



# EVALUATION AND IMPACT ASSESSMENT REPORT OF CSR PROJECT



February 2017

# Evaluation and Impact Assessment of CSR Projects

February 2017

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## 1.CONTEXT

THDCIL operate in an economically, socially and environmentally sustainable manner, while recognizing the interest of its Stakeholders. This commitment is beyond statutory requirements. CSR is, therefore, closely linked with the practice of Sustainable Development. CSR extends beyond philanthropic activities and reaches out to the integration of social and business goals. These activities need to be seen as those which would, in the long term, help secure a sustainable advantage. The number of CSR program arr planned in holistic manners and further considerations of emergency and disaster mitigation are supported from time to time considering the Himalayan region..

THDCIL corporate social responsibility is led by social expectations and corporate performance measurement in terms of economic impact, social impact and environmental impact commonly called the Triple Bottom Line. Economic growth is possible only through consumption of inputs available in the environment and society. The harnessing of natural resources has a direct impact on the economy, the environment and society at large. CSR is a concept whereby THDCIL serve the interests of society by taking responsibility for the impact of their activities on customers, employees, shareholders, communities and the environment in all aspects for their operations

There are consistent and continuous affords even today in many welfare activities for the dam affected people as THDCIL recognises. Through its CSR, it attempts is to make the dam affected people's life more easy and enjoyable. It has been consistently working in the direction and has long term strategy and programs.

## 2. EXECUTIVE SUMMARY

This report is about the sustainability and impact assessment work carried out by SR Asia, an international organization promoting CSR and sustainable development. The project was focused on the evaluation and impact assessment of Corporate Social Responsibility (CSR) activities carried out by Tehri Hydro Development Corporation India Limited (THDCIL) in Tehri Dam affected areas and Kedarnath flood affected areas in Uttarakhand. THDCIL being one of the major successful hydro power company in India, is influentially involved in various CSR activities through SEWA-THDC, its constituent organization. The various activities dealt with the population and areas affected by the construction of Tehri Dam in several places in Uttarakhand. Also, there are activities which were aimed at immediate benefit and help during Kedarnath flood in 2013.

The evaluation and impact assessment was carried out in different phases and steps carving out a holistic approach towards the activities. It involved the in depth analysis (both qualitative and quantitative) from all the kinds of sources of information applicable to these set of activities.

S.NO.	ACTIVITY	DURATION
1.	Evaluation and impact assessment of furniture assistance to the government schools of project affected areas in District Tehri	July, 2015 – Aug, 2016
2.	Impact assessment of community center built in Dehradun funded by THDC.	Mar, 2016 – Aug, 2016
3.	Impact assessment of flood relief work carried out by THDCIL	June, 2013 – Aug, 2013
4.	impact assessment of Multi-specialty medical camp organized by THDCIL	Dec, 2015 – Feb, 2016
5.	Evaluation and impact assessment of computer training program funded by THDC	July, 2015 – Aug, 2016

## IMPACT ASSESSMENT

### 1.1 Furniture assistance:

- The furniture assistance activity has been **greatly successful**. The target audience being the government schools of the rugged terrains in the Himalayas has been the deserving one. There are also schools who are prone to landslides, cloud bursts and other disasters and it has reached there as well which is quite commendable.
- The feedback regarding the furniture quality and durability has been **85-90%**
- The attendance of students has been increased by **15-20%** on an average in the schools.

### 1.2. Community center:

- It has been of **great utility** according to the population and it is potentially very useful which is yet to be explored.

### 1.3. Flood relief:

- The remarks regarding this activity has been **commendable** from all stakeholders. This activity has served the people in the utmost need.

### 1.4. Medical camp:

- 'THDC medical camp', the name by which it is famous among the community, although it was also organised with a partner organisation and only funded by THDC.
- **762** patients got benefitted due to this activity.
- The radius in which each of the 3 medical camp was able to benefit has been around **30-40 km**

### 1.5. Computer training program:

- The computer training programs funded by THDC were the **only** training program in majority of the areas where these are implemented. There were no other opportunity of this kind in majority of the areas or it has been quite far making it inaccessible to the people.
- The family income of **75%** of the beneficiaries is less than **10 thousand.**
- The satisfaction level has been found to be between **90-95%**

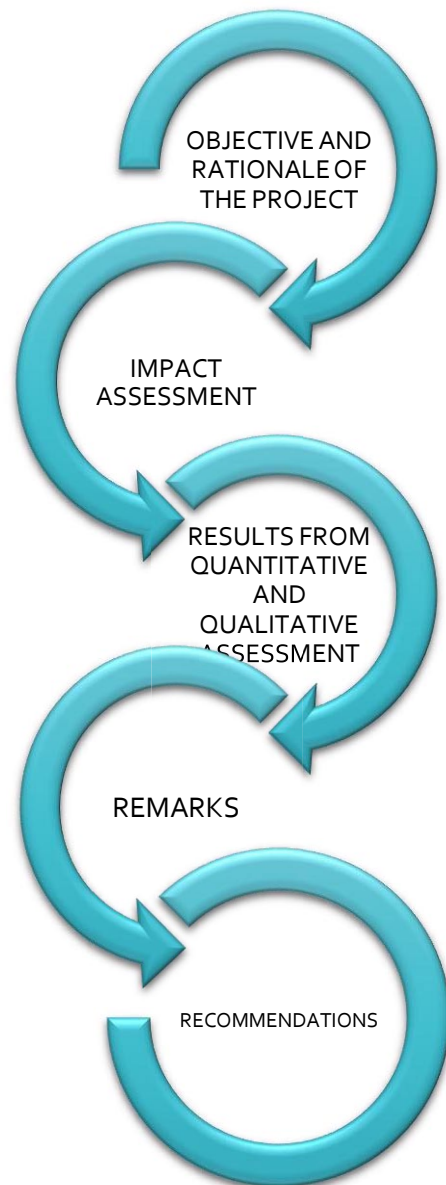
### 3. REPORT OUTLINE

The report explains about the planning, process, procedures and the outcome of the project involving evaluation and impact assessment of CSR activities carried out by THDC in several areas of Uttarakhand.

The Research methodology, pre-evaluation has been explained in detail in separate areas whereas the evaluation and impact assessment has been placed in a specific format.

Observation, recommendation and feedbacks are summarized with respect to each project.

#### OUTLINE OF THE PROGRAMMS ASSESSED







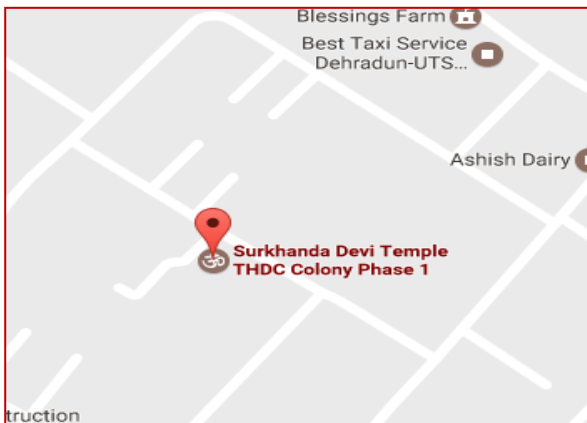
#### 4. AREAS COVERED BY THE ACTIVITIES



(AREAS IN DISTT. TEHRI)



(AREAS IN DISTT. UTTARKASHI)



(THDC COLONY IN DEHRADUN)



(THDC COLONY, RISHIKESH)



(AREAS IN JOSHIMATH)

**DURATION OF THE ACTIVITY:** One was during the 2 months i.e. **June and July in 2013** during Kedarnath flood and other time period was from June, 2015 – August, 2016



## 5. RESEARCH METHODOLOGY

The research work is based on the primary and secondary data collection with the sample size +/- 5% error and 97% confidence levels as per the standards methods used.



## 6. PLANNING AND EVALUATION

After the review of the scope of work and activities planned as per MoU, The evaluation is made keeping in mind qualitative, quantitative and relevance, efficiency and effectiveness of the program. One was the quality of the program implemented; whereas the second one was the reach of every activity should be equal there in each and every village as well as area.

- First process involve the **literature review** of secondary data and literature available and the stakeholder mapping was done regarding each activity.
- Secondly the **data collection tools** and content was prepared for the different stakeholders and for each activity

The second process was **visiting to the project site**, meeting to the stakeholders, and the reports and documents were studied. Also the **primary data collection** for each activity was done during this phase.

The third process or specifically **the evaluation process** involved segregation of data and data analysis , evaluating or comparing with the planned guidelines and the standards available. These planned guidelines was actually the catalogue of the activities scheduled

## **7. CSR PROJECT 01: FURNITURE ASSISTANCE TO THE GOVERNMENT SCHOOLS**

**OBJECTIVE:** To evaluate and determine the impact assessment of the furniture assistance provided to the 17 government schools in the flood affected area in Tehri

As we know, today education is very much essential for survival in the society. Govt. has also declared Education, a right of human beings. Education spreads awareness in society about how we can be a good social being and help others in our daily life for overall development of the nation. Only books are not enough for getting a quality of education, it also need some other basic infrastructure for class rooms, drinking water, sanitation, sports, power etc. THDCIL is strengthening various facilities like education, health, infrastructure and environment in its project affected areas under CSR activities. Honorable **MLA Ghansali**, had requested for various activities/works in his constituency i.e. infrastructure facilities, providing furniture to schools, solar lights, e-learning program and agriculture activities under CSR Scheme. In first Phase, THDCIL agreed to provide furniture to Government Schools of Bhilangana Block as it was badly lacking in the area. Head of the School expressed inability in providing furniture due to scarcity of fund. Most of the students in these schools come from poor and deprived sections of the society. Subject work of providing furniture to Govt. schools of Bhilangana Block was carried out by the SEWA-THDC, Rishikesh and. Total 350 sets of furniture was purchased and distributed in 10 Nos Govt. Schools of Bhilangana Block. Whereas, in the second phase, 7 more government schools in other blocks were taken for this activity and 245 sets of furniture was purchased distributed in these schools. work for both the activity is completed.

### **RATIONALE FOR THE ACTIVITY:**

Education Standard of government schools in Uttarakhand is not too good because of the difficult geographical conditions as compared to other plane states of the country. To overcome above situation, Head of the Schools raised their demand for furniture, computers, books etc. directly or through local representatives including MLA/MP. As per assessment report, infrastructure and furniture availability was quite poor in the schools and in many classes, students were studying sitting on the floor. Therefore, SEWA-THDC has decided to provide furniture to the 10 schools earmarked by the Hon'ble MLA Ghansali. The quality of a school's environment and its facilities has a strong influence on students' learning. Besides physical facilities and material resources such as furniture and equipment can provide data to derive many indicators for assessing the quality of education in a school. Favorable environment and adequate sitting arrangement enhance the interest among students and teachers for better quality of education.

