

**RAMKY ENVIRO
ENGINEERS
LTD**



IMPACT ASSESSMENT 2019-20



**RAMKY
FOUNDATION**

**IMPACT STUDY BY
ANSANDHAN SOCIAL CONSULTANTS**

ACKNOWLEDGEMENTS

Impact Assessment is significant to measure the effectiveness of the CSR initiatives; it is a process to assess the change brought by those activities. This study was carried out to determine the degree of success and assess the sustainability of the projects in terms of Social, Economic and Environmental benefits provided to the intended beneficiaries.

The study was conducted across the business entities and in the places where the activities were conducted or services were provided by REEL and Ramky Foundation. Our Team is extremely Thankful to Ramky Enviro Engineer Ltd and Ramky Foundation for all their support and insights about the CSR activities. We extend our gratitude to all the staff members of Ramky Foundation across the locations visited and interacted for the purpose of the study.

We are also grateful to all the participants of the study for their time, availability and for sharing their insights. Without the supports of all those mentioned completing the Impact Assessment study wouldn't have been an easy task. We acknowledge and appreciate all the hard work, valuable support and feedback from everyone.

TEAM ANUSANDHAN

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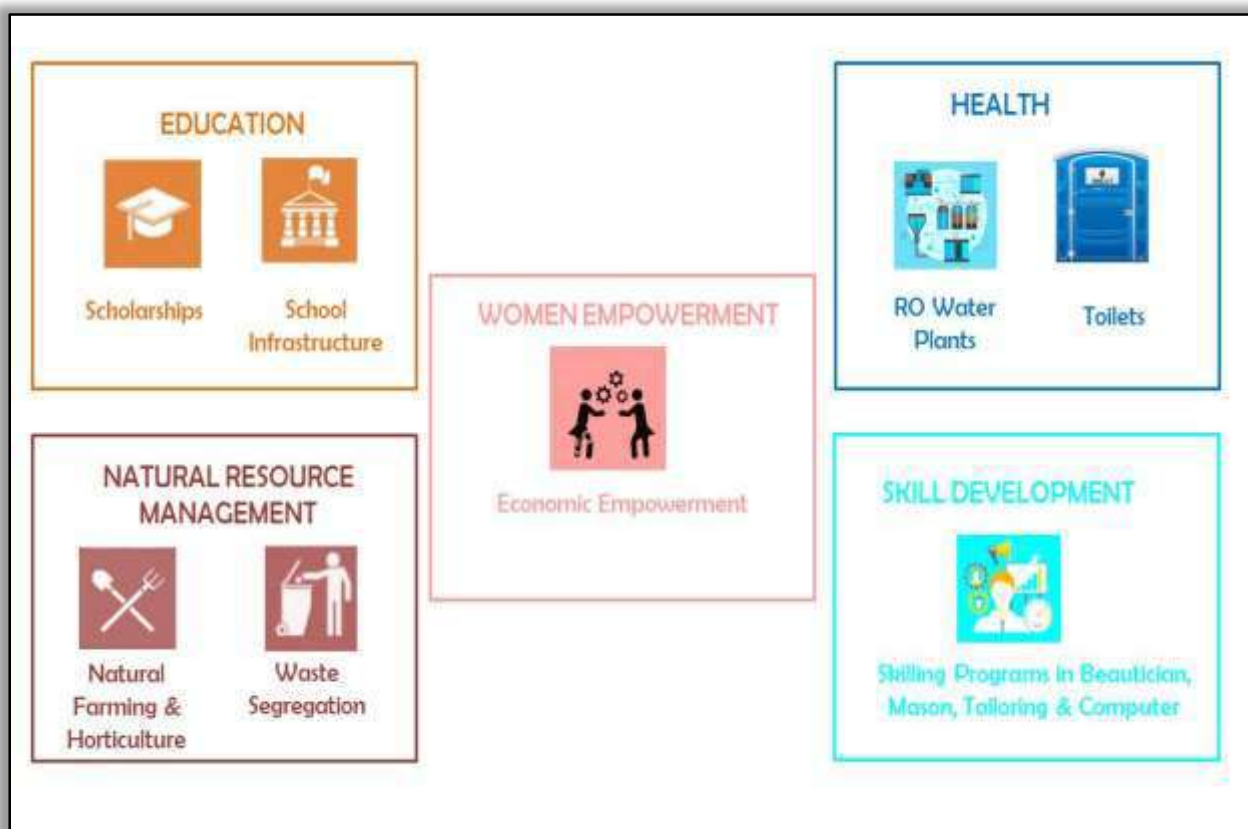
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EXECUTIVE SUMMARY

Executive Summary

The Corporate Social Responsibility Activities of Ramky Enviro Engineer Ltd, implemented Ramky Foundation were focused on providing services and improving the standards of Education, Employment, Income Enhancement, Skill Development, Women Empowerment and Health. An Impact Assessment was carried to assess the alignment of CSR activities with the needs of the communities, to evaluate the impact of programs on the lives of beneficiaries and the achievement of the projects.

To meet the desired objectives of the study the process of prioritizing, gathering, analyzing and incorporating the information provided by the stakeholders and the client was adopted. A Mixed method of data collection was applied to conduct the study as it helps in the systematic integration of quantitative and qualitative methodologies. Mixing methods has the advantage of using the strengths of each method when applied alone and increases the credibility of information when it converges from different sources.



The CSR activities implemented by the REEL and Ramky Foundation are in alignment with the organization's CSR Policy, SDG's and as per the Schedule VII of Companies Act 2013. The activities under the thrust areas of Health, Education and IEC program in Natural Resource Management have achieved their goals to a large extent. In these programs, beneficiaries expressed maximum satisfaction

with the services provided and with the effectiveness of the programs. Whereas in the case of Women Empowerment, Skill Development programs and Horticulture Farming in Natural Resource Management are yet to reach their maximum potential.

Activities under the thrust area of health have been effectively executed. Due to the RO water plants in the communities now have access to safe drinking water at affordable prices. The construction of toilets has not only reduced the open defecation practice among the households where toilets were constructed, but it also acted as a catalyst and encouraged more people from the community to come forward in asking help for the construction of new toilets. All the 31 toilets constructed are in use by the whole family members hence 100% of the beneficiaries are accessing the toilets.

The IEC program in Delhi is the most outstanding program amongst all the CSR initiatives and can be a model project to be implemented in other locations. Program has ensured the participation of all relevant stakeholders and established a self-sustained mechanism for the practices to be followed. The program has also brought in a successful change in the social behavior of the community people and improved the quality of work life of the Safai Karmacharies.

The Infrastructure support provided to schools as a part of the ISHA program under the thrust area of Education had a positive effect on the school children and relevant stakeholders. At the same time provision of scholarships helped in boosting the motivation levels of students and encouraged them to continue their studies.

Concerning challenges and recommendations, a detailed explanation is provided under each thrust areas respectively, but few recommendations which are common for most of the programs were the need assessment and baseline studies which are essential for determining the level of impact expected and to enable the monitoring of impacts after the development has occurred. It is highly recommended to establish Standard Operating Procedures for successful programs and for national level initiatives; prepare monitoring indicators framework and formats which would ensure structured impactful CSR by the company.

Major Achievements



- Scholarships provided to 315 meritorious students nationally
- Infrastructure developed in 9 schools in the vicinity of the REEL sites under ISHA



- Reduced Open defecation by providing toilets in Nellore
- Provision of safe and quality drinking water to communities in the periphery of REEL plants



- Introduced sustainable agriculture to 322 farmers.
- Successful Source Segregation and Behavior modification among the stakeholders



- Provided vocational skills to 202 youth and women across India.



- Economic Empowerment of Women Safai Karmacharies.
- Enhanced the quality of life and acknowledging the most neglected community of Waste Pickers

INTRODUCTION

INTRODUCTION

The concept of CSR which was earlier conceptualized just as a philanthropy activity has evolved considerably in the last few decades. In the Indian scenario this concept started becoming visible since the initiation of Indian Economic reforms which has laid out the path for the country's rapid economic development¹. The social responsibility of the business houses has slowly matured from charity oriented to stakeholder oriented. The Indian organizations eventually started to change their CSR strategies from a transactional model to Transformational model. This resulted in the changed tenet of CSR where the corporate goals were placed alongside the societal goals. Thus balancing between economic, environmental and social imperatives into business operations is encompassed into the gamut of Corporate Social Responsibility. Considering the speed of India's economic development and scope of potential improvement CSR offers a unique opportunity for the business houses to effectively complement the public services and government development schemes.

Social Responsibility vis-a-vis Businesses:

The evolving philosophy of CSR from time to time has however witnessed few key trends globally. When businesses tend to become socially responsible they attract both consumers and stakeholders alike which affects their bottom lines positively.

1. A socially responsible organization builds the brand of the business and bolsters its image which paves way to access new markets. It cultivates positive brand recognition, augments the loyalty of the customers.
2. It empowers the employees to leverage the organization resources at their disposal to do good, boosts employee morale and eventually leads to a productive workforce.
3. It attracts new talent, top-tier employees, internally driving innovation which is crucial for increased profitability and long term survival.

While this holds true for all types of businesses it would be more applicable to those which have their business directly in alignment with Sustainable Development Goals. When organizations with core business into environmental protection, natural resource management, Clean Energy etc are into a socially responsible investment they in turn invest in their business long term success and existence. The CSR programs if designed strategically and focus on the communities and on their supply chain stakeholders they bring out change at the grass root level by harnessing operational efficiency. Lastly one factor which

¹ Weber, J., & Wasieleski, D. M. (Eds.). (2018). *Corporate social responsibility* Emerald Group Publishing

has recently come into the light is the aspect of Risk Management. A recent study by the United States Trade and Development Agency and KPMG² stated that Social and Environmental damages lead to loss of business hours due to damage in infrastructure or absenteeism. Hence it gives all the more reason for organizations to strategically plan their socially responsible investment.

Need for Impact Assessment:

According to OECD, Impact Assessment is defined as “positive and negative, primary and secondary long-term effects produced by a development intervention, directly or indirectly, intended or unintended.” Assessing the Impact goes beyond measuring casual attribution; it encompasses examining unintended and indirect impacts that were not anticipated in the beginning of the program.

In India, the act of Social Responsibility by Corporates was traditionally perceived as a philanthropic activity but, mandating this concept through the Companies Act 2013, has brought in a paradigm shift in the policy and practices of numerous Indian Companies. According to the section 135 (1) of the Companies Act 2013, every company having a net worth of INR 500 crores or more, or a turnover of INR 1000 crores or more, or a net profit of INR 5 crores or more during the immediately preceding financial year shall constitute a CSR Committee. The Committee shall be responsible to formulate, recommend the activities to be carried out as a part of Corporate Social Responsibility, recommend the amount of expenditure and monitor the policy and activities. As per section 135(5) the company shall ensure to spend at least two percent of the average net profit made by the company during the three immediately preceding financial years.

The recent draft of the Companies (Corporate Social Responsibility Policy) Amendment Rules, 2020 is expected to bring some potential changes which will have a positive effect on how the CSR activities should be carried out more strategically across both public and private sectors. According to the draft, the concept of CSR policy should reflect the organizations approach towards selecting, implementing and monitoring its CSR Activities. Another important change that would come into action would be the commitment of the CSR Committee to share the annual plan of action, impact assessment and need assessment for the CSR Activities to the Board. Thus conducting an Impact Assessment would be the fulfillment of legal compliance as per the Act.

Secondly, assessing the impact of CSR Activities has gained importance in recent times as many Organizations have made it a medium to communicate its social responsibility & goals to its key stakeholders. Being able to assess and articulate impact is a powerful means of communicating, internally

² <https://thecsrjournal.in/what-is-the-importance-of-csr/>

and externally, the contribution of activities towards the community. Impact assessment helps in directing the funds towards its optimum utilization, in focusing on maximum impactful activities to scale up and in curtailing the activities which have limited impact.

Thus, Impact assessment is intimately linked to the mission, and, in that sense, it ripples through the organization's underlying principles and ethics. In order, to measure the change in the socio-economic and behavioral aspects of individuals, communities and societies at large, end-to-end assessment needs to be done which can satisfy the growing capabilities of the organisation.

About Ramky Enviro Engineer:

Ramky Enviro Engineers Ltd is one of the most unique business concepts which has encompassed its business operations into the principles of sustainability and co-existence. As Asia's leading providers for comprehensive environmental management services REEL's contribution to the global communities is multifold. On one hand it contributes to the environmental protection, natural resource management, pollution reduction, safe and scientific disposal of waste. On the other it is committed to improve the quality of life of the stakeholder's right from the bottom to the top of their business operations. It ensures to provide safe working conditions, recognize the environmental frontline workers, formalize the unorganized sectors and enhance the socio-economic standards of the sanitation workers, waste pickers and rag pickers.

REEL offers a wide range of Integrated Environmental services across 60 locations in India, Singapore, UAE, Qatar, Saudi Arabia, Kuwait, Oman and Tanzania. REEL is committed to ensuring that its operations comply with the applicable laws, regulations and statutory provisions as per HSE. With over 25 years of operational history, REEL has a dominant presence across the entire waste value chain and has been a long-standing partner in the environmental solutions space to its customers.



RAMKY FOUNDATION – CSR Wing of REEL:

The CSR activities of Ramky Enviro Engineers have been implemented by the Ramky Foundation, the Corporate Social Wing of the Ramky Group. The Ramky Foundation from its inception in 2006 has been relentlessly working on touching the lives of thousands of children, women, youth, farmers and communities across the country. The thrust areas shared by both the Ramky Foundation and REEL have been in alignment with the sustainable development goals. All the activities carried out under the Corporate Social Responsibility aims either at directly or indirectly achieving them.

CSR Vision:

Envisage being a model organization with focus on equitable, sustainable and accessible development opportunities for the communities they serve.

CSR Mission:

To fulfill its vision through a set of interventions in the thrust areas of Natural Resource Management, Women Empowerment, Education, Health and Skill Development.

Structure of the Report:

The Impact Assessment Report is divided into five chapters.

- Chapter I - Provides a brief introduction about the current scenario of Corporate Social Responsibility, its relevance to businesses, the importance of Impact Assessment of CSR Activities, a note on Ramky Enviro Engineers and its implementing partner Ramky Foundation
- Chapter II - Discusses the methodology, scope, objectives, data collection methods, sampling and the study design in detail.
- Chapter III - Presents the Quarterly Thrust area wise spending's, site wise spending's and cost per beneficiary.
- Chapter IV- Explains in detail about the activities selected for assessing the impact, the observations and results of each activity.
- Chapter V - Provides concluding remarks about the study conducted.









RESEARCH METHODOLOGY

CHAPTER -2

RESEARCH METHODOLOGY

This chapter discusses the objectives specific to each thrust area, approach, research design, study tools, data collection methods, sampling and the study design in detail. To meet the desired objectives of the study the process of prioritizing, gathering, analyzing and incorporating the information provided by the stakeholders and the client was adopted. A number of tools and methods were applied for conducting the Impact Assessment. The tools and methods varied depending on the type of project and on the stakeholder's involvement.

