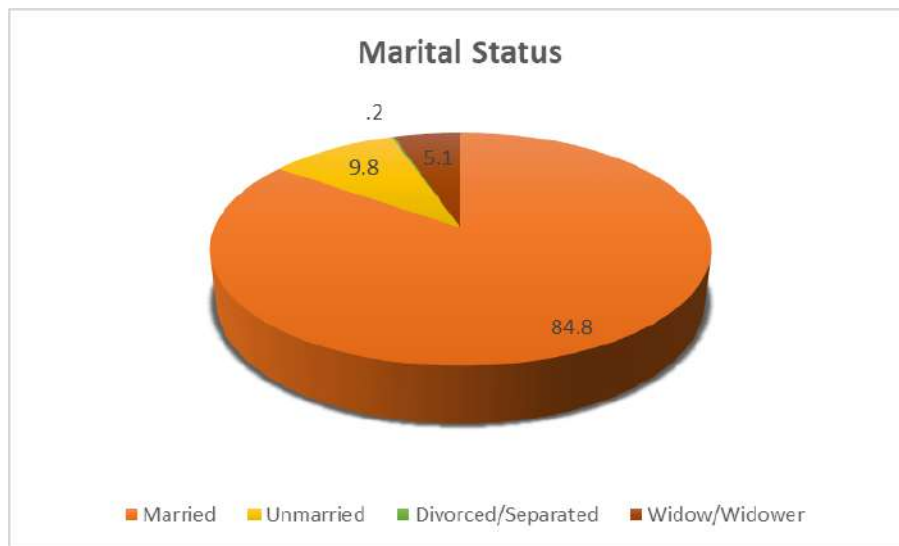


Figure 7.2 : Beneficiaries by their marital status

"Van will come to our doorstep weekly, then why we need to go to a hospital which is very far? Medicines are very effective."

Beneficiary, Jhamri

Religion and Caste

Among all the villages surveyed, it was found that all the interviewed beneficiaries belonged to the Hindu religion. Regarding caste distribution, approximately half of the beneficiaries (50.5%) identified themselves as belonging to the General category (Jats) while one third (33.6%) reported being from the Scheduled Caste, and more than one tenth (15.4%) identified as part of the Other Backward Class. Only a small fraction (0.5%) of the them reported belonging to the Scheduled Tribe category.

Table 7.2: Distribution of the beneficiaries by Religion and Caste

Religion	Frequency(N=429)	Percent
Hindu	429	100.0
Caste(N=429)		
General	217	50.5
Scheduled Caste	144	33.6
Other Backward Class	66	15.4
Scheduled Tribe	2	0.5

Type of Family and Family Size

After engaging with the community members, it was found that almost three fourth (72.7%) of the beneficiaries in all the surveyed villages live in joint families, while the more one fourth (27.3%) reside in nuclear families.

The data further reveals insights into the family sizes of the beneficiaries in the study area. Approximately half (49.7%) of the beneficiaries come from families consisting of 5-7 members. More than one fourth (27.5%) mentioned having 2-4 members in their families, and almost one-fifth (18.6%) stated that their families comprised 8-10

members. The average family size is 5 in these villages. Interestingly, when one member of a family becomes aware of the MHU and its provided services, the entire family is more likely to benefit from its services, highlighting the positive ripple effect of knowledge dissemination within families.

Educational Status

The analysis of the educational status reveals a concerning finding that nearly half (44.5%) of the interviewed beneficiaries are illiterate. Approximately one-fifth (21.7%) completed their secondary level education, while more than one tenth (14.7%) achieved their primary education. The percentage of individuals who completed their SSC (Secondary School Certificate) stands at 9.3%, and graduates constitute just 7.0%. It is worth noting that a mere 0.5% of the beneficiaries have achieved a Post Graduation level of education. This data emphasizes the need for targeted educational initiatives and interventions to uplift the educational attainment levels within the community.

Table 7.3: Distribution of beneficiaries by education level

Education	Frequency(N=429)	Percent
Illiterate	191	44.5
Primary	63	14.7
Secondary	93	21.7
SSC	40	9.3
HSC/Inter	9	2.1
Graduate	30	7.0
PG	2	0.5
Eng/Medical/Arch	1	0.2

Occupational Status

Given that Haryana is the second-largest contributor to India's food grain production, it is notable that one third (34.5%) of the interviewed population identified as farmers, with the majority being male members. Additionally, one fifth (20.3%) of beneficiaries were

housewives responsible for managing households and livestock. More than one tenth (11.2%) were skilled or unskilled workers while one tenth (10.7%) of beneficiaries cited physical limitations due to age or other factors, rendering them unable to work. Another 8.2% found employment in either government or private sectors, Meanwhile, 3.3% were pensioners, and 2.8% were daily wage earners. This diverse employment profile illustrates the varied economic activities and livelihoods within the surveyed population.

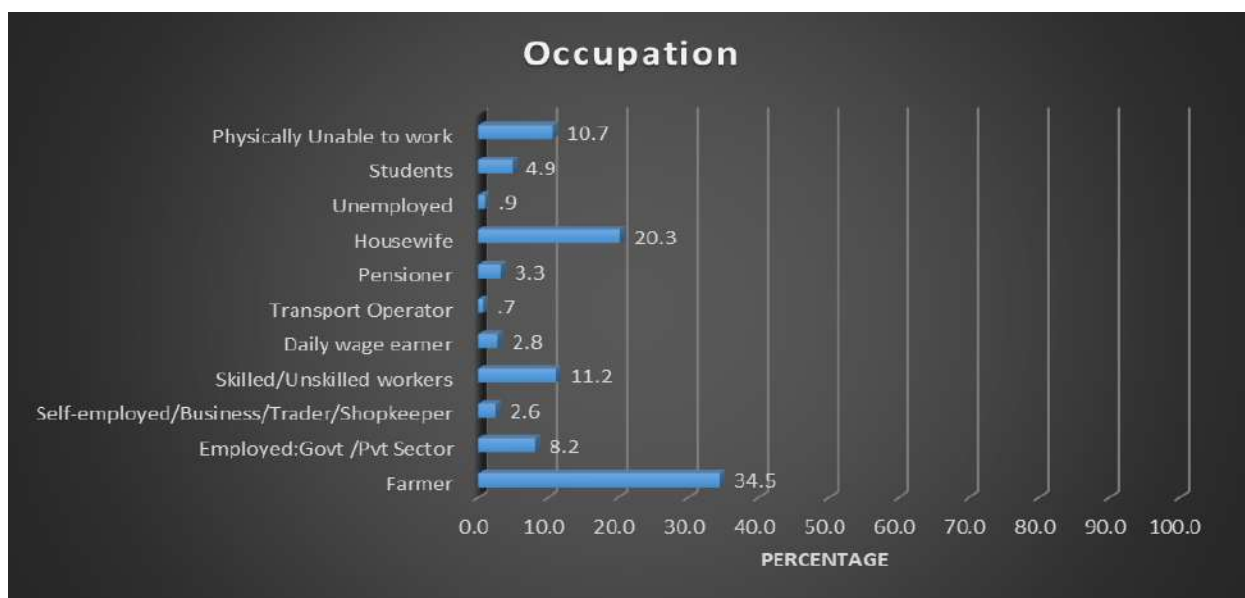


Figure 7.4: Beneficiaries by their occupation

Proof of Identification

During the field visits, beneficiary assessments were conducted by inquiring about the various identity documents they possessed. HelpAge India requested beneficiaries to bring any form of identity cards during the registration process. Upon verification, beneficiaries were issued a specific card. Majority (97.2%) of the beneficiaries reported to have an Aadhar Card. Three fourth (77.2%) stated having a Voter Id Card followed by less than two third (61.3%) having a Ration Card. Two fifth (41%) reported having a Pan Card while one fifth reported having a BPL Card (20.3%) and Driving License (18.4%).

Table 7.4: Distribution of the beneficiaries by proof of identification

Documents	Frequency	Percent
Voter Id Card	331	77.2
PAN Card	176	41.0
Aadhar Card	417	97.2
Ration Card	263	61.3
Driving License	79	18.4
BPL Card	87	20.3

Annual Income

During the interactions with the beneficiaries, assessments of their annual income was conducted to better understand their financial status. The following are the key findings from the assessment:

Income Distribution:

- One third (33.6%) of the beneficiaries reported an annual income falling between Rs. 100,001 to Rs. 200,000.
- Less than one tenth (6.3%) of the beneficiaries had an income ranging from Rs. 50,001 to Rs. 100,000.

Higher Income Bracket:

Only a minimal percentage, approximately one tenth (8.6%) of the beneficiaries, reported an annual income of Rs. 400,001 or above. These individuals appear to be relatively more financially well-off compared to the majority of beneficiaries.

Non-Disclosure of Income:

Surprisingly, 6.5% of the beneficiaries were unwilling to disclose their annual income. This reluctance stemmed from the fear that field staff might be associated with government departments or agencies. This apprehension might be due to concerns

related to taxes, government interventions, or eligibility for certain welfare schemes. The average annual income of the interviewed beneficiaries is Rs 2,30,395/-.

It is essential to consider these income assessments while planning and implementing any future assistance or support programs for the beneficiaries. The distribution of income highlights that a significant portion of beneficiaries falls within the lower to middle-income brackets, with only a small fraction having a higher income.

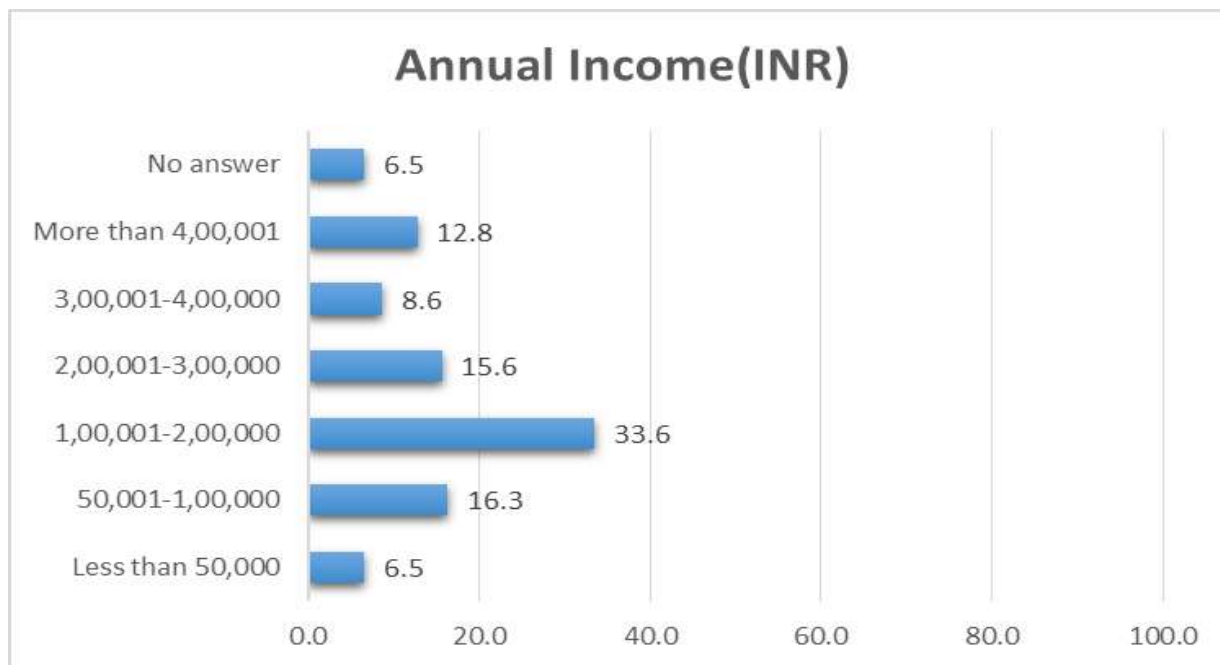


Figure 7.5:Beneficiaries by income

Awareness about Mobile Healthcare Unit and Agency running the MHU

Since the signing of the agreement between HelpAge and JPL, the Mobile Healthcare Unit (MHU) has been functioning effectively, receiving positive responses from people in each village. Majority (97.2%) of the beneficiaries are aware of the

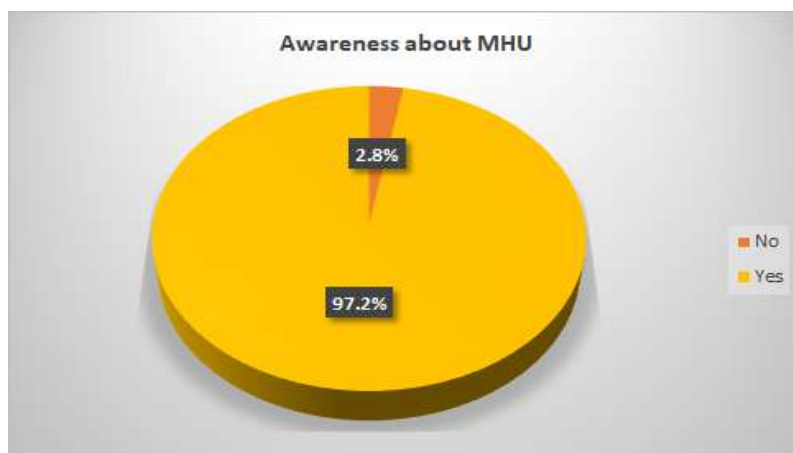


Figure 7.6 :Beneficiaries by awareness about MHU

MHU's existence, while only 2.8% remain uninformed. It can be inferred that those unaware might already be receiving medical services privately or have sufficient family income to seek treatment through other means.