## ORGANIZING THE EVALUATION AND IMPACT ASSESSMENT:

As per the mandate which provide with the liability to assess the specific activity by evaluating at least the 30% of the full activity, **7 schools** out of 17 were randomly selected for the evaluation and impact assessment. They were chosen keeping regard of the distinctness and the viability of reaching up to them.

*Government inter college, Kemri, Tehri (principal C.P. Bahuguna)*

*Government inter college, Pokhal, Tehri (principal: Dinesh Prasad)*

*Government Inter College, Pangarkhal, Tehri (Principal: D.D. Shakalani)*

*Government Inter College, Ghumetidar, Tehri (Principal: Ramesh Chandra Uniyal)*

*Government Inter College, Binak khal, Tehri (Principal P.K. Dwivedi)*

*Government inter college, Kotiagunda, Tehri(principal: J.S. Negi)*

*Government inter college, Dhauntri, Uttarkashi (principal: J.P. Nautiyal)*

*Government inter college, Kamad, Uttarkashi(Principal: Harish Joshi)*

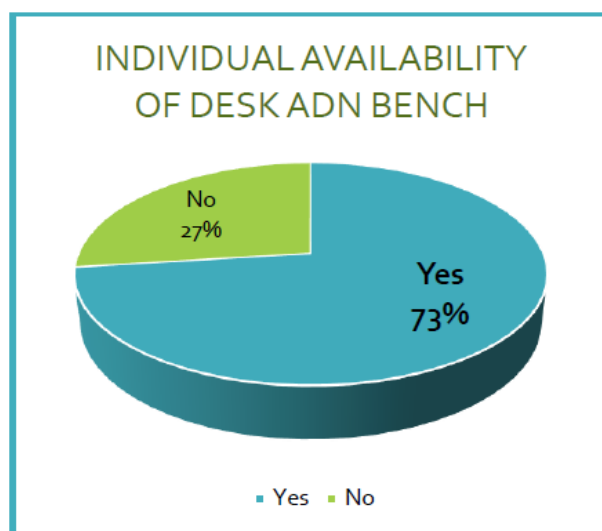
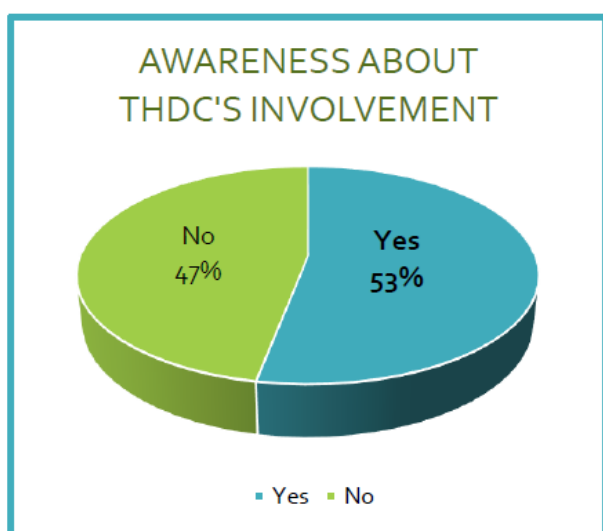
The evaluation and impact assessment was devised in 2 stages and types. First is the quantitative assessment or more of a feedback data collection. It was done through survey among the target group and beneficiaries. Second is the qualitative assessment. It was carried out through semi-structured interviews with the major stakeholders and also the available secondary data. This set of data helped in carrying out the specific detailed case studies for a profound qualitative assessment. Here is the data collected and its analysis.

### 1.1 QUANTITATIVE ASSESSMENT:

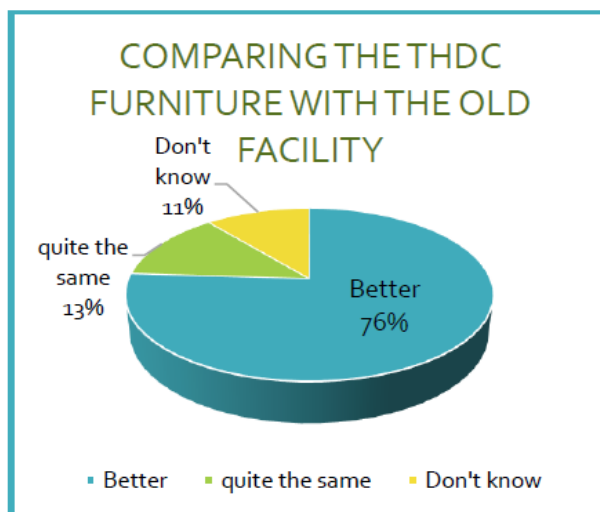
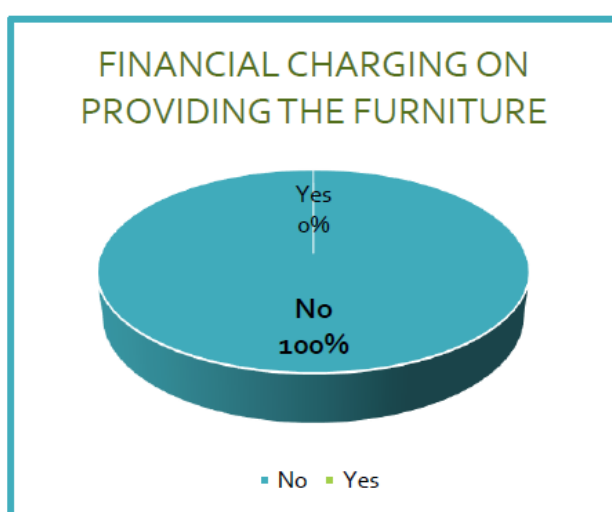
For quantitative assessment, an open ended survey questionnaire was constructed. Various questions relating to the evaluation and impact assessment was asked with the respondents (For survey questionnaire, see annexure).The whole data collected was quantitative. The sample size for this data collection was 30. Respondents are there from each school which was taken for inspection and evaluation. And also, there was other quantitative data regarding the demography and strength of the school was also taken.

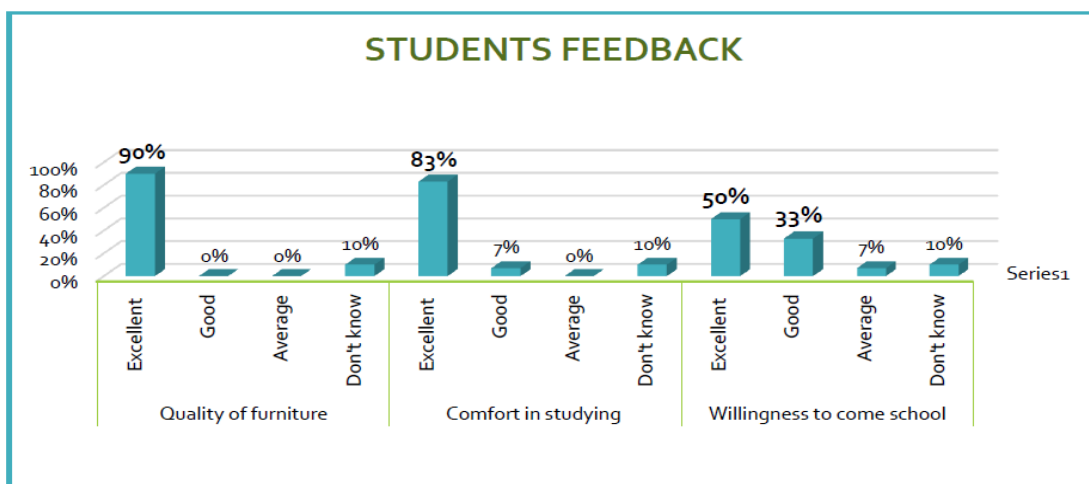
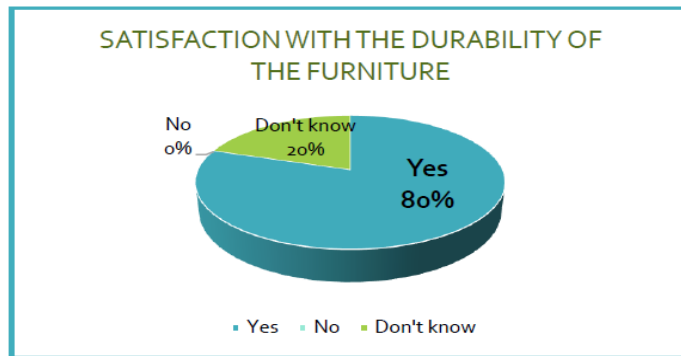
3 of the schools have used the furniture in the junior classes i.e. 6<sup>th</sup>, 7<sup>th</sup> and 8<sup>th</sup> standards whereas other 4 schools has used it in their higher classes i.e. 9<sup>th</sup>, 10<sup>th</sup>, 11<sup>th</sup> and 12<sup>th</sup> standards. The questions were asked separately for students as well as teachers.