The study was carried out through the following stages:

-  Reviewed Monthly and Quarterly M&E reports of all locations and activities.
-  Developed project wise key parameters/indicators to measure the Impact. .
-  Designed relevant data collection tools and methods specific to each project
-  Identified key stakeholders associated with each project.
-  Data collection by interacting with key stakeholders through field visits and video conferences.
-  Analyzed the Qualitative and Quantitative Data.
-  Identified gaps based on data analysis and field observations.
-  Provided Conclusions and Suggestions based on the inference drawn.

Research Design: -

The research design is intended to provide an appropriate framework for a study. The Research Designed selected for the Impact assessment was Descriptive Research Design. This type of research design provides relevant aspects of the phenomena of interest from an individual or community perspective. It also portrays an accurate profile of a person, events or situations.

Data Collection and Sampling

The tools deployed in this assessment include Key informant interviews (KIIs), Multi Stakeholder Approach, Focus Group Discussions, Semi Structured Questionnaires, and Field Observations. Due to the

pandemic crisis travelling to certain locations was a challenge hence Video Calls were made to beneficiaries and all the physical infrastructure developments were geo-tagged in order to establish the authenticity of the study.

The projects were categorized as per the five thrust areas. The sample size was different for each of the projects selected for Impact Assessment. Depending on the activity either Participant Survey, KII Interview, Focus Group Discussions or Observations methods were applied. A Mixed method of data collection is applied as it helps in the systematic integration of quantitative and qualitative methodologies. Mixing methods has an advantage of using the strengths of each method when applied alone and increases the credibility of information when it converges from different sources.

Stratification is done based on thrust areas and the highest spending in locations. Simple random sampling was used for few assessing the impacts of few activities like Scholarships, Natural Farming and Skill Development. The activities for measuring the impact were selected on two criteria: 1. Long term projects which have an execution period of minimum 3 months and above. 2. Activities which though having a small execution period but are intended on providing long term and sustainable results.

Locations	Thrust Area	Activity
Karnataka, Hyderabad, West Bengal	Education	ISHA, Scholarship
Telangana, Vizag, Karnataka	Health	RO Plants, Toilet Construction
Karnataka, Chennai, West Bengal, Vizag, Delhi	NRM	Organic Farming, Horticulture, IEC Activities
Delhi, Vizag, Telangana	Skill Development	Skilling Programs
Vizag, Hyderabad	Women Empowerment	Financial Empowerment
Hyderabad, West Bengal, Vizag	Collaborations	Different Activities

ASSESSMENT MATRIX: MATCHING DATA COLLECTION TO KEY SPECIFIC OBJECTIVES

	Specific Objectives	Data Collection						
Thrust Area	Objectives	Participant Survey	KII	FGD	Records Verification	Field Visit	Geo-Tag	Video Calls
Education	To assess the impact of the infrastructure and financial support provided to schools.		✓		✓	✓	✓	✓
	To evaluate the impact of providing scholarships to needy & meritorious students.	✓			✓	✓		✓
Skill Development & Women Empowerment	To assess the impact of skilling and the provision of market linkage to the trained youth & women.	✓	✓		✓	✓		
	To evaluate the facilities provided and improvement in the quality of life of Women waste pickers from their perception		✓	✓	✓	✓		
Health	To study the access to safe healthy drinking water facilities provided.		✓		✓	✓	✓	
	To measure the change in sanitation practices and attitude towards usage of toilets		✓		✓		✓	✓
NRM	To access the increase in farmers income through cost reduction and long term sustainable natural farming practices.	✓	✓	✓	✓	✓	✓	✓
	To assess the impact of IEC programs in creating awareness and measure the change in the social behavior of the stakeholders.		✓		✓	✓		

THRUST AREAS & BUDGET SPECIFICATIONS

CHAPTER III

THRUST AREAS & BUDGET SPECIFICATIONS:

The CSR initiatives proactively executed in the Financial Year 2019-20 were categorized under five thrust areas as per there CSR Policy. The Thrust areas of REEL are in alignment with its business goals, Sustainable Development Goals and are vis-à-vis the broad areas of specified under Schedule VII of Companies Act, 213.

As suggested by the CSR Committee, the allotted budget was divided among all the thrust areas and under these areas the funds were further categorized under National and Site Specific Initiatives. The initiatives were carried in partnership with REEL and other organizations. This model of work has being beneficial particularly in mobilizing core competencies and resources on significant long term CSR programmes and projects in its operational areas.

Thrust Area	SDG	Schedule VII of Companies Act 2013
Education	Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Focus Area (ii) - Promoting education, including special educationespecially among children,
Health	Goal 3: Ensure healthy lives and promote well-being for all at all ages Goal 6: Ensure availability and sustainable management of water and sanitation for all	Focus Area (i) – Eradicating malnutrition... promoting preventive healthcare, sanitation & making safe drinking water available. (iv) - Reducing child mortality and improving maternal health by providing low cost medicines;
Women Empowerment	Goal 1: End poverty in all its forms everywhere Goal 5: Achieve gender equality and empower all women and girls Goal 10: Reduce inequality within and among countries	Goal (ii) – Promoting employment enhancing vocation skills especially among ...women.... Goal (iii) - Promoting gender equality, empowering women...

Natural Resource Management	Goal 2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture	Goal (vi) - Ensuring environmental sustainability, ecological balance.... animal welfare, agro forestry, conservation of natural resources & maintaining quality of soil, air & water;
Skill Development	Goal 5: Achieve gender equality and empower all women and girls. Goal 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Goal (ii) – Promoting employment enhancing vocation skills especially among children, women, elderly & the differently unable & livelihood enhancement projects

CSR Spending's – Thrust Area, Site Specific and Category

The Total CSR budget for the financial year was spent on five thrust areas.

