



**REPORT OF IMPACT ASSESSMENT**

**CONDUCTED BY**

**NATIONAL CORPORATE SOCIAL RESPONSIBILITY HUB  
TATA INSTITUTE OF SOCIAL SCIENCES  
MUMBAI**

**COMMISSIONED BY  
THDCIL**

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B. Venkatesh Kumar

Director, NCSR Hub, TISS

# CHAPTER I

## INTRODUCTION

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### *1.1 CSR: A Historical Perspective*

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The concept of CSR in India is not new, the term may be. The process though acclaimed recently, has been followed since ancient times albeit informally.

Philosophers like Kautilya from India and pre-Christian era philosophers in the West preached and promoted ethical principles while doing business. The concept of helping the poor and disadvantaged was cited in much of the ancient literature.

The idea was also supported by several religions where it has been intertwined with religious laws. “Zakaat”, followed by Muslims, is donation from one’s earnings which is specifically given to the poor and disadvantaged. Similarly Hindus follow the principle of “Dharmada” and Sikhs the “Daashaant”. In the global context, the recent history goes back to the seventeenth century when in 1790s, England witnessed the first large scale consumer boycott over the issue of slave harvested sugar which finally forced importer to have free-labor sourcing.

In India, in the pre independence era, the businesses which pioneered industrialisation along with fighting for independence also followed the idea. They put the idea into action by setting up charitable foundations, educational and healthcare institutions, and trusts for community development. The donations either monetary or otherwise were sporadic activities of charity or philanthropy that were taken out of personal savings which neither belonged to the shareholders nor did it constitute an integral part of business.

The term CSR itself came in to common use in the early 1970s although it was seldom abbreviated. By late 1990s, the 3concept were fully recognised; people and institutions across all sections of society started supporting it. This can be corroborated by the fact that while in 1977 less than half of the Fortune 500 firms even mentioned CSR in their annual

reports, by the end of 1990, approximately 90 percent Fortune 500 firms embraced CSR as an essential element in their organisational goals, and actively promoted their CSR activities in annual reports (Boli and Hartsuiker, 2001).<sup>1</sup>

### *1.2 CSR: Definition*

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There is no one fixed definition for CSR and can be comprehended differently by different people. Some perceive it to be a commitment of a company to manage its various roles in society, as producer, employer, customer and citizen in a responsible manner while for others it is synonymous to Corporate Responsibility (CR) or Corporate Citizenship or Social Action Programme (SAP). Of late, the term has also been started to link up with Triple Bottom Line Reporting (TBL) which essentially measures an enterprise's performance against economic, social and environmental indicators.

There are several theoretical definitions for CSR. Some of the definitions are given as follows:

**Definition 1:** Philip Kotler and Nancy Lee (2005) define CSR as “a commitment to improve community well being through discretionary business practices and contributions of corporate resources” whereas Mallen Baker refers to CSR as “a way companies manage the business processes to produce an overall positive impact on society.”

**Definition 2:** According to World Business Council for Sustainable Development “Corporate Social Responsibility is the continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families as well as of the local community and society at large”

**Definition 3:** Archie Carroll in 1991 describes CSR as a multi layered concept that can be differentiated into four interrelated aspects – economic, legal, ethical and philanthropic responsibilities.

Carroll presents these different responsibilities as consecutive layers within a pyramid, such that “true” social responsibility requires the meeting of all four levels consecutively.

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<sup>1</sup> Corporate Social Responsibility – Towards a Sustainable Future, A White Paper, KPMG IN INDIA

The model probably is the most accepted and established. While the definitions of CSR may differ, there is an emerging consensus on some common principles that underline CSR:

CSR is a business imperative: Whether pursued as a voluntary corporate initiative or for legal compliance reasons, CSR will achieve its intended objectives only if businesses truly believe that CSR is beneficial to them.

CSR is a link to sustainable development: businesses feel that there is a need to integrate social, economic and environmental impact in their operation; and CSR is a way to manage business: CSR is not an optional add-on to business, but it is about the way in which businesses are managed.

### *1.3 DPE Guidelines and National Corporate Social Responsibility Hub*

The Department of Public Enterprises (DPE) under Ministry of Heavy Industries & Public Enterprises has introduced the CSR Guidelines in March, 2010 for the Central Public Sector Enterprises (CPSEs) to commit themselves to the concept and practical implementation of Corporate Social responsibility. The revised guidelines of DPE (effective from 1<sup>st</sup> April 2013) pertaining to CSR looks deeper into the matter of Sustainability and Corporate Social Responsibility. Under these guidelines, the CSR interventions are required to be thoroughly and scientifically researched and on this basis the intervention programmes have to be formulated and implemented.

In order to accomplish this, a National Corporate Social Responsibility Hub (NCSR Hub) was created by the DPE at Tata Institute of Social Sciences (TISS), Mumbai. As per the revised DPE Guidelines 2013, the NCSR Hub has been mandated to fulfill following broad objectives-

1. Nationwide compilation, documentation and creation of database;
2. Advocacy on concepts;
3. Research on subjects including publishing of research papers/articles/concept papers on specific issues;
4. Preparation of Panels of implementation organization/monitoring and valuation agencies;

5. Promotional Activities, including production of short films, printing of brochures, pamphlets etc.;
6. Act as a Think Tank – Being carried out;
7. Organizing Conferences, Seminars, Workshops- both national and international;
8. Setting up a National Data base;
9. Any other matter pertaining to CSR and Sustainability as entrusted to it from time to time by the DPE

The NCSR Hub has undertaken numerous research studies which include Needs Assessment, Impact Assessment and Proposal Evaluation. The objective of these studies is to fine tune the existing policies and structures in place and also recommend possible areas of intervention with regards to CSR. The Hub has been proactively engaged in empanelling implementing partners and has so far created a database of 150 organizations. To conduct several activities related to capacity building, mindset changing, empowerment of women and children, health awareness and preventive measures, the Hub recommends credible civil society organisations to the CPSEs to engage with. This helps the PSUs to collaborate with credible partners and undertake CSR activities in needs based areas found as per the respective study.

In fulfillment of it's above mentioned responsibilities the NCSR Hub acts as a facilitator to help the PSUs to effectively carry out their CSR projects.

#### ***1.4 THDC India Limited***

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**THDC India Limited** is a Joint Venture of Govt. of India and Govt. of Uttar Pradesh. The Equity is shared in the ratio of 3:1 between GoI and GoUP for the Power Component. The Company was incorporated in July' 88 with the initial mandate to develop, operate & maintain the 2400 MW Tehri Hydro Power Complex (comprising of 1000 MW Tehri Dam & HPP, 1000 MW Tehri Pumped Storage Plant & 400 MW Koteshwar HEP) and other hydro projects.

The wide range of technical, environmental and social proficiency and experience of THDCIL places it in leading position to take up challenging Hydro Power Projects. THDCIL



is entrusted with new projects for execution/preparation/updating of DPR for hydro power projects, Pump Storage Schemes in India and abroad.

THDCIL has now grown to a multi project organization having 15 projects totaling to an installed capacity of 8,770 MW under operation/ various stages of development in Uttarakhand, U.P, Maharashtra and Bhutan. As a further step ahead towards renewable energy resources, THDCIL is venturing into Solar and Wind energy areas.<sup>2</sup>

THDCIL also plans to diversify into non conventional and renewable sources of energy viz. solar and wind power. THDCIL has taken initiatives to venture into the Wind Energy sector. THDCIL is looking forward to install 50MW Capacity wind farm initially as an Investor. THDCIL has taken initiative for establishing grid connected Solar Power Project in U.P. The State Nodal Agencies have been requested to allot the required land for the Solar Power Project.

THDCIL has been conferred SCOPE '**Meritorious Award for Corporate Social Responsibility and Responsiveness**' in April 2012.

### ***1.5 THDCIL- CSR Concept***

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The scheme sets out the commitment of THDCIL as a company to 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 competitive advantage.

THDCIL has primary responsibility to maximize shareholder profits, but a shift in corporate mindset led by social expectations and pressure has caused rethink with respect to corporate performance measured in terms of economic impact, social impact and environmental impact- commonly called the Triple Bottom Line. Economic growth is

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<sup>2</sup> [http://thdc.gov.in/English/Scripts/Lookingahead\\_Futureplan.aspx](http://thdc.gov.in/English/Scripts/Lookingahead_Futureplan.aspx) accessed as on 3rd July 2013

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 organizations 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.<sup>3</sup>

### *1.6 The Challenge*

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SEWA-THDC started efforts to improve livelihood condition around Tehri Reservoir area mainly in 'cut-off areas' of Gajna Patti Pratapnagar of Tehri Garhwal and Uttarkashi. SEWA-THDC team has contacted various experts in the social field for taking expert suggestions for implementing and monitoring of CSR works. For finding the ground reality of the cut off area, a meeting was convened under the chairmanship of Shri Pooranchand Ramola, Block Pramukh, Pratapnagar on May 27, 2010. Representatives of Honorable M.P. Tehri, MLA Pratapnagar, BDO Pratapnagar, and about 100 no's. Gram Pradhans, social experts, people from nearby villages and officers of SEWA-THDC were present in the meeting. As the meeting proceeded with serious discussion, Smt. Jabra Ranaa stormed in and disrupted the meeting with approx 200 local people of Gajna Patti and Pratapnagar Block. The protesters made 'Gharaav' of officers, social experts and threatened that they will not allow any CSR work to be undertaken in cut-off area.

Smt. Jabra Rana, President, Tehri Bandh Sangarsh Samiti, Gajna Patti, Pratapnagar sat for 'Dharna' with her colleagues on 15.02.2011 in front of THDCIL's gate at Rishikesh. She raised unrealistic demands that Rs. 5.0 Lac be paid for each family of the cut off area for compensating their inconvenience due to disruption in road communication.

SEWA-THDC assessed the basic requirements of people of Cut-off Areas through one to one contact and data obtained from social experts. SEWA-THDC has taken the view that direct cash compensation as demanded by Jabra Rana's Samiti is not desirable. Instead welfare activities for the cut-off areas with emphasis on income generation schemes have to be initiated for implementation. Historically the public had negative perception about

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<sup>3</sup> <http://thdc.gov.in/writereaddata/english/pdf/THDCCSR-CDScheme-2010.pdf> accessed as on 3rd June 2013

THDCIL. In this backdrop, CSR was started with entry level activities such as distribution of items of community utility such as utensils, chairs and tents etc. to the village panchayats. The communities rent out these items to local families for use during family functions and earn some income. The proceeds can be used for common benefit of communities. This would minimize the commuting effort and reduces cost to villagers for arrangement of marriage and other community functions. The village committee issues the utensils, chairs and tents to the needy villagers on payment of Rs. 1000/- for each function and the same is deposited in the village fund. The accumulated fund so earned could be utilized for the developmental activities of the villages.

### *1.7 CSR Initiatives Summary*

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SEWA -THDC organized Skill **Development / Vocational Training** and other training programs to improve the skills and employability of the local people in various vocational fields i.e. computer, Digital Photography, Hospitality - Chef and steward, security guards, ITI trades etc. THDCIL had adopted two ITIs -one in Chamba Distt. Tehri Garhwal & other in Gopeshwar Distt. Chamoli for development of skilled manpower in the area.

For Promotion of Sustainable livelihood of the rim area villages of Pratapnagar and Jakhnidhar Block, a program is being implemented through Department of Geography, HNB Garhwal University, Srinagar (Garhwal) i.e. **“Natural Resource Management and Livelihood promotion Program for the Rim Area 30 Villages of Pratapnagar & Jhkhaidhar Block in Distt. Tehri Garhwal”**. This project is based on **Uttarakhand State Council for Science and Technology (U-COOST)** recommendation for Rim Area villages. 30 self-help groups have been formed in the target villages for water conservation, vegetable production, agriculture based activities etc. For providing assistance to the farmers, initially Rs. 10,000/- was given as revolving fund for each group in 20 villages and further the same was extended to 10 more villages Under this project, income increase of Rs 24000 per annum by one of the beneficiary was recorded during the primary data collection<sup>4</sup>. For promotion of organic farming, total 143 vermi compost pits have been

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<sup>4</sup> The names and the contact details cannot be revealed due to ethical considerations.

made and 200 No's. **Roof Top Rain Water Harvesting Tanks** of 3000 liter capacity of each have been installed in the target villages under this project. The response for vermicompost was good and the beneficiaries claimed that it helped the crop and produce had improved with the use of vermicompost. Considering the encouraging results of increased income of the targeted villagers the self-help groups and revolving fund schemes developed under this project by HNB Garhwal University, further 20 villages of Rim area have been entrusted to Delhi University and 20 villages have been entrusted to "Project Directorate of Farming System & Research" (PDFSR), Modipuram for livelihood promotion.

For **Conservation & Management of Water**, SEWA-THDC has taken several Initiatives. Digging of water pits (Tal - Taliyan) have been taken up for ground water recharge and ambient humidity and regeneration of vegetation around the villages. Based on the experimental model of Shri Sachidanand Bharti, at Ufrainkhal, Pauri, SEWA-THDC has taken initiatives for Dry Stream Treatment (Gadhera) and vegetation regeneration program in the remote villages of Tehri Garhwal, under the able guidance of Shri Sachidanad Bharti, Adviser Planning Commission, Govt. Uttarakhand.

SEWA -THDC opened **Homeopathic Dispensaries** in the remote villages of Pratapnager Block for providing basic facilities towards health && hygiene and organizing specialized health check-up camps for poor through super-specialty & specialist doctors. For women empowerment we had started 5 Sewing Centers at Pratapnager Block and the result is as per the desired expectation in terms of increased income. It was decided to continue the operation of these centers for another 6 months. SEWA-THDC established a Research and Development (High-Tech Nodal Centre) at DEEN GAON to carry out CSR activities and their market linkage.

SEWA-THDC requested National Herbal Plant Mission, Gopeshwar, Distt. Chamoli to provide financial assistance for development of a small nursery in THDCIL's campus at Rishikesh for providing herbal plants free of cost to the farmers in nearby area so that they could be benefited. In this context National Herbal Plant Mission, Gopeshwar, Distt. Chamoli sanctioned Rs. 4, 00, 00 0/-and released 1st. installment of Rs. 2,00,000/-in March 2011.

The CSR initiatives also include **employment linked vocational skills training programs** for unemployed youth and suitability to promote sustained livelihood, overall development and well being of the target communities. SEWA-THDC is also supporting the proposal of IL&FS Education for Partnership to SEWA -THDC for jointly implementing Employment linked vocational skills training programs for Rural BPL youth from Tehri Dam Project, Koteshwar Dam Project affected area or any other critical target segments as jointly identified by SEWA (THDC and IL&FS )Education. Training areas finalized with IL&FS Education are BPO, Retail, Customer Service Associates and Hospitality.

UP is one of the densely populated states of India with Per Capita Income below national average. The state of U.P. is share holder of THDCIL and provides approximately 45 percent of Revenue to THDCIL. The state has also allocated Dhukuwa SHP and Khurja Thermal Project to THDCIL. CSR activities were undertaken in UP in Majhwara (Sultanpur), Jaise (Raibareli), Hajratpur (Raibareli), Itonjaa (Lucknow), Old Lucknow, Nagram (Lucknow), Tanda (Ambedker Nager) and Miranpur (Ambedkar Nager) for minorities and Other Weaker Sections, Women & Girls with a view to upgrade skills and enable them to start income generation on their own or get gainful employment. **Cutting, Tailoring & Knitting, computer training, Chicken Embroidery and English speaking** programs for six months duration of each program are being implemented on the basis of recommendation given by social experts and PRA reports generated by communities in **Sultanpur**, Barabanki District.