#### Responses from the students:



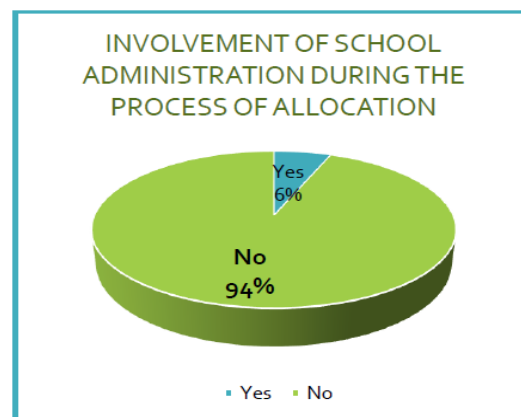
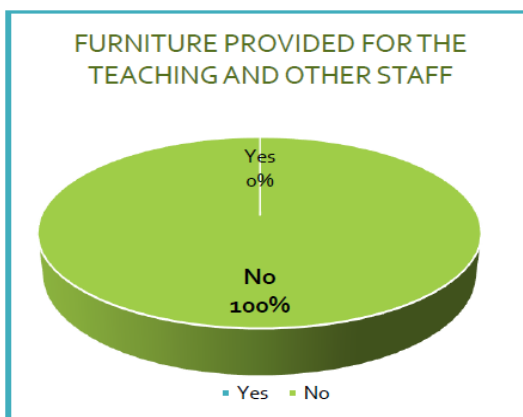
(Awareness about THDC involvement in furniture) (Individual availability)



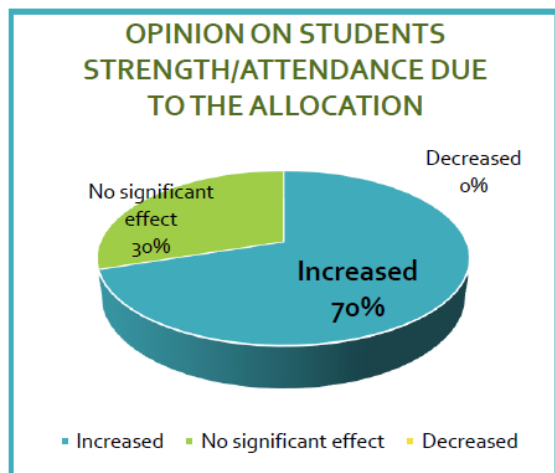
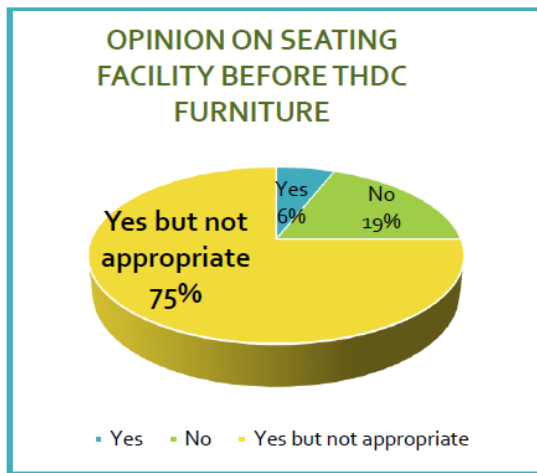
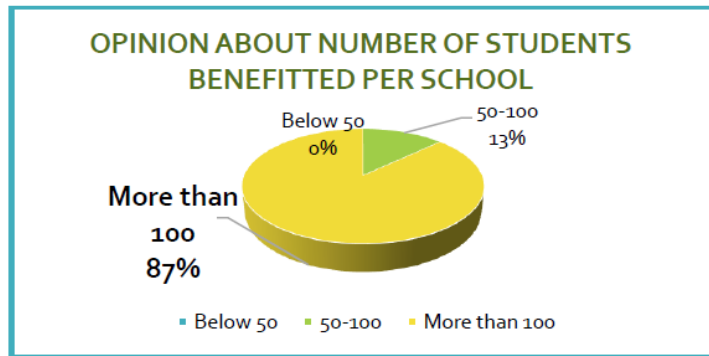


Responses from the teachers:

The sample for this survey was 16. Here also, the respondents are from each school taken for inspection and evaluation.

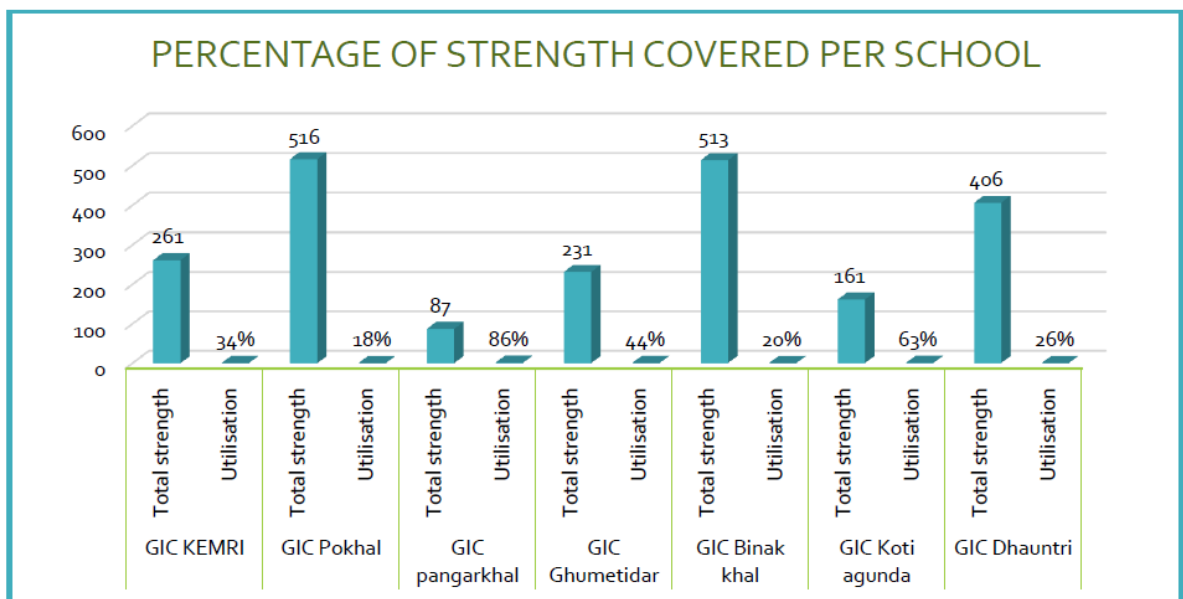






Utilization of furniture by the schools:

This utilization index tells us about the percentage of students benefitting from the activity against total strength of the students.



### Utilization of furniture by the schools:

This utilization index tells us about the **percentage of students** benefitting from the activity against total strength of the students.

#### **IMPACT OF THE ACTIVITY:**

The impact of this activity has been quite significant and applauding. As being one of the basic development in education, it has quite greatly succeeded. Here are some key impacts of this activity:

- This activity quite effectively was able to recognize the deserving target group. Also, it served the target group profound ably. The 8 schools which we were able to inspect and evaluate are really needful of this kind of effort and help. These are dam affected areas and still, form infrastructure point of view require assistance in a lot of things like this. Even one of the school which got harmed due to a cloud burst is severely in need of this furniture assistance and hopefully it is there. There were still children who used to take classes by sitting on the ground but the objective of this activity was fulfilled.
- The quality of the material provided was highly praised. And it was quite evident during the inspection especially if comparing it with the old facility. As the stats are also showing that **90%** of the students and **94%** of the teachers and staff are very satisfied with the quality of the furniture.
- The morale and willingness of the students to come to school has been increased. As mentioned, **50%** of the students agreed that their willingness to attend school has increased. Also, **70%** of teachers agree to the fact that student's strength/attendance in the classes has increased.

#### **REMARKS:**

This activity has great impact on the school's infrastructure.

Almost every Principal (head of the staff) of the school met was found praising and thankful for this activity as he got quite relaxed due to the availability of this. Although there was one school, *GOVERNMENT INTER COLLEGE Dhauntri* in Uttarkashi district who was found quite undeserving for the activity. As the number of furniture provided was not found available in the school premises and whatever was there was broken or damaged. The interaction and with the help of survey it was made clear that the furniture was not in any use at that time. Such kinds of schools seems to be undeserving against the schools which are in need and utilize the help effectively.

- Also, this activity has also infuriated a demand or desire of better facilities in the school among the students.

### RECOMMENDATIONS:

Following are the recommendations -

1. This activity has been a profound success and it can be continued and also reaching out to the same schools whose requirement is still there and more and more schools with this kind of need. There are schools presently who require this kind of help desperately.
2. The activity should be continued for the schools, those has shown/ demonstrated care, maintenance and responsibility towards the facility ( furniture) provided.
3. The suggestion could be that the school administration, after listing down or sorting out for this specific activity should also be involved or consulted in the process of allocation like about the quantity or any other need along with this etc.
4. Other needs of the schools relating to infrastructure like toilets, water etc. also can be taken into consideration in the future CSR projects.

### (Some photos from the project sites)



## 8.CSR Project 02: Community center funded by THDC

**OBJECTIVE:** To evaluate and determine the impact of community center built by Nagar Palika, Dehrakhas, Dehradun, funded by THDC.

The community center is located in the semi-urban landscapes of Dehrakhas, Dehradun profoundly known as 'Punrawasi colonies' or the resettled THDC colony of Tehri dam affected residents. Its location was meant to serve the community purposes of the residents of resettled colony. It is built in the vicinity of a temple just beside an alley in the Tehri dam resettled colony.



*(The geographic location of community center in Dehradun)*



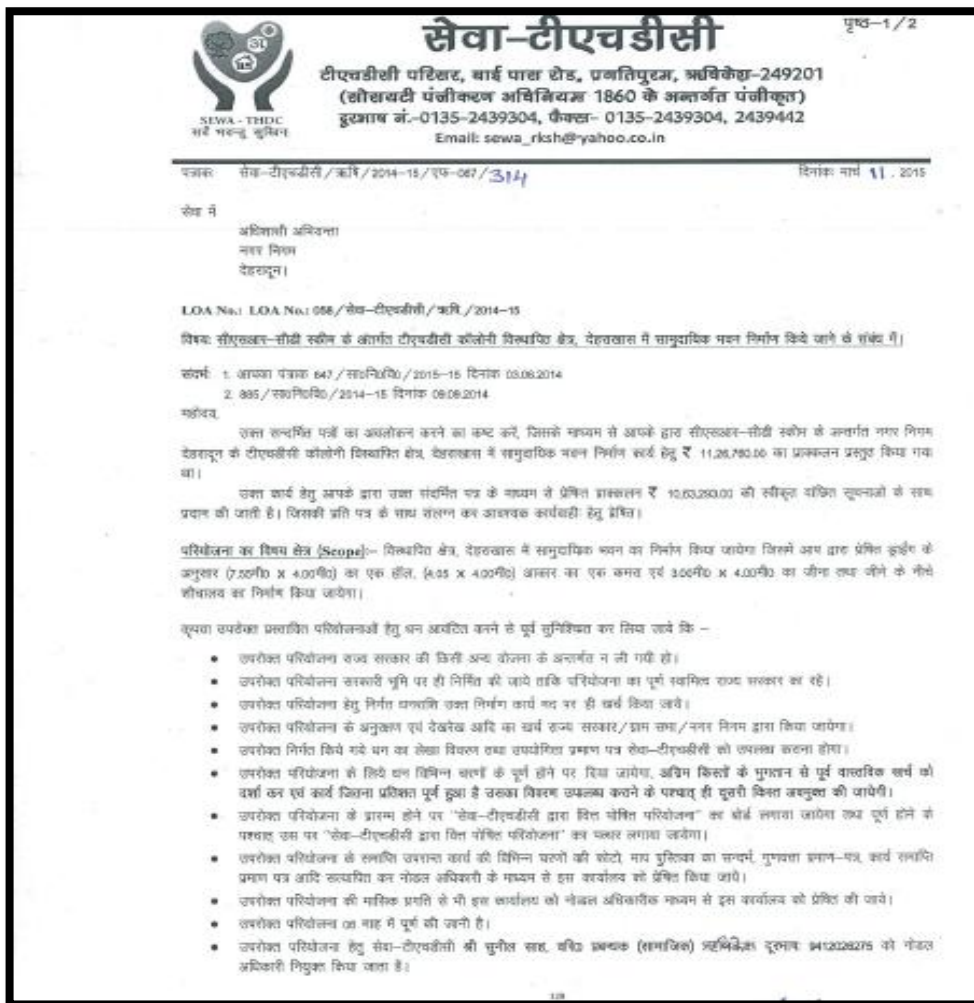
*Community center*



The community center has 2 big hall (of the dimensions as mentioned in the reports), attached to it is a toilet and a staircase with railing on one side going towards the 'pucca' roof. It was well built and was in very good working condition.