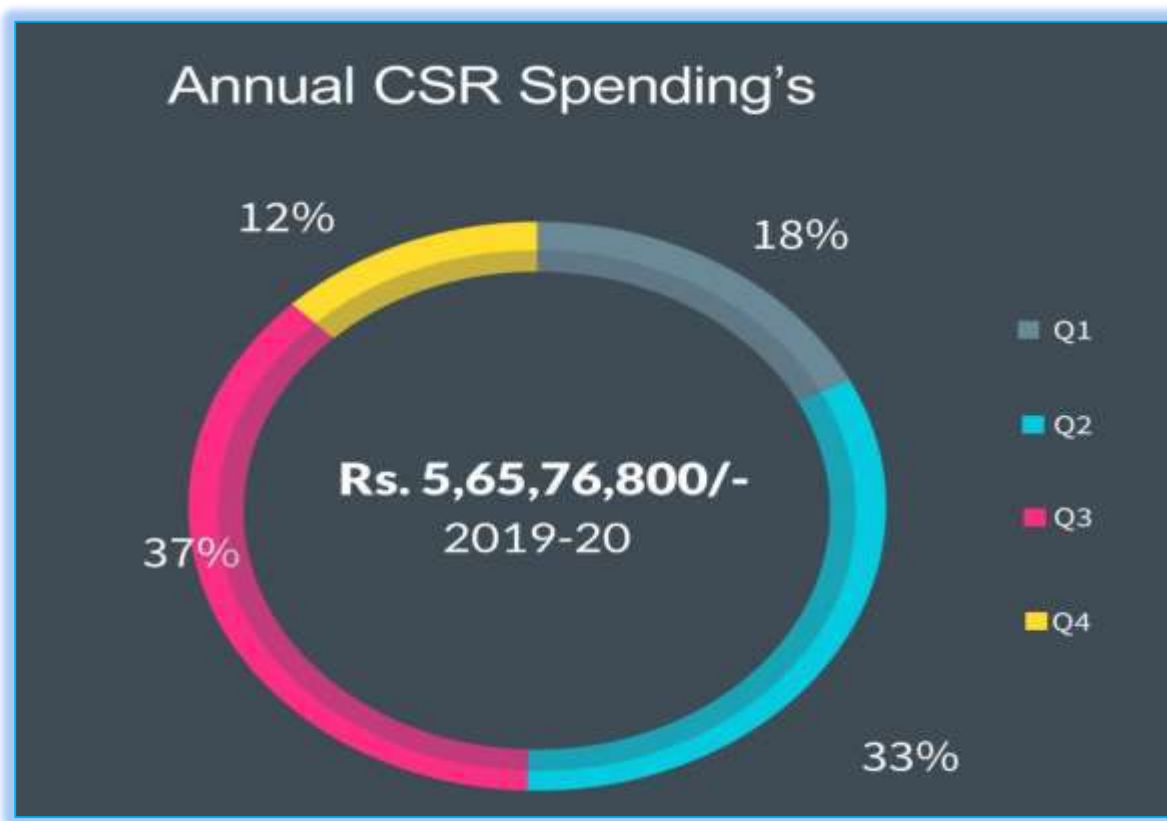


Fig: Annual CSR Spending's Quarterly

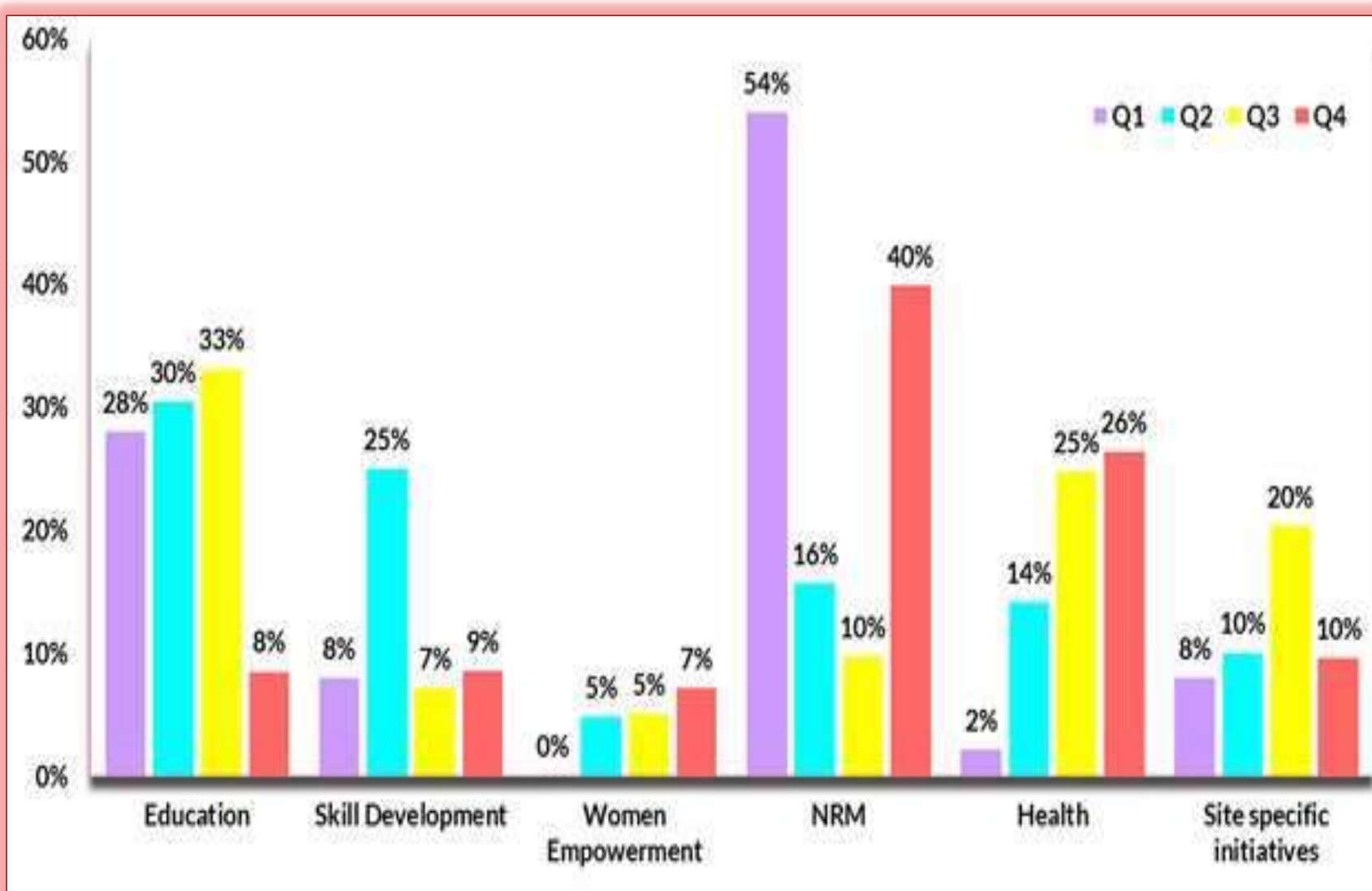


Fig: Quarter wise spending's Thrust Area wise

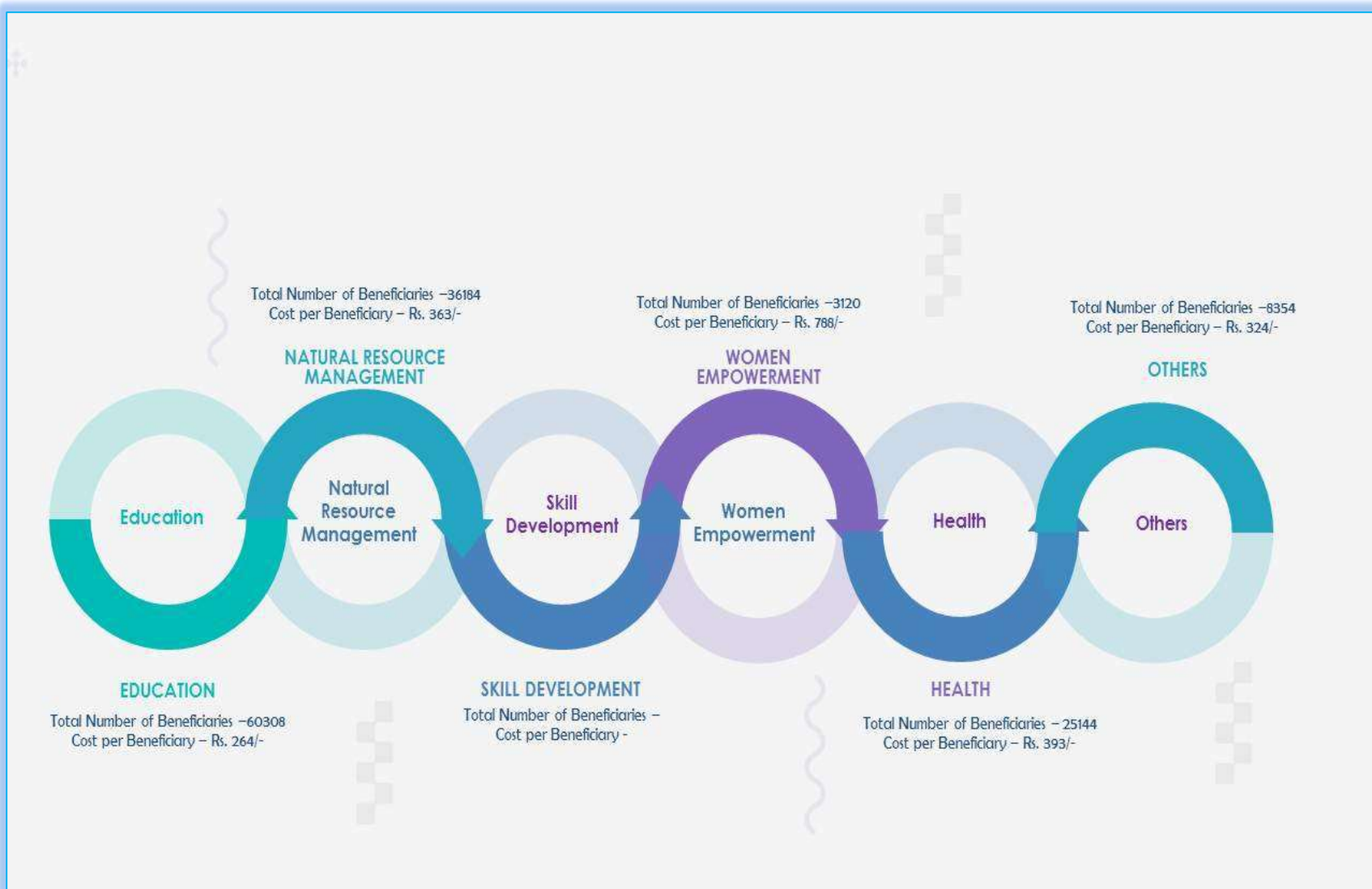
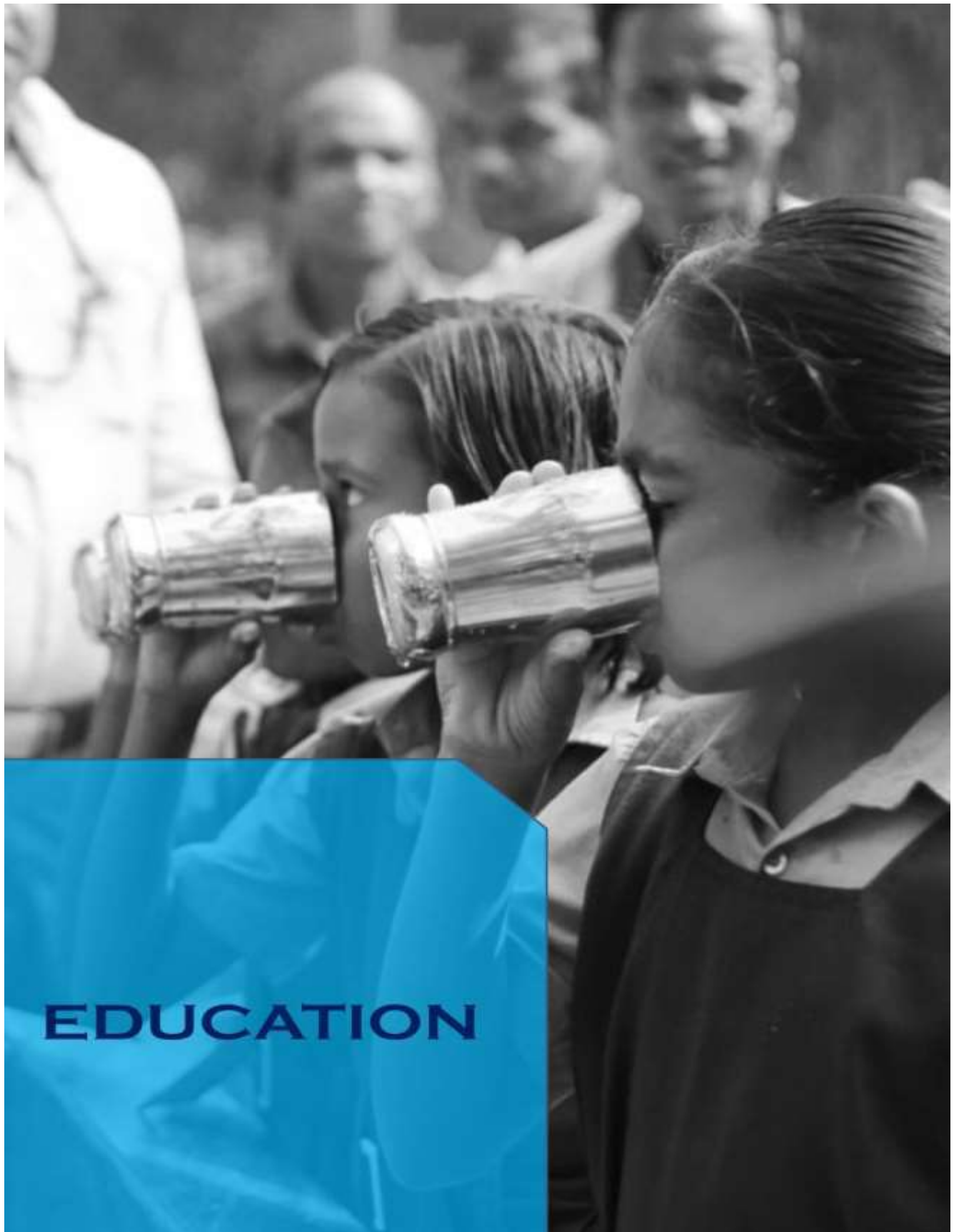


Fig: Thrust area wise Beneficiaries and Cost per Beneficiary

IMPACT ASSESSMENT ACTIVITIES



Chapter IV

IMPACT ASSESSMENT ACTIVITIES

EDUCATION:

One of the most vital investments for human and economic development, and which is influenced by the environment in which it exists is Education. It plays a crucial role in training an individual relate to, and meaningfully interact with others, it creates ability in cultural and technological realms, fosters values which make for good citizenship etc. In Indian culture, when a child steps out of the family to gain education, the first step taken is towards a School, a place where the concept of formal education begins. It is when these schools are developed to their fullest they would be able to meet the needs of growing minds. But, due to numerous reasons the Indian education system has many shortcomings at multiple levels.

Recognizing the role of Education in national development, Ramky Group has made it a major thrust area. It has been conducting numerous activities under this thrust area. Programs such as infrastructure development, distribution of school books, study materials, provision of sanitation facilities, safe drinking water, providing salaries to Vidya volunteers etc were taken up under Integrated School Holistic Approach (ISHA). The CSR activities under education were based on the needs of the schools, as well as to equip the school with basic facilities to reduce absenteeism and dropout rate. Activities selected for Impact Assessment were based on the criteria mentioned in the methodology.

S.No	Activity	Objectives
I \\	Schools with basic Infrastructure facilities to ensure quality education and holistic development.	To assess the impact of the infrastructure and financial support provided to schools.
II	Provide Scholarships to needy and deserving candidates to continue education.	To evaluate the relevance of providing scholarships to needy & meritorious students.

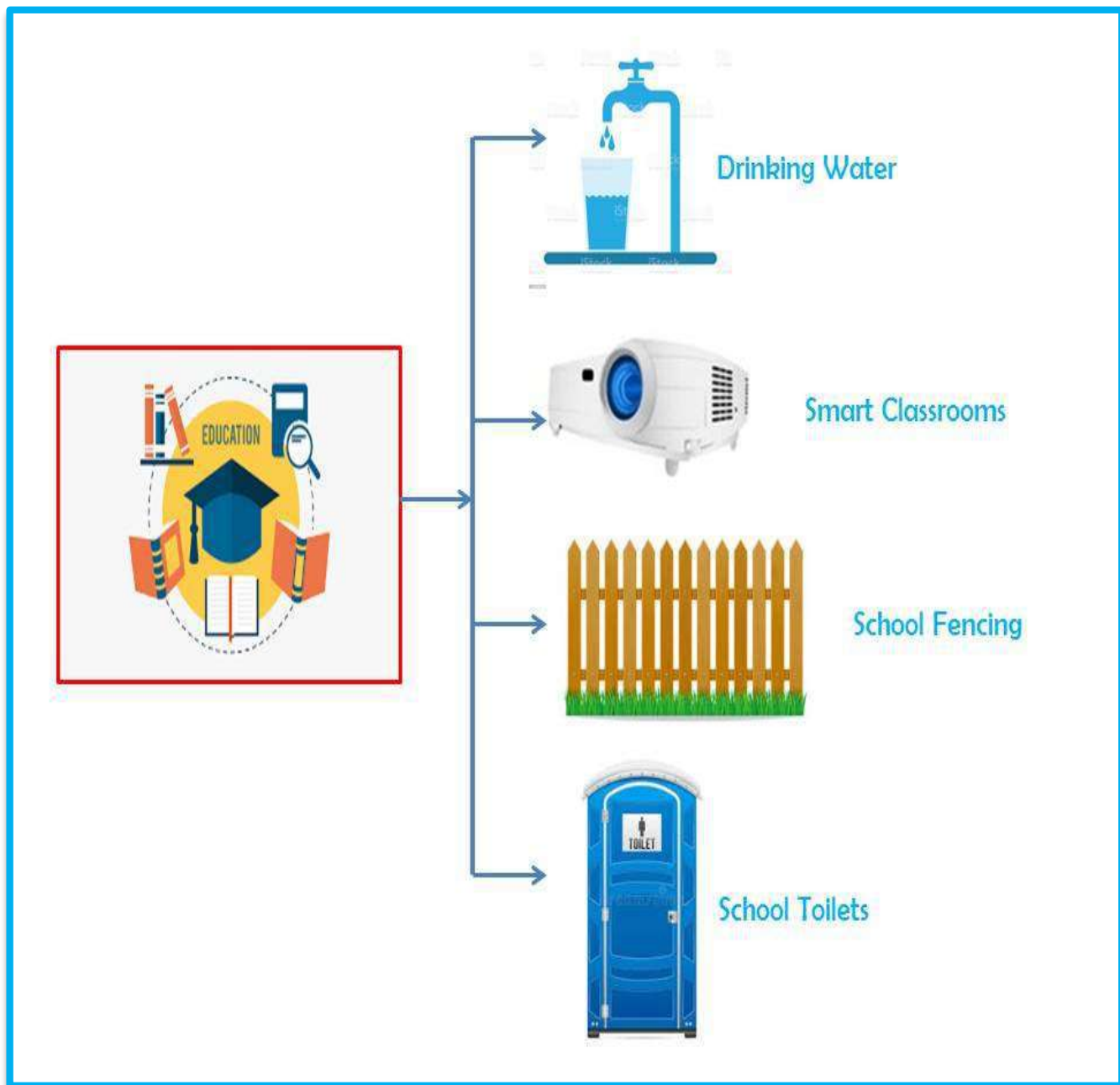


Fig: Activities conducted under School Development

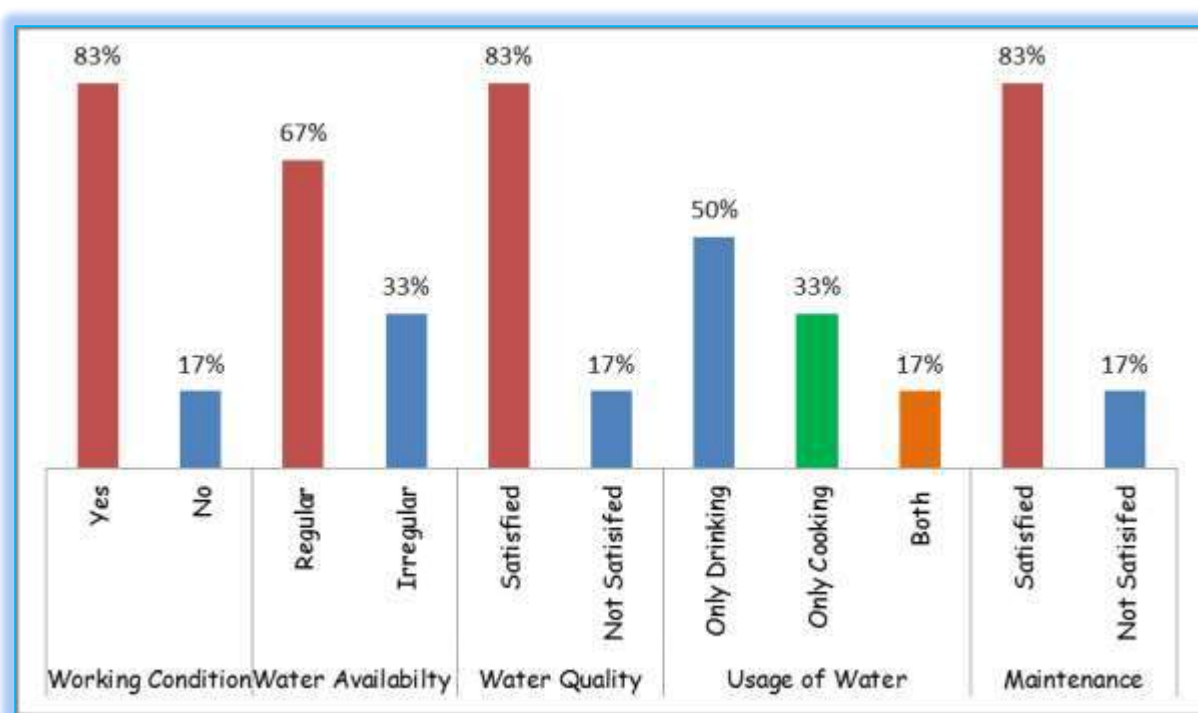
Activity I: Equip Schools with basic Infrastructure facilities to ensure quality education and holistic development.

LIST OF ACTIVITIES UNDER INTEGRATED SCHOOL HOLISTIC DEVELOPMENT PROGRAM

S.no	Location	Activity	Place	Objective
A	Hyderabad	RO Water Plants	Govt. Schools at Jawaharnagar, Hyderabad	To provide safe and clean drinking water and ensure better health and hygiene to school children
	West Bengal	Water Tank installation, Pipeline, Tap setting & Soak pit Construction	Govt. Primary School, Paschim Mednipur, WB	
		Distribution of Water purifiers and study material	Swami Vivekananda Vani Prachar Samity & Ispat nagari Meghnath Saha Balika Vidyalaya	
B	Karnataka	Constriction of Sump & Digital Class Room at Govt School	Govt. High School, Nidavanda	To equip the school with Digital Class Room to ensure students learning through Multimedia
C	Odisha	Fencing to 2 Govt schools	ZPHS, Kanchichuhan	To ensure a safe school campus for school children
D	Balotra	Construction of Toilets	Govt Primary School, Khed	To improve sanitation and to provide clean & hygienic toilets

A. SAFE DRINKING WATER:

- Safe Drinking Water facilities were provided at Govt Schools of Hyderabad and West Bengal. The objective of this intervention was to provide clean and safe drinking water to school students.
- In order to provide safe drinking water, RO Water Plants were installed in four schools at Jawahar nagar, Water Tank with Tap facility was constructed in a Govt. School at Paschim Mednipur and a Water Purifier was provided at Swami Vivekananda Vani Prachar Samity & Ispat nagari Meghnath Saha Balika Vidyalaya, West Bengal.
- The School Principals and the concerned authorities who took part in the study have provided insights of the interventions. They admitted to the fact that there exists an acute shortage of water at all these locations due to various reasons. In some cases, it was also one of the leading reasons for children's absenteeism especially during raining seasons.