It is noteworthy that all the villages served by the MHU are in the periphery areas of the plant, and the unit consistently visits each village at regular intervals, spending approximately two hours at each location. JPL had given importance to the immediate villages near to the plant. HelpAge diligently identifies areas where the poor and needy reside, ensuring targeted assistance reaches those most in need.

Another significant aspect is the awareness about the program's supporting partner.

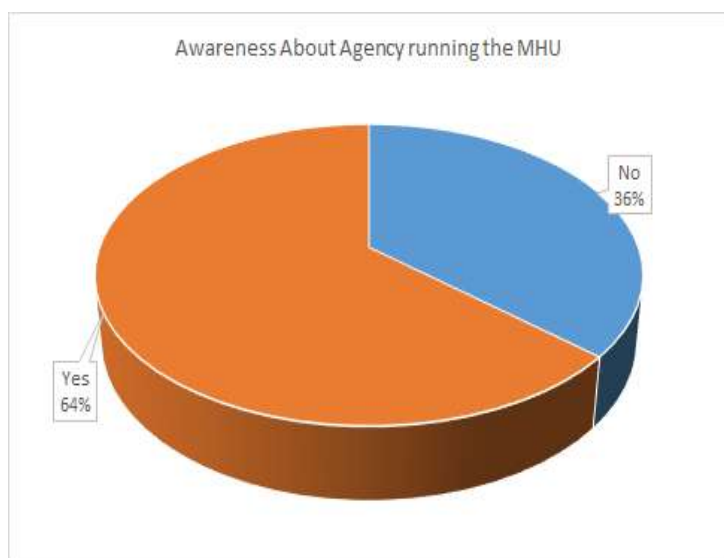


Figure 7.8 :Beneficiaries by awareness about agency running MHU

Two third (64%) of the beneficiaries are aware that the MHU is supported by JPL/CLP/APRAAVA, while more than one third (36%) remain unaware of the company or service provider. This lack of awareness is primarily attributed to the fact that the ambulance and related materials predominantly display information in English, posing a challenge for the predominantly illiterate population to comprehend

the implementing agency or the funder.

In conclusion, the MHU program has garnered positive feedback and extensive awareness in the villages it serves. However, to enhance outreach, it is crucial to address the language barrier by incorporating the local language alongside English in the Ambulance. This inclusive approach will bridge the awareness gap and ensure equitable access to the benefits of the MHU program for all members of the community.

Source of Awareness

The MHU's presence and services in the village have significantly contributed to raising awareness about the programme. According to the survey data, more than two third (69.7%) of the beneficiaries became aware of the programme through interactions within the community itself, indicating the power of word-of-mouth communication. Additionally, almost half (47.6%) of them also came to know about the programme through implementing agencies, highlighting the effectiveness of targeted outreach efforts. Other sources also played a role in disseminating information about the programme. Among these, the local newspaper played a notable role with one fifth (24.0%) of the beneficiaries gaining awareness through this medium. It is evident that people are actively seeking information about the programme and its services through various channels, reflecting the growing interest and utilization of the MHU's offerings within the village.

Table 7.5 :Beneficiaries by source of awareness about MHU

Source of Awareness*	Frequency	Percent
Radio	7	1.6
Newspaper	103	24.0
NGO	6	1.4
Interaction among community	299	69.7
Apraava/JPL/Wockhardt foundation/HelpAge India	204	47.6
Others	107	24.9

*Multiple choice

The survey results reveal intriguing insights into the community's awareness and experience with the Mobile Healthcare Unit (MHU). Less than half (45.5%) of beneficiaries are uncertain about the MHU's commencement date, yet they have been regular users of its services for a considerable time. More than one third (34.3%) of the beneficiaries recall the MHU's service initiation to have occurred between 4 to 8 years

ago, suggesting a substantial proportion of the community has witnessed its impact

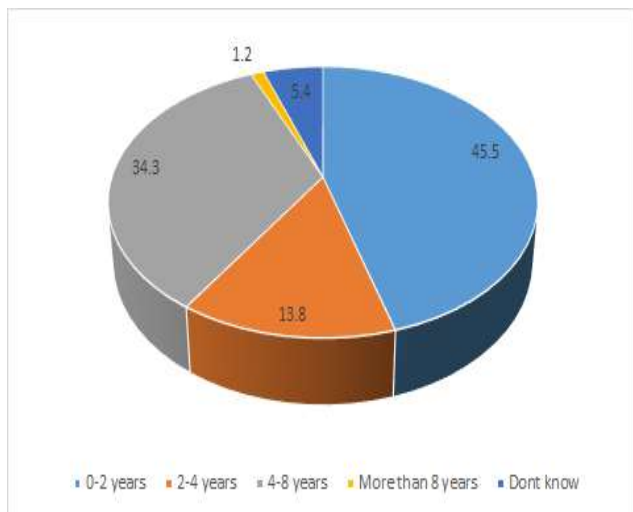


Figure 7.9: Beneficiaries by awareness about period of initiation of MHU

over the years. While one tenth (13.8%) of the beneficiaries were well-informed about the MHU's existence and can confirm its service history of more than eight years. This indicates a dedicated group of individuals who have been benefiting from the MHU's healthcare services for a significant period.

The frequent visits of the MHU to their villages, occurring at least once a week, seem to be the reason for their familiarity with the unit's services and the locations it serves. While specific historical details

might elude their memory, the community members possess a keen awareness of the MHU's schedules and the comprehensive healthcare provisions it offers, which continue to make a positive difference in their lives.

Services provided by the MHU

The data collected from the Mobile Healthcare Unit (MHU) reveals important insights into its service utilization. Majority (97.4%) of the beneficiaries reported getting general check-ups done from MHU, indicating that the beneficiaries rely on the MHU for routine health examinations. During the interactions, it was discovered that common ailments such as cold, fever, allergies, arthritis, and asthma are prevalent among the beneficiaries, underscoring the relevance of the MHU's services in addressing these health issues.

Half(51.1%) of the beneficiaries reported that distribution of medicines is one of the services provided by the MHU. Medications are thoughtfully provided for a week, ensuring consistent access to essential drugs. Furthermore, the MHU plays a crucial

role in catering to cases of prolonged illnesses by efficiently referring patients to other healthcare facilities when necessary.

However, a concerning finding is that a significant proportion of the community is unaware of the diagnostic services available in the MHU, as reflected by the low utilization rate of 17.3% for Diagnostic Tests. To enhance the community's access to comprehensive healthcare, efforts should be made to raise awareness about the availability and importance of these services.

Table 7.6 :Distribution of the beneficiaries by services provided by MHU

Services provided by MHU*	Frequency	Percent
General Check up	406	97.4
Distribution of Medicine	213	51.1
Dignostics Test	72	17.3
Referral to other healthcare facilities	9	2.2

*multiple choice

Majority of the beneficiaries reported that they (self 88.8%) and family (80.7%) benefitted from the MHU's services. This emphasizes the MHU's positive impact not only on individuals but also on the broader community, touching the lives of family members as well.

Table 7.7 :Distribution of the beneficiaries by their view on who benefitted from MHU

Benefited from the MHU*	Frequency	Percent
Self	381	88.8
Family	346	80.7
Community	236	55.0

*multiple choice

To maximize the effectiveness of the MHU, it is vital to address the lack of awareness regarding its diagnostic services and work towards educating the community about the full range of healthcare options available. By doing so, the MHU can continue to be a valuable resource in providing accessible and comprehensive healthcare services to the community, improving their overall well-being and quality of life.

Level of Satisfaction

During the satisfaction level assessment, it was discovered that, on an average, the majority (90%) of the beneficiaries expressed satisfaction with various aspects of the MHU services. These aspects include the services provided by the MHU, the attitude of doctors, the attitude of para-medical staff/facilitators, the timing of MHU visits, the equipment used for medical examinations, the skill and competency of doctors and para-medical staff/facilitators, the medicines prescribed by doctors, the medical advice given, and the follow-up procedures. Additionally, 98.1% of the them were satisfied with the adequacy of the health check-up location for examining patients. The selection of this area by Helpage was based on its identification as a locality with a significant population of people below the poverty line.

Table 7.8 :Percentage distribution of the beneficiaries by their satisfaction level

Aspects	Fully satisfied	Partially satisfied	Not satisfied	Uncertain
Services by MHU	90.9%	1.4%	2.1%	5.6%
Attitude of doctors	92.1%	1.4%	0.9%	5.6%
Attitude of para medical staff / facilitator	90.4%	2.6%	1.6%	5.4%
Timing of MHU	90.0%	3.5%	1.4%	5.1%
Equipment used for medical examination	86.0%	3.3%	0.9%	9.8%
Skill & competency of doctors	91.1%	1.2%	0.7%	7.0%
Skill & competency of para medical staff /facilitator	90.0%	1.4%	0.7%	7.9%
Medicines given by doctors	88.6%	3.0%	1.6%	6.8%
Medical advice by doctors	91.4%	1.4%	0.5%	6.8%
Follow-up	91.4%	0.7%	0.7%	7.2%

Cleanliness of place	92.3%	0.7%	0.7%	6.3%
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Furthermore, the doctor responsible for the weekly visits performs required follow-ups, resulting in a high satisfaction rate of 94.2% among the community members with the doctor's treatment and services. Overall, the feedback from the beneficiaries reflects a high level of contentment with the MHU's healthcare offerings and the dedication of its medical staff in catering to the community's healthcare needs.

Utilization of MHU

During the interactions with the beneficiaries, valuable insights into the utilization patterns of the MHU services was obtained. It was observed that a significant majority (87.9%) visit the MHU regularly, while less than one tenth (7.2%) receive benefits somewhat regularly. A small proportion(2.8%) of the beneficiaries have never availed the service. These are mainly wealthy communities who are availing the medical services from private hospitals or capable of traveling to the nearest town. Among those who regularly visit the MHU, the primary reasons cited are the better quality of service provided (72.3%) and the fact that it offers free services (74.8%).