**With the shift towards sustainable livelihood, Budget allocation for infrastructure augmentation has been downsized barring THDC Engineering College which forms a part of major fund allocation in terms of CSR.** Ideally this is the function of Government. Construction of community centers etc. through district administration in various villages has been minimized. Only few critically beneficial activities i.e. construction of classrooms in schools, construction of delivery rooms in hospitals are being continued for execution under CSR. **Now the main target areas under CSR are promotion of sustainable livelihood, Agriculture / Agriculture Related Activities and Women Empowerment Activities for economic strengthening and social upliftment.**

### *1.8 Structure of the Study*

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The study began after consultation with the THDCIL officials and after procuring all the information regarding the projects. The project details were provided by THDCIL which helped in preparing a broad structure of the study and designing the study tools. After developing tools for the study, the study commenced on 4<sup>th</sup> April 2013 and continued till 18<sup>th</sup> April 2013. The Research Team consisted of One Program Manager and 3 Research Investigators who were extensively involved in interacting with various stakeholders which included THDCIL officials, beneficiaries, implementing agencies and gram panchayat officials.

The lists of Projects given by THDCIL were considered under Impact assessment and Evaluation of Projects. For the Projects which have completed their duration, an Impact Assessment and Concurrent Evaluation study was conducted and for projects which are still in their continual phase an evaluation was conducted.

The process of Data collection was followed by the Process of Data analysis and Report writing. The data analysis and Report writing were taken up after the completion of primary data collection.

# CHAPTER II

## RESEARCH METHODOLOGY

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### *2.1 Objectives*

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The broad objective of the study conducted in Tehri garhwal for THDCIL looked mainly at assessing the impact of the CSR projects implemented by THDCIL and how those projects have helped in fulfilling the needs of the community at large. The objectives of the Study were as follows:

- To assess the Impact of the Projects executed by THDCIL in Tehri Garhwal and Lucknow.
- To look at the implementation process
- To look for opportunities and possibilities for strengthening the existing programmes

### *2.2 Research Design*

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The research Design of the study is **Exploratory** in nature. Exploratory research keeps the scope open for gaining new knowledge with the information already available. Since the projects covered under this study are varied and look into different thematic areas it was understood that Exploratory research design would suit the study.

The study also was an evaluation study and was an **Evaluation** research as it *“is designed so that the findings will provide information useful in for decisions about public policy or private issues”*<sup>5</sup>.

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<sup>5</sup> Online: <http://www.rci.rutgers.edu/~judithjf/kinds%20of%20research.htm> accessed as on 1<sup>st</sup> june

### *2.3 Methodology*

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The Impact Assessment included projects from environment, health, education and infrastructure in different villages. Since, the geographical location of the study area was difficult the methodology followed was in two ways i.e. Interviews and Focused Group Discussions (FGDs).

In-depth Interviews were conducted for beneficiaries, implementing agencies and THDCIL officials. The interviews were semi structured and provided opportunity to look and evaluate aspects which may not have been covered in the interview schedule. (See Appendix)

Focus group Discussions were a crucial part of the study and the main method used with the stakeholders. Since the projects implemented are mostly in SHG form it was important to conduct FGDs to understand and look into all the participants' perspectives and ideas. A semi structured FGD guide was formulated for the same purpose.

The sampling used for the study was not fixed and depended on the collection of data till the saturation point. Saturation point is a point where the researcher starts getting repetitive responses. Also, since largely the beneficiaries were in form of SHG there was no fixed sampling used.

### *2.4 Significance of the study*

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The study aimed to find out the impact of the projects and the implementation processes underway for the current projects. This has helped to understand the first hand experiences based on which one can look into deeper concerns and how the projects can be strengthened and what are the loopholes.

This will provide a holistic approach and based on recommendation further improvement can be made.



### *2.5 Ethical Considerations*

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- All the Gram Panchayats and implementing agencies were informed about the research study and the design.
- The names of the beneficiaries are not mentioned in the report so as to maintain decorum of anonymity.

### *2.6 Limitations*

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Geographical location was one of the main limitations of the study and a large amount of time was spent travelling. Due to the mountainous terrain the houses in the region were step houses and a large amount of time was spent reaching the beneficiaries.

Another limitation was that while the study was conducted the farmers were on their fields as it was the season for cutting crops.

# CHAPTER III

## THDCIL-IHET

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### *3.1 Introduction*

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Higher Education in India suffers from many deficiencies although it has expanded in the last few years. The growth is also because of many private sector initiatives coming in recently. India has huge potential but lags in terms of systems and processes in place. The standards of research, academic inflexibility and low levels of funding are some of the problems the higher education system faces today. The challenge stands in front to achieve levels of education with increased quality and infrastructure and funding needs.

According to Mr. A. L. Shah, Director of the THDCIL IHET and ex employee of THDCIL, due to the construction of Tehri dam, villagers were rehabilitated and the major water resources went into submergence. Houses were rehabilitated and therefore THDCIL also felt the need to develop the area and improve the standards. A survey was conducted by THDCIL to determine the level of higher education in Tehri and as a result they found out that many students are migrating to different parts of the country like Delhi and Dehradun to get admission in engineering college. Also, Tehri did not have any engineering college. Therefore, the need of constructing a Higher education college was felt by THDCIL to have quality education within the area and have infrastructure to support it.

Also, looking into the required augmentation in the field of Hydro Sector, it was agreed by the Ministry of Power that THDCIL will establish a Technical Institute to impart instructions in various disciplines of Engineering with focus on Hydro Power. The **objective** behind setting up of the Institute is to generate and create a pool of continuously upgraded skilled set of knowledge with special thrust on construction, Operation and Maintenance of Hydro Power stations. In line with this THDCIL has taken up construction of **‘THDCIL INSTITUTE OF HYDROPOWER ENGINEERING & TECHNOLOGY’** with

requisite infrastructure as per AICTE norms, at Project site Tehri in an area of around 20 Acres.

For running of the Institute, on 10<sup>th</sup> May 2011 a Memorandum of Understanding was entered between THDCIL and Uttarakhand Technical University. The MOU was signed by Shri DS Chauhan, Vice Chancellor for and on behalf of UTU and by Shri DV Singh, Director (Technical) for and on behalf of THDCIL INDIA LIMITED in presence of senior officers of UTU and THDCIL. As per the MOU, THDCIL incurred a onetime expenditure towards creation of infrastructure for the Institute as per AICTE norms with its complete furnishing with labs, workshops, library, office etc. UTU will run the Institute as a Constituent College of the University in self-finance mode and shall meet all recurring expenses. The infrastructure meeting the first year requirement of the Institute is complete. UTU shall commence running of the Institute from the Academic Session 2011-12. THDCIL had created the asset of the Institute from its Corporate Social Responsibility fund.

#### **A view of THDCIL IHET College**



Currently the total strength of the college is of 548 students and the students were selected from the national level test i.e. All India Engineering Entrance Examination (AIEEE) on the basis of Merit and there are 5 branches namely **Civil engineering, Electrical engineering, Mechanical Engineering, Computer Science Engineering and Computer Science and Electronic Engineering**. The ratio of girls to boy's is 30:70, however on enquiry it was said that there is no specific reason for the low percentage of girls. However, girls performed much better than boys. Each branch of class had approximately 60 students. The college had facilities like Laboratories, library and 2 privately hired buses for transportation of students and teachers.

The faculty was selected from different parts of the country and all are experienced and qualified faculty members. There are currently a total of 38 faculty members who have the facility of faculty quarters within the college vicinity. The faculty members hold post graduate level degrees and some have completed their PhD's. The pool of faculty comes from IIT Madras, IIT Roorkee, HNB Garhwal University, Uttaranchal technical university, G.B. Pant Nagar University, University of Rajasthan etc.

An important element of providing quality education is the exposure to the world. Students should be made aware of the current conditions and know-how and also should have the best infrastructural and faculty available. To achieve this objective THDCIL IHET invites alumni of IIT's and IIM's to come and interact with the students to motivate them about higher education and its benefits. Such sessions are important to the pedagogy and bring together many experiences on the same platter. The alumni belong on boards of private companies such as Infosys, Tata Consultancy etc and hence it is easier to link the students with these companies directly for placement. The college is in its second year and the batch of third year students will start from this year i.e. 2013.

### ***3.2 Educational Level and admission process***

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*The tuition fee for the engineering college is Rs25, 000 per semester while hostel fee is Rs. 25,000. According to the central government scheme a full scholarship is provided to students belonging to SC category. Objective of the scheme was to promote qualitative*

education amongst SC students, by providing full financial support for pursuing studies beyond 12th class.<sup>6</sup>

Reservations are done as per Uttarakhand State Government norms. AIEEE rank below 125000 is the cut-off for categories. The minimum percentage required for 10+2 candidates is 75% marks and above in aggregate and 70% and above for SC/ST.

The admission is made through state counseling on AIEEE merit as decided finally by Government of Uttarakhand on above cut-off. There is no special criterion for selecting students. Seats are reserved for students belonging to the tribal belt and that amounts to 30%.

Currently there is a single hostel for boys and girls each and there is another boy's hostel under construction.

The students in the college belonged to all strata of economic standards. The average income of the student's family was approximately Rs. 3, 00,000 per annum. But the income went as low as Rs.60, 000 per annum for a student who was getting scholarship in the college.

The respondents had all completed their higher secondary education and were currently in the 1<sup>st</sup> and 2<sup>nd</sup> year of college. The 2<sup>nd</sup> year batch will now move to 3<sup>rd</sup> year and this will be the first for the college to have classes for 3<sup>rd</sup> year students. Students were not only from Tehri but students belonged to Dehradun and Uttarkashi. It was interesting to note that none of the respondents had dropped out from school due to negative factors like financial problems, family conditions, lack of interest and so on. Only 3 respondents had taken a sabbatical after completing their higher secondary education to prepare for entrance exams for engineering, government jobs and other competitive exams.

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<sup>6</sup> <http://socialjustice.nic.in/topclass.php> accessed as on 24th May 2013

### Hostel Facility in the College



### 3.3 Infrastructural Challenges

Infrastructure plays a very important part in the education system. Without ample infrastructure quality education cannot be provided. In order to have a sustainable development it requires the basic infrastructure to be up so that it leads to effective and efficient implementation. Also, increased infrastructure helps to maintain the interest in the students motivates them and also provides them the opportunity to improve on their academic capabilities also.

Infrastructure like classrooms, laboratories, libraries, playground, rooms for extracurricular activities, seminar rooms etc. set up base for developing the students and providing them a scope for holistic development.

Currently the College has academic buildings, hostels but there is no space for extracurricular activities. Most of the students felt a lack of infrastructure in the college.

One of the respondents said that he felt there is a lack of infrastructure as there is no play ground in the college and no auditorium for any kind of functions or seminars. This view was shared by 3 other respondents. One of the respondent said that since the infrastructure is not fully developed there is a lack of holistic development.

Since there is no auditorium, I felt the holistic development of the students is lacking.

From the above comments it can be seen that the students do understand and feel the need of infrastructure development and they had the knowledge that for a holistic development of the student it is necessary to have infrastructure. Not only for academic purposes but also for extracurricular purposes as well.

The lack of infrastructure facilities described above had posed problems for the students. One of the respondents said that students had to go to play games and find grounds to play sports as there was no facility within the college. Another respondent said that due to no auditorium or seminar room they have to manage events in small rooms which are not convenient.

Due to lack of space for the ground the students had themselves cleaned a space which is now used by them to play sports. One of the respondents said that earlier they had to look for an alternative and had to go outside college so they cleaned the ground themselves to play games. One of the respondents said that lack of infrastructure was not felt and the college was doing well but on an average one could see that students thought that playground and auditorium is lacking in the college. If these facilities are made available to the students within the college, then will not have to look for alternatives outside.

Apart from these challenges the respondents were asked about other factors affecting their education and other things which can be looked into. As apart from infrastructure they might be qualitative concerns that may have to be addressed.

One of the respondent said that there was not ample hostel facility and lack of exposure as the college is in a remote region. Another respondent expressed that there was no proper internet connection and not enough books in the library that can be referred. Two respondents also expressed that transportation is a problem if they have to travel outside

the college. The issue of lack of exposure was raised by 3 respondents and they felt it was also a very important component of education.

There is lack of proper exposure to the students

Apart from infrastructure various components could be considered for attaining quality education. As rightly pointed out by the respondents exposure visits would provide them a different perspective and widen their horizons. They could also interact with students from other colleges and increase their knowledge. Library was also an important factor as that is the only source of rich information and knowledge for the students in the college.

### *3.4 Quest for Quality Education*

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The above image very rightly depicts the power of education. Education can take the country a long way ahead and lead to a bright and shining future. Having said that, this objective can be achieved only by providing quality education. The quality of education has



been lately receiving a lot of attention. But there needs to be clarity on the components which would lead to quality education and would contribute to its development.

One example can be taken of the CSR initiatives undertaken by Hindustan Petroleum Corporation Limited (HPCL). HPCL's **Project Nanhi Kali** aims at providing girl-education and streamlining girls in the education system of India and the project is implemented by Nandi Foundation and K.C.Mahindra Education. The project provides material support in terms of bags, stationery, uniforms, raincoat/sweater, socks, belt, notebooks, etc. which is very helpful as without the support many parents could have sent their children to school.

The project tackles the issue of quality education by providing Academic Support Centre. ASC of Nanhi Kali is a tutorial that runs after school and with techniques such as multi-grade teaching, clarifies doubts and gives quality teaching to the girls. The core strength of this programme is its uniformity across the locations and the quality of services provided. The change is seen in the confidence level of the girls, their attempt to articulate, even talk in English, to discuss problems of girl-education, child marriage and so on. The project is seen to be making a significant impact through the dedicated efforts of Nandi Foundation and smooth funding and communication through KCMET.<sup>7</sup>

This example depicts how quality education can bring a change in the students and also helps them develop their personalities which will be a lifelong asset to them. Material and infrastructural support is also a component of imparting quality education and the respondents were asked to share their views about how the infrastructure has helped them.

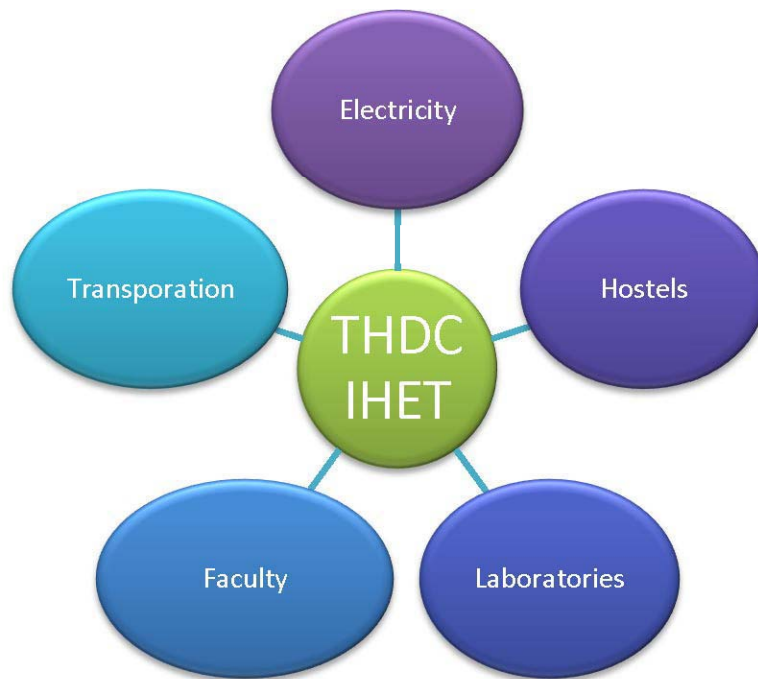
One of the respondents said that the college had given them laboratories which have increased their practical knowhow. Respondents also felt that in an area where electricity is a problem, the college is providing them with electrical connection round the clock and

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<sup>7</sup> Report of Impact Assessment Study, TISS - Hindustan Petroleum Corporation Limited CSR Project, 2012

also transportation facility. Another respondent said that hostel facility is provided to them which are a big relief to them.

The college has provided us with the best resources. The infrastructure is good and the hostel has provided many facilities to us



The faculty was also said to be good and qualified by the respondents. Respondents expressed that infrastructure is a prerequisite for attaining quality education which is now being provided to them.

We are provided the best labs, hostel facilities and classrooms. This has helped in attaining quality education

**From the above responses it can be observed that the students have felt that the college has helped them in attaining quality education by providing them with infrastructure and also getting in qualified faculty members.**

Apart from the quality education that students are getting it was also expressed that the nearby region is also developing due to the presence of the college. It is easily accessible to students of the nearby regions and there are no problems of accommodation.