During the study, about 83% of the respondents reported that the equipment installed/given were in working condition and are satisfied with Water quality and maintenance respectively, while 17% reported that the equipment was not in working condition and are not satisfied with water quality and maintenance. Regarding the aspect of Water availability it was noticed that 33% of schools have an irregular supply of water while 67% have a regular water supply. Lastly, regarding usage of water, 50% of the institutions use water only for drinking purpose, while 33% only for cooking and 17% for both drinking and cooking.



**Fig: RO Water at
Govt. School in Rajiv
GruhaKalpa Colony,
Telangana**

**Fig: RO Water at
ZPHS Cheriya,
Telanganal**



**Fig: Drinking
Water Facility at
Govt School in
West Bengal**

B. CONSTRUCTION OF SUMP & DIGITAL CLASS ROOM:

The activities taken up at the Govt. High School at Nidavanda Karnataka were provision of digital classrooms and the domestic water requirement of the school children. The School Principals and the concerned authorities who took part in the study have provided the insights into the interventions.

a. Construction of Sump & Water Tank:

Observations:

- ✓ An underground sump is constructed to store water for school requirements.
- ✓ The water stored in the sump is pumped into overhead tanks of school building.
- ✓ Water is mainly used to fulfill the domestic requirements of the school children such as washing hands, plates and in toilets.



Fig: Underground Sump in Construction Phase

Outcomes

- ✓ The construction of the sump resulted in clean and hygienic toilets, improved children's hand wash habits and reduced the physical burden of the school attenders for carrying the water.

. Digital Class Room:

Observations:

- ✓ The Digital classrooms were used by children from 8th, 9th and 10th Standards
- ✓ The school is equipped with internet, electricity and UPS facility to ensure apt and uninterrupted use of the digital classrooms.
- ✓ All the teachers were technically trained in handling the equipment provided in the classroom.
- ✓ Digital Classes are conducted for English, Science & Social Subjects.



Fig: Govt. School equipped with Digital Classroom in Karnataka

Outcomes:

- ✓ Teachers who were not able to adapt to technology intervention were able to overcome the inhibition and started seamlessly teaching with digital content.
- ✓ Improved student's performance as per the teacher's initial assessment.
- ✓ Increase in students learning levels and classroom participation.

C. SCHOOL FENCING:

In order to ensure a safe school campus to children at ZPHS, Kanchichuhan School Fencing has been provided as a part of CSR near Odisha Plant. The School Principals and the concerned authorities who took part in the study have provided the insights into the intervention.

Observations:

- ✓ The surroundings of the school were not bounded due to which stray animals, villagers and vehicles used to enter the school campus which created an unsafe school environment for the children.
- ✓ The School building and ground is spread over 3 acres of land and the fencing was laid around the school perimeter.
- ✓ An Iron fencing with Cement poles along with Iron Gate were installed.



Fig: School Fencing and Iron Gate

Outcomes:

- ✓ Increased level of safety and security of everyone in the school especially children.
- ✓ Enhanced teacher and school supervision of students and visitors into school premises.
- ✓ Reduced the risk of vandalism in the school premises.
- ✓ Safe and secure school premises for students and a sense of satisfaction to parents & teachers.

D. CONSTRUCTION OF TOILETS :

The objective of the program was to provide clean toilets and ensure better health and hygiene by eliminating open defecation in and around the premises of ZPHS School at Balotra. The School Principals and the concerned authorities who took part in the study have provided insights of the intervention.

Observation:

- ✓ Due to lack of sewerage pipelines and toilets in the school premises open defecation was practiced before the construction of toilets
- ✓ Children especially girls faced many challenges even in case of open defecation such as the need to walk long distance, defecating in open space in rainy seasons etc.
- ✓ Lack of toilets also resulted in high absenteeism among the students.
- ✓ Construction of Toilets for Girls and the provision of underground sewerage pipelines.



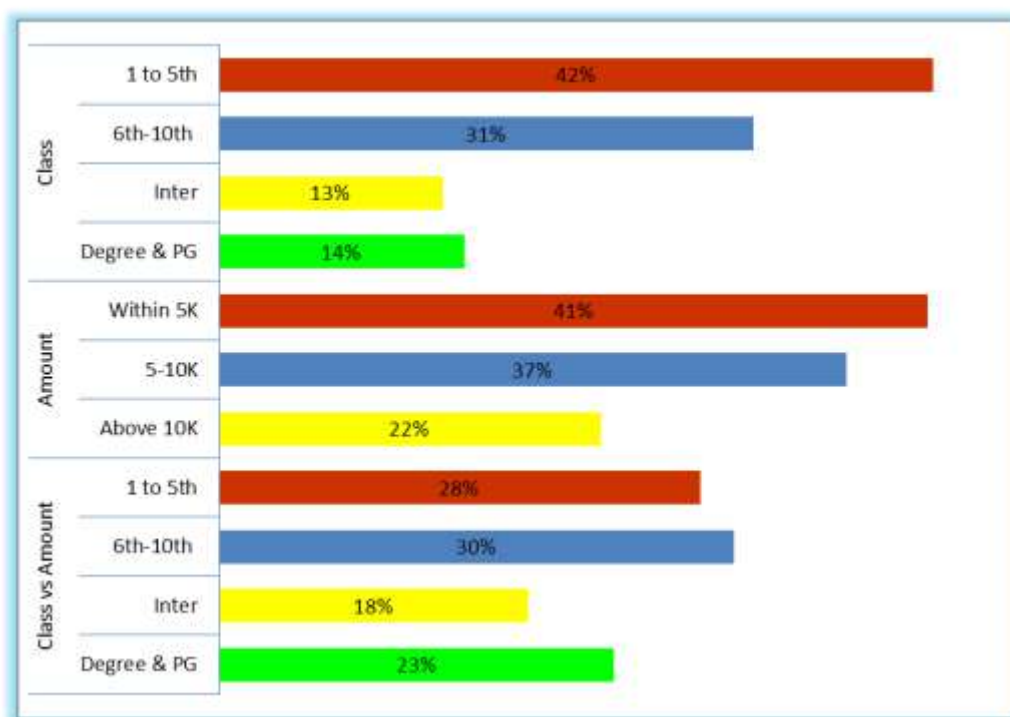
Outcomes:

- ✓ Having access to clean toilets reduced students absenteeism and ensured that they spend more time in school.
- ✓ Reduced absenteeism especially among adolescent girls due to access to clean toilets especially during the menstrual cycle.
- ✓ Improved hand hygiene practices of the children due to sufficient water and hand wash facilities which are carried back home.
- ✓ Overall health status of the students were improved by ensuring a clean & healthy school environment

.ACTIVITY II - Provide Scholarships to needy and deserving candidates to continue education

Scholarships play an important role in a student's life. It is not a mere monetary relief provided to the less privileged or meritorious students rather it is an instrument for the development of the education system in order to be fair and just to students from all sectors of the society. The provision of Scholarships positively impacts both the student's education and their personality. It results in overall development as it removes financial burden, reinforces confidence and motivates students to perform better. Thus under the thrust area of Education, REEL has been providing scholarships to more than 300 deserving and needy students nationally.

In the financial year, 2019-20 Scholarships have been provided to 315 across India. Students were selected from Primary to PG based on their merit and economic background. The amount varied from a minimum of 3000/- to a maximum of 20000/-. The below figure also shows that while the maximum scholarships were provided to students from lower classes (1st-5th) the maximum amount of scholarships was given to students from higher classes (6th – 10th).



Based on the data provided by the client, the sample size was deduced using a scientifically validated formula (Krejcie and Morgan) as the universe is defined. According to formula for a universe of 315, the sample size is 175. A Stratified simple random method is used to select the sample. The study population is stratified into 4 categories based on Education levels.

Observations:

While interacting with the Parents from the randomly selected sample it was observed that the majority of the students from the lower classes (1-5th) use the scholarship to pay the school fees, while students from higher classes (both 6th-10th & Inter) used the amount for paying tuition fees and most of the Degree & PG spent the amount on books and college fees. When it comes to the family member's experience, the majority of the parents are highly satisfied with the scholarship amount and have expressed that the monetary support has reduced the financial burden and stress to a large extent. Some of the parents of students studying in higher classes also mentioned that they are now able to save a little part of their income for their children's further studies.

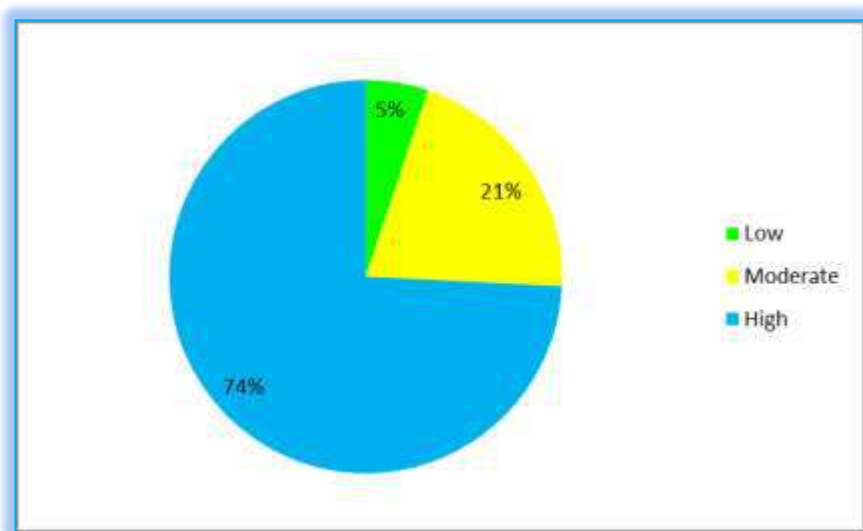


Fig: Parents Satisfaction

Outcomes:

While interacting with the students from the sample selected, questions on different aspects were asked to evaluate the impact of scholarships on their overall development. The below table shows that majority of the students have moderate levels of career aspirations 69% but at the same time, maximum number of students(74%) agreed to the fact that they lack proper guidance when it comes to pursuing high studies and there is a need for career counseling.

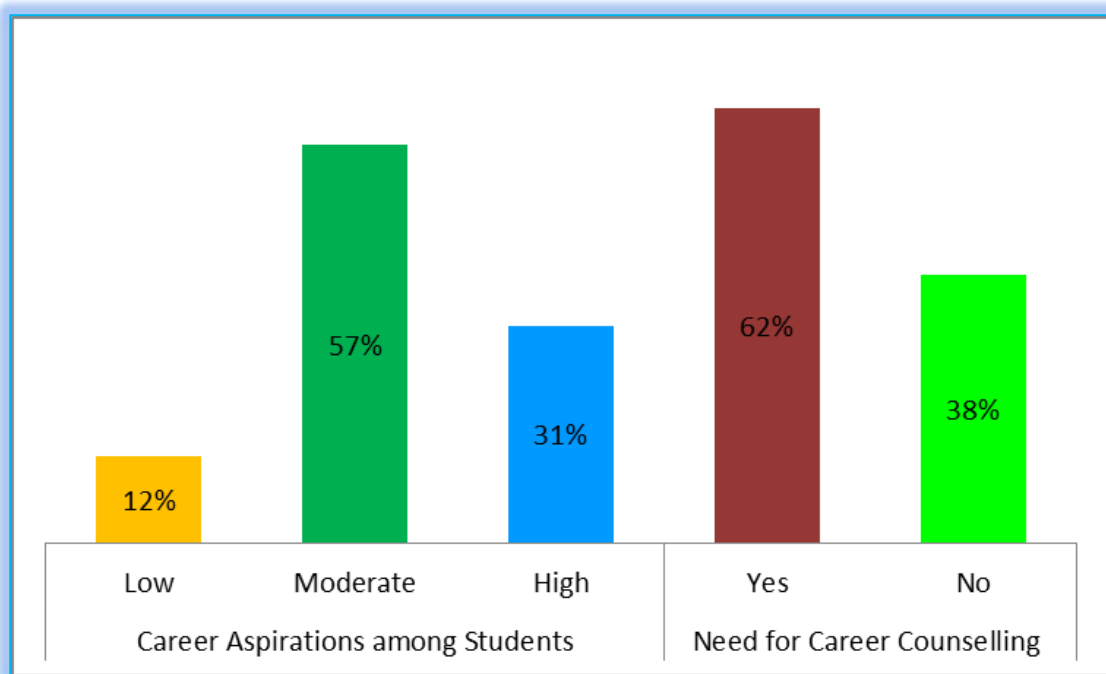


Fig: Students Career Aspirations & Need for Counseling

Coming to student's personality development, 83% agreed that their confidence levels have increased and 76% are motivated to study hard to excel in their academics when compared to earlier.

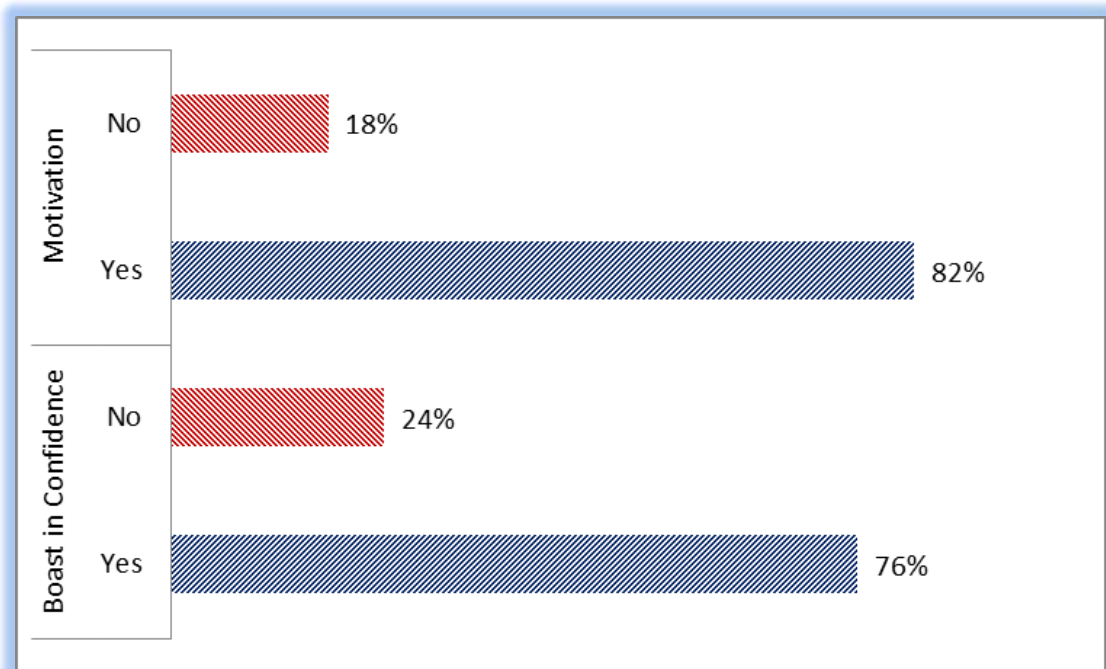


Fig: Student's Confidence and Motivation



Fig: Field Visit to for Scholarships

Relevance— All the Interventions were found to be in alignment with the CSR Policy and in the objective of providing basic amenities to schools as the first step towards providing equipped schools and quality education. The provision of scholarships was also found to be relevant as the majority of the student's belonged to below poverty line families and were excelling in their academics. It was also found that monetary support has decreased the families' financial burden.