The impact assessment of community center was devised into 3 steps; Reviewing the documented data regarding the community center, Verifying the documented data along with the detailed site inspection and analysing this activity through the quantitative data as well as qualitative data collected at the site with the stakeholders and basically the target group. It goes in the same way.

**i) Secondary sources:** During the examination of secondary data available prior to the inspection, necessary details had been noted down say: the dimension and location of community center, target group, number of beneficiaries, rationale of the activity and important dates regarding manufacturing, completion etc. The secondary resources used for this purpose are the reports submitted by the Nagar nigam Dehradun and THDC Rishikesh regarding the construction of community center.



(Letter of Award to the Nagar Nigam, Dehradun, Uttarakhand)

ii) **Verification and site inspection:** During the site inspection, the documented data was verified. Most of the data was found accurate including the date of completion, dimension and the location of the community center. Its location is quite apt with the rationale of the activity. Being in the vicinity of a temple, its need and usefulness has further increased. We also came to know that this place was used for different temple activity, therefore this community center has been quite rightly placed in terms of location. The target group was verified in and around the site.



*(The temple and the community center situated in front of each other)*

This community center has been managed by the "**Tehri Nagar Dehrahkas Punrawas Jan Samiti**" and by the nearby residents. Although, the management and caretaking of this community center has been done by one of the resident.

The major crux of the conversation with the residents was that they were quite happy with the construction of this community center. They have also told us about it being used once relating to a program organised by the temple.

Although one of the main stakeholder who is responsible for the management and care taking of could not be interviewed and he is solely responsible regarding the organising event and caretaking. He was also tried telephonically but we were not able to reach out to him.



*(Interview with the pujari regarding the community center)*



*(Interaction with some of other residents)*



iii) **Analysis of the quantitative and qualitative data collected:** Here are the details of the quantitative and qualitative data;

<b>Time when built</b>	14 <sup>th</sup> august, 2016
<b>Location</b>	THDC colony, Dehrakhas, Dehradun
<b>Number of employees</b>	None
<b>Acquired license to operate</b>	Yes, It had the required clearance for set up.
<b>Number of activities organised by THDC residents</b>	Religious and community activities
<b>Number of activities organised by outsiders</b>	No
<b>Total revenue generation 2014-15, 2015-16, 2016-17</b>	No records has been made and maintained regarding the booking and revenue generation of the community center
<b>Number of days it has been occupied (Booking details) per month average</b>	No records has been made and maintained regarding the booking and revenue generation of the community center
<b>Capacity</b>	60-70 people

## 2. Types of activities organised:

There were religious and community activities organised in the temple premises. Although, it could not be verified as there were no records were maintained.

## 3. Hygiene and maintenance:

Water leakage	Functioning of toilet	cleanliness	maintenance	electricity	Ambience
No water leakage	Cannot be verified as it was locked and were unable to get it open	Yes, it was accurate	The maintenance was quite good mainly electricity, water supply etc. although there was no formal or official maintenance was employed for this.	Yes, it was electrified. One loudspeaker was also found at the roof clearly signaling its use.	Quite apt for the purpose it was built.



### IMPACT ASSESSMENT:

Basically the target group; the residents were quite satisfied and happy with this construction considering its usefulness and quality of infrastructure. They were found praising the efforts of THDC regarding this construction. It has been helpful in assisting events which were bound to happen in the restricted campus area of the temple. Also, it has been utilised as store rooms for keeping up some stuffs there during free days. Especially the pujari and the temple staff was quite happy with having it in their compound as the activities used to be organized there whether there was a community center or not but it has certainly helpful in the better organization of those events and other activities as well.

### Remarks:

Although being in quite an apt place especially as far as usefulness is concerned but it can't be verified due to the absence of records and one of the main stakeholder responsible for the maintenance and regulation of this center. With the interaction with the nearby residents and 'pujari' or priest of the temple, we came to know that it was used only once or twice in the last 5 month since its completion but due to lack of records maintenance, it was difficult to examine and verify the details and therefore quite difficult to conclude on something.

## **RECOMMENDATIONS:**

Following are the recommendations regarding the assessment of the community center;

i) Adequate tabular and booking records maintenance regarding the maintenance and regulation of the community center can be really helpful for the utilisation of this important infrastructure for the people.

ii) There is a great scope of revenue generation and employment using this very center, which can be looked after wisely.

iii) The community center has large social significance especially in urban settings where they lack common space. These type of community center provide a common space for this urban middle class. It has a great potential for such type of activities. As we have also seen some religious activities which have been organised have been successful and therefore there is a great scope of working in that direction.

## 9.CSR PROJECT 03: FLOOD RELIEF WORK CARRIED OUT BY THDCIL

**OBJECTIVE:** To evaluate and determine the impact of flood relief work carried out by THDCIL during and aftermath of Kedarnath flood 2013

Kedarnath flood was one of the major devastating tragedy happened in the Himalayas in the modern times. This disaster united the people from all walks of life to help and serve the needy. The reason the floods occurred was that the rainfall received was on a larger scale than the regular rainfall the state usually received. The debris blocked up the rivers, causing major overflow. The main day of the flood is said to be on 16 June 2013. Though some parts of Himachal Pradesh, Haryana, Delhi and Uttar Pradesh in India experienced the flood, some regions of Western Nepal, and some parts of Western Tibet also experienced heavy rainfall, over 89 % of the casualties occurred in Uttarakhand. As of 16 July 2013, according to figures provided by the Uttarakhand government, more than 5,700 people were "presumed dead." This total included 934 local residents.

Destruction of bridges and roads left about 100,000 pilgrims and tourists trapped in the valleys leading to three of the four Hindu Chota Char Dham pilgrimage sites. The Indian Air Force, the Indian Army, and paramilitary troops evacuated more than 110,000 people from the flood ravaged area. Various political and social stakeholders had all came together to help and rehabilitate people out from there.



*(\*Destruction caused during the Kedarnath flood in the Rudraprayag district)*

Tehri Hydro Development Corporation (THDC) also being one of the major PSU in Uttarakhand had also raised its helping hand during the disaster adjoining with other major stakeholders. In view of the devastating impact of heavy rain fall in the state of Uttarakhand, THDCIL management held a meeting with the senior officials and acted for immediate response to the disaster by deploying relief and assessment teams to the affected areas. Relief materials like Tents, clothes, food items were distributed through District Administration in the affected areas.

## Activities offered by THDC:

Following activities were taken up by SEWA-THDC for flood victims:-

S. No.	Month	Details	Place/Block	Cost (lacs)	Beneficiaries
1.	June-2013	Support to DM Tehri for purchase of 50 tents costing to Rs. 8.00 lacs	Tehri	Rs. 8.00 lacs	Flood affected people
2.	June-2013	Distribution of Sarees, Tshirt, & Blankets etc. through DM Tehri costing to Rs. 1.25 lacs	Tehri	Rs. 1.25 lacs	Flood affected people
3.	June-2013	Distribution of water bottles, biscuits, namkeens etc. through VPHEP project costing to Rs. 0.85 lacs	Joshimath	Rs. 0.85 lacs	Flood affected people
4.	June-2013	To facilitate team members of DMMC, Dehradun, UK with rescue kits, costing to Rs.1.73 lacs	For Bhagirathi and Alakhnanda valley	Rs. 1.73 lacs	115 members of rescue operation team, DMMC
5.	July-2013	Distribution of food items costing to Rs. 2.31 lacs (185 food packets)	Mandakini valley villages i.e. Chandrapuri, kund, kamsal Block Agastmuni (Rudraprayag)	Rs. 2.31 lacs	Flood affected people
6.		Transportation & miscellaneous cost		Rs. 1.70 lacs	
<b>Total cost</b>				<b>Rs. 15.84 lacs</b>	

<b>Location/ area of operation of the project</b>	Tehri, Chamoli and Rudraprayag district
<b>Target people</b>	Flood affected people
<b>Number of benefitted people</b>	Around 8000-10000 people

The impact assessment was devised into 3 steps. The first step involves the major stakeholders mapping and semi-structured interviews with the different stakeholders to verify the different aspects of the activities offered by THDCIL.



## 1. STAKEHOLDER MAPPING:

Based on the activities offered by THDC and the vitality of the role played by them, the various stakeholders were mapped.

### 1.1. Tehri Hydro Development Corporation, Rishikesh:

It acted as a base for all the flood relief activities especially regarding the distribution of food packets and other relief material is concerned. Here we met with the SEWA-THDC officials who also played some role during the flood relief work. There were also THDC employees who worked voluntarily during the disaster giving up whatever they had during the time it was needed the most. We also got to meet some of them who done their bit of work in 2013.

Also as it was the major base of almost all of the disaster relief activities, we also verified the details of relief material being sent from here to the utterly flood affected areas such as *Joshimath, Chamoli* and *Rudraprayag*. Our set of activities and aim regarding this meeting was verifying the details subjected in the report and the collection of evidences about the same.

We met there with the coordinating official **Mr. Anil Bhatt** and other staff members.