Respondents said that now there is a constant development as earlier there was no infrastructure and no facilities but now basic facilities like water and electricity are also increasing. One of the respondent said that the college has helped in developing the area in terms of education and also commercially.

**The Director, THDCIL IHET also expressed the same view when he said that commercially people in Tehri have benefitted from the Engineering College. There had been appointments for various staff positions and also shops/canteens have been opened in the vicinity. So the college has indirectly affected the livelihoods also.**

Earlier there was no college for Higher education and now there is a growth in quality of education also.

### *3.5 A better tomorrow*

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Education does not affect one person but the generations ahead. Also, it affects the health, living standards, socio-economic status, and overall personality. **All the respondents felt that the college and higher education will lead to a bright future and help them in overall development.**

Many responses were received on how the students believe that the college will help them form a better future by providing quality education. One of the respondents said that the college would help raise the education level of the region in the future and provide engineering knowledge. Another respondent said that it is leading to a holistic development as they were involved in extracurricular activities also. Livelihood is directly related to education, more and more students are enthusiastic as they want to have a better

standard of living in the future. Placements and job opportunities provided by the college will help the students in their employment also.

The project has made an engineering college in the area which will have a huge impact on the youth in the area

**It is also interesting to note that the College is specialized in the Hydro Sector and this is one of a kind initiative taken up.** One of the respondents said that more and more engineers will be produced in this sector and there will be a holistic development of the area also.

Tehri is more advanced and developed. My personality is approving day by day and is improving my confidence!

One of the benefits which came out that the respondents felt that the college will help them to have an overall development by providing them education and infrastructural facilities. One of the respondents said that he would not have to travel outside Uttarakhand or India in order to pursue his higher education which will be very helpful to him.

Therefore, we can see that the infrastructure set up by THDCIL has helped in the overall development of not only students but of also Tehri as there are wider horizons now. This will also lead to an academic growth in the region which will help flourish the state.

### 3.6 Loopholes

There were not any major loopholes that were pointed out. The college had started functioning in 2011 and had the basic infrastructure ready by then. The college and its management are striving to improve the infrastructure and are revamping the library and building new hostels also.

However, the respondents pointed out that there is a lack of auditorium space without which it is very difficult to conduct programs. Another point raised was that there was no

place for sports. There is currently a ground which the students had themselves cleared for playing basic sports. Apart from that there is no other facility in case of sports.

One of the respondents pointed out that the girl's hostel should have a boundary wall or separation from the boy's hostels for safety and security concerns.

The concern of administration and construction was also raised. As many as 4 respondents mentioned that the administration is poor and the construction had been taking place for a long time now. Proper planning needs to be undertaken to quicken the process. The construction hampers with their daily routine and wants the process to move on quickly. These minor glitches need to be looked in by the authorities. Also the need for auditorium and sports need to be addressed on an urgent basis.

Students also suggested that the laboratories can be enhanced and include up to date equipments so as to have a world class education. Workshops and guest lecturers can be conducted to increase the knowledge and have an idea and understanding to deal with different perspectives. Apart from academics, co curricular activities should not be ignored and more cultural programs, sports events, seminars etc should be conducted to keep the students motivated. The environment was also positive and builds in sense of responsibility among the students.

# CHAPTER IV

## TRAINING AND EXPOSURE VISIT

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### *4.1 Introduction*

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Training is a very useful and crucial component for developing the skills and enhancing the knowhow. Training and development help to utilize the human resources and help an individual to achieve their objectives. It also helps individuals to provide an opportunity and structure for the development and helps personal development too. With the help of training, the knowledge and skills can be sharpened and it helps in widening the horizons of development.

Also, in the wake of advancement of new technologies and knowledge it is even more important to make the people in remote areas aware as they do not have access to all the information system so easily. There has been a rise in demands and supplies and it is important for the farmers also to be aware and prepare themselves for competition. This is the reason which supports the need for training as there is constant change and development.

Exposure visits also form a part of training and development and this gave the farmers an opportunity to explore ground realities and were in a learning environment. Exposure visits by the virtue of the name only provide an opportunity for the individual to expose themselves to different conditions and interact with people to increase their knowledge set.

The training and exposure visit provided by THDCIL to farmers in Pratapnagar Block and was implemented by Shri Jagdamba Samiti, Rishikesh

#### 4.2 About the Implementing Agency

Shri Jagdamba Samiti is a non-governmental organisation working for the development of rural population in the state of Uttarakhand and Himanchal Pradesh. Shri Jagdamba Samiti was established in 1991 in the Himalayan valley of Bhilangana, district Tehri Garhwal. It started with a voluntary group of economists, Management experts, Social scientists, villagers, and participatory development specialists to work for the locally available resource management and their optimum utilization for sustainable development of local people.

The vision of the organization is to uplift the small and marginal farmers of Uttarakhand and Himanchal Pradesh, by ensuring sustainable socio-economic development. They work towards developing of new source of support by advancing the new generation farmers and also to develop a network of agro procession enterprises through enthusiastic and committed community.

Operational areas of the organisation, at present, are in four districts - Tehri, Uttarkashi, Dehradun and Rudra Prayag of Garhwal Uttarakhand. The optimum utilization of locally available resources through indigenous & eco-friendly technologies is the basic philosophy of the organization. *Thus the mission of the organization is "to bring prosperity to all, through sustainable development process, by involving the community in planning, implementation and management of locally available resources as per needs and opportunities'.*

To translate the mission into reality Jagdamba Samiti has chalked down major objectives and priority actions which are as follows:

To form the groups of different people, who have knowledge about the locally available resources in different working areas of the organization:

- ❖ To motivate and mobilize community members so that they can identify their problems and needs on their own.

- ❖ To support and help the community members in developing their skills for solving these identified problems and fulfilling the needs through possible alternatives and efforts by the organization.
- ❖ To make people aware about the indigenous and eco-friendly technologies.
- ❖ To sensitize people about optimum utilization of natural resources.
- ❖ To select the options for increasing the efficiency of an individual and community.
- ❖ To establish the networking for exchanging the ideas at the field level and at the organization level.
- ❖ To organize the training for community members and staff of the organization for resources management, & area specific action planning.
- ❖ To introduce the concept of "fees for services" to the community for strengthening the sustainable development process.<sup>8</sup>

From Mahjab, Thauldar a group of 18 people went to Navgaon, Uttarkashi in April 2012 for a training and exposure visit. It was a three day training where the beneficiaries were told about the farming techniques and especially about apple farming as apples have a good produce in Thauldar region. Farmers were also told about grading, packing and selling techniques which enhanced their knowledge. Farmers were told about hybrid plants and how it can speed up the produce and about vermicompost. Practical knowledge of vermicompost was given and were told about how farming can be improved using these methods. **All the logistical support for the training was provided by THDCIL.**

The selection criteria of the beneficiaries included a Gram Sabha meeting for which the villagers were intimated and after a meeting and disclosure of details interested candidates volunteered for the training and exposure visit. The process was transparent and villagers were aware about it.

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<sup>8</sup> <http://www.sjsindia.org/aboutsjs.html> accessed as on 24th May 2013



### *4.3 Components of the training*

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The training given to the farmers mainly constituted of information and knowledge of apples as that is one of the main produce in Thauldar. Apart from apples, information regarding plantation of others plants like almonds, walnuts, chestnuts, peach, plum, khumani was also given. The use and significance of Polyhouse was also shared. A Polyhouse is a room made of polyethylene, usually semi-circular, square or elongated in shape. The interior heats up because incoming solar radiation from the sun warms plants, soil, and other things inside the building faster than heat can escape the structure. Air warmed by the heat from hot interior surfaces is retained in the building by the roof and wall. Temperature, Humidity and ventilation can be controlled by equipment fixed in the poly-tunnel.

The training was a perfect blend of both theoretical and practical knowledge. Farmers found the information given to them about cold storage very useful and informative.

Cold storage can be used by the farmers to store their apples for as long as a year. Foods and many other commodities can be preserved by storage at low temperature, which retards the activities of micro organisms. Micro organisms are the spoilage agents and consist of bacteria, yeasts and molds. Low temperature does not destroy those spoilage agents as does high temperature, but greatly reduces their activities, providing a practical way of preserving perishable foods in their natural state which otherwise is not possible through heating. The low temperature necessary for preservation depends on the storage time required often referred to as short or long term shortage and the type of product.

In general, there are three groups of products:

- Foods that are alive at the time of storage, distribution and sale e.g. fruits and vegetables,
- Foods that are no longer alive and have been processed in some form e.g. meat and fish products, and

- Commodities that benefit from storage at controlled temperature e.g. beer, tobacco, khandsari, etc.
- Living foods such as fruits and vegetables have some natural protection against the activities of micro organism. The best method of preserving these items is to keep the product alive and at the same time retard the natural enzyme activity which will retard the rate of ripening or maturity.

Preservation of non-living foods is more difficult since they are susceptible to spoilage. The problem is to preserve dead tissues from decay and putrefaction. Long term storage of meat and fish product can only be achieved by freezing and then by storing it at temperature below -15oC. Only certain fruits and vegetables can benefit from freezing. However, for fruits and vegetables one should be very careful about the recommended storage temperature and humidity a deviation from which will have adverse effect on the stored product leading to even loss of the entire commodity.

Products such as apples, tomatoes, oranges, etc. cannot be frozen and close control of temperature is necessary for long term storage. Some product can also be benefited by storing under controlled atmosphere and modified atmosphere conditions.<sup>9</sup>

Grading and packing was another component where farmers were told about. The importance of grading and packaging in reducing marketing costs and thereby improving marketing efficiency can hardly be overemphasized. Grading, standardization, branding, and packaging are important aspects of product-marketing in this modern era. Currently, the level of these services for agricultural product is unsatisfactory leading to low marketability of the products. For example, small holder farmers, livestock keepers, and fishermen fail to take advantage of existing market outlets for their products such as fruits, vegetables, milk and fish because they do not have the knowledge of how to grade and pack their products. Farmers were told about how apples can be graded with a three tier system.

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<sup>9</sup> <http://www.nabard.org/modelbankprojects/agriculturalengineering.asp> accessed as on 24th May 2013

Grade 1 apple would bring a market price of Rs.14 per kg; grade 2 apple would bring Rs.8 per kg and so on.

#### 4.4 Awareness

Apart from the component of the training it was important to understand the local geographical region and how the training would help the farmers in their lands and region.

One of the respondents said that awareness on use of hybrid seeds and planting methods was helpful as it enhances the pollination process and leads to better produce. Another respondent said that information on vermicompost was very useful as it helped plants survive healthy and like earlier experience the crops did not get spoilt. The awareness of using fertilizers and vermicompost together was also very helpful to a respondent who expressed that it has benefitted his land and crops in a positive way.

Kiwi plantation was suggested by a respondent who said that Mahjab would have a very good kiwi plantation and the produce can be sold at Rs200-250 per kg. They wanted information on how kiwi can be produced and how it can be made a source of livelihood.

The respondents were very keen to have a cold storage as they got aware of the knowledge that cold storage can preserve fruits and vegetables for a long period of time without spoiling them. Since growth of apples is considerable in the region, farmers wanted to know how apples can be preserved for a long period of time. Those apples can be sold at the convenience of the farmer according to the price in the market.

If got to know how grading is done through machines and also about cold store in which fruits can be preserved for a year. The farmers can sell the fruits as and when the prices go up.

#### 4.5 Usefulness of the training and knowledge of THDCIL

The extensive training that was given should be in compliance with the local scenario and research needs to be done to understand the diverse needs of one particular location.

According to the participants of the training and exposure visit the program was very helpful to the farmers and provided them information regarding farming and different methods of plantation.

One of the respondents said that he got to know about plantation methods and had sown different types of seeds which had lead to increase in yield. Another participant said that he told the others in the village about what he learnt from training so they also benefitted. That means that the participants liked the components of the training module and would want their friends and family to also benefit from that information. This would also improve their produce and help them to have an increase in their livelihoods.

A respondent informed us about the different level of rates for cold stored fruits. These fruits can be sold by the seller according to his/her convenience. The participant informed us that the produce can be sold in Rishikesh.

Now I know about plantation methods and how to grow a healthy crop and use fertilizers for the same.

#### *4.6 Loopholes*

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Like any another scheme/project there would be a scope for improvement and method by which the current project can be made better. Such views were collected to understand the weakness of the project and also how those can be improved upon. One of the respondents said that land in Tehri is so **scattered** and usually step farming is incorporated. This also leads to problems in building a polyhouse on the land. Another respondent said that **Soil testing** is a very important component of the project as implementing agencies need to understand the local conditions and diversifications and the projects should be implemented accordingly.

One of respondents said that the training and exposure had been provided but even then the transportation cost is high and the seller incurs a cost of Rs.150 on travelling. This is not feasible for the farmers as their cost is also involved here.

Another prevalent thing which was brought up by most of the respondents was that the farmers were promised by the training authorities that experts would visit their area and understand their needs. Further recommendation would be provided by the implementing agency to improve the farming conditions. But after the training this condition was not fulfilled and nobody visited Thauldar to understand the local diversities. Also, the farmers were told that hybrid apple plants would be provided to the farmers. The cost of the plant is Rs1500/- which the farmers were ready to pay for, but nobody from the executing agency had physically visited Thauldar after the training and exposure visit.

This also reflects to a point that proper follow up and monitoring needs to be undertaken by THDCIL. The project was implemented in 2012 and after a year the participants had concerns that need to be addressed. After implementation of a project the PSU also needs to understand and monitor by following internal processes.

For the above loopholes discussed respondents also suggested options how the project can be improved. One of the respondent said that their needs to be a **market linkage** so that the apples can be sold in the market for a considerable price. 3 of the respondents said that cold storage should be provided by THDCIL as it helps preserve the fruits for a longer period of time. However, it was both cleared with the beneficiaries and THDCIL employees that constructing a cold storage facility in villages will not be feasible as the financial implications will be many and also, it is important to consider that realistic demands of the community are undertaken such that projects can have community participation and sustainability.

A very interesting suggestion given by respondents was that professionals and experts from agriculture department, counseling experts from agricultural department should be given so that there is greater knowledge passed on.

As promised by the implementing agency that apple plants would be provided to the farmers and the cost would be borne by them. According to the respondents 70% of the farmers were ready to pay for the cost of hybrid apple plants but nobody from the implementing agency visited the location after the training. This was very disappointing to the farmers. They would have half knowledge of the training and would miss out on the grass root realities.

70% of the farmers are ready to buy the apple plant and pay Rs1500/- for the same. But Jagdamba Samiti should have a field visit to look at the conditions and provide guidance based on their observations.

To attain the following there could be awareness sessions and constant follow up by the implementing agency so that there is a contact between the farmers and them. There should be a positive and open source of communication between the donor and the implementing agency. Another important thing is to understand that when an agency enters a village the people have hopes and expectations. One of the respondents pointed out the similar thing by saying that training program should be inside the village only. If the participants have to travel for the training then their expectations and hopes increase.

The training should be within the village. If we travel and go so far then we have much higher expectations and hopes

Another suggestion made was that vermicompost should be given on subsidy and activities like animal husbandry, much more extensive training and market linkage should be considered.

The comments given by the respondents can be incorporated to strengthen the project and have better implementation in future. Also, if the project has to be strengthened then it also has to be made sustainable. After having the training session the farmers would further need to be sensitized and made aware of.

**JULAYAN**

Julayan Gram Panchayat had a training and exposure session in 2012 for 3 days in Parola. The Gram Pradhan had attended the training for only a day. During his stay the pradhan said that they were given information about grading, branding and packaging of pulses and the methods to increase sale in the market were given. Before the training nobody had the knowledge about hybrid seeds and grading system but now they can sell fruits and vegetables according to their grades and earn relative prices.

The Pradhan said that there should be a physical visit made by the implementing agency and there is a lot of empty land near the village which can be given to the implementing agency to research and understand the local situations. He also rightly mentioned that just training is not sufficient and there should be area visit according to which research and practical ideas can be given

It is also necessary to create market linkages so that the increase in the produce can be benefitted by having higher selling price.

This can depict that the training and exposure visit would not be sustainable until the project is fully implemented and the needs and ideas need to be understood.