Table 7.9 :Distribution of the beneficiaries by the utilization level of MHU

Utilization	Frequency	Percent
Regularly	377	87.9
Somewhat regularly	31	7.2
Irregular	9	2.1
Never Availed	12	2.8

Additionally, half (54.3%) of the beneficiaries mentioned that they avail the MHU's services due to the lack of other medical facilities in the area, while the other half (51.3%) attributed their utilization to accessibility issues with the nearest medical facility. Furthermore, during the interactions with every community member, it was discovered that an impressive majority (95.1%) of the beneficiaries were aware of the

MHU's regular visits since HelpAge became the implementing partner. These findings underline the significant impact of the MHU on the community's healthcare access and emphasize the vital role played by HelpAge in ensuring the regular and reliable availability of medical services through the MHU.

Table 7.10 :Distribution of the beneficiaries by the reason for availing the services

Reason for availing the services*	Frequency	Percent
Better Quality of Service	310	72.3
Low/No fees	321	74.8
No other Medical Facility Available in your area	233	54.3
Accessibility issue to the nearest medical facility	220	51.3
Any Others reasons(good quality medicines,doctor)	49	11.4

*multiple choice

Feedback on MHU

Further interactions with the community members, aimed to assess the functioning of the MHU (Mobile Healthcare Unit) and the behavior of its doctors and paramedical staff.

- Majority (87.9%) of the beneficiaries indicated that the doctor inquired about their health issues and listened attentively.
- Majority (80.7%) of the beneficiaries expressed satisfaction with the doctor's approach and how their queries were addressed. Despite limited space in the ambulance, the doctor also conducted physical examinations when necessary. However, a genuine concern emerged from the community, as females felt uncomfortable explaining everything to male doctors, especially when all the staff in the MHU were men.

- More than half (54.8%) of the beneficiaries reported that the doctor provided explanations about their illness and the cause of their condition, and they found the prescribed medicines effective.
- One fifth (19.3%) of the beneficiaries were satisfied with the instructions provided by the pharmacists and staff. For instance, the pharmacist would orally explain how to take the prescribed medicines, posing a significant difficulty for the elderly beneficiaries. Upon discussing this concern with HelpAge India officials in New Delhi, they confirmed that the standard protocol required written instructions on envelopes to accompany the medicines. Unfortunately, during the team's one-week observation of the MHU, it was observed that the pharmacist was not using these envelopes, which proved challenging for the predominantly elderly beneficiaries.
- Regarding referrals, more than one tenth (14.2%) of the beneficiaries had been referred to other healthcare centers for higher treatments.
- While no one complained about being denied access to medical care.

A noticeable contrast in attitudes exists between the beneficiaries served by MHU. In Jharli, Jhamri, Bajitpur, Khanpur Kalan, and Khanpur Khurd, the beneficiaries display a rather indifferent and sometimes even harsh demeanor towards the HelpAge India staff, exhibiting arrogance in their interactions. However, in the remaining nine villages, the reception to MHU is quite positive, with people expressing satisfaction with the services provided. The indifferent attitude of the beneficiaries in the first group creates a challenging environment for the beneficiaries seeking assistance from MHU, as they may encounter a less supportive approach from the HelpAge staff. This discrepancy in attitudes emphasizes the need for targeted efforts to engage and build trust with the communities in the first set of villages by JPL.

While interacting with beneficiaries the responses from them indicate the satisfaction levels of the beneficiaries regarding different aspects of the MHU (Mobile Healthcare Unit) services, measured on a scale of 1 to 10. The ratings provided by the beneficiaries are as follows:

- Doctor: The doctor received a high rating of 8.9 out of 10, indicating that the beneficiaries are generally satisfied with the doctor's services, medical expertise, and approach towards patient care.
- Paramedical Staff: The paramedical staff received a rating of 8.5 out of 10, suggesting that the beneficiaries are content with the support and assistance provided by the staff in various medical procedures.
- Implementing Agency: The implementing agency was rated 8.7 out of 10, signifying that the beneficiaries are pleased with the overall management and functioning of the MHU under this agency's supervision after HelAge took over from the previous implementing agency.
- Infrastructure: The infrastructure of the MHU received a rating of 8.2 out of 10, indicating that the beneficiaries are generally satisfied with the facilities and equipment available within the Mobile Healthcare Unit.
- Timings: The timings of the MHU services were rated 8.8 out of 10, implying that the beneficiaries are content with the punctuality and regularity of the MHU's visits.
- Medical Equipment: The rating for medical equipment was 7.7 out of 10, suggesting that the beneficiaries find the available medical tools and equipment to be satisfactory but with room for improvement.

Overall, the ratings reflect a positive outlook from the beneficiaries, indicating a high level of satisfaction with the MHU's services, staff, and infrastructure. However, it is essential to address the concerns related to medical equipment to further enhance the quality of healthcare provided by the MHU.

Table 7.11 :Percentage distribution of the beneficiaries by their feedback on MHU

Sr.	Aspect	Continue in same manner	Discontinue	Continue with modifications
1	Objective of the Mobile Healthcare Unit	98.4	0.0	1.6
2	Location of Mobile Healthcare Unit	98.6	0.0	1.3

3	Facilities at Mobile Healthcare Unit	92.5	0.0	7.5
4	Physical infrastructure	99.8	0.0	0.2
5	Timing of Mobile Healthcare Unit	97.2	0.0	2.8

The data highlights the overwhelmingly positive feedback from the community members regarding the Mobile Healthcare Unit (MHU) and its services.

- The beneficiaries express strong support for the continuation of the MHU's objectives, with an impressive majority (98.4%) of beneficiaries endorsing its continuation in the same manner.
- Majority (98.6%) of the beneficiaries are in agreement with the current location of the MHU, indicating their satisfaction with its accessibility and convenience.
- Majority (92.5%) of the beneficiaries are satisfied with the facilities provided within the MHU. This shows that the MHU is adequately equipped to cater to the healthcare needs of the community, and the beneficiaries are content with the services offered. However, some community members suggest the need to expand the range of services provided by the MHU, indicating a desire for additional healthcare offerings. This feedback highlights an opportunity for the MHU to consider broadening its scope to meet a more comprehensive range of medical needs within the community.
- Regarding the timing of the MHU's visits, a vast majority (97.2%) of the them express satisfaction with the current schedule. However, there are requests from some community members for the MHU to extend its stay in villages where it visits only once a week. This suggests that there may be specific villages with higher healthcare demands that could benefit from extended service hours.

CONCLUSION

Overall, the data reflects a highly positive perception of the MHU and its services among the community members. During the satisfaction level assessment, an average of 90% of the community members expressed satisfaction with various aspects of the MHU

services. The overwhelming support for its continued operation, satisfaction with the location, facilities, and timings, along with the constructive feedback for service expansion, indicates the MHU's effectiveness in meeting the healthcare needs of the community. These findings provide valuable insights for the further development and improvement of the MHU's services, ensuring it continues to make a meaningful impact on the health and well-being of the community it serves.

Chapter 4

Recommendations

Engagement of Plants with the communities

There is a clear need for increased engagement with the local communities situated near the plants. It has been pointed out that the company should be mindful of the unique identity of each community and its people amidst the ever-changing socio-economic and political landscape. In the five peripheral villages surrounding the plant (Jharli, Jhamri, Bajitpur, Khanpur Kalan, and Khanpur Khurd), there is a noticeable gap in communication and understanding of local problems among various stakeholders. The attitude of the people in these villages appears somewhat indifferent, viewing JPL's CSR activities as their right, given the company's use of their land for constructing the plant.

However, in the other nine villages, community members express satisfaction with the support they receive from JPL, effectively utilizing the resources provided. To bridge the gap in the mentioned villages, proactive efforts should be made to foster meaningful dialogue, create a better understanding of community needs, and establish a stronger connection with the local populace. This approach will help ensure that the company's CSR initiatives are well-received and genuinely contribute to the betterment of the communities where they operate.

Building trust

Encouraging interactions, more engagement with stakeholders, transparent communication, networking, etc are required to build trust with the community. Trust and recognition will help to positively influence interaction between the community and the company. This would also help understand some of the hostile behaviour of the community. In order to ensure smooth relations with the community, the local bodies

like Gram Panchayats, local political parties, district administration, NGOs and other representatives of local communities could be taken into confidence.

Identity and Visibility of JPL

Enhancing the company's visibility in the local community is crucial, but it faces significant branding challenges. In the community, perceptions vary widely, with some associating it with a China plant, others with CLP, and a few with JPL. Unfortunately, Apraava remains relatively unknown to the majority of the community. Some even believe these entities are separate, while others consider it part of another thermal plant in the vicinity. Consequently, addressing the branding issue becomes a major challenge that must be tackled to increase its visibility effectively.

Dissemination of information about the CSR

The company has the potential to improve its standing in the local community by engaging in CSR activities. However, the lack of information regarding these initiatives presents a significant obstacle to enhancing the well-being of local residents. For example, in the MHU project, community members are unaware of the agency sponsoring the project due to the posters being exclusively in English. It would be more beneficial if the advertisements were also presented in local languages. This way, the community would be better informed and able to actively participate in and benefit from the company's CSR efforts.

Capacity building of the JPL Staffs

The company should organize orientation courses for its officials on various aspects of social development with a view to sensitize them to the needs and issues of the local community. For instance, JPL can include a workshop or capacity building programme for updating various government projects and CSR amendments with the staffs.

Regular community feedback surveys

A comprehensive social audit of CSR activities of the company should be carried out at regular intervals, across all the villages. Such an impact assessment exercise would

help the company gain valuable insights as to the level of satisfaction of the community and trends therein. It will also assist in making managerial decisions that would suit the community by placing the right people in the right programme with the holistic view of achieving an improved quality of life among the members of the community.

I. Education and Skill Development

Apraava Energy Scholarship

While interacting with the beneficiaries, one fifth (22%) of the beneficiaries specifically expressed their desire for an increase in the scholarship award amount. This feedback underscores the beneficiaries' need for additional support in their educational pursuits, suggesting that a higher scholarship amount could have a significant positive impact on their academic journey. Furthermore, three fourth (74.8%) of the beneficiaries recommended follow-up measures by JPL to track their educational achievements. This indicates their interest in maintaining a connection with the organization and showcasing the value they place on their education. On the other hand, more than two fifth (46.3%) of the beneficiaries believed that the current scheme was satisfactory and did not require any changes.

Sports Promotion

The beneficiaries of the Basketball Academy express their utmost satisfaction with the services provided by JPL. However, a concern arises as the current basketball court, situated within the premises of GSSS, restricts the athletes from practicing during school hours. The implementing agency has proposed the idea of constructing a sports complex on land donated by the panchayat. While TISS supports this proposal, they suggest that JPL should prioritize making this request before proceeding with the construction of a brand new basketball court. Nevertheless, the athletes are delighted with the scholarships and timely provision of sports kits by JPL. To further improve the project's effectiveness, JPL could consider conducting more frequent visits to the academy for self-evaluation.

II. Sustainable communities

Rural Infrastructure improvement

Among the various rural infrastructural projects completed by JPL in 16 villages, beneficiaries have expressed overwhelmingly positive feedback. However, there were some concerns raised, particularly regarding the waste water pumping station in Jharli. Beneficiaries suggested that the station should be connected to the outlet drainage network, requiring the development of a 1.5-kilometre pipe for better connectivity. In Khanpur Khurd, the park project handed over to the panchayat was found in a deteriorated state, with littered liquor bottles and overgrown bushes. On the other hand, the park in Bajitpur, constructed by JPL and yet to be handed over, is well-maintained.

The quality of RCC benches provided by JPL was highly appreciated; however, some community members expressed difficulty in identifying the company responsible for the benches, as the names were written only in English. Local language engravings were suggested for clarity.

Additionally, the solar lights placed were considered to have insufficient illumination power, calling for high-volt solar flood lights in the future. They also voiced the need for a large shade with 30 length, 20 width, and 16 height feet at the cremation ground to protect against rain and heatwaves. In the sports stadium, beneficiaries were pleased with the facilities, especially the open gym constructed by JPL. However, the lack of toilet facilities and underperforming flood lights posed challenges for them.