(\*Meeting with the THDC officials at Rishikesh)



### 1.2. Disaster Mitigation and Management Centre (DMMC), Uttarakhand:



(\*DMMC office, Dehradun, Uttarakhand)



(\*Interaction with Mr. Piyush Rautela)

As one of the objectives and activity offered by SEWA – THDC, it was the assistance or facilitation provided to the team members of DMMC, Uttarakhand with the rescue kits and other useful materials. DMMC played a tremendous role in the immediate relief response at that

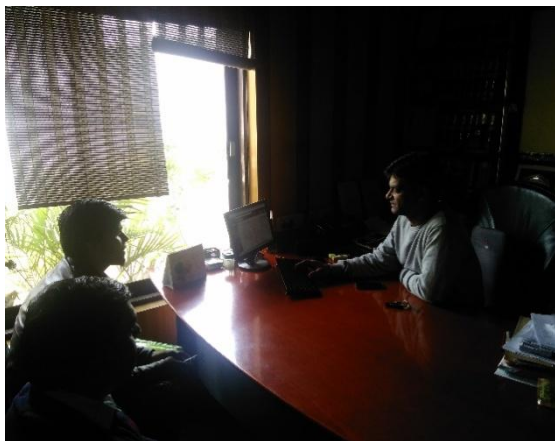


time and the effort put up by SEWA – THDC in facilitating them was applauded by the DMMC officials.

We met with the DMMC official who was at the accepting end of the activity offered by SEWA-THDC, **Mr. Piyush Rautela**. 'He acknowledged the effort put up by SEWA – THDC during that time'. He also clarified that there was a huge sense of unitedness among different agencies irrespective of their normal functions. They all came together to help the needy. He applauded the work done by the rescue teams mainly the teams of the armed forces, NDRF and DMMC. He was also quite busy when we scheduled our meeting with him but he was very kind to answer our queries. The basic objective of this meeting was to verify the impact of the activity as described in the reports.

### **1.3. Rotary club, Rishikesh, Uttarakhand:**

From the dossiers it has been reflected that the NGOs like Rotary international, Sant Nirankari seva trust etc. were assisted by the THDC rishikesh in the flood relief effort. We also get to meet one of the member of rotary club Rishikesh, **Mr. Sanjeev Chaudhary**. We talked with him about the series of events that would have occurred at that time. Since there has been a long time since that event and due to the volume of involvement among the different agencies, it was hard for him to remember any specific thing in which the respective was involved with them but he do admit about the involvement in a pretty broader sense. Although it was very nice meeting with the official there as he was very comforting with us and also with our intriguing queries. The basic aim of this meeting was regarding verifying the details regarding this program and taking the views of the other participating agencies as possible.



(\*meeting with Mr. Sanjeev Chaudhary, member of the Rotary club, Rishikesh)

Furthermore, we took on a full detailed case study of the documents and whatever evidences we could found relating to the flood relief work and inspecting and verifying them with the possible precision.

### **2.0 Case study of the documents:**

This detailed case study of the documents relating to the flood relief work was done in a holistic manner. It was a 3 layered exercise aimed at figuring out the impact of this flood relief work although only qualitatively and on the basis of amount of satisfaction and 'actual relief' it provided to the beneficiary, the verification as well as assessment of the activity was done.

**Number of beneficiaries:** 16, 000 (in and around Tehri)

**Fund allocated:** 1,73,000 to DMMC and other funding spend on relief work was found

**Date of activity:** 2<sup>nd</sup> July – 3<sup>rd</sup> July, 2013 (Rudraprayag and on the way Srinagar), 4<sup>th</sup> July. 2013 (Guptakashi, Rudraprayag), 21<sup>st</sup> – 27<sup>th</sup> June (Pipalkoti), 17<sup>th</sup> June (Pratapnagar), Joshimath (23<sup>rd</sup> June, 2013)

**Location of beneficiaries:** Srinagar, Rudraprayag, Guptakashi, Kedarnath valley (Visual attached) and mandakini valley (Visual attached), Pipalkoti, Joshimath

**Implementing agencies:** DMMC, Nagar Nigam District Tehri, Uttarakhand (Through the office of Chief Development Officer)

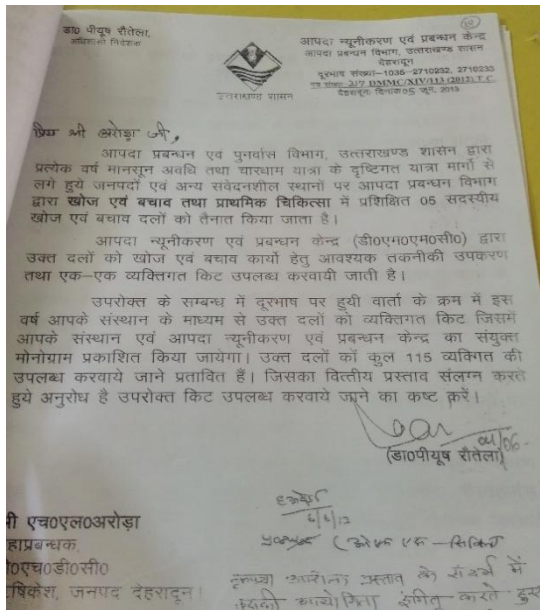
**Type of beneficiaries:** Men and women (*Widows of SC category* also mentioned) both pilgrims and local residents

**Verification:**

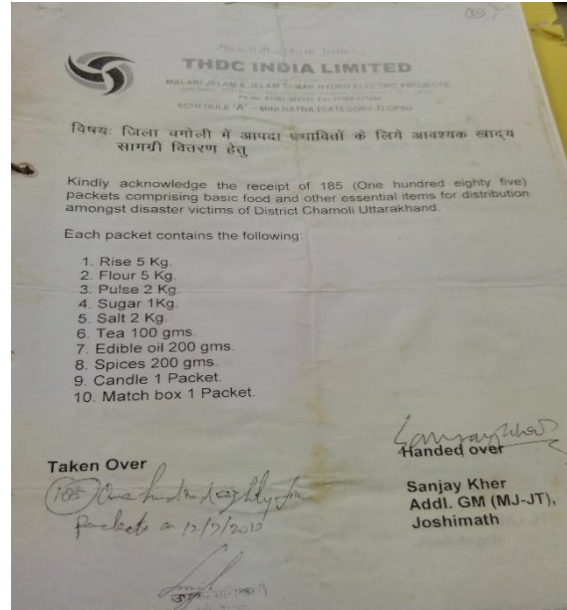
1. Payments:	Visual attached)
2. Supply of tents:	Yes (Visual attached)
3. Supply of eatables:	Yes (Visual attached)
4. Supply of garments:	Yes, to Municipal corporation (District administration, Tehri) (Visual attached)
5. Other type of assistance (Manpower or Vehicular):	THDC employees taking part in the relief work (Visual attached), Required assistance to DMMC In terms of technology and logistics (visual attached)
6. Beneficiary details:	Yes (of food packet distribution by SEWA-THDC Rishikesh (visual attached)
7. Contact details of Rescue team leaders:	Yes (Visual attached)

#### REMARKS:

The flood relief work carried out by THDC is a commendable work especially considering the time period of its implementing. It was greatly needed at that time. Although, as the work was carried out in a state of crisis in the state's administration due to the disaster, it was quite impossible to trace the actual beneficiaries but that has nothing to do with the effort put up the officials and employees of THDC in that very necessary time. **Also, the most affected by the flood were the local population. And the THDC involvement in rehabilitating them is highly applauding.**



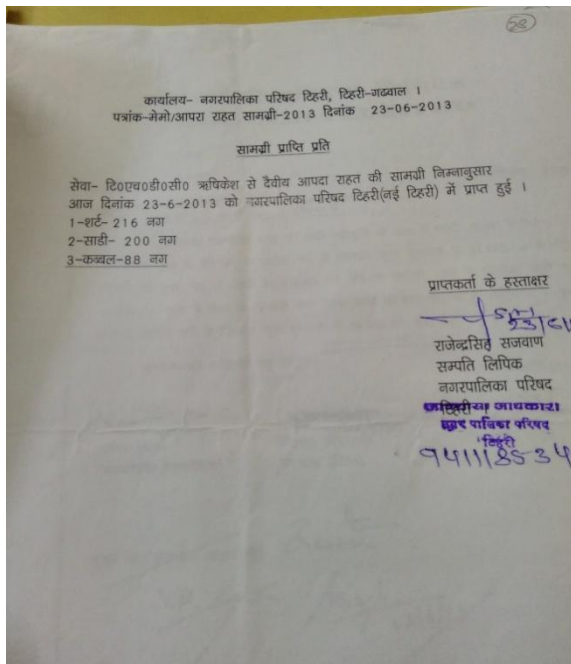
(1)



(2)

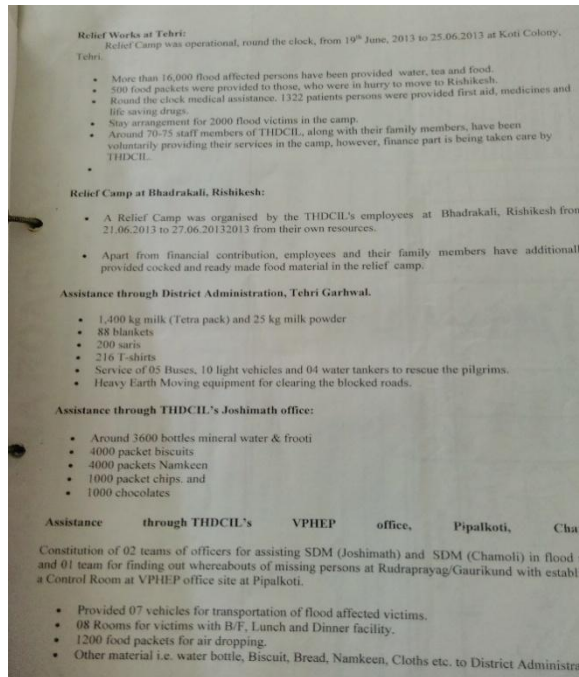
(Letter of appeal by DMMC head Mr. Piyush Rautela)

(Acceptance slip by THDC official in Joshimath of relief material)



(3)

(Acceptance slip by district official in Tehri)



(List of materials distributed)





## **10.CSR PROJECT 04: MULTI-SPECIALTY MEDICAL CAMPS ORGANISED AND FUNDED BY THDC IN DISTRICT TEHRI, UTTARAKHAND**

**OBJECTIVE:** To evaluate and determine the impact of multi-specialty medical camps organised in District Tehri, Uttarakhand

Uttarakhand is located at the foothills of the Himalayan range. The hilly terrain makes accessibility of the area difficult. **About 85% of the population of the state lives in rural areas.** People have to travel long distances to cities for receiving proper medical care. A large number of quacks play with the health of innocent people because of inadequacy of quality medical infrastructure and shortage of qualified medical professionals in this area. Though there has been substantial progress on the health and family welfare indicators of Uttarakhand after separation from Uttar Pradesh, but still there is a wide scope to support the population on Maternal and child health (MCH) programme, non-communicable diseases burden as well as other vulnerabilities etc.