# CHAPTER V

## CUTTING AND TAILORING PROGRAMME

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### *5.1 Background of the beneficiaries*

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*Skills* can be defined as the essential know how and experience needed to perform a job or a task to close perfection. India's population is huge at 1.21 billion. It is fast expanding at a rate of 17% and integrating rapidly into the global economy. India is among the 'young' countries in the world, with the proportion of the work force in the age group of 15-59 years, increasing steadily. However, presently only 2% of the total workforce in India have undergone skills training. India has a great opportunity to meet the future demands of the world, India can become the worldwide sourcing hub for skilled workforce.

The challenges for India get magnified, as it needs to reach out to the million plus workforce ready population, while facing an ever increasing migration of labour from agriculture to manufacturing and services.<sup>10</sup>

Many Government initiatives have been undertaken to enhance the skills set in our country and the National Skills Development Corporation under the Ministry of Human Resources and Development is one critical initiative undertaken in this direction. THDCIL has also contributed their share to the Skills Development and have provided Stitching Training to women who belong to financially weak families in order to strengthen their income flow and also provide empowerment to the women to act as a strong channel of growth and development. The structure of the Stitching training centres being run by THDCIL is unique. The candidates are given a training of 6 months after which the candidates are absorbed in the production units being supported by THDCIL. There is a coordinator and trainer in the centres who manage the bulk orders received by various sources. The centres are closely monitored by the implementing agencies and also THDCIL officials. The women

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<sup>10</sup> [http://www.ficci.com/sector/74/Project\\_docs/SectorProfile.pdf](http://www.ficci.com/sector/74/Project_docs/SectorProfile.pdf), FICCI Skills Development Sector Profile accessed as on 21<sup>st</sup> May 2013



working in the production centre are paid as per the amount of work done i.e. on piece-wage rate.

**Rishikesh:**

One of the main focuses for all the corporate social responsibility activities undertaken by THDCIL incorporates the fact that all the participants have been chosen based on familial and financial condition and also on the fact that the participant is interested and keen to be a part of the activity. In Rishikesh there were two batches of 50 candidates each and the course was for 6 months duration. There was a household survey conducted by the implementing agency in nearby areas within Rishikesh to determine the needs. Stitching came out to be as a major result of the survey and from the second batch Macramé work was an added enhancement.

Most of the people engaged in the stitching course were girls who were studying or either dropped out of school and were unemployed. The girls were looking for an opportunity where they could learn a skill. One of the respondent said that she had dropped out of school after 9<sup>th</sup> standard due to financial problems in her house and she was still unemployed and wanted to add to the financial status of the family. Another respondent was a college 1<sup>st</sup> year drop out and had been sitting idle at home and was looking for a livelihood opportunity. These cases depict that girls had the urge and the willingness to learn a skill and this was one of the best opportunities for them. One respondent had taken another set of skill trainings in dress designing but she said she did not find it useful as there was not much income generation. It is important to note that none of the respondents were earning and had no income flow. Only one member was earning Rs.2000 per month as she was working in a beauty parlour. All the girls in the stitching centre belonged to BPL families.

Most of the respondents in **Rishikesh** found out about the training centre by their friends and other acquaintances. THDCIL also has its presence felt in the nearby areas and a word of information was spread by the employees also about the training. Two of the respondent's friend had earlier completed the training and gave positive reviews about the same and therefore she decided to join the training. There was no pre test and the

admission was given on the basis of financial income of the family for which a copy of Ration Card or the Salary slip was required before admission.

It is said where there is will there is a way and the participants of the training had found the solution to their problems. Skill development can provide a wonderful platform to people who want to enhance their skills which is directly related to livelihood generation and improving the standard of living. The respondents were asked as to why they wanted to join the training and the responses were quite varied. The most common response was that they wanted to learn a skill which could in return provide a livelihood option. Two respondents pointed out that the training was more attractive as there was no fee involved and they could learn a skill without having to suffer financially. Also, in urban areas the cost of stitching has gone up so they could also earn more money by tailoring and also save money by stitching for self and family members. Therefore, it can be noted that not only the skill is a source of livelihood generation but also a source of savings in a family. Another respondent said that this was a good opportunity for her as she wanted to earn some extra money by working part time so that she could support her own education in the future and does not have to be a burden on the family. Not only is the skill providing them a source of income but there are factors also involved apart from livelihood generation. Working in a group and interacting with several other women would provide the respondents an opportunity to develop their personalities and be strong and independent. It affects their current and future life and improves the quality of life and social well being. The production centre being run by THDCIL is also an opportunity for the candidates to directly be involved in the workforce after the training and there is no hassle of placements. One of the respondents had found out from her friend who had completed her training and was working in the production centre and informed her that she can be absorbed in the same after the training.

*The training will help me enhance my skills. I can also support my family and help them financially.*

Another important aspect is the several role a women plays in her life. Although there has been an increase in the participation of women in the work force, her livelihood options are dependent on several factors such as marital status, household work, child care,

responsibility of the family, economic need of the family etc. The stitching training though not a solution but is an avenue for the women to learn a skill and utilize it even by working from home. Two respondents brought to our notice that the training is even more helpful as they can work from home and it is not necessarily required to work from the production unit. This would also not obstruct their daily chores and would also help them financially.

**Lucknow:**

In **Lucknow** the stitching centre was being run by **Shilp Shree Mahila Sewa Samiti (SSMSS)**. The organisation had been closely working with SEWA THDCIL in implementing the tailoring program and provides services to remote areas. Currently the organisation is conducting production work with 450 skilled women through SEWA THDCIL. The project draws special attention to disadvantaged section of the society for their social and entrepreneurial growth. The organisation works with mostly minor groups and has minority 44%, OBC 32% and SC 6%. There are 4 centers in Lucknow which were being run and those are Training cum Production Centers. All the centres are run by experienced and qualified technical expert and Ms. Shabana Begam, President of SSMSS has a constant monitoring system which can be seen by the bond she shares with all her students and trainers. The organisation has also received orders from U.K. through a middle man to make 3000 frocks and the work for the same was done by women in Lucknow and Mohanna centers. The order was achieved well in time and that reflected the commitment. The success of the same resulted in more assignments from dresses and embroidery. Since, Chicken work is very famous in Lucknow, training was given in Nagram and Itaunja centers.

All the production units were working to their full capacity and manufacture different types of garments as per orders. It is remarkable to note that the organisation had received work from international companies and it is exported outside.

In Lucknow the majority of the candidates belong to Muslim community. Approximately 45% of the candidates in the tailoring program are from Muslim community. **The Report of the Prime Minister's High Level Committee (popularly Sachar Committee, 2006) on the 'social, educational and economic status of Muslims'** propelled the community to the centre of the development debate. The Sachar Committee Report (SCR) outlines that

Muslims across most parts of India, as a community is deeply impoverished and suffer from huge illiteracy, a high drop-out rate, depleting asset base, below average work participation and lack of stable and secure employment. Regional variations notwithstanding, Muslims, as a whole, have performed only a shade better than scheduled castes and tribes (SCs/STs) on most indices of development, while they have lagged behind the Other Backward Classes (OBCs). A year later, the report of the Commission on Linguistic and Religious Minorities (Ranganath Misra Commission, 2007) also reached a similar conclusion regarding the status of Muslims.<sup>11</sup> Also, women belonging to Muslim communities lag behind in literacy rates also. Among religious communities, Muslims reported the highest poverty ratio in urban areas (33.9 %) and in terms of levels of educational attainment, nearly one-fourth (23.1 %) of all Muslim males and one-fifth (20.1%) of females were merely literate.<sup>12</sup>

The training in Old Lucknow started in 2010 and one of the main challenges that they faced were reaching out to the minority community and making them aware about livelihood and empowerment. Purdah system is still prevalent in the area and families were very reluctant to send women to the training center. *According to the President of SSMSS initially the girls were scared to come to the center and all the girls lacked educational qualification. After a lot of interaction sessions with the families the girls were allowed to come with restrictions.*

Prior to the training the candidates were involved in household work. Only one respondent was studying in school and all the rest were sitting idle at home. One of the respondents was working with her father on the farm. Therefore, it could be seen that the girls of age group 15-45 years were not actively involved in any livelihood generation activity.

The candidates became aware of the training by different sources such as friends, family and the trainers from SSMSS. The candidates were asked to submit their Ration Card copies and ID proofs and there was no pre-test.

The candidates had joined the training for several reasons. **One important aspect to note is that women wanted to be independent and more so financially independent. This reflects the change being brought out with the training.** One of the respondent said that she wanted to learn stitching and wanted to be independent. She said that nowadays it is

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<sup>11</sup> January 2013, Millennium Development Goals and Muslims of India, Oxfam India working papers series

<sup>12</sup> ibid

very expensive to get clothes stitched from outside so she can stitch for herself and can have an income from it too. Another common response seen was that candidates can stitch for themselves and earn money also by stitching for others. One respondent shared that a skill needs to be developed and livelihood can be generated from the same.

The skill can be developed and income can be earned from the same

Another respondent said that she was sitting idle at home and now that she has learned a skill she can utilize it to the best optimum. Two other respondents said that they wanted self employment and to be financially independent. It can be seen that the candidates had an urge to be independent and have a stand of their own. They all wanted to work and support their families and themselves.

**Mohanna:**

The people engaged in the stitching course were girls with a varied educational background, from an illiterate girl working in farming to graduates. This point to the lack of opportunity in the area for educated girls. The girls were looking for an opportunity where they could learn a skill to support their livelihood.

Three of the respondents had completed their graduation; two were studying in college whereas two other respondents were housewives. Another respondent was a school 8<sup>th</sup>

**President,SSMSS in Old Lucknow Training Center**



standard drop out and was sitting idle at home and were looking for a livelihood opportunity. These cases depict that girls had a lack of opportunities for employment and this was one of the best opportunities for them. Most of the respondents had joined the program in 2012 where as only few of them had joined in 2011.

It is important to note that none of the respondents were earning and had no income flow. Most of the respondents in **Mohanna** found out about the training centre through advertisement pamphlets distributed amongst the residents. Few found out about the programme through word of mouth from their family.

The respondents were asked as to why they wanted to join the training and the responses were quite varied. *The most common response was that they wanted to learn a skill which could support their family with money and make them self dependant.* One of the respondent pointed out that the training was attractive as there was no fee involved and they could learn a skill which was never done before. Another respondent said that her interest in embroidery and stitching as a skill was the main reason for joining the program. Almost 80% of the respondents state the reason for joining the program to support family with money, along with **becoming financially independent**. It should be noted that the respondents also had willingness to learn stitching as a skill and not just because of the monetary benefit. One of the respondents pointed out that such a program was very convenient to join as it is easy for her to come from her home. Therefore, it can be noted that the skill was viewed in substantially varied ways, as a convenient way to financially support their family and become independent in the face of lack of opportunities, to getting an opportunity to learn a new skill in their idle time.

**Nagram:**

The people engaged in the stitching course were girls who weren't engaged in any activity before this with the exception of one respondent who was working in a beauty parlour. Some of the respondents were unemployed graduates pointing to the lack of opportunity in the area for educated girls. Two of the respondents were housewives and two were graduates. Three of the respondents were sitting idle at home. Most of the respondents viewed this program as an opportunity for supporting their family and self financially. Most

of the respondents had joined the program in 2012 where as only few of them had joined in 2011.

It is important to note that none of the respondents, with the exception of one, were earning and had no income flow.

Most of the respondents in **Nagram** found out about the training centre through word of mouth from friends and family. Few found out about the program through pamphlets distributed advertising the training. One of the respondent shared that her parents didn't allow her to go outside and do anything on her own. The trainer had to meet them in the village and make them understand following which they relented.

The respondents were asked as to why they wanted to join the training and the responses were varied. The most common response was that they wanted to learn a skill which could support their family with money and make them self dependant. One of the respondents wanted to learn as she had to get stitching done from outside earlier. Another entrepreneurial respondent had a parlour shop and wanted to learn stitching so that she can open a stitching shop along side.

### **Maddpuri:**

The people engaged in the stitching course were girls with a varied background: housewives, girls pursuing education and graduates. The girls were looking for an opportunity where they could learn a skill to support their livelihood utilizing their free time. Two of the respondents were pursuing their bachelor degrees; two were housewives and one respondent had a Master degree. Most of the respondents had joined the program in 2011 where as only few of them had joined in 2012.

It is important to note that none of the respondents were earning and had no income flow. Most of the respondents in **Maddpuri** found out about the training centre through the village pradhan. Few found out about the program through word of mouth from their friends and family, from NGOs and village campaigning.

The respondents were asked as to why they wanted to join the training and the responses were quite varied. The most common response was that they wanted to learn a skill which

could support their family with money and learn a skill at the same time. One of the respondent pointed out that the training was attractive as there was no fee involved and they could learn a skill. Another respondent said that she wanted to open a shop once she has acquired the skill of stitching. Another respondent mentioned that she enrolled into the program as a stepping stone to learn further. Almost all of the respondents viewed this program as a way to earn money along with utilizing their idle time.

**Jais:**

The people engaged in the stitching course were girls who were pursuing education or were engaged in household work. The girls were looking for an opportunity where they could learn a skill to utilize their free time. Most of the respondents had joined the program in 2011 where as only few of them had joined in 2012.

It can be noted that none of the respondents were earning and had no income flow.

Respondents in **Jais** found out about the training centre through advertising on hoardings, pamphlets and through word of mouth from their friends.

The respondents were asked as to why they wanted to join the training and the most common response was that they wanted to learn a useful skill and earn money at the same time. One of the respondent said that she had a motivation to learn a new skill which made her enroll in the training.

**Majhwara:**

The people engaged in the stitching course were girls who were pursuing education or were engaged in household work. One of the respondents was involved in farming before joining the program. Most of the respondents had joined the program in 2011 where as only few of them had joined in 2012.

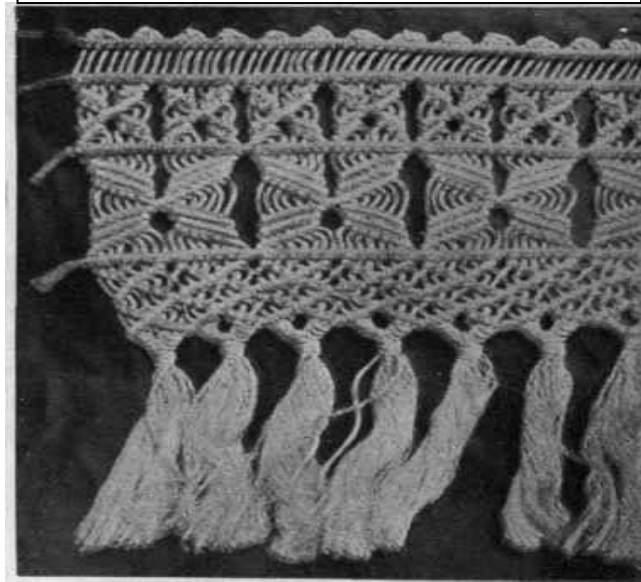
None of the respondents were earning and had no income flow.

Respondents in **Majhwara** found out about the training centre through word of mouth from their friends and directly through THDCIL.



The respondents were asked as to why they wanted to join the training and the most common response was that they wanted to learn a useful skill and earn money at the same time. It can be noted that THDCIL had given machines for which Rs 10,000 were given to the SHG for the purpose of Revolving Fund.

**File Photo of Macramé**



### **5.2 Implementation of the program**

Implementation of the training is very important as a task which is not well executed may not serve the objectives and vision. In the **Rishikesh centre** there was one trainer for Macramé and one for stitching. There was a coordinator who managed the orders for the production unit and also bought raw materials for the centre. The centre was being run by **SEVA i.e. Society for Educational and Vocational Advancement**. The training was started in August 2010 with two batches of morning and afternoon respectively. During the first month of the training the candidates are taught the basics of stitching and accordingly the syllabus is divided into six months which include paper cutting, making of samples and fabric stitching.

The syllabus in the training was a step by step procedure of learning and the raw material was provided to the candidates in the centre. The syllabus started with the basics like drafting and paper cutting and moved onto putting buttons, different types of stitches and finally cloth cutting and stitching. The candidates were taught many things like napkins, suits, frocks, blouse and all types of children and adult clothes. Another aspect of the training in Rishikesh was Macramé Work which had a huge demand in Rishikesh.