Effectiveness – The effectiveness is measured in terms of fulfillment of the objectives and the satisfaction levels of the beneficiaries. This intervention ensured that more than 80% of the respondents are satisfied with the outcomes of the project. While coming to the Scholarships activity, although the program was successful in boosting the confidence levels of the students and helped in their personality development it has not been so effective in increasing their career aspirations.

Efficiency - The Interventions planned were completed within stipulated time and budget. The facilities provided to the students were in the academic year and ensured that it was provided within the estimated budget without any additional cost. However, it was in one school that the installed equipment failed to function properly and the maintenance issue was not addressed in time.

Sustainability— The programs under the thrust area shows a certain dependency on the client and no exit strategy which hampers the sustainability of the intervention. It was observed in some Infrastructure development activities such as RO Water Plants the maintenance of the equipment's installed is covered by the dealer for one year of time, after which the client has to pay for the maintenance charges which shows a clear dependency on the client. Similarly, for scholarships, there exists an uncertainty among few parents as to what happens when the scholarship is no longer provided.

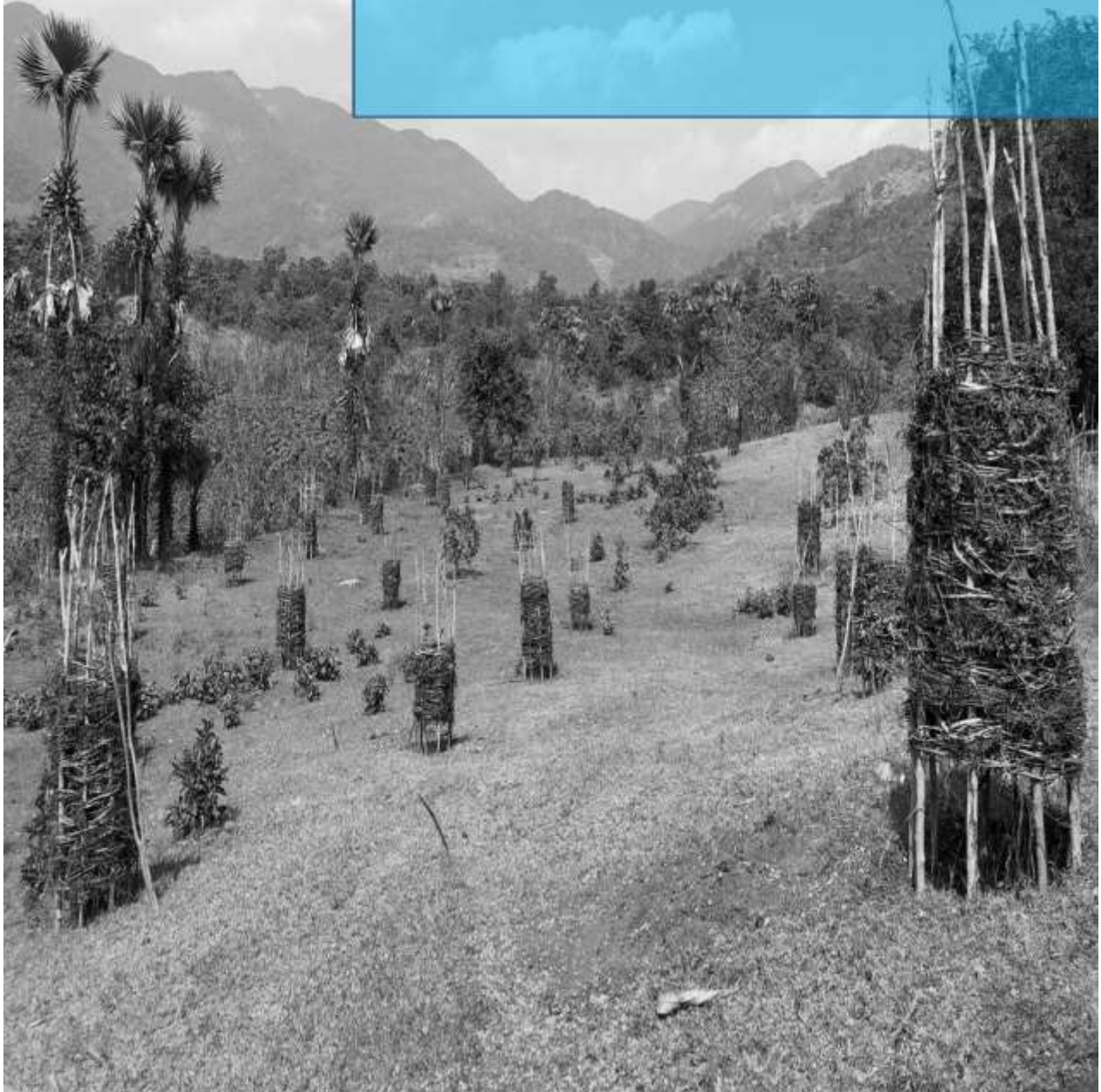
Challenges— There were some challenges identified while assessing the impact. With respect to RO Water Plants activity, it was revealed that one school in Jawahar nagar was facing water shortage. According to the school authorities, there exists a drinking water shortage in the community and hence the same crises are faced by the school. In the case of scholarship program, a baseline data on student's psycho-social assessment would have been an authentic base to suggest a visible change in their attitude and personality post the provision of scholarships. These challenges provide scope for further improvement in the project objectives and implementation.



Fig: House of one the students receiving scholarship

Recommendations - The project has benefitted the school and has improved the children's access to clean and safe drinking water. The intervention has achieved set objectives and is expected to have a positive impact on children's health and hygiene. However, in order to ensure the sustainability of the project it is recommended that schools take up the responsibility of the maintenance and repair of the equipment's. This can be attained by handing over the operation and maintenance to the School Management Committees. If the RO Water Plant has the capacity to fulfill the needs of the school as well as the communities the SMC's can manage its maintenance expenses by handing its operations. This would ensure the participation of school authorities, parents and community members being participative in the school development activities and in reducing the dependency on the client. Similarly, in the case of Scholarships, it is suggested to undertake a baseline assessment of the student's psycho-social assessment which can help in measuring the change post the activity. Also, it is suggested to conduct a workshop to the students receiving scholarships and provide professional career and educational counseling to handover the students and guide.

NATURAL RESOURCE MANAGEMENT



NATURAL RESOURCE MANAGEMENT:

The Survival of humankind becomes challenging without natural resources. Natural resources such as water bodies, gas, fuel, crops, plants and trees play a vital role in the day to day life. Humankind needs natural resources not only to eat, drink and survive but also to sustain economies maintain ecological balance and prevent global warming. While using Natural resources is unavoidable, it is essential to understand the fact that the exhaustion of these resources is a threat to mankind and that there is a dire need to sustain these resources constantly. Though the responsibility of managing natural resources is the duty of every individual, community and corporates, it is of more importance to organizations that are in the lines of Environmental and natural resource management. When these organizations invest in managing natural resources through their CSR activities they are investing in their business sustainability as well as meeting their social goals.

Thus under the thrust area of Natural Resource Management, REEL has been working on managing natural resources nationwide through numerous activities. Special events such as Environment Day celebrations and Plantation drives such as Haritha Haaram and Aaranyasapthaha were conducted across all the sites and schools in the vicinity of plants over the last financial year. IEC programs on Waste Management along with the distribution of dustbins were taken up with special interest in communities and schools through active employee participation. Onetime events such as pond renovation and tank desiltation activities were taken up based on site specific needs. Lastly, long term projects such as supporting tribal farmers through natural farming and horticulture were conducted in collaboration with NABARD.

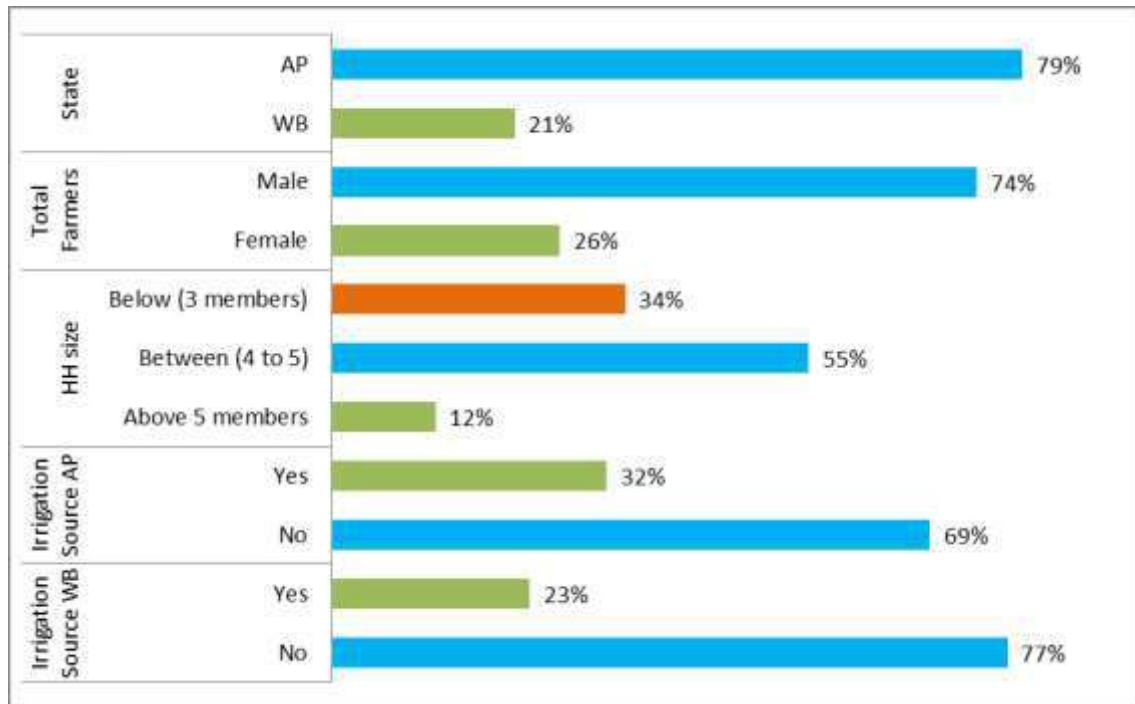
S.no	Activity	Objective
I	Support marginalized farmers and encourage sustainable agriculture practices	To access the increase in farmer's income through cost reduction and long term sustainable natural farming practices.
II	Provide information to create awareness on waste management and inculcate source segregation of dry and wet waste practices among the communities.	To assess the impact of IEC programs in creating awareness and measure the change in the social behavior of the stakeholders.

Activity I: Support marginalized farmers and encourage sustainable agriculture practices

S.no	Location	Activity	Place	Objective
A	Vizag	Promote Horticulture cultivation through the Wadi model using a participatory approach and formation of farmer's savings groups.	10 Villages from Revallu and Mampa Gram Panchayats	To assess the community ownership of the project and evaluate the institution building of farmers groups.
	West Bengal		Mahishmura & Benagiri Villages of Keshiary Block	
B	Karnataka	Introducing sustainable agriculture practices and enable the marginalized farmers	Kotapalpally and Lingapur villahees	To access the increase in farmer's income through long term sustainable natural farming practices.

A. Horticulture Farming among Tribal Farmers:

- Over the past two decades, the horticultural sector has emerged as a prominent sector in the Indian agricultural scenario contributing to overall economic growth. Horticulture is high in demand as it provides nutritional and health benefits with a variety of products that are available round the year.
- In order to facilitate improvement in farm efficiency, thereby reducing the drudgery of the farm workforce, Ramky Foundation in collaboration with NABARD under Tribal Development Fund implemented Wadi project among the Tribal Famers of Keshiary Block of West Bengal and Revallu and Mampa Gram Panchayats.
- The project initiated in the month of July 2019 has duration of five years (2019-2025) and is planned to be completed in phases. In the financial year 2019-20, a total of 255 farmers were selected across 12 villages in West Bengal and Vizag.
- As it has been only a year from the initiation of the Project, impact indicators were identified based on its progress. Successful establishment of Wadi's by all the farmers selected for the project, efficient delivery of Technical support, the formation of Farmers Groups and their operating status were the indicators selected for the assessment.
- The aspects of Community ownership, farmer's capacity building and reduction in farming expenses were also considered for the study.



Observations: -

- Each Wadi is made in one acre of land with a combination of 50 mango and 30 cashew saplings along with Teak Saplings for border plantation.
- Pits were dug and filled with neem powder, manure and post plantation Jeevamrutham was provided without any additional cost to the farmers to boost the growth of the plants through natural pesticides and fertilizers.
- The saplings along with natural pesticides and fertilizers were provided free of cost to the farmers.
- Technical training was provided to the farmers on Horticulture cultivation using Natural Farming Techniques. Farmers were also taken to an exposure visit to for a real time experience.
- Cattle trenches were prepared and plantation of border plants was taken up by the farmers to ensure the safety of the wadi.
- Layer of mulch and water detention structures were set up to control moisture in the field. Additional irrigation facilities were provided to the farmers such as provision of motor pumps and water tankers.

- Farmers Self Help Groups were formed in each village and training was provided to the farmers on book keeping, record maintenance, recording minutes and financial transactions.