District Tehri in Uttarakhand state is backward district with very poor geographical condition with difficult approach and communication means. The Tehri rim reservoir area villages are remotely located and due to which medical facilities in the villages are either unavailable or in bad shape. Therefore, the poor medical facilities in reservoir rim areas villages with limited number of PHCs and nil / scarce number of doctors and para medical staff is the major concern and need to be addressed with highest commitment.

Keeping in view of the hardships faced by the villagers of Tehri rim reservoir; THDCIL has started taking various initiatives in health sector through its CSR activities. To have sustainable impact on the project affected population an effort has been made by SEWA-THDC in collaboration with Nirmal Ashram Eye Institute Rishikesh (Nirmal mission for vision society) to organise multispecialty health camps. Through these camps cataract and other surgeries have been done for the benefit of poor and vulnerable in remote locations of rim areas year after year.

### **ABOUT THE PARTNER IMPLEMENTING AGENCY:**

Nirmal Ashram Eye Institute, Rishikesh, is a 130 bedded state of art eye hospital. The hospital is located in Rishikesh block of Dehradun district, around 50 km. from the state capital. This hospital has performed more than 77000 Eye Surgeries since the time of its inception. The hospital provides Eye Care services to the hilly districts of Garhwal region to include Tehri Garhwal, Pauri Garhwal, Uttarkashi, Rudraprayag, Haridwar, Dehradun and also the neighboring states of Uttar Pradesh, Haryana and Himachal Pradesh. All the Multispecialty camps were conducted under the umbrella of Nirmal Ashram Rishikesh by Nirmal Ashram Eye Institute &

Nirmal Ashram Hospital Rishikesh and other super specialty services were provided through AIIMS & other hospitals.

The implementing agency has been engaged in similar work in different states of India in Various geographical terrains which underlines their expertise in the field.

### **OBJECTIVES:**

The main objective of this initiative is *to induce health seeking behaviour in the population and increase the outreach of medical health services programme to the interiors of the district where there are no PHCs or any other health services available*. The prime objective of organising the multispecialty Medical Health Camp is to provide best medical service to the PAPs and vulnerable of remote areas of District Tehri and to create awareness among the villagers about Preventive Health check-up and other vulnerabilities. The organizing of Multispecialty Camp by Nirmal Ashram Eye Institute sponsored by SEWA-THDC under CSR provided an excellent opportunity to all inhabitants of this remote area to get the state of the art Medical Services at their door step.

### **Location and Beneficiaries:**

1.	PHC Kandisaur (Chham), Thauldhar , Tehri
2.	Inter college, Lambgaon, Pratapnagar, Tehri
3.	Chamiyala, Bhilangna, Tehri

Area for the CSR activities were selected based on open meetings and need assessment as per the dam affected blocks. The area was served by SEWA-THDC and Nirmal Ashram eye institute to regain their sight through Multispecialty camps.

### **ORGANISING HEALTH CAMPS:**

SEWA-THDC organised free medical health camp in project affected area of district Tehri in association with Nirmal Ashram Eye Institute (NEI), Rishikesh.

A team of 05 doctors including Physician, Dentist, Gynecologists, Orthopedic and Eye Specialists along with administrative and supporting staff were made available for unlimited OPDs during these camps for six hours each day. Patients were provided with free transport and were given free consultancy and medicines. Those requiring further treatment were referred to the Institute at Rishikesh to get advance treatment at subsidized rates. Awareness programs were also conducted at all the camp sites on adverse effects of alcoholism, importance of general hygiene, taking general eye care and educating on bodily changes in boys and girls during adolescence. Many patients availed of testing facilities for High blood pressure, blood sugar, urine routine and ECG facilities at the camps



The details of OPD in the medical camps are as below:

Date of organising	Location	Physician OPD	Eye OPD	Gynecology OPD	Dental OPD	Total OPD	Eye Surgery Performed at Base Hospital
09.12.2015	Kandisaur (Chham)	21	153	8	2	184	66
08.02.2016	Lambgaon	136	160	35	28	359	74
24.02.2016	Chamiyala	67	105	25	22	219	60
<b>Total</b>						<b>762</b>	<b>200</b>



(\* Medical camps organised in Chamiyala and Lambgaon respectively)



(\*Medical camp organised in Kandisaur, Tehri)

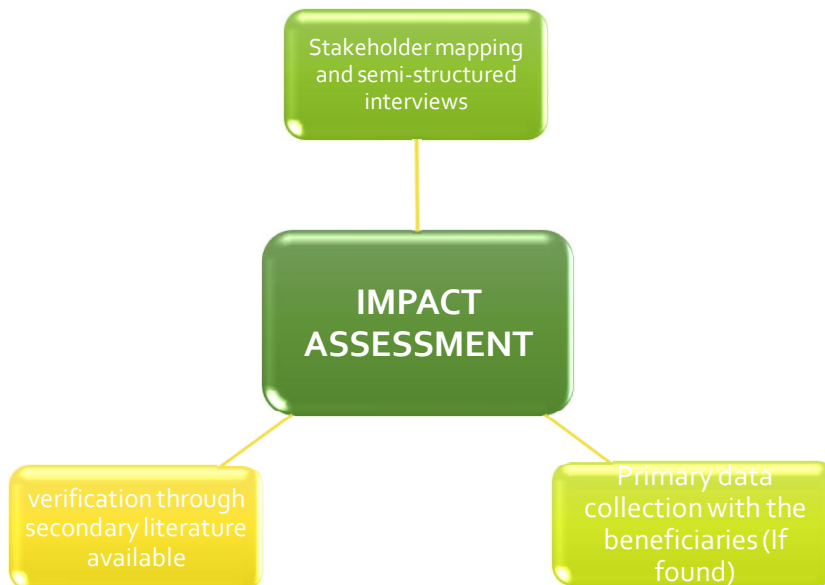


(\*Transportation provided for the beneficiaries and THDC officials at camp site)

## IMPACT ASSESSMENT:

The details provided above is actually a verification of the activity happened. It is based on the reports accessed through THDC, Nirmal Ashram and other major stakeholders like the PHC where it was happened. Also, it includes the data collected through the semi-structured interviews with the officials and stakeholders helped in the verification of the activity.

We have carried out the impact assessment of 2 of the medical camps i.e. **Kandisaur and Lambgaon**. Our impact assessment was devised into 3 phases:





1. **Stakeholder mapping:** With the different stakeholders, we interacted and conducted interviews. Various stakeholders were the THDC Rishikesh officials, local staff of the institutes or location it was happened and the Nirmal ashram.



(\*meeting with THDC officials)



(\*At PHC Kandisaur, Location of health camp)



(\*Interactions with the officials there)



(At GIC, lambgaon, location of medical camp)

With **Nirmal ashram**, due to inaccessibility of officials because of their busy schedules, telephonic interviews were conducted.

Along with the reports, we have also verified the details through primary data available there like list of the patients mad etc.



(\*verification of documents at PHC, Kandisaur)



Health camp benificary- Kandosaur

**2. Primary data collected about the beneficiaries:** Although it was really a subjective matter, as we will get some of the beneficiaries or not was the question all that time. But we met some of the beneficiaries of the Kandisaur medical camp although we were not able to meet any beneficiary of Lambgaon medical and any stakeholder for that matter who can provide the valuable insights even after long search for it in the nearby villages.

Here is the data collected at **Kandisaur** regarding the medical camp.

Name of the Block	Bhilangana:	Pratapnagar:	Thauldhar: Yes
Village name:	Kandisaur		
Gram Pradhan name:	Gambhir singh Gossai		
Total number of patients benefitted:	184		
Year Organised	9/12/15		

**1. Types of healthcare facilities provided (Tick as applicable):**

Eye care:	Gynecology:	General health (Physician):	Dental:
Yes	Yes	Yes	Yes

**Some beneficiaries:**

Name:	Activity benefitted from:	Transportation provided:	Any expenses given:	Free Medicine received	Medical Aid (Specs, Ear hearing etc.)	Any further check recommended
Sonla devi	Cataract	Yes	No	Yes	Yes	Yes
Jalma devi	cataract	Yes	No	Yes	Yes	Yes

Patient feedback	Rate up to the scale of (1-4)			
	Satisfied(1)	Partially satisfied (2)	Average (3)	Not required (4)
Monetary benefit (In terms of spending on health)	Both			
Economic benefit (Livelihood/employment activity)				Both
Personal health benefit (for which the camp was attended)	Both			

The nearby hospital is **chamiyali saur**. This shows that how vital are these medical camps to the villagers are population of the nearby area. Upon asking about the regular health problems, there is a high proximity of accidental cases and after that general health issues. This is why there is peculiar need of orthopedicians and orthopedic equipment's in the area.

There were quite a few suggestions regarding the activity however everyone was found praising the activity and want them to continue this activity as this helps not just this specific villages but also some nearby remote villages which doesn't have any clinics even. There was some villagers who have given their suggestions for enhancement of the activity like **BHAGWAN SINGH RANA**, one of the villager pointed out **the enhancement in awareness** regarding its Organising should be more and especially in nearby villages.

Also, considering the most significant of impact of this activity has been economic benefit. Health as we know requires a lot of expenditure especially with the growing age it becomes even more important. The multi-specialty medical camp offering facilities like eye camp has been largely beneficial economically to the residents and especially to the older aged people. I has **tremendously benefitted** this age group. From the responses, it is also quite well known that most of the beneficiaries were age old people and from all sorts of economic class. It is a direct indication of the impact of this activity.

## REMARKS

This activity should be continued as it has made some landmark impact on the target group it was intended. There were quite appraisals about this activity from the beneficiaries and the common villagers.

The THDC funded activity is even recognised as '*THDC medical camp*'. This shows its impact and popularity.



(\*interaction with the residents)



(\*interaction with the beneficiary)



## **11.CSR Project 05: Computer training program in the project affected areas in Tehri, Uttarakhand**

**OBJECTIVE:** To evaluate and determine the impact assessment of the computer training program funded by THDC across 29 organizations extending from June, 2015 – August, 2016.