### Handmade work done by trained women in Lucknow



All the candidates in the training had a sample file ready of all the things they had learnt in class. The sample file could also be used as a showcase of the work they had done and it would be beneficial to them if they look for employment opportunities elsewhere.

The training was said to be regular by the respondents and both the trainers and the candidates attended the training regularly. All the candidates successfully completed their training in six months and thought that six months are sufficient for the training except one respondent who said that she could not complete the training in six months and therefore she joined another batch and completed her training in one year. Apart from the regular stitching the candidates were also taught Macramé work and it was separate from the stitching. Another respondent said that she found it difficult to attend the training as she was also working in a beauty parlour and hence six months were not sufficient for her to develop all the skills perfectly. Apart from that the training was said to be executed smoothly and also the trainers were regular.

*The Trainers were very good and it is because of them that I understood so easily!*

The attitude of the trainer and the environment of the class are very important as it has to be motivating and positive. The trainer is a teacher who acts as a mentor and a guide for the candidates. It is also the responsibility of the trainer to build in the confidence in the candidates so that they can be successful in their endeavors. The respondents all said that the trainer was good and she had a very positive attitude during the training. According to

the respondents the trainers taught well and it was easy to understand what they were teaching. Also, if anybody had difficulty in understanding they were explained again. The Macramé trainer was also said to be good and she explained well.

There were no challenges in terms of travelling and attending the training classes as said by the respondents. The centre was in the heart of the city and transportation was easily available.

**Lucknow:**

In Old Lucknow there were a total of 3 batches with 50 students in each batch. There were 25 machines given by THDCIL to the centre and for the production unit the rent and salary of the Trainer is borne by THDCIL. In the syllabus the candidates were taught by breaking it into 6 months. The training started with the basics like using thread, drafting, and cutting paper, different types of stitches, putting buttons and making hooks. One respondent said that the course was very well divided for the 6 months and the course work was good. After the basics the candidates were taught cloth cutting, all types of cloth stitching like frocks, pyjama's, salwar suits, kids clothes and embroidery.

The trainers were said to be very good and regular by all the candidates and the attitude of the trainer was also good. One respondent said that it is because of the trainer that they are learning so much and another respondent said that the trainer has a very nature and behaves well with everybody. Apart from stitching the candidates are also to maintain discipline and awareness sessions, personality development classes are held so that the girls learn to express their views and also develop soft skills. The candidates had also received their certificates after completing their training.

**Mohanna:**

In Mohanna there were 25 students in each batch. There were 8 machines given by THDCIL to the centre and for the production unit the rent and salary of the Trainer is borne by THDCIL. In the syllabus the candidates were taught stitching and chicken work, drafting, paper cutting, cloth cutting, blouse, petticoat, salwar suit, chicken work, finishing, 36 taake, ghaspatti kadai. Raw material is made available to the enrolled students.

The trainers were said to be very good and regular by all the candidates and the behaviour of the trainer was also good. One respondent mentioned that more than understanding, the way of teaching was very good.

**Nagram:**

In Nagram, the syllabus the candidates were taught by breaking it into 6 months. The training syllabus started with basics including learning turpai, kaaj button, paper cutting, cloth cutting, stitching. One respondent said that the course was very well divided for the 6 months and the course work was good. The candidates were taught cloth cutting, all types of cloth stitching like frocks, pyjama's, salwar suits, kids clothes and embroidery.

The trainers were said to be very good and regular by all the candidates and the attitude of the trainer was also good. The respondents specifically mentioned that the trainer explains very well in front of the class and explains it multiple times for better understanding. The participants were tested regularly with exams twice in the course and weekly and monthly tests. The candidates had also received their certificates after completing their training.

**Maddpuri:**

In maddpuri, the syllabus the candidates were taught by breaking it into 6 months. There were 8 machines given by THDCIL to the centre and for the production unit the rent and salary of the Trainer is borne by THDCIL. The training started with the basics like using thread, drafting, turpai, kaaj button, paper cutting, cloth cutting, stitching.. After the basics the candidates were taught cloth cutting, all types of cloth stitching like blouse, salwar suit, petticoat, fancy suits, chudidaar pyjama, bib, jhabla etc.

The trainers were unanimously agreed to be very good and well natured. The trainers teach the participants on blackboards. The respondents mentioned that the trainers explained very well and found no problems with them. The candidates had also received their certificates after completing their training.

**Jais:**

In Jais, the syllabus the candidates were taught by breaking it into 6 months. There were 16 machines given by THDCIL to the centre and for the production unit the rent and salary of the Trainer is borne by THDCIL. The training started with the basics like using thread, drafting, turpai, kaaj button, paper cutting, cloth cutting, stitching. The candidates were

also taught cloth cutting, all types of cloth stitching like blouse, salwar suit, petticoat, fancy suits, chudidaar pyjama, bib, jhabla etc.

The trainers were unanimously agreed to be very good and well natured. The trainers teach the participants on blackboards. The respondents mentioned that the trainers explained very well and found no problems with them. One of the respondents mentioned that earlier there were 2 trainers, but currently there is just one trainer. The candidates had also received their certificates after completing their training.

**Majhwara:**

In Majhwara, the syllabus the candidates were taught by breaking it into 6 months. There were regular classes from 10am to 1 pm. The training started with the basics like using thread, drafting, turpai, kaaj button, paper cutting, cloth cutting, stitching. This was followed by teaching advanced activities like cloth cutting, all types of cloth stitching like blouse, salwar suit, petticoat, fancy suits, chudidaar pyjama, bib, jhabla.

The respondents mentioned that the trainers explained very well and found no problems with them. The raw material used for the course is brought from sultanpur market and at wholesale rates. The candidates had also received their certificates after completing their training.

***5.3 Livelihood Increase***

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As it can be seen from the above sections, that one of the main motives to join the skills training program for the candidates was livelihood generation. Also the majority candidates were not actively involved in any livelihood generation activity prior to joining the training. Also, such training in Rishikesh would provide ample opportunities for the women to display their work and expand their work. The **concept of Production centre adopted by THDCIL is very excellent avenue to the candidates as after training they can be directly engaged in the production centre and the hassle of placement and finding jobs is negated.** Also, production centre conceptually is good as the coordinator can get bulk orders for the women working in the centre and there would be a regular flow

of work. Individually it is not positive that each student would find work and of the same wage rate, therefore this is an avenue for the women to work continuously and can earn an amount according to the amount of work done.

Apart from the stitching training women were also given sessions on women empowerment and were told about their basic rights and made them aware of their general surroundings. All the candidates were satisfied with the training and the response was overwhelming. Also as not many were involved in some activity it was a boon for them as they were engaged in a productive activity. **One of the respondents said that she feels good that her time is managed and earlier she was sitting idle at home, now not only has she learnt a skill but also earns Rs.2000 each month. Another respondent said that now that she has learnt stitching she can earn up to Rs200 per day which would amount to approximately Rs5000-6000 per month.** Such cases are examples of the objectives of livelihood generation and women empowerment being fulfilled by THDCIL.

After training now I financially support my father who is a farmer. I can stitch clothes for my family and also take orders. I can also keep my stitched clothes in the weekly markets and earn more money.

-Rishikesh Centre

Another advantage that the respondents expressed was that they can also stitch clothes for themselves and their family members and therefore they would not have to go to get clothes stitched and would not have to pay money for the same. This has also given a lot of satisfaction to the candidates that they can save money on their clothes.

**On an average all the respondents were earning a minimum of Rs2000-3000 a month and were supporting their families too. It is interesting to see that all the women feel equally responsible to their families and have the urge to contribute.** One of the respondents was doing well as she was also working in a beauty parlour and was engaged in stitching work also and earned an average of Rs.4000-5000 per month.

Another respondent said that her time is saved as she can work from home also so it is more convenient to her. Another idea thrown by a respondent was that now she knows a skill and she can open her own tailoring shop with the money she earns.

I can earn money and later I can open my own tailoring shop which would enhance my livelihood.- Rishikesh Centre

**This also depicts the attitude of sustaining and extending what they have already learnt. The women also had sessions where they were told about their rights and it can be seen that the course has transformed them for the better and positive.**

Certification is a part of the process and the candidates were told that they would be given certificates by THDCIL at the end of the training. All the candidates responded that they had received the certificates with one exception where the candidate said that the certificate is ready to be given but she had not yet taken it. The certificate acts as a proof for the candidates later on if they want to pursue something on their own.

**Lucknow:**

The training was a platform for the candidates to develop their skills and also develop their personalities. According to the President, SSMSS there were initially girls who could not even talk and were so afraid but now after 3 years the girls are so confident and independent. After the training the candidates earn approximately Rs.3000 every month. One of the respondent informed that she gets orders from the production center also and take orders at home also. The price of a simple suit is Rs70, stylized suit is Rs200 and suit with patch work is Rs300. Therefore this is a very good source of livelihood generation and she earns Rs4000 or more per month.

The center also started the Self help Group concept in their training centers and the objective is to form groups of women in which they can take orders and build and sustain the group. Currently there are 5 SHG and each group has minimum 8 members. The SHGs started in 2011 and though not much work has been done in the SHG with regards to stitching but the members are saving money each month. This is not only affecting the candidates but their families also as they are being a backbone to their families by financially supporting them.

I earn Rs 70-80 per day at the Production Unit.

**One of the responses was awe-inspiring as she said that she displayed her work in a MSME exhibition and she received an order of frocks by displaying her work. She earned a profit of Rs18000 from one order only. This is an exceptional example of how a skill also generates so much power along with it. He candidates claimed that payments for the orders that are made at the production center are quick and there has been no delay in the payment schedules.**

One of the respondent said that she was very conservative earlier but after she joined the training she started interacting with other girls and sharing. Now, she says that she is a much more confident person than she was before. It is even more a challenge to work with difficult situations but it is remarkable how candidates from minority communities who do not have much exposure to the world can widen their horizons by a skills development class.

Another respondent praised the center and said that they do not have to get raw material from home and they get everything from the center and bulk orders are very good as they are received from abroad also.

We get orders from abroad also and all the raw material is provided at the center so we do not have to get it from home.

### **Mohanna:**

The training was a platform for the candidates to develop their skills and provide financial support to parents. Almost all of the respondents replied saying that their self confidence has increased and they become financially independent. After the training the candidates earn ranging from Rs.1500 to Rs 2500 every month. One of the respondent informed that she gets paid Rs 50-60 per order. Therefore this is a very good source of livelihood generation for the participants.

**One of the respondents mentioned that the attitude of the family has changed towards her, making her gain confidence and improving her personality. One**



respondent shared that earlier her parents were not allowing her to go the centre but slowly that attitude changed.

Another respondent has starting teaching her family members, so that they also learn the skill from her. Few respondents have gone ahead and learnt more including chikan trainings making them more specialized.

Another respondent pointed out that if material is left then they can take it home and earn money from that as well.

**Nagram:**

The respondents received the training and in the process developed their skills and it was a way to provide financial support. Almost all of the respondents replied saying that their self confidence has increased and they become financially independent. After the training the candidates earn ranging from Rs.1500 to Rs 3000 every month. Many of the respondents work from home. Therefore this is a very good source of livelihood generation for the participants. One of the respondent mentioned that she had undergone a similar training in Lucknow, but the quality of this training was far superior compared to that.

The respondents mentioned that they can support themselves and their family financially making them independent. **They have gained confidence and are trying out new things which they were uncomfortable to do earlier.** One of the respondent mentioned that she can stitch for herself and her family and will study 2<sup>nd</sup> year of college with self earned money.

Another respondent said that earlier parents didn't allow girls to go outside but now they are working and earning for their family. Her friends have also participated in the training and they teach other girls whose parents don't allow them to go out of the house.

**Maddpuri:**

The respondents agreed that after receiving the training, they have developed their skills and were a way to provide financial support to their family. After the training the candidates earn ranging from Rs.1000 to Rs 2000 every month. One of the respondent mentioned that the raw material for her work comes from the centre itself.

The respondents mentioned that they can support themselves and their family financially making them independent. One of the respondents mentioned that earlier she was not earning at all and now all the income is at made working out of home only and she doesn't need to go out.

**Jais:**

The respondents have gained in several aspects from the training. They agree that it has helped them increase their self confidence along with the ability to earn and support their family financially.

One of the respondent mentioned that she makes two dresses in a day and earns Rs100 per day and in a month earn around Rs 2500.The respondents mentioned that they had the flexibility to work out of their home or the centre whichever is convenient.

**Majhwara:**

The respondents unanimously agreed that the training imparted to them has helped them become financially independent and support their family livelihood along with intangible benefits like improving their confidence and personality.

One of the respondent said that she can work from home, earn Rs 2000 per month, and can give ample time to family as well.

Another respondent mentioned that her neighbors in the village come to her to get their clothes stitched after she attended the training. This shows the elevation of the participant and the value and respect given by others in the village.

One respondent said that apart from stitching, she sells clothes on Saturdays and Tuesdays at the local market.

#### *5.4 Loopholes*

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All in all the training received good response and the impact of it can be seen from the above details given. The candidates in the training program were financially independent and also talked about how they can sustain and enhance the skill that they have learnt. Even though the program was praised at the lengths end, one can always look into avenues of improvement and discussions.

One of the main concerns that were raised was the infrastructural concern. The respondents said that the machines provided to them during the training were not sufficient and it did not give them sufficient time for practicals. There were 15 machines given to the centre during training time and out of that 3 were taken back after the completion of the training. Therefore 12 machines were being used by the production centre. Six out of ten respondents claimed that the number of machines was less for a batch of 50 students and approximately 2-3 girls had to use one machine which was not convenient and possible. Therefore, they felt that less time was devoted for practical's and if they spent more time for practical's that would be more effective.

The practical time was less as the number of machines was low and the girls in one batch were more

One respondent said that the number of machines was less and also due to personal commitments she could not devote much time in the class. Another respondent said that for a batch of 50 candidates 2 trainers are not sufficient and there should be more trainers to manage and teach the class.

The need for raw material was also raised by one of the respondents who said that more raw materials like cloth should be provided at the centre.

**Lucknow:**

In Lucknow there were no loopholes that were discussed and only one candidate said that six months is not enough for the training and it should be considered increasing the duration of training.

**Mohanna:**

In Mohanna, most respondent pointed out that the machines were less for 25 girls. In addition respondents said that there was no iron, interlock and pico machine to supplement. Also, The 18 year age norm was questioned by the respondents.

One respondent said that the number of trainers was less for the batch size. Another respondent said that she can't reach at time as she lives 10 kms away from the centre and as machine are less, if she reaches late then she doesn't get a chance to work on the machine.

**Nagram:**

Most of the respondents in Nagram mentioned that the time they get to use the machine was too less (around 10 – 15 minutes) because of large batch size. This points to the issue of low number of machines compared to the batch size.

One of the respondent stated the timing as an issue for her due to her other commitments.

**Maddpuri:**

In Maddpuri, the common issue seems to be less number of machines compared to the batch size. Many respondents raised the issue of faulty machines.

One of the respondent said that the raw material is not given to them which causes problems for her. Also, several respondents said that there weren't many orders for them, especially from the centre. They were stitching for needs of the family and self and hence many were still idle at home.

**Jais:**

The respondents pointed to the issue of fewer machines at the Jais centre. This causes too less time spent on the machine by the participants. Also, there is a lack of uniformity in the way they are able to use the machines because of this.

**Majhwara:**

The respondents highlighted varied problems at the Majhwara centre. Availability of the machines due to their less numbers, and faulty machines were pointed out as key issues.

One of the respondent said that the centre was far from her house making the travelling an issue for her. Another responded mentioned the lack of orders an issue she was facing.

***5.5 Suggestions for Improvement***

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There is always a scope of improvement and together we can work towards attaining an optimum level for executing the programs. One of the main concerns was the batch size and the trainers. The batch size should be of a number such that the trainer can give optimal time to each student and quality can be enhanced. Also in bigger batches the problem of practical arises where the candidates don't get ample time on the machine which is the most crucial part of stitching.