Fig: Interacting with farmers through Field Visits and Video Calls

Outcomes:

S.no	Indicator	Status	Remarks
1	Institutional Building & Community Ownership	11 Farmers Savings Groups were successfully formed in 12 villages	<ol style="list-style-type: none"> 1. Farmers have expressed that with the formations of groups the farmers has helped them in disciplining their savings. 2. Community ownership was visible as the Farmers are now able to take up the group operations without much involvement of the client.
		Farmers were trained efficiently on Book Keeping, Records Maintenance.	
		Weekly meeting were conducted and documented efficiently by the farmers with help of field staff.	
2	Technical support	Effective training was provided on Horticulture cropping and on the importance of sustainable agriculture practices.	<ol style="list-style-type: none"> 1. According to the farmers the training provided helped in understanding the process and care to be taken. They were also trained in preparing fertilizers and pesticides from animal manure and natural products. 2. The Farmers, who were a part of the exposure visit, played the role of a catalyst by encouraging their peers to be a part of the project and clarify the doubts with their experience.
		Along with training, farmers were taken for an exposure visit to understand the technicalities and to have a firsthand experience of Horticulture.	
3	Wadi's Establishment and Cost reduction	All the Wadi's had around 80% of survival. Extra saplings were provided free of cost upon request in case of non-survival of sapling	<ol style="list-style-type: none"> 1. Saplings, Manure and Irrigation facilities were provided free of cost to the farmers which have cut down their crop expenses by 70%. 2. The only cost incurred during the cropping was 30% of the labour charges for ploughing the field, as the rest of the expenses were provided by the client. This is helped farmers in their monthly savings through their groups.

B. Natural Farming:

- Modern agricultural practices have a major impact on the environment due to excessive use of fertilisers such as urea, nitrate, phosphorous along with other pesticides that effect air, water, and soil quality.
- In order to introduce sustainable agriculture practices and support marginalized farmers, Client has introduced Natural Farming at Kotapalally and Lingapur villages of Karnataka.
- The project was initiated in the second quarter of the financial year 2019-20 with 67 farmers. As the project was initiated a year back from the time of assessment and only one of the crops cultivated were able to produce just one yield, the indicators selected for measuring the impact are the difference in cost incurred during cultivation, the difference in the yield, perception of farmers towards the use of Chemical Fertilizers and their wish to continue natural farming techniques.

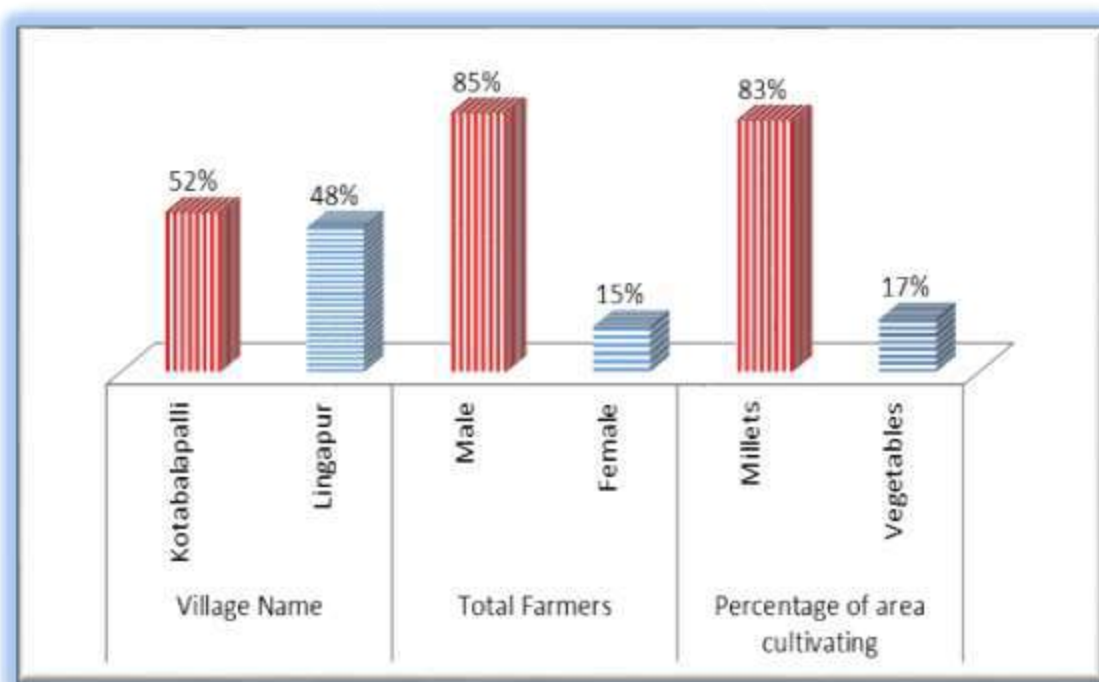


Fig: Data of Farmers

Observations:

- Awareness programs on Natural Farming and its benefits were provided to the farmers.
- Farmers are cultivating vegetables and millets using natural farming techniques.
- The seeds along with natural pesticides and fertilizers were provided free of cost to the farmers.

- Technical training was provided to the farmers on Natural Farming Techniques and they were also trained on the preparation of natural fertilizers such as Jeevarmrutham etc.
- Irrigation facilities were provided to the farmers such as the provision of motor pumps and water tankers.
- Most of the farmers reported that the crop output was much tastier when compared to chemical infused cropping.



Fig: First Yield of Millets through Natural Farming

Fig: First Yield of Tomatoes through Natural Farming



Fig: Women Farmer in the field

Fig: Video Assessment with the Farmers



Outcomes:

S.no	Indicator	Status	Remarks
1	Increase or Decrease in Cost Incurred	The cost incurred in Natural farming has reduced when compared to chemical farming.	The farmers reported that the difference in the cost incurred was quite visible in the aspect of Fertilizers and Pesticides whereas the cost related to labour and seeds remained the same.
2	Increase or Decrease in the quantity of yield	No significant difference was found in the quantity	As only one yield was produced according to the farmers they have not observed any significant difference in the quantity of yield per acre
3	Perception of farmers towards the use of chemical fertilizers for better yield	No significant difference was found in the perception of farmers	It was agreed that the cost incurred has drastically come down due to non-usage of chemical fertilizers but since no difference was found in the aspect of yield quantity the farmers have not yet arrived at any constructive conclusion.
4	Interest to Continue Natural Farming	Most of the farmers have shown interest in continuing natural farming	Few Farmers who practiced chemical farming in the rest of their fields are showing interest to adopt natural farming techniques for cultivating in their remaining field

Activity II – IEC Programs on Waste Management

- Waste Segregation at source has a ripple effect. It reduces the consumption of virgin resources, transportation of waste, a risk to the eco-system, contamination of compost, etc. It also increases the life of landfills, impacts the health and safety of waste pickers along with the ecosystem around disposed sites and water treatment.
- While Waste Management itself is a huge challenge, the most of it comes from people's attitude and behavior towards it.
- The change in this social behavior would have a huge positive affect on the whole cycle of Waste Management. Identifying this major challenge, the client has taken up ICE (Information, Communication and Education) programs in different communities and schools across the country.
- Ramky Enviro Engineers Limited, in association with Delhi Municipality Corporation has been organizing Information Education and Communication Activities on Waste Management in North Delhi.
- The programs were taken up with an objective to create awareness of waste segregation at source. The indicators to measure the impact of the activity would be change in behavior of the residents, successful source segregation of waste, increased safety and hygiene of waste pickers and the stakeholder ownership.(encourage composting)

Observations:

- A multi stakeholder approach was implemented by the client.
- Awareness programs, workshops, competitions and exposure visits were organized at schools and colleges.
- Street plays were performed along with door to door campaigning on Waste Management and Composting were taken up for residential welfare associations, bulk waste generators, housing colonies.
- Capacity building programs were conducted to DMC officials. Trainings on Safe handling of waste, health and hygiene were given to both formal and informal sanitation workers.
- Different training programs were also taken conducted in collaboration with NGO's and Social Enterprises working in the sector of Waste Management.
- Feedback is collected after every training session and documented.



Fig: IEC Activities & Target Groups in Delhi

Outcomes:

S.no	Indicator	Status	Remarks
1	Segregation of Waste at Source.	Successfully source is segregated at source from 90% of the households	It was observed that unsegregated waste is not being collected by the Safai Karmacharies and the same is reported to the Sanitary Inspector at the concerned Ward. Notices and fines are being issued to the respective people, Bulk Waste Generators or RWA regarding the same. This has ensured the source segregation at source level at a very large extent.
2	Behavioral Change	Change in the behavior among people residing in RWA, among Bulk Waste Generator, Street Vendors, School and Colleges. The change among households were a governing body is absent is less compared to earlier mentioned groups.	The visible change in behavior among the RWA and BWG's may be due to the rules and fine system by DMC. Some RWA have also taken this aspect more like a competition rather than responsibility and hence enforced strict rules within the apartments in order to be awarded and recognized.
3	Safety, Health and Hygiene of Safai Karmacharies	Huge improvement was found in the Health, Working style and conditions.	Due to streamlined process, the waste segregation process has become less tedious. The Safety Trainings and usage of safety equipment's improved the working conditions of Safai Karmacharies. Regular Health camps helped in keeping a tab on their health conditions as well.
4	Stakeholder Ownership and Compositing Practice	8 RWA's across 3 zones in North Delhi installed Waste Composting Machine and Vermi Composting Pits	Waste Composting Machine and Vermi Composting Pits were installed in association with Social Enterprises which work in the sector of Waste Management.



Fig: Interacting with Safai Karmacharies



Fig: Assessing Bulk Waste Generators practices

Fig: Understanding the role of DMC in the Project



Fig: Collaboration with Social Enterprises



Fig: Daily Schedule of Informal Safai Karmacharies



Fig: Vermi - Compost Equipment at RWA

Fig: Field Visit to interact with multiple stakeholders

Relevance— All the Interventions were found to be in alignment with the CSR Policy and in the objective of managing natural resources in a sustainable way. The projects in Farming and in Waste Management were administered to the right set of population and in the right place. The project taken up in Natural Farming and Horticulture will ensure the economic upliftment of marginalized farmers through sustainable agriculture and livelihood programs. The farmers selected for the program were from below poverty and were not able to afford high cropping costs. This project ensured the reduction of cost incurred in farming and at the same time enabled the farmers to manage their savings through Farmers groups. Similarly, Delhi, the country's capital which is known for being one of the most polluted city in India, is in dire need of Waste Management and the programs taken up are aimed at reducing waste contamination.

Effectiveness— The effectiveness is measured in terms of fulfillment of the objectives and the satisfaction levels of the beneficiaries. The intervention ensured that respondents are satisfied with the outcomes of Natural Farming and IEC activities to a large extent. With respect to Horticulture, the program is delivered effectively but is yet to show a change in their economic conditions.

Efficiency— The Farming programs initiated in the financial year 2019-20 are still undergoing. Though Natural Farming has produced a single yield the project is yet to reach its optimum competence with respect to income generation and enhancing the quality of the soil. Similarly, the Horticulture project would need another 2-3 years to create income, though the necessary support and materials were provided on time. The IEC programs were efficiently delivered and were able to create an impact to a large extent.

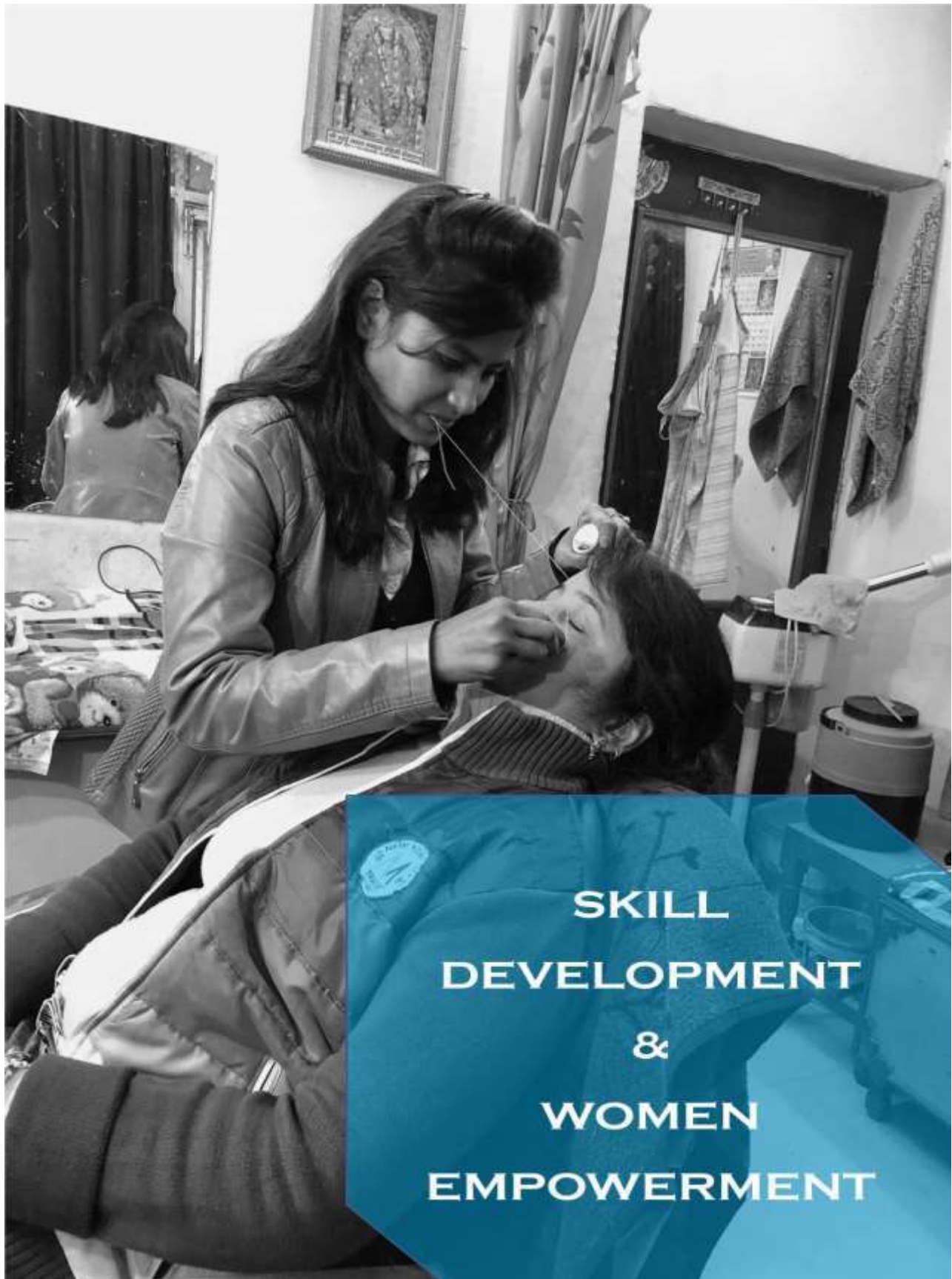
Sustainability— The programs under the thrust area were found to be sustainable upon its completion. Both the Natural Farming and Horticulture were initiated with an objective to create sustainable livelihoods for the targeted beneficiaries. However during the tenure of the project, there is a certain dependency on the client which is required as the programs are still in the process of enabling the beneficiaries. In the case of IEC programs, the program was successfully able to create a self-managed mechanism by most of the stakeholders such as RWA's, Bulk Waste Generators. However it was observed that the scope of this project extends to places with individual households as they are yet to practice source segregation completely.