As we know, today education is very much essential for survival in the society. Govt. has also declared Education, a right of human beings. Education spreads awareness in society about how we can be a good social being and help others in our daily life for overall development of the nation. Only books are not enough for getting a quality of education, it also need some other types for additional learnings or vocational teachings. Also, these kinds of learning and education helps in getting employment for the youth especially in the rural areas. As the little bit of extra working knowledge is very helpful in getting a earning. In developing countries, there have been few rigorous evaluations of training programs. Job training may be more effective in developing countries, however, if a skills gap is especially likely to be the binding constraint to employment (Dar et al, 2004; World Bank 2012a). Recently, three randomized evaluations have been conducted of vocational training programs directed at disadvantaged youth in Colombia (Attanasio et al, 2011), the Dominican Republic (Card et al, 2011), and Malawi (Cho et al, 2013). The results in Malawi and the Dominican Republic are consistent with the earlier literature, with no impact on employment in either, and perhaps modest increases in income in the Dominican Republic.

Keeping in view these dynamics of skill training and employment, this activity is quite necessary and apt for the target group it is intended to.

### **Rational for the activity**

There are quite fundamental reasons for this kind of activity to be including in CSR. There is a great demand of employment in the mountain especially in remote areas such as villages. There are very few opportunities up there in the mountain for earning. One of the biggest industry there is of tourism and everything else is not just that much viable due to the terrain of these region. In these sought of situation, any kind of training or learning which can provide a sought of employment and the of course helps in increasing the general literacy (computer literacy) is very viable in these sought of places or areas. Also, being in line with the government push on vocational training amongst the youth it quite serve the purpose which is quite in light and also very much needed in today's time as we have the largest youth population in the world.

## ORGANISING THE EVALUATION AND IMPACT ASSESSMENT:

As per the mandate which provide with the liability to assess the specific activity by evaluating at least the 30% of the full activity, **10 out of 29** centers were randomly selected for the evaluation and impact assessment. They were chosen keeping regard of the distinctness and the viability of reaching up to them.

The computer centers, we have visited as part of the evaluation were also ran during the previous cycles of the activity and are also running in the current cycle. They have produced good results and have shown the caliber to be part of this activity in the future.

1.	<i>Navjyoti Computer centre, Kamand, Thouldhar</i>
2.	<i>Navjyoti Computer centre, Kandisaur, thouldhar</i>
3.	<i>Tehri Bandh Prabhavit vikas samite, Computer centre , Kholgard, Pratapnagar</i>
4.	<i>Hitayu Lok kalyan samiti Computer center , Nagni, chamba</i>
5.	<i>Sunrise Educational and Cultural Empowerment Society, Doiwala, Dehradoon</i>
6.	<i>Paryavaran evam jan vikas samite Computer centre, Pokhal, Bhilangna</i>
7.	<i>Paryavaran evam jan vikas samiti Computer center, Molna Devri, Bhilangna</i>
8.	<i>Unique technical training society Computer centre, Rajakhet jakhnidhar, Pratap nagar</i>
9.	<i>Unique technical training society Computer center, Bhatwara Jakhnidhar, Pratap Nagar</i>
10.	<i>Anchaal Parvatiya Vikas chetna computer centre, Plaam, Chamba</i>

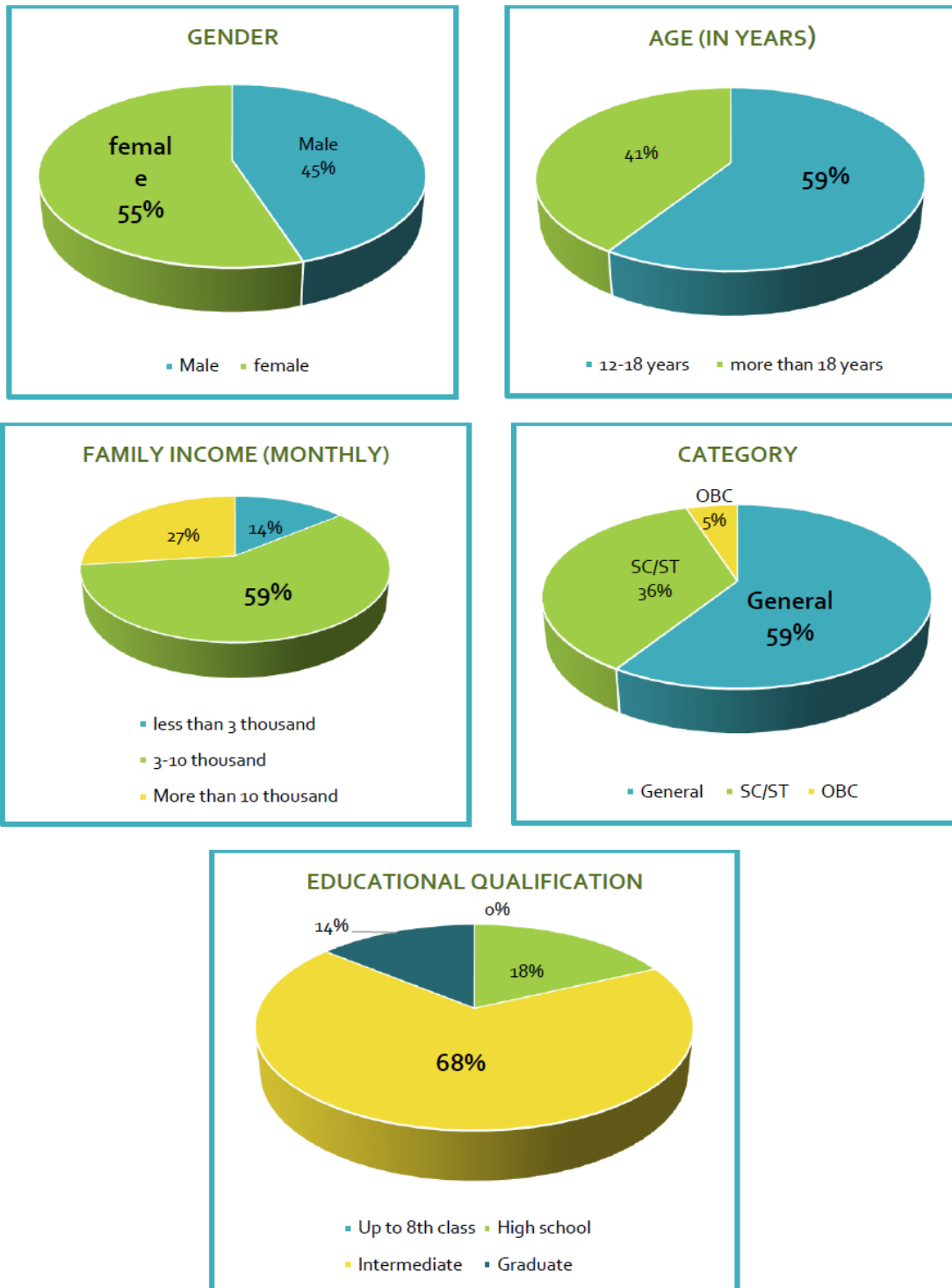
The evaluation and impact assessment was devised in 2 stages and types. First is the quantitative assessment or more of a feedback data collection. It was done through survey among the target group and beneficiaries. Second is the qualitative assessment. It was carried out through semi-structured interviews with the major stakeholders and also the available secondary data. This set of data helped in carrying out the specific detailed case studies for a profound qualitative assessment. Here is the data collected and its analysis.

### 1.1 Quantitative assessment:

For quantitative assessment, an open ended survey questionnaire was constructed. Various questions relating to the evaluation and impact assessment was asked with the respondents (For survey questionnaire, see annexure). The whole data collected was quantitative. The sample size for this data collection was 22. Respondents are there from each computer training center which was taken for inspection and evaluation. And also, there was other quantitative data regarding the demography and strength of the school was also taken. Questions for students was divided as per their socio-economic status and their opinion and feedback about the training program. Whereas, with the trainers, it was about their professional experience working at the center and the salary.

The questions were asked separately for students as well as teachers. Here is the analysis of the data collected.

Responses from the students:

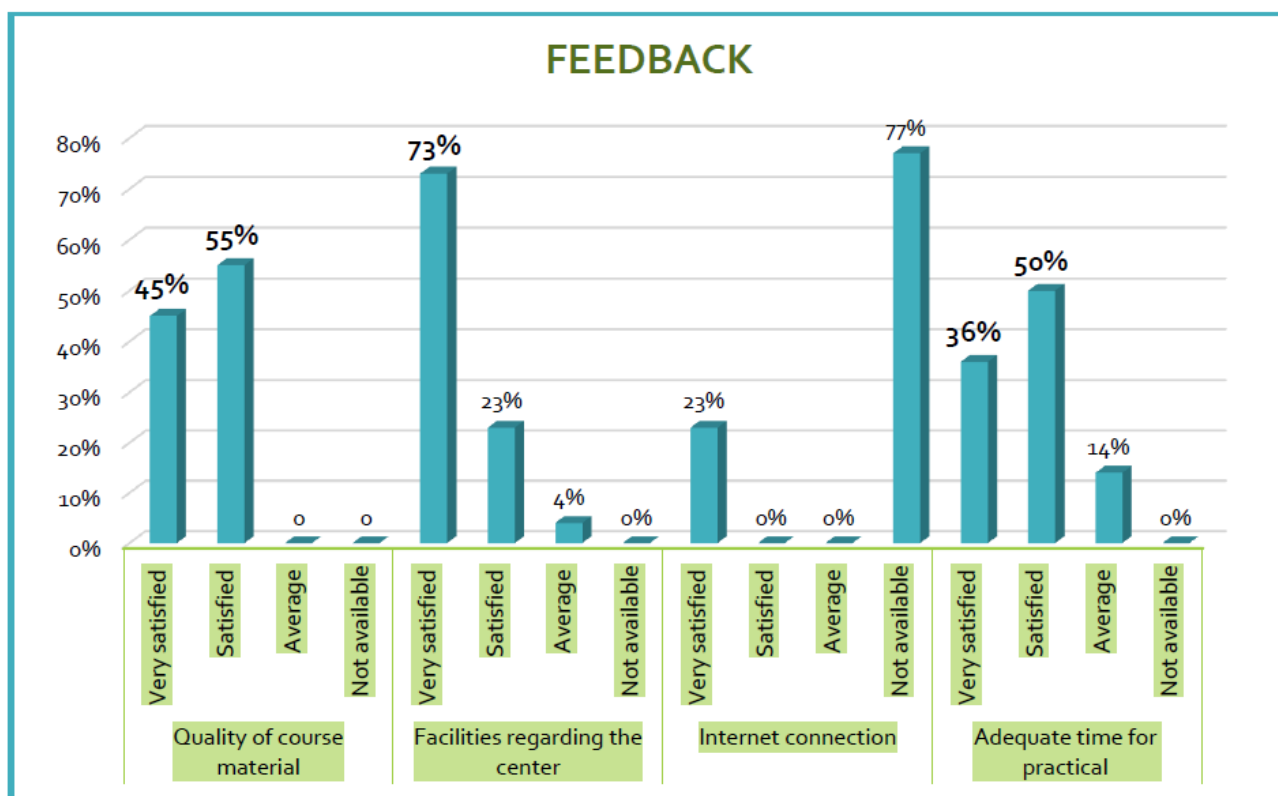


This data was collected with the aim of creating a socio-economic profile of the students or the beneficiaries. We have also tried to make an equal balance of responses from the gender perspective. This is quite necessary for a good quality impact assessment or evaluation. The socio-economic profile reads as follows:

## Socio-economic Profile of beneficiaries:

<b>Age</b>	Most of them being teenagers and school going age
<b>Social status</b>	Quite fairly balanced especially considering the demography of the mountains by <b>60%</b> of them being general and good to see a fairly enough of SCs and STs among the beneficiaries.
<b>Economic status</b>	A huge proportion of them being of lower middle class income strata or even lower than that. This aptly work as a positive for the activity.
<b>Qualification</b>	Most of them being intermediate. It also work as a positive for the activity as most of the centers gathers students or work in areas which are quite far away from a recognised higher learning institute or training center. This activity has been came out as an option for the students after their intermediate.