Livestock Promotion Program

The highly successful livestock program has received valuable suggestions from its beneficiaries. They recommend extending the camp's timing to a full day and increasing its frequency to quarterly, making it more accessible to the community. Furthermore, the beneficiaries suggested incorporating vaccination and testing facilities into the program, emphasizing the need for further enhancements. These valuable insights play a pivotal role in shaping the program's future, ensuring its continued effectiveness and responsiveness to the evolving requirements of the community.

Crop residue management program

The CRM project implemented by CII Foundation requires urgent intervention from JPL. The implementing agency's efforts in securing full community participation have not been entirely successful, as acknowledged by CII Foundation themselves. The low level of participation in awareness campaigns and workshops calls for a change in CII's approach. A door-to-door campaign may be necessary to address this issue effectively. Additionally, the distance of the JPL Plant from other sites, except in Jhajjar, has hindered monitoring efforts, requiring a more effective strategy. Moreover, the procurement and storage of machinery need standardization, as currently, different villages have varying rates and practices for renting machinery. To rectify this, a fixed rate for machinery rental should be established for all villages. It appears that CII Foundation may not be fully aware of these challenges or has not taken effective measures to address them. Urgent action is needed to improve the implementation of the CRM project and ensure its success.

III. Healthcare and sanitation

Construction of multispecialty hospital

The hospital, a multi-story structure, is well-furnished with essential facilities, including a dental unit, X-ray room, operation theatre, pharmacy, and comprehensive outpatient departments (OPD) and wards. The hospital faces challenges related to electricity supply, as it relies solely on a single-phase connection, which is inadequate for operating the entire machinery effectively.

Additionally, there is a leakage issue on the top floor of the hospital, further highlighting the need for immediate attention and action to address these crucial matters which can be done by the government.

Mobile Health Out-Reach Program

Overall, the data reflects a highly positive perception of the MHU and its services among the community members. During the satisfaction level assessment, an average of 90%

of the community members expressed satisfaction with various aspects of the MHU services. The MHU currently displays posters in English only, posing a challenge for community members who are not proficient in the language. To address this barrier, it is recommended to include details in the local language alongside the English posters. This will ensure easy understanding, especially for older community members who are beneficiaries of the MHU services.

Additionally, the medicine distribution process can be improved by providing medicines in small envelopes with clear instructions on how to take them, as per the doctor's prescription. HelpAge Delhi office has informed about the provision of such envelopes, and this practice should be implemented to enhance patient convenience. Awareness campaigns are also essential to inform beneficiaries about the various tests and services offered by the MHU, ensuring that they can make informed decisions about their healthcare.

Lastly, it is crucial for JPL to conduct periodic, unannounced visits to the MHU locations to assess the quality of services and make necessary improvements. These measures will contribute to the effective functioning and outreach of the MHU program.

Appendix

APRAAVA ENERGY SCHOLARSHIP

(Strictly Confidential)

Tata Institute of Social Sciences, Mumbai

Interview Schedule for Beneficiary of the scholarship Scheme

I IDENTIFICATION

Schedule No.:

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1. Name of the respondent: _____

2. Contact No.: _____

II FAMILY PROFILE

3. Gender: Male Female

4. Age : _____

5. Marital Status* :

Code (*) : Married – 1, Unmarried – 2, Divorced/Separated – 3, Widow/Widower – 4

6. Educational qualification ** :

Code (**): SSC – 1, HSC/Inter – 2, Graduates (Art, Science and Commerce) – 3, P.G. – 4, Technical Course (Diploma/ITI/D.ed) – 5, Engg./Medical/Arch. – 6, Management/Computers – 9

7. Occupation *** :

Code (***): Farmer – 01, Employed : Govt. Sector – 02, Employed : Private Sector – 03, Self-employed/ Business – 04, Skilled workers – 05, Unskilled workers – 06, Daily wage earner – 07, , Trader/Shopkeeper – 08, Transport operator – 09, Housewife – 12, Unemployed – 13, Students – 14, Physically unable to work – 15, N.A. – 99

8. Disability**** (if any):

Code (****) : Orthopedic – 1, Hearing/Speech – 2, Vision – 3, Cleft lip and/plate – 4, Mental Health Disorder-5

9. Family Size : No. of Family Members:

10. Religion Hindu Muslim Christian Sikh

Buddhist Jain Others(specify)

11. Caste
General Other Backward Caste (OBC)

Scheduled Caste (SC)	<input type="text" value="2"/>	Scheduled Tribe (ST)	<input type="text" value="5"/>
Nomadic Tribe (NT)	<input type="text" value="3"/>	Others (specify)	<input type="text" value="6"/>

III ECONOMIC CONDITION

12. i) Annual consolidated household income from all sources (in Rs.): _____

13. Do you/ your household have any of the following documents?

Voter ID Card	<input type="text" value="1"/>	Ration Card (Red / White / Yellow)	<input type="text" value="4"/>
Driving License	<input type="text" value="2"/>	BPL Card	<input type="text" value="5"/>
PAN Card	<input type="text" value="3"/>	AADHAR Card	<input type="text" value="6"/>
Job Card (NREGA)	<input type="text" value="7"/>	Others(specify)	<input type="text" value="8"/>

IV. About the Scholarship Scheme

14 . What were your source(s) of awareness?

Radio	<input type="text" value="1"/>	Newspaper	<input type="text" value="2"/>	NGO	<input type="text" value="3"/>
School/ College	<input type="text" value="4"/>	Friends	<input type="text" value="5"/>	Apraava/JPL	<input type="text" value="6"/>
Interaction among community	<input type="text" value="7"/>	Other (specify)	<input type="text" value="8"/>		

15. Were you aware of the criteria for selection of beneficiaries of scholarship scheme?

Yes No Not sure

16. What was the criteria for the scholarship?

16.A . Why did you apply for the scholarship?

17. What was your initial reaction when you were informed about your selection? Who had informed regarding the selection for this scholarship scheme.

Surprised	
Felt elevated	
Sense of achievement	
Felt hard work paid	

Strengthened commitment to study further	
Raised confidence	
Felt that financial burden on parents relieved to an great extent	
Felt it as an insignificant recognition	
Others (specify) _____	

18. What was the reaction of your family members / parents when they were informed of your selection of Apraava's scholarship ?

Surprised	
Congratulated me	
Felt proud	
Raised their confidence in me	
Strengthened their intentions for my higher studies	
Felt that their financial burden relieved to an extent	
Felt it as an insignificant recognition	
Others (specify) _____	

19. Whether you had informed your teacher(s) regarding your selection for Apraava's scholarship ?

Yes 1 No 2 No 3

19a. If Yes, what was their reaction? (More than one response is possible)

Not believed 1 Congratulated me 2 Felt proud 3
 Raised their confidence in me 4 Advised to pursue my higher studies 5
 Felt it as an insignificant recognition 6 Others (specify) _____ 7

20. As the recipient of scholarship, how did the scheme help you in a materialistic way? (More than one response is possible)

Selecting Stream/College of my choice

Enhanced opportunity to acquire additional skills

Reducing financial commitments of the family on my education

Others (specify) _____

21. What way(s) the scheme helped you for your personal growth?
(More than one response is possible)

Increased self-esteem

It is an encouragement

It is an achievement

Motivation

Understood value of sharing with society

Increased efforts to excel

Others (specify) _____

22.

A. How did you utilize this scholarship amount?

B. What way(s) the benefit of the scheme helped your family?

	To a great extent	To a certain extent	Not at all
Enhanced status among the relatives			
Elevated status			
Enhanced prestige			
Increased their confidence in you			
Others (specify) _____			

V. Views about the implementation of the Scheme

23. Do you feel any change is required in the scheme?

Yes

No

Not sure

24. If Yes, specify the change

1. Merit

Continue as it is

Change

specify _____

2. Gender specific (reservation for females)

Required

Not required specify _____

3. Reservations

Required

Not required specify_____

4. Number of beneficiaries
Continue as it is
Change specify_____

5. Amount of award
Continue as it is
Change specify_____

6. Parental Income limit
Continue as it is
Change specify_____

7. 75% marks in semester exams
Continue as it is
Change specify_____

8. Place of residence
Continue as it is
Change specify_____

9. Children of contract employee
Continue as it is
Change specify_____

10. Others (specify)_____

25. Do you suggest any change in the existing sources of announcement of the Scheme?

Yes No If yes, (specify): _____

26. Are you satisfied with the procedure adopted by Apraava in implementation of the scheme?

Yes No Uncertain

27. If No, revision required on what aspects :

- | | | | |
|----|---|-----|----|
| a) | Procedure followed in identification of beneficiaries | Yes | No |
| b) | Awareness about the scheme | Yes | No |
| c) | Communication to selected beneficiaries | Yes | No |
| e) | Others (specify) _____ | | |

28. If other learning opportunities / training need to be provided as part of the Scheme, please specify them? (More than one response is possible)

It is upto Apraava
Career guidance
Providing expensive books on temporary basis
Personality Development
Initiate student exchange programmes
Others (specify) _____

29. Do you think any follow up measures are required from Apraava after giving the scholarship?

Yes No
If yes, (More than one response is possible)
Keeping track of educational achievement
Contacting once in a while
Inviting for future function

Others (specify) _____

30. Do you expect that there is a need to have a wider objective (in addition to the existing financial assistance and other rewards to the meritorious students) for the Scheme?

Yes No If yes (specify): _____

31. Besides these Schemes, according to you, what else need to be done by organizations like Apraava to enhance the quality of life of the youth in our society?

(More than one response is possible)

Career counseling

Personality Development

Professional training

Focus on social upliftment

Network with other NGO's

Others (specify) _____

(Strictly Confidential)

SPORTS PROMOTION PROGRAMME

Tata Institute of Social Sciences, Mumbai

Interview Schedule for Beneficiary of the Sports Promotion Programme

Schedule No.:

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I PROFILE OF BENEFICIARY

1. Name of the respondent: _____

2. Contact No.: _____

3. Gender: Male Female

4. Age : _____

5. Marital Status* :

Code () : Married – 1, Unmarried – 2, Divorced/Separated – 3, Widow/Widower – 4*

6. Educational qualification **: _____

*Code (**): Illiterate – 0, Currently attending school/class -1, Primary – 2, Secondary – 3, SSC – 4, HSC/Inter – 5, Graduates (Art, Science and Commerce) – 6, P.G. – 7, Technical Course (Diploma/ITI/D.ed) – 8, Engg./Medical/Arch. – 9, Management/Computers – 10, N.A. - 99*

7. Occupation ***: _____

Code (***) : Farmer – 01, Employed : Govt. Sector – 02, Employed : Private Sector – 03, Self-employed/ Business – 04, Skilled workers – 05, Unskilled workers – 06, Daily wage earner – 07, , Trader/Shopkeeper – 08, Transport operator – 09, Pensioner – 10, Housewife – 11, Unemployed – 12, Students – 13, Physically unable to work – 14, N.A. – 99

8. Disability***** (if any):

Code (***) : Orthopedic – 1, Hearing/Speech – 2, Vision – 3, Cleft lip and/plate – 4, Mental Health Disorder-5

9. Family Size: No. of Family Members:

10. Religion Hindu Muslim Christian Sikh
 Buddhist Jain Others(spec

11. Caste General Other Backward Caste (OBC)
 Scheduled Caste (SC) Scheduled Tribe (ST)
 Nomadic Tribe (NT) Others (specify)

II ECONOMIC CONDITION

1. Do you/ your household have any of the following documents?

Voter ID Card Ration Card (Red / White / Yellow)
 Driving License BPL Card
 PAN Card AADHAR Card
 Job Card (NREGA) Others (specify)

2. Annual consolidated household income from all sources (in Rs.): _____

III. ABOUT THE SPORTS SCHOLARSHIP/PROMOTION SCHEME

1) From the below mentioned schemes, which scheme you opted for

Wrestling Academy Basket Ball Academy
Sports Scholarship Scheme Athletic Academy

2) What were your source(s) of awareness?