Challenges— There were some challenges identified while assessing the impact. With respect to IEC programs it was revealed that individual households and densely populated low income households are yet to practice source segregation full-fledged. This may be the lack of proper leadership and the absence

of a governing body to provide a positive reinforcement in order to bring change in behavior. These challenges provide scope for further improvement in the project strategies and implementation.

Recommendations – It is recommended to the client to conduct an in depth baseline study of the beneficiaries which would help in understanding the pre-existing condition and also helpful in measuring the impact of the program post the intervention. Measuring change in the aspects of Economic conditions and Behavioral changes would be more authentic when it is compared with respect to pre & post conditions. It would be helpful for the client to conduct a detailed baseline socio-economic study of the targeted beneficiaries to record their current situation. In the Natural farming project it was observed that the farmers are still dependent on the middle men to sell their yields and that there is no direct market linkage to them. If the market linkage is provided to the farmers they would be able to directly sell their product. Also there is a need for proper marketing and branding strategy to sell the products as there is a high demand for Chemical Free Agriculture produce in market these days, with proper guidance the farmers can sell their produce at higher rates.

With respect to IEC programs, it was observed that the project team at Delhi is doing a commendable job with respect to reaching out to various stakeholders, using different methods and techniques to create awareness, collecting training feedback etc. However, the Delhi IEC Team is out staffed when compared to the amount of work load. Increasing the manpower for the Team will enable the team to reach out to more communities and create more impact. Secondly, creating templates of training modules and methods used by Delhi Team and replicating the same model in other places might bring in a similar positive impact in other places, rather than reinventing the wheel every time the activity is taken in.



SKILL DEVELOPMENT & WOMEN EMPOWERMENT

Young people are the biggest part of global demography and hence 169 targets among 17 interconnected goals are designed keeping youth as major stakeholders. In the Indian scenario, 54% of the population is below the age of 25 and 62% of its population is in the working age category, in which women are of substantial part. But the sad fact is that for the last several decades India is facing a huge crisis of skill gap. There is a remarkable difference between the demand and supply of skilled employees in the Indian market which is a major obstruction to the economic growth of the country. Though more than one crore people are joining the nation's workforce, it is said to be that only 25% of them have the right set of skills for right set of job and are unable to meet the market expectations. Identifying this root cause, the Indian government has been making several attempts to bridge the skill gap through various interventions and is expecting the Corporates to play their part through CSR Funds and Programs aimed at building the nation's skilled workforce rather than just national workshop.

Just like youth, Women are also considered as a major stakeholder in the global economy that plays a key role in the socio-economic development of a nation. The aspect of Women Empowerment is vital because of their undeniable role in Community Development. It is also a well-established fact that one of the vital aspects of Women Empowerment is empowering them economically by providing skills and decent jobs or occupations would make them identify themselves with self confidence levels and esteem. Hence it is crucial for women to be part of skill development as they now contribute to every sector in all walks of society. Thus, Ramky Group through its Skilling Programs under the thrust area of Skill Development and Women Empowerment has been working on skilling programs and on the economic empowerment of women in Delhi and Telangana.

S.no	Location	Activity	Objective
I	Delhi, Telangana & Vizag	To provide employability skills to youth and connect them to various employment opportunities and to enhance their earning capabilities	To assess the impact of skilling and the provision of market linkage to the trained youth & women.
II	Telangana	To improve the working condition of the women waste pickers by providing safe working environment and better pay compared to local vendors	To evaluate the facilities provided and improvement in the quality of life of Women waste pickers from their perception.

Activity I: Provide employability skills to enhance their earning capabilities and socio-economic status

REEL in collaboration with NSDC has been working towards creating a productive workforce for the country's development. Thus, under the thrust areas of Skill Development and Women Empowerment, various Skill Development programs have been taken up in Delhi and Telangana for Youth and Women. With an objective to enhance the employability of the individuals, which paves way to employment opportunities and increases their socio-economic status different vocational trainings were provided. The different indicators used for assessing impact both the programs are increase in self-esteem levels, satisfaction levels with respect to the quality of the training, confidence in finding a job in the same field, access to training programs, support in placement, successful job placement, the difference in income post learning the skill. Indicators for each activity are selected based on the objective of the program at each location.

A. Skill Development Program at Delhi

Skill Development Programs in collaboration with National Skill Development Corporations were conducted in Delhi to provide quality vocational trainings and boost the employment opportunities of youth. In the financial year 2019-20, 96 girls were trained (4 Batches) in Beautician Course and 26 Boys were trained (1 Batch) was trained in Mason General. Participants were selected based on stratified random sampling by using the proportionate technique from the courses and data was collected using survey mode, unstructured interviews with the participants and trainers respectively.

Course	Intake	Proportionate	Sample
Beautician	96	79%	72
Mason	26	21%	20
	122	100%	92

Observations:

- The courses are taught by qualified and certified Trainers. One Facilitator was allocated for Beautician and Mason General each.

- The facility was well equipped with In-House Labs, Bio-Metric Attendance Machines, Rest rooms for both girls and boys, Drinking Water.
- Only the basic certificates were maintained by the Institute regarding student's educational qualification and identity.
- Trainers are well versed with the course requirements and as per the students they are always approachable to help the students.

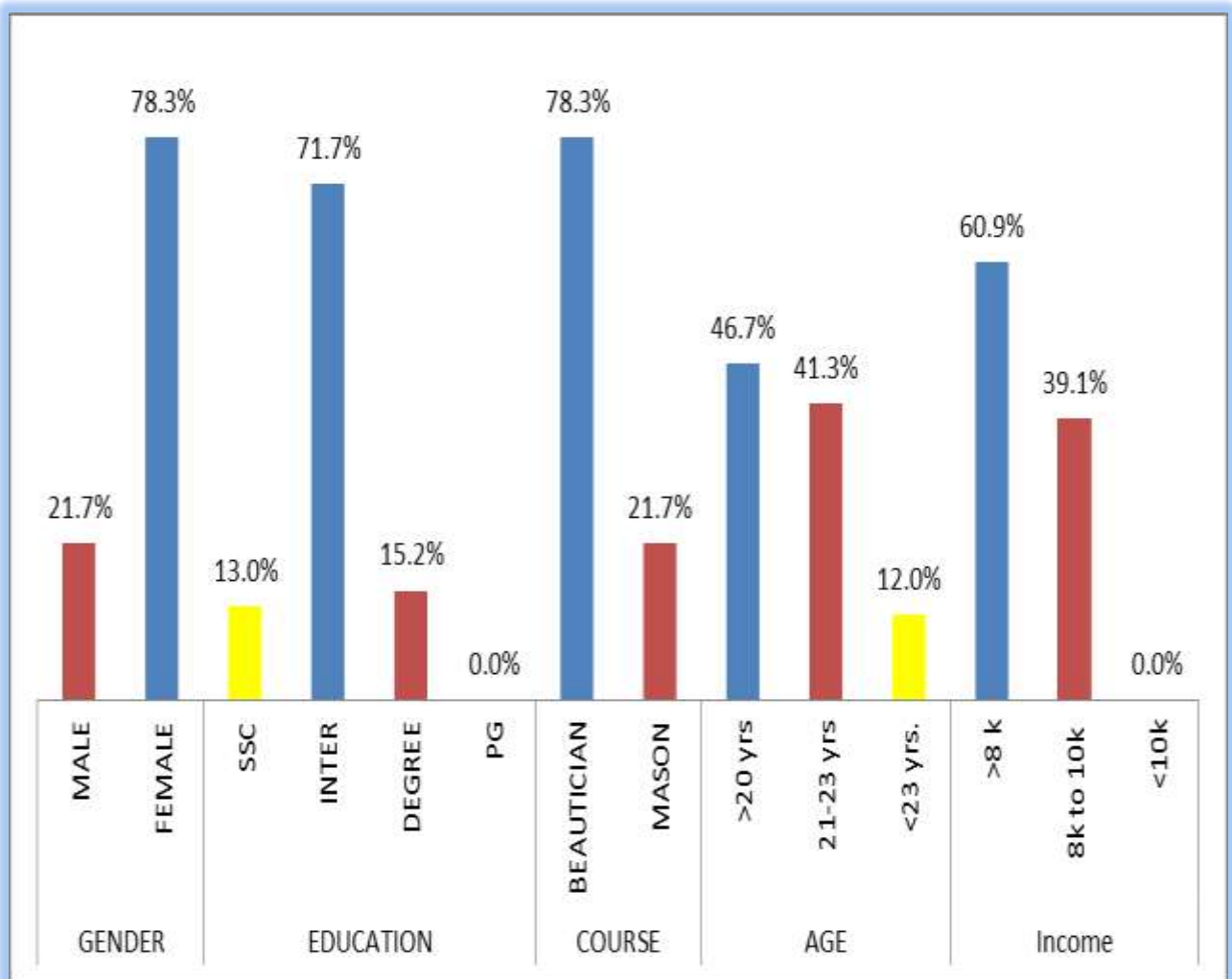


Fig: Demographic details of students in Beautician and Mason General Course



Fig: Interaction with Students, Trainers and Field Visit to Parlor run by one of the beneficiaries
Outcomes:

S.no	Indicator	Outcome	Remarks
1	Change in Self-Esteem Levels of the Students	The Self-Esteem levels of students in Beautician course are high where the levels are low among Mason General Students	Most of the Students from Beautician course were able to see the difference in their personality. They expressed feeling good about themselves and feel they can achieve their dreams if they try hard. The same spirit was found lacking in students from Mason General. Students from Mason course still don't see themselves worthy and they have not seen any difference in themselves before and after the course.
2	Quality of the training	Both the Beautician and Mason course students are moderately satisfied with the quality of the training.	As per the students, though the in house training was satisfactory, the lack of real time industry experience was missing in the course. Especially the Beautician course students felt they couldn't face the customers first time as they were not accustomed to meet clients.
3	Confidence in finding job in the same field	The students in Beautician course are more confident in finding a job in the same field but the same couldn't be said about Mason General students	The Students from Mason General are not confident in finding job in the same course and most of them are not even confident in continuing in the same.

4	Access to Training Programs	Students from both the courses have found the course highly accessible	Firstly the course was provided free of cost to the students; the course material and items required for practical sessions were also provided free to the students. Lastly the location of the training center was very much accessible by all means of transport.
5	Support in Placement	The support provided for placement was found to less among both the courses	The students from both Mason General and Beautician expressed that the support provided for placement was unsatisfactory. In the case of Mason, the students themselves were not active in attending the few interviews arranged by the institute as the job location was in far off districts where as the students wanted placements in Delhi city.
6	Successful Job Placement	50% placements in Beautician and 10% placements were achieved in Mason General courses	The Program was not able to provide placements for the trained students. For Beauticians, most of them who are working or are running their own parlours have found success through their own efforts. Similarly for Mason General very few students were able to find jobs and even they were not able to work for more than 3 months.
7	Difference in Income post learning the skill	All the trained students who are currently either working or running their own businesses have reported a difference in their income levels.	The students who ever are currently earning were unemployed before joining the course hence the aspect of even a small amount of income did make difference in their post learning phase.

B. Skill Development Program at Telangana

Skill Development Programs were conducted in Telangana to provide vocational training to women and youth. In the financial year 2019-20, 40 women were trained (1 Batch) in Tailoring Course and 40 Boys were trained (1 Batch) was trained in Computer Skills.



Fig: Tailoring Course for Women in Telangana

Observations:

- The courses are taught by qualified and certified Trainers. One Facilitator was allocated for Tailoring & Computer Courses each.
- Trainers are well versed with the course requirements and as per the students they are always approachable to help the students. Classes are conducted 5 days a week for both the programs in morning and afternoon batches.
- Women and Youth are coming from nearby villages to take the training due to its presence in the mandal headquarters.

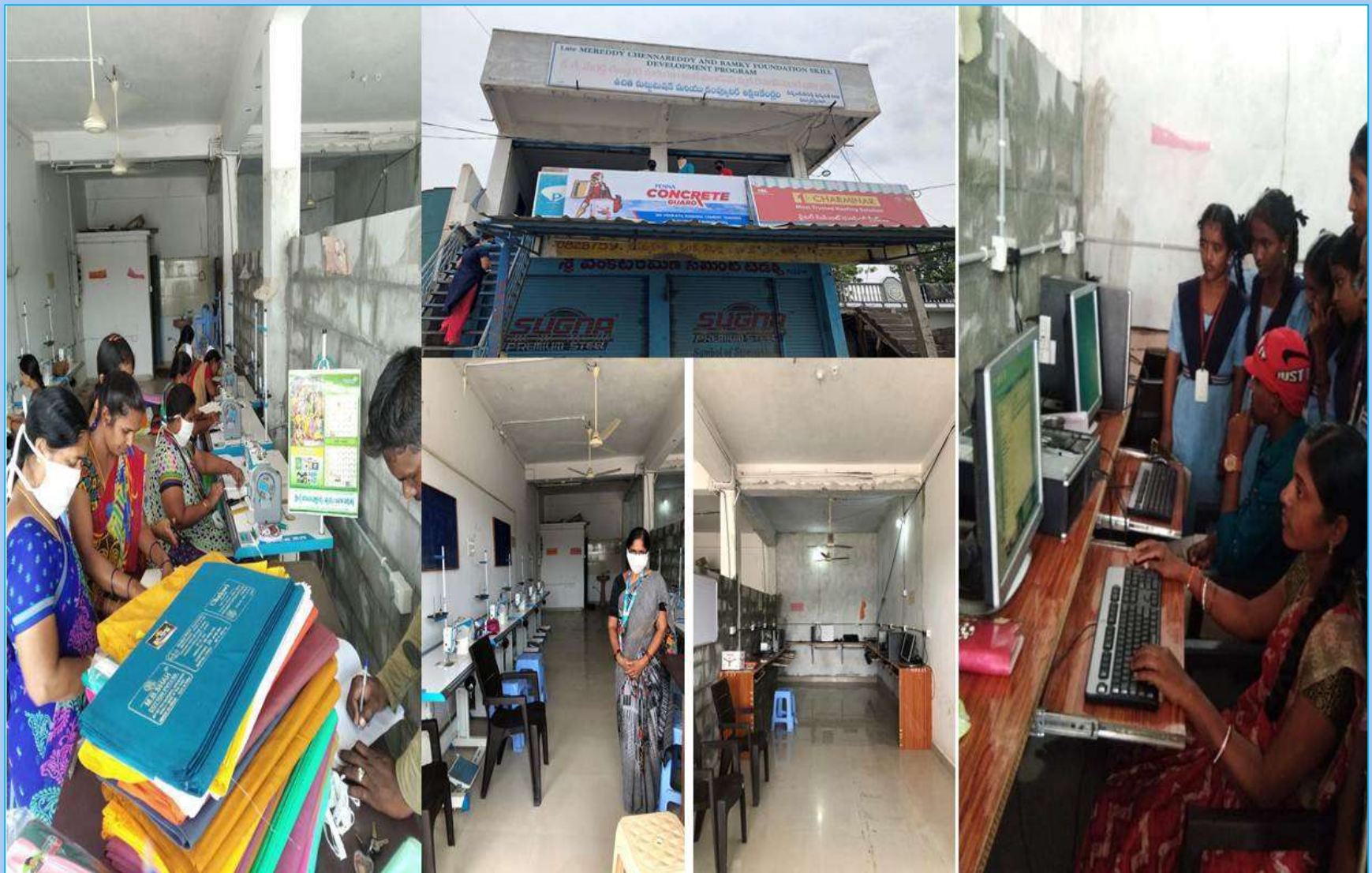


Fig: Skill Development Center for Tailoring and Computer Skills

Outcomes

S.no	Indicator	Outcome	Remarks
1	Change in Self-Esteem Levels of the Students	Maximum respondents from both tailoring and computer skills courses have reported high Self-Esteem levels	Learning a new skill has increased the self-esteem levels of the women in the tailoring course. While some expressed happiness they can now contribute to family income, some have told that they can now save money by taking care of their families stitching requirements. Coming to students from Computer Skills, they are now confident of attending interviews as most of the jobs required basic computer literacy which was lacking earlier.
2	Quality of the training	Participants from both the courses have expressed high levels of satisfaction with respect to the quality of the training.	As per the respondents, this was first time ever that such facility was provided to them and they couldn't ask for more.
3	Successful instillation of skills	Maximum participants from both the courses are confident that they have learned the skills successfully.	Respondents from Computer course though are confident about learning the skills but have requested for Advanced Level training in Computer Skills based on which they can explore jobs as Computer Operators.