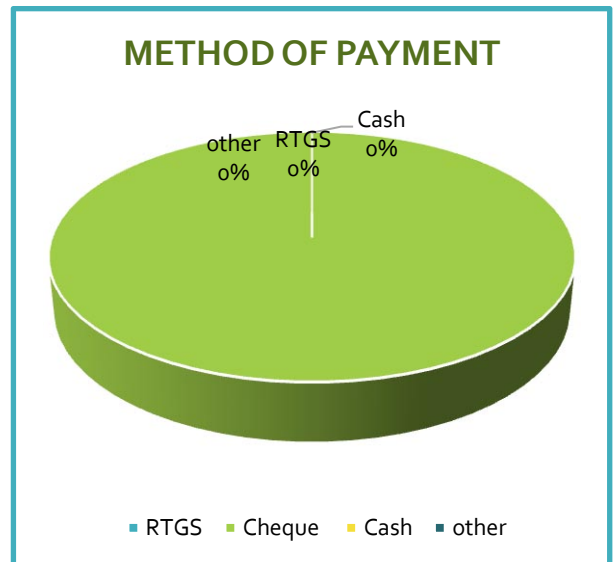
## Students feedback



(These are student feedbacks from the survey. As we can see the satisfied bars are too high that others are looking timid which itself shows of its impact. Apart from internet facility, there is a high range of satisfaction from this activity.)

Responses from trainers:

The sample for the trainers was 9 i.e. the one from each center. It was quite positive as also the analysis have come out. The one qualitative question was logically put up i.e. how much salary they get? To verify the amount of money. And all have answered ₹ 6500, which also the allotted amount for the trainer



Trainer's feedback:





### Case study: Computer centre, Rajakhet, Jakhnidhar

It was one of the success story of this program. Also, it was among the most smoothly running computer centre. And also, the only computer centre where we came to know of internet facility. The system here were also more than from any other centre. The trainer and assistance were questioned regarding the employment scenario and there was a long list of trainees who were first hand at computers but became trained after the course. One such example was of *Pooja*, who according to her trainer was like “idiot”. She used to be taught a single thing at least 10 times to let her understand but after all she is now employed in a private shop and working about AADHAAR card printing and application in Dehradun

### IMPACT ASSESSMENT:

The impact of this activity has been quite significant and applauding. As being one of the basic development in education, it has quite greatly succeeded. Here are some key impacts of this activity:

- The target group or the beneficiaries were the deserving one. These are dam affected areas and still, from infrastructure point of view, require assistance in a lot of things like this. There were many stories heard regarding some students who were first hand on the computers and used to be

### REMARKS

The impact was clearly reflected in the survey results, this activity has been commendable and it has added positive in all areas from where they was. Whether it is to be computer literacy, employment or employment, this activity has added to the people’s development. These center, at some places were the only computer training center in the radius of even 30-40 kms. This shows it’s important in these set of areas. One thing peculiar about the centers was the maintenance of records and documents. Almost every center (sparing a few), has been able to maintain and manage records and documents quite well. It was easy to evaluate and assess because of this. And as reflected in the socio-economic profile, it has made it to the target group who needed it the most. At many center, we heard that a student from earlier batch has become trainer or assistant in the second which was very impressive.

But, there was some things which came to our notice, during the interaction with the villagers that selection criteria for the center was quite blurred. There were few who wanted their children to be admitted in the center but they were told that it is for non-school going students and after they have seen the other students going so and etc. The selection criteria was also not clear on the basis of assessment. The trainer were registered that it has been quite well but now it should move to next level by advancement in syllabus and other training areas.

called '*idiots*' in the starting (as their trainers told us) and now they are placed somewhere and earning enough.

- There has been quite satisfaction about the activity considering facilities and things related to infrastructure and accessibility to the centre. **73%** of the respondents were extremely satisfied with this activity.
- Teachers, despite **78%** registering their average satisfaction with their experience at the centre were suggesting about the scope of enhancement in teaching through training and some salary increase.
- Students were found quite happy with the activity and the opportunity they got. There were high percentages of satisfied students (70% - 80%). But except one, in all the centres, a stable internet connection was not found.

## RECOMMENDATION:

Following are the recommendation:

1. This activity has been quite an amazing success in the respective geographic locations and therefore, it should be continued. There were many respondents whose life has taken a change due to the inception of these program. However, as it has been quite a success in a year or so, now there is the time to move it to next level. It has generated a base and there is a scope of enhancement (as like in every other thing) in quality of training program for example: **internet, advance level of syllabus, duration of training, teaching and salary paid to the teachers** etc. which should be looked after and considered in the implementation of next cycle.
2. The selection criteria can be enhanced and formalised and the villagers or the basic population should be made aware of it comprehensively.

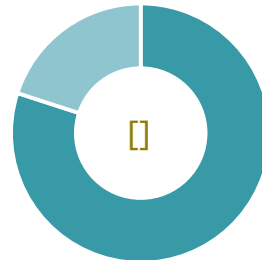
(Some photos from the project sites)



## 12. OVERALL SATISFACTION LEVEL

### SATISFACTION LEVEL:

The impact of these activities has been phenomenal especially considering the difficulties in the implementation and the peculiar target group. The impact has been propagated to the destination it was aimed at. It is quite evident from the cumulative satisfaction level from all the beneficiaries of the projects.



## 13. REFERENCES

Wikipedia. (2017, February 2). Kedarnath flood . Delhi, Delhi, India .

Wikipedia. (2017, february 2). Tehri Dam . Delhi, Delhi, India .

## 14. ANNEXURES:

Questionnaire for assessment of computer center -

### EVALUATION AND IMPACT ASSESSMENT WORK OF CSR PROJECTS BY SR ASIA

Note: This survey is solely intended for the impact assessment of CSR activity. All the details and credentials provided will be kept confidential.

#### CSR Project 02: Computer training program in various locations of project affected and rehab areas

Computer centre name:		
Area:		
Duration of assistance:		
Total number of beneficiary:	Boys	Girls
Trainer Name:		
No. of beneficiaries assisted for placement:		

For students:

Male:	Female:
-------	---------

1. Name

Below 12:	12-18:	More than 18:
-----------	--------	---------------

(optional): \_\_\_\_\_ 2. Gender:

3. Age:

4. Category:

General:	SC/ST:	OBC:
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Less than 3 thousand:	3-5 Thousand:	More than 10 thousand:
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5. Family income (monthly):

Up to 8 <sup>th</sup> class:	High school:	Intermediate:	Graduate:
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Students feedback	Rate up to the scale of (1-4)			
	Satisfied (1)	Partially satisfied (2)	Average (3)	Not satisfied (4)
Quality of course material				
Accessibility to the centre?				
Associated necessary facility(e.g. toilet, electricity and water)				
Availability of internet connection when required?				
Trainer competence				
Assistance in placement				
Adequate time for practical				
Availability of system for practical exercises?				
Overall satisfaction?				

6. Qualification:



For trainer: 1. How much you were paid? \_\_\_\_\_

2. Were you paid on time?

Yes:	No:
------	-----

3. How were you paid? RTGS / Cheque / Cash / Others

Trainer/Admin. feedback	Rate up to the scale of (1-4)			
	Satisfied(1)	Partially satisfied (2)	Average (3)	Not satisfied (4)
Salary paid				
Quality of teaching material				
Additional facilities (water, electricity etc.)				

## Questionnaire for assessment of furniture assistance provided by school –

### EVALUATION AND IMPACT ASSESSMENT WORK OF CSR PROJECTS BY SR ASIA

Note: This survey is solely intended for the impact assessment of CSR activity. All the details and credentials provided will be kept confidential.

#### CSR Project 01: Providing furniture to 17 schools of project affected areas

School Name :			
Principal Name:		Mobile No.:	
Gram Pardhan Name:		Mobile No.:	

#### For Students -

Yes:	No:
------	-----

Yes:	No:
------	-----

1. Are you aware about the furniture facility being provided in your school by THDC?

2. Have you got the desk and bench for studying in the classroom?

3. Were you charged anything for providing the furniture?

Yes:	No:
------	-----

4. How will you compare the furniture provided presently than the previous one?

Better:	Quite the same:	Not better:	Don't Know:
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presently than the previous one?

5. Are you happy with the durability of the furniture provided?

Yes:	No:
------	-----

Students Feedback	Rate up to the scale (1-4)			
	Satisfied (1)	Partially satisfied (2)	Average (3)	Not satisfied (4)
Quality of furniture				
Comfort in studying due to the furniture				
Willingness to come regularly				

#### For Teachers and Administration –

1. Was the furniture being provided to school teaching and non-teaching staff also?

Yes:	No:
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Yes:	No:
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2. Was the school administration also got involved during the process of allocation of furniture to the school?

3. Was there any furniture assistance provided by the govt. before or after this activity?

Yes:	No:
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4. How you see the strength of students before and after the

Increased:	No significant effect:	Decreased:	Don't know:
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allocation of furniture respectively?

5. How many students have been benefitted till now?

Below 50:	50-100:	More than 100:	Don't know:
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Teachers/admin Feedback	Rate up to the scale of (1-4)			
	Satisfied (1)	Partially satisfied (2)	Average (3)	Not satisfied (4)
Quality of furniture				
Durability of furniture				
Strength of students benefitted				

# THDCIL CSR PROJECT

## Impact Assessment Report

Feb 2017



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