Radio Newspaper NGO
School/ College Friends Apraava/JPL
Interaction among community Other (specify)

3) If answer to Q1 is Wrestling Academy (1) or Basketball Academy (2) or Athletic Academy (4) please answer the following questions

- i) Are you currently part of this Academy? Yes No
- ii) Since when? _____
- iii) Before joining this academy, were you trained elsewhere?
Yes
- iv) If yes, Where?
- v) Specify reasons to join this academy.
- vi) Were you aware of the eligibility criteria to join this Academy? Yes No
- vii) If yes, please specify _____

- viii) As part of the training given in this academy, what facilities were provided to you?
- ix) What is the timing of the academy?
- x) What is the fees of the academy?
- xi) How will you rate (1(lowest) to 10(highest) the training provided to you in this academy?
- xii) Do you think the coaches of the academy are well qualified and trained for this post?
- Yes 1 2
- xiii) If yes, please specify
- xiv) If no, why?
- Were there any discrimination based on gender in the academy?
- Yes 1 2
- xv) Please provide your opinion about the academy management in terms of financial, mental and emotional support towards the trainees?
- xvi) How is the infrastructure of the academy? Are all the necessary facilities made available to you?
- xvii) Apart from training, what other support is provided by the academy?
- xviii) How has this academy helped you?
- xix) Did you participate in any event after joining the academy?
- xx) If yes, how many _____ won _____ lost
- xxi) What do you think needs improvement in this academy?
- xxii) How was your coach?

4) If answer to Q1 is Sports Scholarship Scheme (3) please answer the following questions

- a) What was your initial reaction when you were informed about your selection? (According to order of preference, by mentioning the numbers between 1 to 9)

Surprised	
Felt elevated	

Sense of achievement	
Felt hard work paid	
Strengthened commitment to study further	
Raised confidence	
Felt that financial burden on parents relieved to an great extent	
Felt it as an insignificant recognition	
Others (specify) _____	

- b) What was the reaction of your family members / parents when they were informed of your selection of Apraava's sports scholarship? (According to order of preference, by mentioning the numbers between 1 to 8)

Surprised	
Congratulated me	
Felt proud	
Raised their confidence in me	
Strengthened their intentions for government jobs through sports quota	
Felt that their financial burden relieved to an extent	
Felt it as an insignificant recognition	
Others (specify) _____	

- c) Who had informed you regarding the selection for this scholarship scheme?
d) What was the criteria for availing this scholarships schemes?
e) Were you aware about the procedure on how to avail this scheme? If yes, who informed you?
f) Please share the procedure?

- g) After the selection, within how many days /months did you receive the scholarship amount?
- h) How much amount was given to you?
- i) How did you utilize the money?
- j) How this amount helped you in your sports training?
- k) Are you satisfied with the amount provided as part of the scheme? Yes /No
- l) If no, why?
- m) Did you face any challenges /problems/issues while availing this scheme?
- n) How many times did you apply for this scheme before being selected?
- o) How has this scholarship amount added value to your life?
- p) Did you apply at any other place for such scholarship? If yes , please mention their names/details_____
- q) If you compare them with Apraava Schemes, which one is better organized and efficiently implemented_____
- r) If Apraava, why so?

V. Views about the implementation of the Scheme

1) Do you feel any change is required in the scheme?

Yes No Not sure

2) If Yes, specify the change

1. Merit

Continue as it is

Change specify_____

2. Gender specific (reservation for females)

Required

Not required specify_____

3. Reservations

Required

Not required specify_____

4. Number of beneficiaries

Continue as it is

Change specify _____

5. Amount of award

Continue as it is

Change specify _____

6. Parental Income limit

Continue as it is

Change specify _____

7. 75% marks in semester exams

Continue as it is

Change specify _____

8. Place of residence

Continue as it is

Change specify _____

10. Others (specify) _____

3) Do you suggest any change in the existing sources of announcement of the Scheme?

Yes

No

If yes, (specify): _____

4) Are you satisfied with the procedure adopted by Apraava in implementation of the scheme?

Yes

No

Uncertain

5) If No, revision required on what aspects :

a) Procedure followed in identification of beneficiaries Yes No

b) Awareness about the scheme Yes No

c) Communication to selected beneficiaries Yes No

e) Others (specify) _____

6) If other opportunities / training need to be provided as part of the Scheme, please specify them:

7) Do you think any follow up measures are required from Apraava after giving the scholarship?

Yes

No

If yes, specify _____

8) Do you expect that there is a need to have a wider objective (in addition to the existing financial assistance and other rewards to the meritorious students) for the Scheme?

Yes No If yes (specify): _____

9) Besides these Schemes, according to you, what else need to be done by organizations like Apraava to enhance the quality of life of the youth in our society?

(More than one response is possible)

Career counseling

Providing Dietary Items

Providing Supplementary needs

Personality Development

Focus on social upliftment

Others (specify) _____

KEY INFORMANT INTERVIEW FOR COACHES/TRAINERS

Introduce yourself/ves (Interviewer) and your purpose of this meeting.

1. Name of the Coach/Trainer
 2. Name of the Academy and Years of working with them
 3. Overall Experience as a Coach/Trainer
 4. Please explain your association with Apraava on this project.
 5. How many students are availing the training in this academy?
 6. Please share the students selection procedure for basketball /wrestling/ Athletics/ scholarship
 7. **For Scholarship programme:** How much amount was given as scholarship?
 8. Whether the amount was credited to the student's bank account on time?
 9. Apart from Apraava, are there other corporates coming up with the scholarship/ training support towards basketball and wrestling? For scholarship: Whether the amount is higher or lesser compare to this scholarship.
 10. In your experience, what are the changes made to the beneficiaries over time with this academy and scholarship schemes.
 11. What support do you provide to make the selection process of the students for this scheme to be unbiased?
 12. Do you feel any need to increase number of students selected for the scholarship programme?
 13. Please share your inputs on further improving the project (if needed).
-

TATA INSTITUTE OF SOCIAL SCIENCES MUMBAI
KEY INFORMANTS INTERVIEW –IMPLEMENTING AGENCY
(SPORTS PROMOTION)

1. Name of the Implementing Agency-**Krishna Akhada Samiti/ Goga Veer Mandir Prabhandak Committee- Khanpur Kalan**
2. Name of the Respondent.....
3. Gender- Male Female Others
4. Designation.....
5. Years of working with
 - a) Current Organization
 - b) Collaboration with
APRAAVA/JPL
 - c) Overall Experience
6. Briefly explain your role in this intervention?
7. What were the objective/s of this intervention?
8. What was the criteria of choosing the Students/beneficiaries? (*Probe the socio-economic criteria like caste, family income etc.*)
9. What was the criteria for choosing sports like Wrestling, Athletics or Basketball ?
10. What is the training structure? (*Please probe about admission procedure, duration of training, training component*)
11. How much fees do you charge?
12. How many students are currently getting training from this academy?
13. Till now many students have availed training from this academy?
14. What kind of infrastructural support is provided to the student?
15. How are the trainers selected? What is the criteria for appointing the trainer?
16. What is the average salary of trainers (p.a)?
17. Who pays the salary to trainers?
18. How was the attitude of the community members towards this intervention?
19. How was the attitude of parents towards this intervention?
20. What difference in impact did you observe before and after the intervention?
21. Share with us any achievement that the students of this academy have achieved in this field.
22. Did any of the APRAAVA staff monitor the interventions on the ground? If yes, how was the monitoring done?
23. Briefly explain the challenges faced by you in this project.
24. Any suggestions for further improvement of this project.

**TATA INSTITUTE OF SOCIAL SCIENCES MUMBAI
KEY INFORMANTS INTERVIEW –IMPLEMENTING AGENCY
(SPORTS PROMOTION)**

1. Name of the Implementing Agency-Shiksha Avum Krida Samiti
 2. Name of the Respondent.....
 3. Designation.....
 4. Years of working with
 - d) Current Organization
 - e) Collaboration with
APRAAVA/JPL
 - f) Overall Experience
 5. Briefly explain your role in this intervention?
 6. What were the objective/s of this intervention?
 7. What were the criteria of choosing the Students/beneficiaries? (*Probe the socio-economic criteria like caste, family income etc.*)
 8. What were the criteria for choosing the sports like Basketball?
 9. What is the training structure? How much fees do you charge?
 10. How many students are currently getting training from this academy?
 11. Till how many students have availed training from this academy?
 12. What kind of infrastructural support is provided to the student?
 13. How the coaches are selected? What is the criteria for appointing the coach? How much they are paid and who pays?
 14. How was the attitude of the community members towards this intervention?
 15. How was the attitude of parents towards this intervention?
 16. What difference in impact did you observe before and after the intervention?
 17. Share with us any achievement that the students of this academy have achieved in this field.
 18. Did any of the APRAAVA staff monitor the interventions on the ground? If yes, how was the monitoring done?
 19. Briefly explain the challenges faced by you in this project.
 20. Any suggestions for further improvement of this project.
 21. Please share any case study from this project. (*Investigators then need to talk to that particular case study beneficiary to get their story*)
-

**TATA INSTITUTE OF SOCIAL SCIENCES MUMBAI
KEY INFORMANTS INTERVIEW –VILLAGE PANCHAYAT
(SPORTS PROMOTION)**

1. Name of the Respondent.....
 2. Designation.....
 3. Are you aware what kind of support does Apraava/JPL provides for the promotion of sports in your community?
 4. Briefly explain the support?
 5. What kind of support did your community receive?
 6. Did they provide any funding for any of the community held tournaments? If yes, did you approach them or they approached you?
 7. How much funding did you receive from them? Was that enough?
 8. How many times did you receive the funding?
 9. Is there any other company which is providing support for sports promotion in your community? If yes, please share the name?
 10. What kind of support the other company provides?
 11. How was the attitude of the community members towards this intervention?
 12. How was the attitude of parents towards this intervention?
 13. What difference in impact did you observe before and after the intervention?
 14. Share with us any achievement that the students of this academy have achieved in this field.
 15. Did any of the APRAAVA staff monitor the interventions on the ground? If yes, how was the monitoring done?
 16. Briefly explain the challenges faced by you in this project.
 17. Any suggestions for further improvement of this project.
-

TATA INSTITUTE OF SOCIAL SCIENCES MUMBAI
INTERVIEW SCHEDULE FOR JPL STAFFS (SPORTS PROMOTION)

2. Name of the Respondent.....
 3. Designation.....
 4. Gender – Male Female Others
 5. Years of working with
APRAAVA/JPL
 - Overall Experience
 6. Were you a part of the Sports Promotion Programme? If yes, briefly explain your role.
 7. What were the objective/s of this intervention?
 8. What was the criteria of choosing the beneficiaries? (*Probe the socio-economic criteria like caste, family income etc.*)
 9. What was the criteria for choosing the athletics/sports like Wrestling and Basket Ball only? And why sports scholarship schemes?
 10. Was any baseline study conducted before starting the intervention? If yes, please mention the major findings.
 11. How has JPL decided on the amount for the scholarship?
 12. What was the criteria for choosing the decided amount?
 13. How did you choose the Implementation Partner?
 14. How was the attitude of the community members towards this intervention?
 15. How was the attitude of parents towards this intervention?
 16. What difference in impact did you observe before and after the intervention?
 17. Did any of the APRAAVA staff monitor the interventions on the ground? If yes, how was the monitoring done?
 18. Briefly explain the challenges faced by you in this project.
 19. Any suggestions for further improvement of this project.
-