There should be 10 more machines as there are 50 students in each batch. One trainer for stitching is not able to look at the all the students in one go.

Also the amount of raw material can be enhanced as said by three respondents. For macramé the material has to be bought by the candidates and they said that at times they do not have enough material for macramé. One respondent claimed that she has missed her class few times as she did not have the raw material for macramé. The material for macramé is expensive and the candidates in the training cannot afford to buy the material each week.

Apart from the above respondents said that to improve the training program in the future more activities can be looked into. English speaking, Computer training and Beautician course can be started by THDCIL. One of the respondents said that the demand for beauticians is slowly increasing in the nearby areas and having a beautician course would enhance their livelihood as now there is a wide scope for that. Another thought given by a respondent was that fashion designing can be taught in the training. Along with stitching if there are some designs and if the candidates are up to date about latest designs they can increase the price of the dress according to the designs also. This thought was shared by both the trainers and the candidates in the training program.

The trainers also gave in suggestions for improvements. One of the main scope is that market linkages should be created such that the material stitched by the candidates can be sold and also they can have more and more orders for the production centre. Also, it was said that market linkages are very important as nowadays the readymade and factory made clothes can be bought at very cheap rates whereas handmade clothes are priced more than the readymade clothes. This also poses as a problem for the women to sell their produce.

**Lucknow:**

The training was praised by all the candidates and also there were no major loopholes that were discussed. However a few points were raised, which can help in strengthening the program. One of the respondent said that there should be advanced machines which will help them in production and also for the same they should have a separate center so that the work can be expanded. One center for production and training becomes a bit congested and a separate center would provide ample space.

Apart from that candidates suggested other courses be started like beautician, computer, fashion designing. Courses which have a demand currently and would provide them an opportunity to further expand their livelihood options. Also, chicken work was mentioned, since Lucknow is the hub for chicken work it has a huge demand in the market. If candidates learn Chicken work they can get much more amount of work as there is huge demand.

As per the trainer in Old Lucknow there should be exposure visits for the candidates and trainers both to get to know about advanced technology and contemporary designs. They can have a tie up with fashion institutes to have knowledge sharing and give more exposure to local artisans.

**Mohanna:**

The most common improvement suggestion in Mohanna was the addition of more machines (5-8 more) to solve the issue of machine non availability. One of the respondents said that in addition of the machines, there should be a pico machine, iron, interlock and a mam present.

Several respondents said that in addition to the stitching centre, similar training centres for computer, chikan work, beautician and painting etc. One of the respondents highlighted the need for more trainers. Another respondent suggested that an education cell should be there so that there can be counseling session for children. This would help create awareness about the scope of education.

**Nagram:**

The most common suggestion from the respondents in nagram was addition of other courses like beautician, computer, training, fashion designing etc.

Other common suggestions included increasing number of machines and addition of a pico machine. One respondent mentioned that the duration of the training should be longer (year long) than the current 6 month duration. Another respondent mentioned need for more trainers at the centre.

Several respondents highlighted the need for more orders as many of them are still idle due to low orders.

**Maddpuri:**

The respondents in maddpuri heighthed the need for more machines at the centre as the primary improvement suggestion so that the participants get fair and sufficient time with

the machines during the course. In addition suggestions were made for procurement of raw material at the centre.

Another improvement suggestion pointed out by many respondents was increasing orders by taking more outside orders and in the process linking to outside demand in markets. Several respondents also mentioned the need for similar training centre in beautician, painting, chikan, computer etc.

**Jais:**

The improvement suggestions in Jais were increasing the number of machines and number of trainers so that the participants get sufficient time with the machines and are able to learn properly. Along with that, introduction of other similar courses in the field of beauty, computers, chikan, painting etc were suggested with the view that they will be popular in the village.

**Majhwara:**

In Majhwara, increasing the number of machines and the amount of raw material was suggested by several respondents.

One respondent suggested starting a placement cell in the centre for the participants for better jobs. Another respondent suggested addition of embroidery along with teaching stitching. Respondents believe that introduction of other courses along the same lines as stitching like painting, computer, beautician, fashion designing etc will be popular as well. One respondent suggested that the training centre should be closer to the homes of the participant to reduce travelling time and making it easier for them.



# CHAPTER VI

## HOMEOPATHY DISPENSARY

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### *6.1 Introduction*

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The Homeopathic Dispensary was started by THDCIL by joining hands with Swami Narayan Mission Society. The project was undertaken after the project proposal being submitted. The homeopathic center is in Dhontri, Tehri. The vision was to improve the status of health and also create awareness.

Health is one of the main concerns in the region as concerns of transportation and immediate facilities arises. Therefore, any health intervention would be a boon to the nearby regions.

### *6.2 Swami Narayan Society*

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The Narayan Mission Society has its own well maintained charitable dispensary in Rishikesh and has charitable dispensaries across the country too.

The main features of the dispensary are:

- 1.) There is no registrations charge for the patients and the medical check of is free of cost.
- 2.) All the medicines required and prescribed are made available free of cost, in case the medicines prescribed are not available in the dispensary then they have to be bought by the patient from the market.

This is the mission for helpless and needy people and highly active to establish the feeling of humanity in the world

Swami Narayan Mission Society has the following aims and objects<sup>13</sup>:

- 1.) The first and most important aim of the society is to treat the patients free of cost, irrespective of their caste or religion.
- 2.) To organize health camps and distribute the medicines among the needy and poor patients
- 3.) To encourage the use of ayurveda and traditional plants products as remedy in daily life
- 4.) To promote awareness regarding substantial use of natural resources.
- 5.) To promote awareness for the environment and biodiversity conservation among people
- 6.) To arrange the plantation programs in rural as well as urban areas
- 7.) To create awareness regarding environmental issues among the students at school/college levels
- 8.) To conduct all these activities as they are necessary for the social and economic upliftment of the weaker sections of our society.

The homeopathic center started in March 2011 and the doctor currently is a qualified B.sc. and Bachelors in Homeopathic medicines and surgery (B.H.M.S.). The homeopathy center was started by THDCIL to provide the **basic health needs** to people in Pratapnagar. Also, the views of the Doctor and respondents reflected that health is a major concern in the area and should be given special attention. There are **no medical facilities** available and there is no civil hospital in the region and also there are no qualified doctors. Even for a minor illness there was no immediate help available and people had to rely largely on traditional methods of cure.

Another concern is the **distance issue**. For any consultancy or visit to the hospital is within an approximate distance of 10-15kms. Sometimes patients have to travel to Uttarakashi which is 45kms away. Also, transportation is not easy. The public transport is very irregular and few. Not everybody would have a personal transportation system. This is a major concern more so in case of emergencies. The geographical location of the region is so

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<sup>13</sup> <http://swaminarayanmission.com/aims.html> accessed as on 26th May 2013

difficult in terms of steep houses and the mountainous terrain makes it even more difficult. For any major health concerns the patient has to go to Rishikesh or Dehradun but the cost of availing health facilities in those cases would be too much. Here comes in play the **cost factor**. People in the hilly regions rely mostly on agriculture as their source of income and would not be able to afford private or expensive health facilities.

Therefore, these issues have been addressed by establishing the homeopathic center in Dhontri.

### 6.3 Availability of Health facilities

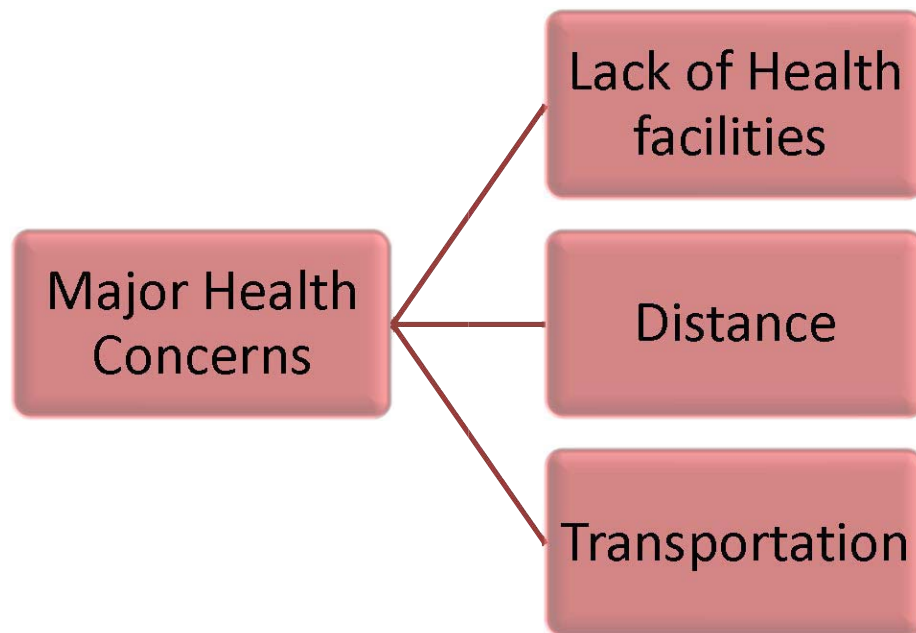
The facilities available in Pratapnagar in terms of health were very poor. There is no civil hospital and there is only one PHC in Pratapnagar. There are other sub-centers available in Tehri and health facilities in Uttarakashi which is 45kms away and Dehradun, Rishikesh which would be as far as 200kms. Apart from that there are no qualified doctors in the nearby area. According to the Doctor, quacks used to come to the villages and had advised villagers to use injections. Such quacks can lead to further health damage rather than cure. Therefore, it is important to focus on health concerns.

Respondents made use of various sources before the homeopathy center was started in 2011. Since there was no facility in the vicinity people relied on advice given by the pharmacist. *Two respondents said that they took medicines as prescribed by the chemist or the pharmacist.* One of the respondents used to take allopathic medicines for gastric problems which were prescribed by the pharmacist. One of the respondents said that he had to go to Roorkee for a treatment process as there is no health facility for major illness available. A similar case was seen in another respondent who to travel to rishikesh for his migraine problem. One of the respondents informed us that he had gone to the PHC in Pratapnagar for minor illness like fever, cough and cold. He had to pay Rs.2/- to get a slip for the PHC prescription.

Lack of facilities available leaves the villagers with no choice but to avail private health services which cost a lot of money for them. One of the respondents had a problem in his eye and could not find any cure nearby. Therefore, he had to go to Dehradun to undergo treatment which cost him Rs10, 000/-. Due to the distance and terrain difficulties people

cannot travel in public transport in case of emergencies or critical cases. In such cases private vehicle has to be hired. A respondent said that earlier they hired a private vehicle and incurred a cost of Rs2000/- and they have to go to Uttarkashi (40kms) or Lambgaun (25kms) for any health concerns.

Therefore, going by factors such a lack of health facilities, distance problems and transportation issues the **Homeopathic center holds huge prospective** to provide the basic health facilities in the village and nearby villages.



#### *6.4 Awareness about MMV and THDCIL*

The homeopathic center aimed at looking into the health concerns not only of Dhontri village but also nearby village. As informed by the Doctor, villagers from Dhikholi, Kodaar, Mukhaem, Seeri, Kamadh, Bhadkoth, Saudd visit the homeopathy center and at times even patients from Uttarkashi which is 40 kms away have come to the center to take prescriptions. Villagers coming from far off areas use either bus or walk to the homeopathic center. Most of the respondents were from Dhontri and knew about the Homeopathy dispensary by its physical presence in the village.

However, it is important to spread awareness about the presence of the dispensary so that more and more villages can be made aware and people can avail the services. For

**awareness** THDCIL had put up banners in important locations like Lambgaon and Dhontri. These locations were chosen as they are important landmarks and points from which information will be easily available to the villagers.

The respondents were all aware of the facilities being provided by the homeopathy dispensary and had got to know as they live in the same village. One of the respondents was from another village called Lodhara and had heard about the homeopathic dispensary from his friend who had also availed the facilities. Two of the respondents knew about the dispensary as it was next to their shops.

The services provided in the homeopathic dispensary were very basic in nature but can cure both major and minor diseases. The services offered include:

1. Free counseling and prescription by qualified doctor
2. Free medication based on availability

The homeopathic dispensary is open from 10am till 4:30pm. There was no health camps conducted in the past two years in the area. The Homeopathic center was said to **regularly open** by the respondents and the **doctors behavior** was also said to be favorable and good. The attitude of the doctor was said to be satisfactory. **The doctor's wife also volunteered to give her services in the homeopathic center and she is also a qualified homeopathic doctor.**

### *6.5 Services availed and remarks*

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The health facility in Pratapnagar was a boon to the villagers as they did not have to travel far away to visit a doctor. Also, homeopathy can cure not only minor diseases but major diseases as well. The diagnosis for the diseases has to be analyzed perfectly.

Five respondents had taken medicines for themselves and had seen an effect of the medicines. Two respondents had taken medicines for asthma and had seen a relief in their condition. Another respondent had taken medicines for his wife who has thyroid and seen a change in her condition after taking homeopathic medicines.

The respondents shared with us the benefits they think they had got with the homeopathic dispensary.

One of the respondents said that as the center is right on the road it is easy to access and people don't have to go uphill or downhill to go to the center.

The respondent praised the doctor and said that he is very regular and the timings are fixed of the dispensary. He also spoke about how the cost of travelling and medicines is saved due to the dispensary.

Another respondent had been taking medicines for migraine. According to him it is very convenient as he does not have to travel very far now. He also said that all the people in the village who used to go out for availing health facilities now largely come to the dispensary for treatment. He suggested that more regularized and more range of medicines should be provided.

One of the respondents had severe case of asthma and approached the dispensary for cure. He said that after 2 months he notice a positive change in asthma and started feeling a change in his health, therefore he continues to take the medicine.

*My wife had a problem concerning her uterus and we had gone to a private hospital. The doctors there had informed us about immediate blood transfusion and surgery. I consulted the doctor in the homeopathic dispensary and he prescribed a set of medicines for my wife. Slowly the problem was cured and there is no major concern now.*

*I did not believe in homeopathy as a treatment earlier but now since my wife has been cured my belief is strengthened.*

*Now, I have also started sending homeopathic medicines to my children who are living in Pune!*

**Cost and travel were one of the most crucial factors which have been looked into by providing the dispensary.** According to a respondent he faced a lot of eye problems as he had infection and eyes were always red. He started taking homeopathic medicines and has much more relief now and he said his eyes felt more relaxed now. Another point he added was that there is no cost involved and as it is not far time and cost of traveling is also saved. The effect of homeopathic medicines was felt by a respondent whose wife has thyroid and was taking antibiotics as a prescription given by a private doctor. Even after taking the antibiotics her condition was not improving. Then they started with the homeopathic treatment and his wife's condition improved considerably. Now they have faith and belief in homeopathy and said that they will continue the course of medicines.

*I am 16years old and have given my high school exam. I had black marks all over my face. I used to go the doctor in the market but his medicines did not help me. After having medicines from the homeopathic dispensary my face is totally healed today and that too free of cost. I had medicines for 6 months continuously and it has shown miraculous results.*

Therefore, it can be seen that homeopathy has had a positive effect on people and has been able to cure minor and major diseases. The cost and traveling factor have also put the villagers in an ease and it is much more convenient for them.

### ***6.6 Loopholes and Scope for Improvement***

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In any program being implemented there may be scope of improvement and since the homeopathic center has been running for two years now, we can look into how the center can be improved.

According to the respondents it is very important to have **awareness camps** not only about the dispensary but also about health issues. The villagers lack awareness and would not be able to avail all the service until they are aware. There should be counseling and awareness sessions for various different health issues so that villagers are more aware and should have some basic understanding of health issues.

Another point brought up of medicines. A respondent expressed that the quality of the medicines should be improved. The doctor had also suggested that the stock of medicines should be enhanced and more medicines should be included in the list of medicines that are being currently provided by the mission. This would also avoid the possibility of prescribing medicines which have to be bought from outside.

Health checkup and tests are very costly and require infrastructure and the necessary equipments. The respondents had raised a request for having x-ray machines, sonography machines and equipment for blood and sugar test. These tests are expensive and would incur more cost due to traveling. The respondents thus suggested that there should be necessary equipment so that villagers don't have to travel and not everybody would be able to afford such tests and diagnosis system.