S.no	Indicator	Outcome	Remarks
4	Access to Training Programs	Maximum participants from both the courses have responded that the training programs were highly accessible	Firstly the course was provided free of cost to the students; the course material and items required for practical sessions were also provided freely to the students. Lastly the location of the training center was very much accessible by all means of transport as it was situated in mandal headquarters.
5	Difference in Income post learning the skill	Only respondents from Tailoring courses have reported difference in income after learning the skill.	Few Respondents from Tailoring course have reported differences in income levels as they were able to start small businesses based at home. But the students from computer skills couldn't find much difference as they are still in a job hunt.

Activity II – To institutionalize the informal sector of Women Waste Pickers and improve their socio-economic conditions

REEL and Ramky Foundation in collaboration with UNDP have been working towards improving socio-economic conditions of women waste pickers by establishing sustained practices in plastic waste management and creating a circular economy through plastic recycling. The programs aim at improving the working conditions of the women waste pickers, enhancing their economic conditions and formalize the informal sector by institutionalizing them through self-help groups. The indicators used for assessing the impact are, increase in their daily earnings, improvement in their working conditions and health conditions, successful formation of self-help groups. A Focus Group Discussion was carried out with the women waste pickers to understand their perception.



Observations:

- C. All the Women Safai Karmacharies coming to Swachatha Kendra are registered with the Kendra.
- D. All the Safai Karmacharies are provided with Safety Equipment's such as Hand Gloves, Masks monthly. Apart from this Safety Boots, Raincoats, Umbrellas were provided as per the seasonal requirements.
- E. Annual Health Camps were organized with focus on addressing General, Dermatological and Gynecological issues of Safai Karmacharies.
- F. It was also observed that regular health camps are organized on safe segregation of plastics, importance of Safety equipment's and Menstrual Health and Hygiene.
- G. The Swachatha Kendra is also equipped with separate changing rooms for women and with RO water plant.
- H. As a part of welfare, Scholarships and school note books were provided to the children of Safai Karmacharies.



**Fig: Provision
of RO water
Plant at site**

**Fig: Safai
Karmacharies
with Gloves
and Masks**



**Fig: Safai
Karmacharies
segregating
waste**

Outcomes:

S.no	Indicator	Outcome	Remarks
1	Increase in Daily Wages	The Safai Karmacharies confirmed that there has been a clear difference in their daily income	According to Safai Karmacharies, there is an increase of Rs. 200/- to 400/- per day on average when compared to earlier. Due to the training provided on Plastic segregation and types of plastic they are efficiently manage the segregation and are able to estimate their daily wage.
2	Improvement in Working Conditions	There has been a slight difference in their working conditions but not as much as expected with respect to project outcomes	The major reason seems to be the attitude and behavior of the Karmacharies. Though the safety equipment's such as gloves, boots, masks are provided, only few are using them. Rest of them when probed on the reasons for not using the equipment's they say that they are been working without the equipment for long hence they don't need them.
3	Improvement in Health Conditions	According to them no visible difference was observed in their health conditions.	Due to the Occupational Hazards, the Safai Karmacharies are more prone to health problems but due to their working hours they would not be able to visit doctors and the one medical camp conducted was found to beneficial to them both in terms of doctor checkup and medicines. But since the camp was only conducted once no major difference was found with respect to their health conditions.
4	Institutionalizing the Beneficiaries through SHG's	Out of Two SHG's formed only one is actively functioning and is revolving their funds for different needs of the group members.	It was found that only one group is actively operating. Women in that SHG are satisfied with the group operation and have been taking loans regularly.

Relevance_– All the Interventions were found to be in alignment with the CSR Policy that aims at developing employability skills of youth and women as well as enhance their earning capability. The projects in Skilling, in Economic empowerment of women were administered to the right set of population and at the right place. The project especially taken up with women Safai Karmacharies was addressing the issues of the downtrodden community which was always neglected and never acknowledged for the role they play. This project ensured that they are acknowledged and aims at bettering their quality of life. The Skilling programs were also found to be highly relevant for the participants never had access to such programs, couldn't even afford the courses.

Effectiveness_– The effectiveness is measured in terms of fulfillments of the objectives and the satisfaction levels of the beneficiaries. The Skill Development program was effective to an extent for beautician and tailoring courses but failed to achieve the same effectiveness with Mason General course. No comment can be made with respect to Computer course as they are yet to find placements. However, apart from enhancing the earning capacity of the beneficiaries, the program also aimed at increasing their self-esteem and confidence levels and it was observed that the training programs did have a positive influence.

Coming to the effectiveness of program aimed at economic empowerment and improving the quality of the life among women safai karmcharies, it could be said that the program has resulted in increasing the income levels of the beneficiaries but it is yet to reach its maximum levels with respect to enhancing the quality of life. This provides further scope for the intervention with special focus on changing beneficiaries' behavior and attitude.

Efficiency_– The Efficiency of the interventions is measured on how proficiently the programs were delivered its quality. According to the students, the quality of training programs at Delhi was satisfactory with respect to class room teaching and practical sessions. However, the students expressed that the lack of real time industry experience was missing in the course. Students felt that a field experience would have prepared them with market expectations and challenges. The Skilling program at Telangana was found to be very efficient and as it was the first time experience for the beneficiaries and they were quite satisfied with the quality of the training program. Regarding efficiency of project with safai karmcharies, the services provided for income enhancement were effective but with respect to welfare such as health camps the beneficiaries felt it would have been helpful if the health camps are conducted often.

Sustainability_– The long term sustainability of the Skilling programs would depend on the ability to find job or opportunities to earn using the skills learnt. It was observed that students are strongly dependent on

the institute to find placements for them. It could be analyzed that the reason for the dependency could be that students for beautician and computer skills lack soft skills, career aspirations and are unaware of market expectations. This provides further scope for the intervention with special focus on bringing modification in the course curriculum. In the Women Empowerment project with Safai Karmacharies, it is observed that during the tenure of the project there is a certain dependency on the client which is required as the programs are still in the process of enabling the beneficiaries.

Challenges_– There were some challenges identified while assessing the impact. With respect to Skilling programs major challenge was lack of field exposure for the courses and placement support were major challenges. These challenges provide scope for further improvement in the project strategies and implementation.

Recommendations – With respect to both skilling and women empowerment projects, it is highly recommended to conduct a need assessment and baseline study to assess the relevance of the program, needs of the beneficiaries and study the social, psychological and economic conditions of the participants. This data would be an authentic base to measure the changes brought by the interventions. For Skilling programs it is recommended to include special classes for soft skills, motivation session and career aspirations in the curriculum which would enhance the participant's chances of finding the job and decrease the dependency on the training institute to find the job for them. Specific to women safai karmacharies, it is recommended to have a detailed database of the women registered. It is also recommended to provide special and regular welfare activities which aim at improving their quality of life standards.



HEALTH

A healthy nation is a strong nation; as it is only through a healthy living population a nation reach its economic, environment and social goals. Though India is making progressive efforts towards building healthy nation, it still is facing numerous challenges given its large population. Access to basic facilities such as Safe Drinking Water, Clean Toilets, and Healthcare is yet a dream for most of the people in India. It is challenging for a nation as vast as India to fulfill this herculean task alone. This provides a scope for strategic engagement by corporates through its CSR Programs.

Thus, Ramky Group under the Thrust area of Health has been working on activities to improve the health conditions of people in the communities which are in dire need. Different activities such as provision of Safe Drinking water, access to toilets, conducting health camps and organizing awareness programs on health were performed under the health category in schools and communities.

S.no	Location	Activity	Objective
I	Telangana, Karnataka, Vizag	To provide safe and pure drinking water supply facility to ensure better health and hygiene of the communities.	To study the access to safe healthy drinking water facilities provided.
II	Nellore	To provide Toilets to marginalized Below Poverty Line (BPL) households in order to eliminate Open Defecation in the village	To measure the change in sanitation practices and attitude towards usage of toilets

Activity I: Provide safe and pure drinking water supply facility to ensure better health and hygiene of the communities.

- Safe Drinking Water facilities were provided at the communities which were facing drinking water crisis. The objective of this intervention was to provide clean and safe drinking water to the communities.
- For the provision of providing safe drinking water, RO Water Plants were installed in Telangana, Karnataka and Vizag.
- To assess the impact of intervention provided, KII's were performed with Community Leaders and unstructured interviews were conducted with the community dwellers.

Observations:

- The provision of safe drinking water was provided to the communities which reached out for help.
- After receiving the requisition from the community, the Foundation carried out preliminary assessment to understand the ground realities.
- Quality of the water available was tested and per day water consumption by households was assessed to understand the needs and relevance of the intervention.
- The proper structure was built with electricity supply to install the RO water plants.
- Staff is hired by the local community to handle the day to day operations of the plant.
- Commercially water is sold to the community. Rs.10/- is charged for every 20 liters, this money in turn is used for the operation and maintenance of the water plant.



Fig: RO Water Plants at Telangana and Karnataka

Outcomes:

- Majority of the beneficiaries are satisfied with the water quality as well as quantity and have reported that it is now easier to access to drinking water.
- With respect to frequency, RO plant is operational every day and water is easily available from morning to evening.
- It was reported that majority of the households use water for drinking purpose and cooking purpose.

Activity II - To provide Toilets to marginalized Below Poverty Line (BPL) households in order to eliminate Open Defecation in the village

- With an objective to promote health by provide sanitation facilities and eliminate open defecation toilets were provided in SC colony at Nellore Site.
- Individual household toilets were constructed for 21 houses in SC Colony of Bojjanapalli village.

Observations:

- Toilets were only constructed to those household who came forward requesting for provision of toilets.
- It was observed that the households were facing challenges such as issues of open defecation, walking long isolated places especially for women; the conditions are worsened in rainy seasons.
- The bathrooms were equipped with Indian style commodes and bathing area. An underground septic tank with 6 feet depth was also constructed and connected to the bathroom.
- Water has to be manually stored in the washrooms since no overhead water tanks were constructed and water pipe facility was not provided, however there exist no water shortage in the community hence usage and maintenance of the washrooms is easier.



Fig: Bathrooms in construction phase

Outcomes:

- All the 21 households are successfully utilizing the toilets and are satisfied with the construction.
- It was reported that all the members of the 21 household are no more opting for open defecation which has in turn motivated the other households in the community.
- It turns out that the construction of toilets has motivated the other households as few of them have submitted the requisition for constructing individual household toilets for them as well.



Fig:
Bathroom
Constructed
at Nellore

Relevance: The programs implemented under the Thrust area of Health were on the needs of the people. The impact assessment study shows that the project objectives are aligned with the company policies. The drinking water facility and toilets were provided for community were either completely lacking these facilities or were finding it very difficult to access them. The interventions ensured better health and hygiene habits amongst villagers that is aligned to the objective with the thrust area goals.

Effectiveness: The effectiveness of the program is measured on fulfillment of its objectives. Both the programs implemented under the thrust area of health have met their objectives. The beneficiaries reported that they are satisfied with the toilets provided.

Efficiency_– The Efficiency of the interventions is measured on how proficiently the programs were delivered its quality. The programs delivered were both completed within the estimated budget, but with respect to timeline, the construction of toilets were delayed because of nationwide lockdown.

Sustainability_ The long term sustainability of the programs would depend on the continuous use of the facilities provided. As the RO Water Plants were operated and maintained by the community, and the quality of the water provided is satisfactory, the long term usage of the plant looks highly possible. Similarly the toilets provided were well constructed, were equipped with basic necessary facilities and maintained by the individual households reflect long term usage.

Challenges_– No major challenges were identified while assessing the impact.

Recommendations: It is recommended to collect the information and assess the health conditions of the community and prevalence of water borne or sanitation related health issues to validate the need of the intervention and evaluate the impact of the interventions executed.

CONCLUSION

Conclusion

The CSR programs in all the five thrust areas ie Education, Skill Development, Natural Resource Management, Women Empowerment and Health were focused on creating sustainable impact, providing opportunities to enhance the quality of life of the beneficiaries and communities. The programs implemented were able to meet the objectives to a large extent and met the beneficiaries' expectations. The programs were able to reach satisfactory level in terms of effectiveness, efficiency, sustainability.

It can be stated that by executing the CSR activities in the sites surrounding plants, REEL was fulfilling its primary responsibility of addressing the needs and developing the communities whose resources are shared by them. But it was observed that the programs implemented in the site specific areas were initiated only upon the request from the community. In order to build positive long lasting relationship and gain the trust of the communities in the periphery of the plants, it is suggested that the Site officials interact with the community on regular basis, understand issues, and have brain storming session with community leaders to develop key interventions suitable to the needs of the community.

The Monitoring and evaluation mechanism deployed in the last financial year helped in enhancing the effectiveness of the programs implemented in project mode. However, one of the major challenges faced were the absence of need assessment and baseline studies. The availability of these reports would have played a key role on determining the level of impact achieved versus expected impact and would have served as a clear road map to assess the optimum capacity of the interventions. It is highly recommended to establish Standard Operating Procedures for successful programs and for national level initiatives, prepare monitoring indicators framework and formats which would ensure structured impactful CSR by the company. The vital and strategic element for sustainable business and CSR initiatives is finding symmetry between the business and societal perspective and an ability to accommodate and understand issues from both sides.



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