RURAL INFRASTRUCTURE IMPROVEMENT

Check List for Rural Infrastructure Project

Sr. No.	Name of Village	Name of the Infra Project	Is the Infrastructure there? Yes/No	Is it well maintained? Yes/No	Investigators comment
1	Jharli	Wastewater Pumping station			
2		School Infrastructure GGPS -Flooring, Furniture, Electric GSSE			
3		Toilet block in Govt. Schools -GGPS; GSSS			
4		Placement of RCC Benches			
5		Boundary wall in GSSS			
6		Electrification in Govt. Schools			
7		Water pumping station for cattle pond			
8		Placement of RCC Benches			
9		Electrification in Govt. Schools-GSSS			
10	Jhamri	Renovation of School Library-GSSS			
		Jai Jawan Raksha Academy			
		Basketball Academy			
11	Bajitpur	Cremation Ground			
12		Solar lighting in Cremation ground			
13		Placement of RCC Benches			
14		Park Development			
14	Khanpur Kalan	Sports Stadium			
15		Solar Lighting in Cremation ground and Sports Stadium			
16		Toilet block in School-GGMS			
17		RO water in anganwadi			

18		Cremation ground			
19		Placement of RCC Benches			
		Athletic Stadium			
		Open Gym in Athletic stadium			
20		Overhead Water tank and pumping station			
21		Park Development			
22	Khanpur Khurd	Toilet blocks in school-GSSS			
23		Krishan Akhara and gym hall, solar			
24		Toilet block in Panchayat ghar			
25		Placement of RCC Benches			
26	Akehari Madanpur	Cremation ground			
27		Placement of RCC Benches			
28	Sasroli	Placement of RCC Benches			
		Cremation Ground			
29		Fodder shed in gaushala			
30		Placement of RCC Benches			
	Matanhail	50 bedded hospital			
31	Ladain	Placement of RCC Benches			
32	Amadhal Shahpur	Placement of RCC Benches			
33	Dhalan Was	Placement of RCC Benches			
34	Sehlanga	Placement of RCC Benches			
35	Sunderheti	Placement of RCC Benches			
36	Salhawas	Cowshed			

TATA INSTITUTE OF SOCIAL SCIENCES MUMBAI

INTERVIEW SCHEDULE FOR RURAL INFRASTRUCTURE PROJECTS-

JPL STAFF

1. Name_____
2. Designation_____
3. Number of years since you are working with Apraava?
4. How do you in general decide on the kind of CSR projects you want to implement?
Please explain the process.
5. Has there been any exceptions to the aforementioned process? If yes, briefly share few exceptions.
6. For the projects that TISS is assessing, please share the overall challenges faced in project planning and implementation?
7. For the projects that TISS is assessing, please share what could have overall improved in order to better the project impact?
8. Requesting you to answer the following project specific questions:

Sr. No.	Name of Village	Name of the Infra Project	How did you decide on this project?	Challenges faced in this project	Any suggestion for further improvement of this project
1	Jharli	Wastewater Pumping station			
2		School Infrastructure GGPS -Flooring, Furniture, Electric GSSE			
3		Toilet block in Govt. Schools - GGPS; GSSS			
4		Placement of RCC Benches			
5		Boundary wall in GSSS			
6		Electrification in Govt. Schools			
7	Jhamri	Water pumping station for cattle pond			
8		Placement of RCC Benches			

9		Electrification in Govt. Schools-GSSS			
10		Renovation of School Library-GSSS			
		Jai Jawan Raksha Academy			
		Basketball Academy			
11		Cremation Ground			
12		Solar lighting in Cremation ground			
13	Bajitpur	Placement of RCC Benches			
14		Park Development			
14		Sports Stadium			
15		Solar Lighting in Cremation ground and Sports Stadium			
16		Toilet block in School-GGMS			
17		RO water in anganwadi			
18	Khanpur Kalan	Cremation ground			
19		Placement of RCC Benches			
		Athletic Stadium			
		Open Gym in Athletic stadium			
20		Overhead Water tank and pumping station			
21		Park Development			
22	Khanpur Khurd	Toilet blocks in school-GSSS			
23		Krishan Akhara and gym hall, solar			
24		Toilet block in Panchayat ghar			
25		Placement of RCC Benches			
26	Akehari	Cremation ground			
27	Madanpur	Placement of RCC Benches			
		Placement of RCC Benches			
28	Sasroli	Cremation Ground			

29		Fodder shed in gaushala			
30		Placement of RCC Benches			
	Matanhail	50 bedded hospital			
31	Ladain	Placement of RCC Benches			
32	Amadhal Shahpur	Placement of RCC Benches			
33	Dhalan Was	Placement of RCC Benches			
34	Sehlanga	Placement of RCC Benches			
35	Sunderheti	Placement of RCC Benches			
36	Salhawas	Cowshed			

III ECONOMIC CONDITION

1. Annual consolidated household income from all sources (in Rs.): _____

2. Do you/ your household have any of the following documents?

Voter ID Card	<input type="text" value="1"/>	Ration Card (Red / White / Yellow)	<input type="text" value="4"/>
Driving License	<input type="text" value="2"/>	BPL Card	<input type="text" value="5"/>
PAN Card	<input type="text" value="3"/>	AADHAR Card	<input type="text" value="6"/>
Job Card(NREGA)	<input type="text" value="7"/>	Others(specify)	<input type="text" value="8"/>

IV. Awareness about veterinary camp

1. Are you aware of the veterinary camp that is conducted in your area?

Yes No

(b) Are you aware of the agency conducting the camp? _____

(b) What are the sources of your awareness?

Radio	<input type="text" value="1"/>	Newspaper	<input type="text" value="2"/>	NGO	<input type="text" value="3"/>
Interaction among community	<input type="text" value="4"/>	Apraava	<input type="text" value="5"/>	Other (specify)	<input type="text" value="6"/>

(c) Which is the most appealing source among these ?

Radio	<input type="text" value="1"/>	Newspaper	<input type="text" value="2"/>	NGO	<input type="text" value="3"/>
Interaction among community	<input type="text" value="4"/>	Apraava	<input type="text" value="5"/>	Other (specify)	<input type="text" value="6"/>

2. What were your expectations before availing the services at the camp?

Quality of doctors Fees Quality of treatment

Quality of medicine Other (specify)

3. What are the services provided in the veterinary camps?

4. Since when the camp has being providing services in your area? _____

6. How often are the camps being conducted in your area?

Once in a month Once a year Twice a year
Other (specify)

7. For how long does the camp stay in your area?

Five hours Two hours One hour Other (specify)

8. Are you being charged for seeking medical treatment in the camp?

Yes 1 No 2

(i) If yes, please Specify for what service?

Specify: _____

Specify the fees _____

9. What is the waiting time for availing service? _____

10. Who has benefited most from the camp?

Self 1 Family 2 Community 3 others specify 4

11. Does the place where camp is conducted, adequate to examine the animals?

Yes 1 No 2

If No, please Specify _____

12. Does the doctor/ health workers do the required follow –up?

Yes 1 No 2

If Yes, please specify _____

13. What is your level of satisfaction regarding the following aspects of the camp?

Aspects	Fully satisfied	Partially satisfied	Not satisfied	Uncertain	If Partially Satisfied / Not satisfied, Specify
Services offered during the camp					
Attitude of doctors					
Attitude of para medical staff / facilitator					
Timing of Camp					
Equipment used for medical examination					
Skill & competency of doctors					
Skill & competency of para medical staff /facilitator					

Medicines given by doctors					
Medical advice by doctors					
Follow-up					
Cleanliness of place					

V. UTILIZATION OF LIVESTOCK PROMOTION CAMP

1. How often do you avail health services from this camp?

Regularly 1 Somewhat Regularly 2 Irregular 3

2. If you have availed the services at the camps, why did you do so?

- a. Better Quality of Service
- b. Low/No Fees
- c. No other Medical Facility Available in your area
- d. Accessibility issue to the nearest medical facility (Please explain)
- e. Any other Reason (Please explain)

3. What kind of health services have you used for your livestock from camp?

General check-up Distribution of medicines
 Diagnostic tests 3 Referral to other healthcare facilities 4
 Other specify 5

3. In the last six months, the camp was conducted in your village ?

Yes 1 No 2 Not sure 3

		YES	NO	If Yes/No, Please Specify
1	Did the doctor ask to explain the problem			
2	Did the doctor respond adequately to your query			
3	Physical examination was done by doctor			
4	Did the doctor explain about illness or cause of illness			
5	Did you understand what doctor has explain about illness			
6	Are doctors available during the entire period of the camp			
7	Are instructions given by staff clear			
8	Were you referred to other health care centre,			
9	Were any follow-up carried out after providing referral services?			

10	Did you face any problem in accessing health care services at the camp			
11	Has refused treatment at camp			
12	If Yes, how many times			
13	If so, What is the reason			

4. On the scale of 0-10 (0 being the lowest, 10 being the highest) how would you rate the following aspects related to the program?

Doctor	<input type="text"/>	Para-medical staff	<input type="text"/>	Implementing Agency	<input type="text"/>
Infrastructure	<input type="text"/>	Medical Equipment	<input type="text"/>	Referral	<input type="text"/>
Fees	<input type="text"/>	Timings	<input type="text"/>	Other, please (specify)	<input type="text"/>

VI. Feedback on Li [] ck Health Camp

Please detail your feedback regarding the following aspects of the services at the camp:

Sr	Aspect	continue in same manner	discontinue	continue with modifications (specify)
1	Objective of the camp			
2	Facilities at the camp			
3	Physical infrastructure			
4	Timings of the camp			

**TATA INSTITUTE OF SOCIAL SCIENCES MUMBAI
INTERVIEW SCHEDULE FOR MEDICAL STAFF (LIVESTOCK PROMOTION
PROGRAMME)**

1. Name of the Respondent.....
2. Designation.....
3. Please explain about the project i.e. its history, objective, target beneficiary and how is it executed?
4. Please explain the facilities/medicines/services/provided to the villagers.
5. In the camp, how many staffs are there? What are their roles?
6. What is the frequency of camps being conducted in the villages?
7. How many villages are covered in a day?
8. How are the villagers intimated about the visit dates?
9. What are the major diseases/ ailments reported in the villages?
10. Whom do you contact for the medical supply?
11. Is the supply adequate? Please explain
12. How do you think the project has impacted the villagers?
13. Is the fund sufficient for the project? Please explain
14. Is any project monitoring done by Apraava? How is it done?
15. What are the challenges that you have faced in this project?
16. What are your suggestions for improving this project?