Youth should also be made aware and special youth training can be undertaken so that there can be a point of contact in a village for spreading knowledge.

Four respondents said that such facility should be expanded as it has huge potential and a lot of people will benefit from this dispensary. They said that more of such centers should be opened in villages so that people from very far off villages don't have to travel so much. Another respondent said that people from far off villages also come to the dispensary so there should a bus connecting Dhontri with other nearby villages so that the dispensary is easily accessible to everybody as more and more people are becoming aware of the dispensary. Another suggestion given by a respondent was that as slowly the number of patients is going up it will be difficult for the doctor to manage. Therefore, the number of doctors should be increased to meet the demand in the future.

It was also discussed that having a nominal cost for the services is important to have sustainability of the Project. Providing free services to patients would lead to the services being taken for granted and therefore, a nominal cost can be attached. However, it is crucial to take into consideration that patient who belongs to financially underprivileged families should be given concession. Also, emergency cases should be identified and if required fees should be exempted.

Proper system should be created for the same and slips with amounts should be submitted by the doctor. The money collected should go to the Swami Narayan Mission Society and proper records of the money collected should be made and the money should be utilized for the maintenance of dispensary.



# CHAPTER VII

## MOBILE MEDICAL VAN

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### *7.1 Introduction*

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Under the thematic area of health apart from the Homeopathic dispensary, another intervention was taken up. That was of Mobile Medical Van which was initiated in Pokhri after a proposal being submitted by Shree Hari Ganga Samiti, Gangotri. The support was provided in December 2012 for a period of four months. This was started as a pilot project by THDCIL.

**Shri Hari Ganga Samiti (SHGS)** is an autonomous voluntary organization, the main purpose of the organization is to increase with the growth potential of population in Uttarakhand and also make them aware of their own socio-cultural and identity of protection. The organization also aims to provide aspect to prepare and assist humans on each level related to the various organizations, establishments, villagers, voluntary organisation, public representatives and Government thinking/development workers to sensitize the human development assistance issues. Shree Hari Ganga Committee plays the catalytic role for working with various voluntary organisations, networks, cooperative Ganga Gangotri and spreading centers, NGOs, population, rural women's organizations in far-flung areas in association with human assistance work inspired by the self-employed human resources development strategy, as well as looks for opportunity to strive and raise continued human service.

Shri Hari Ganga Committee conducts its various activities to Gangotri Uttarkashi District Office and in the sector in public service, training, developing Gangotri, education & human issues of assistance to engage in lobbying.<sup>14</sup>

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<sup>14</sup> <http://gangotrishreehariganga.org/> accessed as on 28<sup>th</sup> May 2013

### ***7.2 Objective of the organization***

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With the Medical center provided by Shri Hari Ganga samiti the villagers became aware of how to control infected diseases. The aim was to diagnose the main cause of diseases and a system of using pictorial descriptions was used to make the general people aware so that the correct prescription can be provided and also awareness can be provided regarding the myths that people have regarding medical issues.

The health issues prevalent in the region as told by the Director, SHGS are viral fever, diahorrea mostly due to unhygienic conditions and germs in water. The two health facilities available were PHC in Pratapnagar (46kms) and Uttarkashi (70kms). Apart from that there is a private nursing home in Lambgaon but villagers avoid availing private health services as the cost is on the higher side. In case of emergency there is no transport is available and villagers have to hire a private vehicle which costs approximately Rs2000 from Pokhri to Uttarkashi or call for 108 ambulance. The 108 ambulance was launched sometime in 2008 and mostly caters to pregnancy cases. The ambulance would reach the location in 30-40 minutes to provide support. Also, the ambulance can be used for transportation in emergency cases. However, in emergencies it becomes difficult to wait for the ambulance. The ANM visits the village once in a week for vaccination.

With the help of the MMV, villagers can address the first aid issues and minor diseases like fever, cough and cold can be prescribed for. It has also been a transportation support in the past for delivery cases. The cost of the medicines is borne by SHGS and THDCIL supports all other logistical requirements and salary for the staff which includes one qualified MBBS Doctor, one pharmacist, one person for maintenance, driver and travelling expenses.

### ***7.3 Accessibility***

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The objective and aim of the MMV is to reach maximum number of people and provide medical facilities. Easy accessibility is a major benefit that villagers would receive from the MMV. In Tehri the terrain is mountainous and the villagers had to walk up their step houses to access any transportation system or any general facility also.

**In Deengaoon** the area of operation was near the four way in the village and in **Pokri** there was no specific location known for the MMV. One of the respondents said that there is no particular location for the MMV to halt. Another respondent said that the MMV stops near the shop in the village. It is important to note that two respondents did not have information as to where the MMV halts and said that they did not know where the MMV halts. This indicates the lack of awareness and dissemination of information. The main benefit of the MMV can be attained only when all the villagers are aware of the functioning of MMV and come to avail the facilities. Another respondent said that the MMV halts wherever they find a space to stop. Due to lack of proper process the villagers were not able to avail facilities.

#### ***7.4 Awareness***

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Awareness and information is very important to make everybody in the village aware so that maximum utilization of projects can be made by the people. Since the terrain of the area is difficult it is even more important to make villagers aware so that they can avail the facilities as per the information given to them.

In Deengaoon it was announced by the implementing agency SHGS and members of Gram Sabha about the functioning of the MMV and the respondents were aware of the facilities available.

In Pokhri also there was awareness regarding the MMV and villagers were aware that a van comes to provide basic medical facilities. They were also aware that this facility is free of cost and the van comes to the village at 10am and once in a month.

The frequency of the MMV was limited due to the geographical area and it could reach every village only once or twice in a week or once in a month. This frequency is very low in terms of providing basic facilities and solving the health concerns.

In Deengaoon information was disseminated by the authorities. In Pokhri, the villagers were aware of the MMV but there was no information regarding an awareness camp being held. One of the respondents had seen the MMV in front of the shop one day and got to know about the facilities. Another respondent said that he got information regarding the MMV from his neighbors in the village. Since there was no claim of awareness being given

another respondent got to know about the MMV once when he randomly was crossing the four way and saw the MMV on his way. According to the member of Gram Sabha, the Gram Sabha and SHGS was involved in spreading information regarding the functioning of the MMV and were told when the MMV would come to their village so that villagers could avail the facilities. Mostly the villagers were had seen the MMV by themselves or were told by other villagers.

Due to the lack of information the villagers would not have been able to make the use of the facilities being given by the MMV. The objective of spreading awareness is providing information such that people can make the best of the facilities being provided. Not only this but just by being aware of the MMV they can come and consult the doctor for any minor or major health problems and can learn much more. It would provide them a wider knowledge and expert counseling.

Awareness about the project is very important but it is also important for the PSU to create goodwill in the community and for the brand building has to be done. While spreading information the name of the implementing agency and the supporting partner has to be told to the people. Not all respondents were aware of THDCIL and three respondents did not know as to who was implementing the MMV project. This is also a drawback that villagers are not aware and the objective of THDCIL which is to create an understanding and harmonious relationships with the community would not be met completely.

### ***7.5 Regularity***

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The MMV was said to be regular in Deengaon and according to the respondents it halted for **4-5 hours a day**. In Pokhri, the responses were **varied**. The general average of halt was said to be 2-4 hours but that varied from day to day. One of the respondents said that the MMV halts only for 1.5 hours and another respondent did not know for how long the MMV halts in the village. In each village the MMV should halt for 5-6 hours to cater to the demands of the whole village. If the MMV stops for a shorter period of time then it is

important to take into consideration that the villagers are well aware of the timings and halting points so that they can avail the services.

### *7.6 Health facilities earlier*

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The major health concerns in the village were said to be TB and Jaundice. Apart from that villagers face minor health problems like fever, vomiting etc. Another major issue in the hills which was observed was that women of the households do most of the work and work as long as 14hours a day. The women have to do the household work and apart from that they have to collect fodder and sticks from the jungle. They hold a big bag on their backs and since there is no source of transportation they have to walk uphill and downhill with the heavy weight on their backs. Therefore, women largely face back pain and problems related to spinal cord.

There were 4 respondents who had seen medical requirements in the past year. One of the respondents in Deengaon mentioned that he travelled to Tehri, Uttarkashi and Dehradun for his medical reasons. Also, sometime quacks come into the village. **He said that the problem faced by him was that he travelled very far and incurred an expenditure of Rs.2000 for travelling as far as 80kms. Another respondent in Deengaon said that his wife had stomach pain and they incurred expenditure of Rs35, 000/- in Dehradun and they also spent Rs.6000 on travelling.**

In Pokhri, the villagers faced the same problems in availing the health facilities. According to the respondents traveling to Uttarkashi would cost them nothing less than Rs.2000 in a private vehicle and even in Public transport it would be Rs.200 but the frequency of public transport is not good and in case of emergency Private vehicle has to be hired. One of the respondents said that he had a problem in his eye and since there is no medical facility, he went to the chemist and asked for a prescription. Another respondent traveled to Haridwar for his eyes operation and spent Rs.7000 on the operation plus traveling costs. Another respondent had to go to dehradun and rishikesh to consult a doctor as he had stone in his stomach.

Therefore, it is very clear from the above that medical facilities is a big challenge and villagers have to face difficulties in terms of cost and transportation to have any consultation for minor or major diseases.

### *7.7 Facilities availed by the MMV*

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In Deengaoon the respondents had availed service from the MMV. One of the respondents said that he was suffering from shoulder pain and he approached the MMV for the treatment. He was satisfied with the medicines provided and it provided him much relief. His father also had a problem of nose bleeding. They had gone to Tehri for the treatment and spent Rs.9000 and Rs2000 on travelling but with the help of the MMV facility they did not have to travel much and his bleeding reduced considerably.

In Pokhri, most of the respondents had availed the services of the MMV except one respondent. The respondents had taken mostly first aid help and counseling for minor illness. One of the respondents had taken counseling and prescription for body pain.

### *7.8 Benefits*

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The MMV has been a boon to the villagers as they have been able to avail services very close to their village and do not have to travel long distances to find cure for a minor illness. One of the respondents claimed that his father was cured for his nose bleeding problem and the medicines given by the doctor for his pain had also worked. He also mentioned a case where there was a delivery to take place in the village and due to no transportation facility available, the MMV was taken to the hospital in Uttarkashi. The patient's family had to pay the diesel charges but they got the transportation facility at the hour of need.

**Another respondent said that he faced eye problems and did not have a clear vision. After referring to the MMV doctor he got a check up and got spectacles made as per the consultation of the doctor and now he has a clear vision. Another benefit of the MMV was said by the respondents is that they give vitamin and supplements for children facing malnourishment.**

Other benefits unanimously told by the respondents are that **they save transportation cost and time and medicines are also not bought as they are provided by the doctor.**

One of the respondent said that the treatment can be got very close to the house and this helps save money and time.

Some different views were also seen. One respondent said that the medicines are given but they do not have much effect as injections are not provided. Another respondent also claimed that there have been limited benefits from the medicines.

Villagers can take help for first aid and at least the basic health issues; the money in travelling would be saved and we get facilities close to home. This would be very time saving for the people.

The attitude of the staff and doctor in the MMV was said to be good and there was no incident of rash or misbehavior by the doctor. The respondents said that the doctor was patient and carefully listened to their problems.

### *7.9 Areas for improvement*

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Since the MMV was executed for a period of four months the loopholes and other diversions can be smoothened for further execution in future.

According to the respondents there were no injection and vaccinations provided by the MMV which do not provide a holistic treatment. Therefore, vaccination as a first aid is very important. Apart from that the MMV should have ECG machines, blood checkup, diabetes check, and Ultra sound machine so that the villagers do not have to travel much for checkups.

Another major concern was that the time and schedule of the MMV was not fixed and not all knew when the MMV was coming and for how long it would stay. According to a gram sabha member of Pokhri SGHS informs them a day before coming to the village so that the gram sabha members can further spread the information in the village. But a day before is a very short notice and not everybody would have the knowledge about the MMV coming to the village. Also, the MMV was irregular. Therefore, there should be a fixed schedule for each village such that all the villagers are aware and can avail the services. The MMV should

visit each village at least twice a week and for information dissemination methods such as banners and printing of traveling schedule can be taken up. If there is a fixed schedule it would be easier for the villagers to plan their day and visit the MMV.

Since, the MMV does not stop at one particular place in Pokhri, it should also be decided where the MMV would halt and that information should be provided to the villagers. This can be mutually decided by the implementing agency and gram sabha.

Another respondent also said that the medicine supply should increase and whenever medicines are required by patients it should be available. And in some cases where medicines are not available they should be asked to send so that the patients can take it from the MMV.

Majority of the respondents wanted the MMV facility to start again as it has been very helpful to them. The MMV has helped the villagers save time and money and for minor diseases they can consult a qualified doctor right inside their village. Also, since health facilities are a major concern in the areas it would be a godsend facility for them.

Another component to be looked at is awareness; people in the village need to be made aware about how to maintain hygienic conditions and maintain sanitation to avoid skin diseases. Also, awareness regarding minor and major health concerns and how villagers can adopt home remedies should be conducted. For this awareness camps was suggested as an option.

It was also discussed that having a nominal cost for the services is important to have sustainability of the Project. Providing free services to patients would lead to the services being taken for granted and therefore, a nominal cost can be attached. However, it is crucial to take into consideration that patient who belongs to financially underprivileged families should be given concession. Also, emergency cases should be identified and if required fees should be exempted.

Proper system should be created for the same and slips with amounts should be submitted by the doctor. The money collected should go to the implementing agency and proper records of the money collected should be made and the money should be utilized for the maintenance of dispensary.



# CHAPTER VIII

## INFRASTRUCTURE DISTRIBUTION

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### *8.1 Introduction*

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Among all the CSR activities undertaken by THDCIL, one of the activities is distribution of furniture to schools and distribution of tent material to Gram Panchayats.

For furniture given to schools a list of 18 schools was made after a needs assessment survey and based on the requirement sets of benches and chairs were given to schools. A maximum of 35sets were given to each school.

In case of Material given to gram panchayats, there was an agreement done with the gram panchayat regarding the use and payment of rent. The material given to each village was different and is shown in the following section.

### *8.2 Furniture in Schools*

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On an average, teachers and children spend around 6 hours a day, and over 1,000 hours a year, in school. The physical environment in which they go about their tasks must be congenial, providing a level of comfort, and offering a pleasant space to work in.

For this, the school must have minimum facilities that include essential furniture, basic amenities (toilets, drinking water and so on). There are a large number of schools in rural area as well as in poor urban settlements, which have not been able to provide these basic facilities, although there are official norms for the same.

Children are constantly interacting with the physical environment of their schools during structured or unstructured time, consciously or unconsciously. Yet not enough attention is paid to the importance of physical environment for learning. Often classrooms are overcrowded, with no alternative spaces to learn, nor are they attractive, inviting or sensitive towards children's needs.

Keeping the need for some basic infrastructure in schools in mind, the utility of any addition in these basic school amenities is enormous. THDCILL has contributed with this aim, providing basic infrastructure facilities to schools in selected villages.

### ***8.1.1 Infrastructure existing before – Challenges due to lack of infrastructure***

#### **Rajakhet:**

The respondents highlighted the problems they had to face due to the lack of infrastructure in school. Almost all of the respondents mentioned that due to absence of benches, students had to sit on the dusty floor spoiling their clothes especially during monsoons and during winters they feel cold sitting on the floor. The respondents mentioned that there was no space to keep bags and hence they had to keep them on the floor. The respondents mentioned that their writing skills were not good due to absence of tables.

The respondents also reported the lack of availability of teachers and there were no teacher quarters. Essential facilities were missing according to the respondents including a computer room and toilets. The roof of the school was broken and water used to drip through the roof in monsoons. Also there was no ground in the school to play.

The respondents mentioned that they were not able to see the blackboard clearly causing problems. Many of the girls used to remain absent due to the poor infrastructure facilities. Another issue pointed out by a respondent was that water was not always available to the students.

**Two of the respondents said that they did not feel coming to school because of the infrastructure issues, especially during monsoons when they had to sit on the dirty floor.**

**Most of the respondents believed that the infrastructure issues were a substantial deterrent from attending school.**

**Students without infrastructure in Rajakhet    Infrastructure provided by SEWA\_THDC to GJIC**



**8.1.2 Infrastructure Provided – Provider**

**Rajakhet**

Benches were provided to the school by THDCIL. Along with that, other material such as school uniform, books was provided under SSA.