TATA INSTITUTE OF SOCIAL SCIENCES MUMBAI
INTERVIEW SCHEDULE FOR GRAM SARPANCH/PANCHAYAT MEMBERS
(LIVESTOCK PROMOTION PROGRAMME)

1. Name of the Respondent.....
 2. Designation.....
 3. Are you aware of the veterinary camps provided by Apraava?
 4. If yes, please tell us briefly about the project.
 5. Since how long has the camp been conducted in your community? And please list out the services.
 6. Who had approached the panchayat for providing/conducting this service? Or did the panchayat approach anyone requesting for such services?
 7. Do you/ or the office receive any complaints regarding the services provided?
 - a) If yes, whom did you contact and whether the needs/complaints were met?
 8. Explain about facilities for the livestock in your community.
 - a) If the facilities are satisfactory, do you think this camp services is required in the community?
 - b) If the facilities are not satisfactory, do you feel Apraava itself should intervene in some other way to support the medical facilities for the livestock?
 9. What is the impact of such camps that are conducted in your community?
 10. Did you receive any suggestions from the community members/ vets regarding improving the services provided in the camp?
 11. What are your suggestions for improving the services in the camps?
 12. Please provide suggestions for improving the general healthcare facility for the livestock in your area?
-

(Strictly Confidential)

CROP RESIDUE MANAGEMENT PROGRAMME
Tata Institute of Social Sciences, India
Crop Residue Management

Interview Schedule for Beneficiaries

I IDENTIFICATION

Schedule No.:

1. Name of the respondent: _____ 2. Contact: _____

II FAMILY PROFILE

1. 1. Gender Male 1 Female 2

2. Marital Status _____

Code (*) : Married – 1, Unmarried – 2, Divorced/Separated – 3, Widow/Widower – 4

3. Educational Qualifications _____

Code (**): Illiterate – 0, Currently attending school/class -1, Primary – 2, Secondary – 3, SSC – 4, HSC/Inter – 5, Graduates (Art, Science and Commerce) – 6, P.G. – 7, Technical Course (Diploma/ITI/D.ed) – 8, Engg./Medical/Arch. – 9, Management/Computers – 10, N.A. - 99

4. Occupation _____

Code (***) : Farmer – 01, Employed : Govt. Sector – 02, Employed :Private Sector – 03, Self-employed/ Business – 04, Skilled workers – 05, Unskilled workers – 06, Daily wage earner – 07, , Trader/Shopkeeper – 08, Transport operator – 09, Pensioner – 10, Housewife – 11, Unemployed – 12, Students – 13, Physically unable to work – 14, N.A. – 99

5. Type of Family

Nuclear 1 Joint 2 Extended 3

6. Religion

Hindu 1 Muslim 2 Christian 3 Sikh 4
Buddhist 5 Jain 6 Others 7 (specify)

7. Caste

General 1 Other Backward Caste (OBC) 4
Scheduled Caste (SC) 2 Scheduled Tribe (ST) 5
Nomadic Tribe (NT) 3 Others (specify) 6

III HOUSING CONDITION

1. Type of dwelling:

Hut 1 Apartment/Flat 4
Semi Pucca 2 Bungalow 5

Pucca Others (specify) : _____

2. Lighting:

Electricity Solar light

Kerosene Others (specify) _____

3. If Electricity, What is your average electricity bill for a month? Rs. _____

4. How much time load shedding is active in your village? _____ hours

5. Type of fuel mainly used for cooking

Straw/shrubs/grass Wood Dung cakes Kerosene

Charcoal Coal/lignite Electricity LPG/Natural gas

Biogas Agricultural crop waste Other

6. How much do you spend on average for cooking fuel per month? Rs. _____

IV HEALTH STATUS AND ENVIRONMENT

1. How do you perceive your current health status?

Excellent Good Average Poor Worse

2. Have you suffered from any ailment in the last six months?

Yes No

3. If yes, which ailments? (multiple choice)

Cold/cough Fever Headache

Injuries/Burns Respiratory disorders Skin diseases

Others (specify)

4. How much is your monthly expenditure (in Rs) on health related issues?

No Expense Below 500 Between 501-1000

Between 1001- 2500 Between 2501-5000 Above 5000

If above 5000 please specify _____

5. Does any family member in your household suffer from any lung problem or breathing problem?

Yes 1 No 2

6. If yes, please specify the problem

7. Are they taking any treatment for the same? Yes 1 No 2

7a .If yes, since how long?

7b. If no, Why?

8. How would you rate the air quality in your area compared to before the crop residue management programme?

Very Good 1 Good 2 Satisfactory 3

Bad Quality 4 Very Bad Quality 5

9. What was the main cause of air pollution, if any?

10. Did you see any change in quality of air after the project implementation?

Yes 1 No 2

Please specify

V ECONOMIC CONDITION

1. What are the sources of Income of the Household? Please put the rankings according to priority (Descending order from greatest to least)

Sources of Income	Rank	Sources of Income	Rank
No income		Rent	
Salary		Interest or dividend	
Government pension		Agricultural produce	
Superannuation/pension		Children	
Relief payment		Daily Wages	
Business		NREGA	
Others (specify):			

2. What is the annual income through Agricultural activities(in Rs):_____

3. What is the annual income through other sources (in Rs):_____

4. Approximate **annual consolidated household income** (in Rs.):_____

VI. Agricultural activities

1. How much land do you have (in acres)? (If Not Applicable/No land, skip to next section)

Own 1 Leased 2 Not Applicable 3

2. Specify the size of land in acres.

Owned: Irrigated Non-irrigated Total acres

Leased: Irrigated Non-irrigated Total acres

3. Crop information

Season	Crop Name	Land Covered(in Acres)
Kharif		
Rabi		

4. What is your soil type?

5. What do you do to improve the quality of your soil?

6. Please state the problems faced by you in agricultural activities.

Electricity supply 1 Water shortage 2 Labour shortage 3

Unavailability of Equipment 4 Quality of seeds 5 Access to market 6

Inadequate storage facility 7 Inadequate transport facility 8 Scarcity of capital 9

Fragmented/Small land holding 10 Other (specify) 11

VIII. Farm Biomass Management

1. Are you familiar with Biomass Management Tools?
2. If yes, briefly explain what are those tools?
3. Are you currently using these tools ?
4. When did you last use these tools?
5. Please share with us any remarkable tool-related experiences?
6. How often are you willing to mulch the rice straw in the field?
7. What price are you willing to pay for rice straw if the industry agrees to remove it from the field within 15 days of harvesting?
8. Are you aware of any methods for converting rice straw into other useful products?

IX. ABOUT THE PROJECT

1. What are the main crops grown in your village across the year?
2. What do you do with the crop residue left after harvesting of the crop? (*Investigators please try to understand in detail the procedure farmers perform to manage the post-harvest remains of the crops and why*)
3. Do you use any tool to remove the crop residue? If yes, please explain about the tool.
4. Do you own the tool or take it on rent?
5. What is the cost of the tool if you purchased it?
6. If taken on rent, what is the per day/hour/month rent?
7. How do you think this procedure of removing of crop residue affects your:
 - Health
 - Environment
 - Land
8. Are you aware of the crop residue management programme implemented in your village?

Yes 1 No 2

9. If yes, what do you know about the program?

10. What is your main source of awareness? (More than one response possible)

Radio Newspaper Magazine Grampanchayat member
Government body Apraava CII Foundation Voluntary Organization
Interaction among the community members Others(specify)_____

11. Are you aware of any awareness campaign that was done by CII foundation/ Apraava regarding crop residue handling/management?

Yes 1 No 2

If yes, please explain, what was done or talked about in the campaign?

12. Are you aware of any meetings/trainings that was done by (Please mention the name of organization or the term that the villagers know) for farmers regarding crop residue handling/management?

Yes 1 No 2

If yes, please explain, what was done or talked about in the meeting/training?

13. What do you think are the effects of burning the crop residue on:

- Your finances

- Community Health
- Environment

14. Did CII Foundation provide any alternate tools/methods for crop residue management/removal?

Yes 1 No 2

15. If yes, please specify the names of the tools and explain the method/tools.

16. Have you been using the methods/tools?

Yes 1 No 2
Why?

17. What was the effects of these new method on your

- Land
- Health
- Environment
- Finances

18. If the answer to question no. 16 is yes, how do you think the entire village can adapt to these methods?

19. Were the tools easily available? If not, how did you procure it?

20. Was any financial assistance provided to you to buy/rent these tools?

21. What do you think are the limitations of this program?

22. Please provide suggestion for (name of the organization) to improve this program?

**TATA INSTITUTE OF SOCIAL SCIENCES MUMBAI
INTERVIEW SCHEDULE FOR JPL STAFF (CROP RESIDUE MANAGEMENT
PROGRAMME)**

1. Name of the Respondent.....
2. Designation.....
3. Years of working with
 - a) APRAAVA/JPL
 - b) Overall Experience
4. Were you a part of the Crop Residue Management Intervention? If yes, briefly explain your role?
5. What was the objective/s of this intervention?
6. What was the geographical area of your support?
7. What was the criteria or how did you chose that geographical area?
8. What kind of support do you provide as part of these interventions?
9. How did JPL decide on the support and materials (quantity) to be distributed for this intervention?
10. What is the role of the implementing agency that you have chosen in this intervention?
11. How did you came up with these interventions? (*Investigators please try to understand if any baseline was conducted? If conducted, try to understand its major findings.*)
12. How was the response and attitude of the District administration towards this intervention?
13. How was the response and attitude of the Community members towards this intervention?
14. What difference in impact did you observe before and after the intervention?
15. Did any of the APRAAVA staff monitor the interventions on the ground? If yes, how was the monitoring done?
16. Briefly explain the challenges faced by you in this project.
17. Any suggestion for further improvement of this project.

TATA INSTITUTE OF SOCIAL SCIENCES MUMBAI
CROP RESIDUE MANAGEMENT PROGRAMME
KEY INFORMANT INTERVIEW SCHEDULE FOR GRAM
SARPANCH/PANCHAYAT MEMBERS

1. Name of the Respondent.....
 2. Designation.....
 3. Are you aware of the Crop Residue management programme by Apraava/JPL/CII-F? **Yes / No**
 4. If yes, please tell us briefly about the project.
 5. Since when did this intervention start in your community? And please list out the support/ activities that is carried out as part of the intervention.
 6. Who had approached the panchayat for providing/conducting this service? Or did the panchayat approach anyone requesting for such services?
 7. Do you/ or the office receive any complaints regarding the activities? Yes/ No
 - a) If yes, whom did you contact and whether the needs/complaints were met?
 - b) What kind of complaint did you receive? Elaborate
 8. What is the impact of this intervention in your community?
 9. What changes did you observe in your community with respect to health, environment and finances?
 10. Did you receive any suggestion from the community members regarding improving the activities in this intervention? Elaborate
 11. What are your suggestions for improving this programme?
-

TATA INSTITUTE OF SOCIAL SCIENCES MUMBAI
INTERVIEW SCHEDULE FOR IMPLEMENTING AGENCY- CII FOUNDATION
(CROP RESIDUE MANAGEMENT PROGRAMME)

1. Name of the Respondent.....
 2. Designation.....
 3. Years of working with
 - a) CII-F
 - b) Overall Experience
 4. Briefly explain the intervention/project.
 5. What was the reason for choosing this intervention?
 6. What was the objective/s of this intervention?
 7. How did you get in touch with Apraava for this intervention?
 8. Was the support from APRAAVA sufficient for the Intervention?
 - a) If Not, What could have further enhanced the impact of this intervention?
 - b) And whether that was communicated to APRAAVA?
 9. What was the attitude of the district officials towards this intervention?
 10. What was the response of the community members when they were informed about this intervention?
 11. Did you observe any changes pre and post interventions in their attitude?
 12. Do you think this intervention was able to fulfill the objective that was planned? If no, explain?
 13. What were the challenges faced during this interventions?
 14. What kind of support are expected from corporates/ CSR funds for environment protection?
 15. Suggestions for further improvement of such projects?
-

MULTISPECIALITY HOSPITAL
TATA INSTITUTE OF SOCIAL SCIENCES MUMBAI
INTERVIEW SCHEDULE FOR BENEFICIARY

1. Name of the Respondent _____
 2. Age _____
 3. How far is your Home from this hospital?
 4. In which department of medicine you had consulted now?
 5. Are you being frequent visitor (Follow-up patient in the hospital)?
 6. What and all services/ department of medicines are available in the hospital?
 7. Whether the medicines prescribed by the doctor are available in the hospital?
 - a. If Yes, is it free or payable?
 - b. If Not available, do the doctors ask to visit a particular medical shop for purchasing the medicines?
 8. Before this hospital begins its service, where did you/ family/ neighbors went to for getting medical support?
 9. Are there any other hospitals nearby?
 10. Do you know Who had constructed this hospital for the government?
 11. In the scale of 10 how will you rate the service of the doctors?
 12. In the scale of 10 how will you rate the service of the Staffs?
 13. What are your suggestions for the improvement of this hospital and services?
-

(Strictly Confidential)

MOBILE HEALTH OUTREACH PROGRAMME

Tata Institute of Social Sciences, Mumbai

Interview Schedule for Beneficiary of Mobile Medical Van

I IDENTIFICATION

Schedule

No.:

1. Name of the respondent: _____

2. Contact No.: _____

II FAMILY PROFILE

1. 1. Gender Male Female

2. Marital Status _____

Code (*) : Married – 1, Unmarried – 2, Divorced/Separated – 3, Widow/Widower – 4

3. Educational Qualifications _____

Code (**): Illiterate – 0, Currently attending school/class -1, Primary – 2, Secondary – 3, SSC – 4, HSC/Inter – 5, Graduates (Art, Science and Commerce) – 6, P.G. – 7, Technical Course (Diploma/ITI/D.ed) – 8, Engg./Medical/Arch. – 9, Management/Computers – 10, N.A. - 99

4. Occupation _____

Code (***) : Farmer – 01, Employed : Govt. Sector – 02, Employed :Private Sector – 03, Self-employed/ Business – 04, Skilled workers – 05, Unskilled workers – 06, Daily wage earner – 07, , Trader/Shopkeeper – 08, Transport operator – 09, Pensioner – 10, Housewife – 11, Unemployed – 12, Students – 13, Physically unable to work – 14, N.A. – 99

5. Type of Family

Nuclear 1 Joint 2 Extended 3

6. Religion

Hindu 1 Muslim 2 Christian 3 Sikh 4
Buddhist 5 Jain 6 Others 7 (specify)

7. Caste

General 1 Other Backward Caste (OBC) 4
Scheduled Caste (SC) 2 Scheduled Tribe (ST) 5
Nomadic Tribe (NT) 3 Others (specify) 6

III ECONOMIC CONDITION

1. Annual consolidated household income from all sources (in Rs.): _____

2. Do you/ your household have any of the following documents?

Voter ID Card	<input type="text" value="1"/>	Ration Card (Red / White / Yellow)	<input type="text" value="4"/>
Driving License	<input type="text" value="2"/>	BPL Card	<input type="text" value="5"/>
PAN Card	<input type="text" value="3"/>	AADHAR Card	<input type="text" value="6"/>
Job Card(NREGA)	<input type="text" value="7"/>	Others(specify)	<input type="text" value="8"/>

IV. Awareness about mobile medical van

1. Are you aware of the mobile medical van that comes in your area?

Yes No

(b) Are you aware of the agency running the Medical Van? _____

(b) What are the sources of your awareness?

Radio	<input type="text" value="1"/>	Newspaper	<input type="text" value="2"/>	NGO	<input type="text" value="3"/>
Interaction among community	<input type="text" value="4"/>	Apraava	<input type="text" value="5"/>	Other (specify)	<input type="text" value="6"/>

(c) Which is the most appealing source among these

Radio	<input type="text" value="1"/>	Newspaper	<input type="text" value="2"/>	NGO	<input type="text" value="3"/>
Interaction among community	<input type="text" value="4"/>	Apraava	<input type="text" value="5"/>	Other (specify)	<input type="text" value="6"/>

2. What were your expectations before availing the services of mobile medical van?

Quality of doctors	<input type="text" value="1"/>	Fees	<input type="text" value="2"/>	Quality of treatment	<input type="text" value="3"/>
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Quality of medicine Other (specify)

3. What are the services provided by the mobile medical van?

General check-up	<input type="text" value="1"/>	Distribution of medicines	<input type="text" value="2"/>
Diagnostic tests	<input type="text" value="3"/>	Referral to other health facilities	<input type="text" value="4"/>
Other specify	<input type="text" value="5"/>	Health Awareness/Education	<input type="text" value="6"/>

4. Since when has the medical van been providing services in your area? _____

6. How often are the health checkups being conducted in your area?

Twice a Week	<input type="text" value="1"/>	Once a Week	<input type="text" value="2"/>	Once in a month	<input type="text" value="3"/>	Fortnight	<input type="text" value="4"/>
Other (specify)	<input type="text" value="5"/>						

7. For how long does the mobile medical van stay in your area?

Five hours	<input type="text" value="1"/>	Two hours	<input type="text" value="2"/>	One hour	<input type="text" value="3"/>	Other (specify)	<input type="text" value="4"/>
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8. Are you being charged for seeking medical treatment from the mobile medical van?

Yes No

(i) If yes, please specify for what service?

Medicine	<input type="text" value="1"/>	Pathological Test	<input type="text" value="2"/>
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Prescription charge	<input type="text" value="3"/>	Other	<input type="text" value="4"/>
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Specify: _____

Specify the fees _____

9. What is the waiting time for availing service of mobile medical van? _____

10. Who has benefited most from the MMV?

Self Family Community others specify
 11. Does the place where health check up is conducted, adequate to examine the patients?

Yes No

If No, e Specify _____

12. Does the doctor/ health workers do the required follow –up ?

Yes No

If Yes se specif _____

13. What is your level of satisfaction regarding the following aspects of the Mobile Medical Van?

Aspects	Fully satisfied	Partially satisfied	Not satisfied	Uncertain	If Partially Satisfied / Not satisfied, Specify
Services by MMV					
Attitude of doctors					
Attitude of para medical staff / facilitator					
Timing of MMV					
Equipment used for medical examination					
Skill & competency of doctors					
Skill & competency of para medical staff /facilitator					
Medicines given by doctors					
Medical advice by doctors					
Follow-up					
Cleanliness of place					

V. UTILIZATION OF MOBILE MEDICAL VAN

1. How often do you avail health services from the mobile medical van?

Regularly Somewhat Regularly Irregular

2. If you have availed the Mobile Medical Van Service, why did you do so?

- a. Better Quality of Service
- b. Low/No Fees
- c. No other Medical Facility Available in your area
- d. Accessibility issue to the nearest medical facility (Please explain)
- e. Any other Reason (Please explain)

3. What kind of health services have you used so far from the mobile medical van?

General check-up Distribution of medicines
 Diagnostic tests Referral to other healthcare facilities
 Other specify

3. In the last six months, has the mobile medical van visited your place?

Yes No Not sure
 If Yes 2 3

		YES	NO	If Yes/No, Please Specify
1	Did the doctor ask to explain your problem			
2	Did the doctor respond adequately to the patients query			
3	Has there Physical examination by doctor			
4	Did the doctor maintain adequate privacy during examination			
5	Did the doctor explain about illness or cause of illness			
6	Did you understand what doctor has explain about illness			
7	Are doctors availability at mobile medical van			
8	Are instructions given by staff clear			
9	Is preventive health education imparted by mobile medical van			
10	Were you referred to other health care centre,			
11	Were any follow-up carried out after providing referral services ?			
12	Did you confront any problem in accessing health care services by Mobile medical van			
13	Has refused treatment at mobile medical van			
	If Yes, how many times			
	If so, What is the reason			

4. On the scale of 0-10 (0 being the lowest, 10 being the highest) how would you rate the following aspects related to the program?

Doctor	<input type="checkbox"/>	Para-medical staff	<input type="checkbox"/>	Implementing Agency	<input type="checkbox"/>
Infrastructure	<input type="checkbox"/>	Medical Equipment	<input type="checkbox"/>	Referral	<input type="checkbox"/>
	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>

Fees

Timings

Other, please (specify)

VI. Feedback on Mobile Medical Van

Please detail your feedback regarding the following aspects of the Mobile Medical Van services:

Sr	Aspect	continue in same manner	discontinue	continue with modifications (specify)
1	Objective of the Mobile Medical Van			
2	Location of Mobile Medical Van			
3	Facilities at Mobile Medical Van			
4	Physical infrastructure			
5	Timing of Mobile Medical Van			

2 Please explain the challenges, if any, faced by you in availing this service.

3. If you have discontinued to avail the service, then explain the reason.

4. Please provide suggestions (in detail), in order to improve this service.

TATA INSTITUTE OF SOCIAL SCIENCES MUMBAI

MOBILE HEALTH OUTREACH PROGRAMME

INTERVIEW SCHEDULE FOR GRAM SARPANCH/PANCHAYAT MEMBERS

12. Name of the Respondent.....
 13. Designation.....
 14. Are you aware of the Mobile Medical Van Services provided by Apraava?
Yes / No
 15. If yes, please tell us briefly about the project.
 16. Since how long has the Mobile medical van been providing the services in your community? And please list out the services.
 17. Who had approached the panchayat for providing/conducting this service? Or did the panchayat approach anyone requesting for such services?
 18. Do you/ or the office receive any complaints regarding the services provided?
Yes/ No
 - c) If yes, whom did you contact and whether the needs/complaints were met?
 19. Explain about facilities in the Primary Health Centre of your community.
 - a) If the PHC's facilities are satisfactory, do you think this mobile medical van service is required in the community?
 - b) If the PHC's facility are not satisfactory, why?
 20. What is the impact of mobile medical vans in your community?
 21. Did you receive any suggestion from the community members/ PHCs doctors regarding improving the services provided by the mobile medical van?
 22. What are your suggestions for improving the mobile medical van services?
 23. Please provide suggestion for improving the general healthcare facility in your area?
 24. How did you manage 4-5 years before when there was no MMU services in your area?
-

**TATA INSTITUTE OF SOCIAL SCIENCES MUMBAI
INTERVIEW SCHEDULE FOR MEDICAL STAFF**

1. Name of the Respondent.....
 2. Designation.....
 3. Please explain about the project i.e. its history, objective, target beneficiary and how is it executed?
 4. Please explain the facilities/medicines/services/provided to the villagers.
 5. In a mobile medical van how many staffs are there? What are their roles?
 6. What is the frequency of Mobile Vans visiting the villages?
 7. How many villages are covered in a day?
 8. How are the villagers intimated about the visit dates?
 9. What are the major diseases/ ailments reported in the villages?
 10. Whom do you contact for the medical supply?
 11. Is the supply adequate? Please explain
 12. How do you think the project has impacted the villagers?
 13. Is the fund sufficient for the project? Please explain?
 14. Is any project monitoring done by Apraava/ HelpAge? How is it done?
 15. What are the challenges that you have faced in this project?
 16. What are your suggestions for improving this project?
-

CENTRE OF EXCELLENCE IN CSR-TISS

CSR is a rapidly growing area of research and activity, especially in developing countries like India. An increasing number of companies are realizing their own social responsibility, given that they work within societal networks. Given the field's newness, the work on CSR in India is still in the initial stages. Most importantly, there is a need to highlight issues concerning CSR activities using sound methodologies and scientific data. The various stakeholders associated with CSR need to have a sound knowledge of conducting studies related to baseline data generation, community needs assessments, community profiling, stakeholder mapping, social impact assessments, monitoring and evaluation, and the social auditing of CSR projects and other related issues.

Given the multi-dimensional CSR activities in research, training, teaching, capacity building and networking among various stakeholders, holistic and comprehensive approaches are very much needed. The National CSR Hub, which was formed earlier at the Institute, is part of the Centre of Excellence in CSR. Accordingly, the Centre of Excellence in CSR at the Institute focuses on various programmes designed based on multi-disciplinary and trans-disciplinary perspectives. The Centre is carrying out domain-specific activities under major divisions' viz. Research & Development and Training & Strategic Operations. The Centre also provides diverse services to public and private sector companies, such as assisting companies in formulating CSR policies aligned to their business frameworks, facilitating companies in creating CSR programmes and action plans for implementation and undertaking various research studies.

JHAJJAR POWER LIMITED

Jhajjar Power Limited (JPL), Apraava Energy's wholly-owned subsidiary, is one of India's first supercritical coal-fired plants. The 1,320 MW power project located in the Jhajjar district of Haryana has been commercially operational since mid-2012. The plant delivers 90% of its output to the State of Haryana and the remaining capacity to Tata Power Trading Company Limited.

JPL is the first plant in the National Capital Region (NCR) to have installed Flue Gas Desulphurisation (FGD) technology with the objective of reducing air pollution and contributing to a healthy environment around the plant and its nearby regions. Apraava Energy began installation of FGD during the construction of the plant in 2012 even before the environmental norms came into effect in 2015.