THDCIL also provided mid meal provided for no charge

The respondents were aware that the contribution was made by THDCIL as it was written on tables.

**Lambgaon**

THDCIL provided 35 benches to Raajkiye inter college which had a total 315 students.

THDCIL provided 18 set of benches to the 10<sup>th</sup> standard which has 60 students. The total school population is 400.

**8.1.3 Benefit of the new Infrastructure – Value addition**

**Rajakhet**

All the respondents realize the value addition provided by upgrading the infrastructure. Earlier the school had only ten benches

The respondents noted that the seating arrangement was significantly improved. It was much easier to read and write and it helped them physically as they didn't have to bend and sit. Some of the responses were:

- **The board is now very clearly visible, which was a commonly stated issue before.**
- **There is a place to keep the bag which makes it convenient for the students.**

The respondents noted that now the attendance of girls has improved, which can be attributed to the improvement in infrastructure.

The students' clothes do not get dirty, which was a common woe before. Almost all of the respondents agree that they feel like attending school now as it is comfortable as they can sit and write properly and do not have to suffer from back pains, leg aches etc.

### **Lambgaon**

Most of the respondents pointed out the value addition of the infrastructure enhancement as they don't have to sit on the cold floor and can sit on the bench. Also they are saved during the monsoons when the floor used to become dirty causing their clothes to get soiled. The students can now see the board properly, and can read and write easily. They can now keep bags conveniently and they do not have to take off shoes outside and during monsoons also they can sit inside neatly. One respondent said that the increase in convenience due to the additional infrastructure has saved cut down time wastage of the students as well.

### ***8.1.4 Improvement Suggestions***

#### **Rajakhet**

Most of the respondents recognize the value added by THDCIL and suggest that all kinds of full arrangements should be available for all the classes in the future, with chairs and benches.

Several respondents suggested that box benches should be made available so that they can sit separately. One of the respondent mentioned that increasing the number of benches is needed so that two girls can sit on one bench which is currently three students per bench.

Another respondent mentioned the need for more computers in the lab along with more fans in the classroom.

### **Lambgaon**

The most common improvement suggestion was addition of more benches. One of the respondents pointed out that the quality of benches should be good too.

Several respondents suggested that they get box benches, so that they can keep bags easily, and would have foot rest.

One respondent suggested that shoes and dress should also be provided to them as well.

Another respondent suggested that THDCIL should provide BPL children with dress and shoes, and the school should get more mats. Another respondent suggested that NSS should get dress and utensils for school.

## ***8.2 Tents provided to gram Panchayats***

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### ***8.2.1 Infrastructure Provided – Provider***

THDCIL provided the village the following facilities for the use of the village residents

#### **Talla Gaon:**

- ▶ 2 tents
- ▶ 100 chairs
- ▶ 4 paraat
- ▶ 6 bhagune
- ▶ 4sets of big spoons

#### **Koldhar**

- ▶ 100 chairs
- ▶ 4 daris
- ▶ 2 tents
- ▶ 6 baltis
- ▶ 4 donges

**Sainnd, koteswar**

- ▶ 50 chairs
- ▶ Tent
- ▶ 50 lotas
- ▶ 1 kadhai
- ▶ 50 plates
- ▶ 50 spoons
- ▶ 1 karchi
- ▶ 1 generator

**Julayan**

- ▶ 50 chairs
- ▶ 3 pateeles
- ▶ 3 buckets
- ▶ 3 paraats
- ▶ 2 canopies
- ▶ 3 big bowls
- ▶ 2 karche
- ▶ 2 carpets

***8.2.2 Infrastructure existing before – Challenges due to lack of infrastructure***

**Talla Gaon:**

Before the infrastructure was provided, the residents had incurred expenditure of Rs 20,000 per function. Renting a single chair costs Rs 10, whereas renting 1 pateela came upto approximately Rs 100. The villagers had to get equipments from outside the village incurring additional transportation and required additional time.

### Interaction with beneficiaries in Talla Gaon



#### **Koldhar**

The village residents had to earlier rent equipments from outside costing them Rs20000 per function. The functions held earlier did not have facilities of tents and chairs. The guests had to sit in the aangan of the house.

“In 2012, my son got married. All the material for a four day function I was able to arrange from the village. Never before was there a tent in the village and only rich people could afford it”

**Infrastructure provided by SEWA-THDC in Koldhar**



**Sainnd, koteswar**

The residents of the village had to get material from chaaka village, 8kms away. The villagers needed to spend Rs 10,000 and Rs 1000 on transportation. One respondent mentioned that they used to borrow from the Tirpal within the village, as in some cases they did not get from outside

**Julayan**

The residents of Julayan have to get material from Lambgaon which was difficult as the village is not directly connected. Rs. 1000 was the transportation cost.



### **8.2.3 Benefit of the new Infrastructure – Value addition**

#### **Talla Gaon:**

The respondents recognized the utility and benefit of the materials available in their village now. All of the respondents mentioned that transportation costs are saved which was significant. There is no extra effort put in get material from outside which saves time as well. One of the respondents highlighted that financially weak families can avail the facility now increasing the overall standard of living of the villagers.

#### **Koldhar**

The respondents said that the material provided was very beneficial and now the panchayat takes Rs100 per functions and THDCIL has transported the material to the village. They don't have to arrange from outside, can take anything anytime, no costs involved, no transportation

Now don't have to get it from anybody, everybody can use the facility

The key benefits mentioned by the villagers are the cost saving and reduced time and effort required for arranging material. One of the respondent said that it takes just Rs 100 per function to arrange for materials. Availability of the material has increased significantly

#### **Sainnd, koteswar**

The villagers are very satisfied with the availability of material in the village. According to the respondents, the costs of using the facilities have come down significantly. The residents recognized the amount of time and effort saved for arranging the materials as well as the availability to people who could not afford it before. One respondent said that earlier village resident even used to take loans to arrange the equipments. Another respondent who had used the facilities recently mentioned that he had to just arrange for the food as all the furniture arrangement is very easy and extremely cheap.

## **Julayan**

The respondents acknowledge the ease of arranging the materials as they are available within the village which was not the case before. The cost involved in transportation, time and effort spend in getting the material is saved One of the respondent mentioned that the facilities are used for gram sabha meetings apart from their use in functions. Another respondent pointed out that it helped in sustainability also as they bought 30 more chairs for the gram sabha.

### ***8.2.4 Improvement Suggestions***

**Talla Gaon:** The respondents in Talla Gaon suggested including a bigger tent and more chairs for their use. Also more material for functions like dholak, inverter etc should be made available to the village residents.

**Koldhar :** The respondents mentioned need for a stage for bride and groom and a generator due to electricity cuts. They also suggested that bigger tent and more chairs are needed as currently the tent when used as a canopy can occupy only 50chairs. One respondent said that there is a need of a community hall in the village and mentioned the need to increase the rent for the materials so that more material can be procured.

**Sainnd, koteswar:** The respondents acknowledged that the rent for each person can be increased (from Rs 200 to possibly Rs500) so that the facility arrangement can be made more sustainable. They highlighted the need for more tents, chairs and other materials so that it can be made more accessible.

**Julayan:** The respondents in Julayan said that the tents are not sufficient and they require more facilities. They also endorsed the need to increase the rent to make the facilities more sustainable.

# CHAPTER IX

## RECOMMENDATIONS AND CONCLUSION

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The following chapter looks at various avenues by which each project can be strengthened. Recommendations for all the projects are as follows:

### *9.1 Impact Assessment*

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#### *9.1.1 Engineering College*

- 1.) **Improved Management Systems:** Since the engineering college is new and has students from all walks of the society. It is essential to manage and have a good administrative control. It is a path to work effectively and grow more efficiently. In a few responses it was mentioned that the administration management was poor and there is scope to improve it.
- 2.) **Infrastructure needs:** The College has a good infrastructure set up and is expanding in their own way by building new hostel buildings. However, there are a few infrastructural needs in the college which are immediate and in a region where the students have to rely on extracurricular activities within college there should be improved infrastructure. It is also very essential to have a holistic development for the students.
- 3.) **Convergence Model:** The engineering college comprises of a major portion of the CSR funds disbursed by THDCIL. There are many additional CSR activities also taken up apart from engineering college. The engineering college will enter into its third year in 2013 and as of now there is not much revenue to cover up the costs. It is therefore recommended to work on a convergence model with different agencies to build up the college infrastructure and make the college a success.

#### *9.1.2 Exposure Visit*

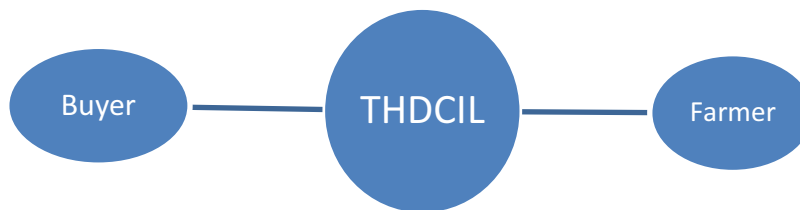
- 1.) **A Comprehensive model:** The training conducted in Navgaon was said to be very useful by the participants as they learnt new farming techniques and also gained

knowledge about others things such as grading, packing, polyhouse etc. However, it is very important to understand local regions and work accordingly. It was also committed that research experts would visit the Mahjab and give suggestions for improvements accordingly. Therefore to have a whole and comprehensive training model it is essential to complete all requirements and commitments. Also, since the response needs to be monitored from the participants, it is essential to undertake a model which aims at identifying the interested candidates. Some form of commitment in written or financial terms should be given to THDCIL such that it is easier to identify keen candidates and the training becomes more meaningful.

2.) **Understanding Local Needs:** India is a diverse country and within each state and district there is an assortment of environment, cultural, social and economic diversities. Therefore, it is of utmost importance to understand and assess local needs such that actions would be based on them so as to improve the end result. Needs assessment and involving experts in the process would help to identify the local needs.

3.) **Market Linkage:** Market linkages are very important as after training and learning new techniques, the crop produce of the farmers had increased and they sell the produce currently in Rishikesh and nearby markets. But a well thought off and a good network of market linkage is needed. This would help to make a change in the livelihood of farmers and also would provide them more exposure. The implementing agency can create links with buyers and act as a mediator between the farmers and the buyers.

The following model of market linkage is suggested:



THDCIL can develop a clear model of market linkage. The farmers can be directly associated with THDCIL through the Implementing Agency. THDCIL can identify potential buyers in the market who will be willing and able to buy desired product from THDCIL. The prices can be fixed by THDCIL with the implementing and a community member in presence. This will include transparency and accountability.

- 4.) **Follow-up:** The implementing and funding agency should have constant follow up with the farmers who participated in the training. This would build a level of trust and satisfaction in the farmers and also would help strengthen the relationship. Also, expert advice can be given to the farmers as and when required. A time frame for follow up can be decided mutually by the implementing and funding agency.
- 5.) **Awareness Sessions:** Apart from training the farmers also are keen to gain knowledge of the latest technologies and methods of farming and what would be the best for them given their local regions understanding. A coordinator from the implementing agency should have visits to the area from where farmers have taken part and have interactive sessions with them on a regular and periodic basis.

### ***9.1.3 Tailoring and Cutting Program***

- 1.) **Infrastructure and Support after training:** The training had immensely helped the participants to have livelihood options and support themselves and their families. However, to have a wholesome and sustainable programme the loopholes would have to be covered. The participants said that the batch sizes were big and the machines provided were not enough for the students to do practicals. Practical are very important to understand the technique and be cleaner at the job to be performed. Therefore, the infrastructure should be improved or batch sizes should be managed as per the machines available. This will give each participant ample time on the machine and the quality of training provided will improve. Also, the machines provided should be serviced on a timely basis such that there is no fault while the training is going on and does hinder with the training. Also, same center for both training and production gets congested and there is not enough room for all. Therefore, separate centers for training and production based on batch size should be there.

- 2.) **Regulating Batch Size:** Each batch of the training had 50 students and this was not appropriate as participants felt it hindered with the quality. Due to large batch sizes the participants could not spend ample time on the machines for practical's and also it was not possible for a single trainer to give equal time to each participant in the class. Therefore, to avoid lack of quality bigger batches should be broken down into smaller batches.
- 3.) **Improved activities:** The participants of training and cutting were happy that they had got more widened livelihood option now and it was very convenient for few as they could work from home. However, it was suggested that activities can be increased. For example; In Rishikesh apart from stitching training there was also Macramé training which had a good demand in the market. Therefore, based on a market research activities like beautician course, designing etc can be bought in.
- 4.) **Exposure visits:** Exposure visits would help the participants in the training to interact and understand the contemporary technology and designs. A tie-up with any of the leading fashion institutes can be done so as to provide a much more enhanced experience to participants.

#### ***9.1.4 Homeopathic Dispensary***

- 1.) **Awareness:** It is of utmost importance that the nearby villages are aware of the homeopathic center being in place. The people belonging to the village were aware and few others who had shops close to the homeopathic center were aware about its working schedule. The scope of the homeopathic center is to cater to health needs not only of one particular village but also adjoining villages such that people don't have to travel very far for basic health check-ups. Therefore, through awareness camps and pamphlets etc the villages can be made aware. Also, tie-up with the Gram panchayat to spread the information regarding the dispensary and about health concerns in the village is essential.
- 2.) **Replicating the Model:** considering the health concerns in the region. It is a concern of immediate attention. There are problems concerning health facilities, transportation and costs. The homeopathic dispensary is a good example of looking into major and minor health problems both. Also, the concern of costs is understood

and homeopathic medicines do not cost as much as antibiotics. Considering these factors, homeopathic dispensary is a good model to replicate to cover a cluster of villages.

- 3.) **Involving Cost:** As discussed in earlier chapters, there should be a nominal fee charged by the dispensary so that there is accountability and also help in sustaining the Project. A clear record of the finances should be maintained and the money collected should be utilized for maintenance of the dispensary, buying new medicines and other unforeseen expenditures.

#### ***9.1.5 Mobile Medical Van***

- 1.) **Specific and Fixed Schedule:** one of the major responses from respondents was that they were not aware of the MMV schedule and did not know when the MMV comes to the village and for what duration of time. After a pre launch session there should be regular disbursement of information at regular time frames such that more and more people can avail services. Information regarding the schedule in each village should be known beforehand and this can be done by giving out pamphlets, painting schedule at a prominent place in the village, information through gram panchayat.
- 2.) **Convergence with government bodies:** Since, MMV solves the issue of minor health checkups and first aid, the MMV can act as a mediator to link patients with government hospitals. This collaboration would help in addressing the major health concerns and a model of working with the local bodies can be worked out.

#### ***9.1.6 Infrastructure- Furniture and Tents***

- 1.) **Sustainable:** The infrastructure provided to the schools and Gram Sabhas had a major value addition. It had helped them to have improved services and at no cost. The initiative was taken up by THDCIL to smooth relationships with the villagers. For furniture provided in schools it was very beneficial for students as earlier they had to sit on the floors and it was a hindrance in their education. With the furniture provided in schools the students had a better sitting arrangement and was much easier to read and write.

For Material provided in the villages it was helpful in such a way that anybody could make benefit of the material provided. Many functions were held in which material was used and it was economically very efficient as the villagers did not have to pay a huge amount which they had to pay in rented materials. However, this should not create a sense of complacency in the villagers.

- 2.) **Community Participation:** THDCIL should make sure that community participation is a part of the activity and just donating material would be a philanthropic activity and not CSR. For the material given to gram panchayats there was a clause in the MoU which defined the minimum rent rate for a day if any of the villagers take the material. However, this was not followed and many of the gram panchayats could not maintain the material given. Also, it was observed that a sense of dependency had increased i.e. villagers were expecting THDCIL to provide more and more material. An awareness session should take place where the clauses should be clarified to the villagers and how they can make the model sustainable should be explained.

## ***9.2 RECOMMENDATIONS FOR THDCIL***

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1. **Monitoring:** Since the scope and nature of activities undertaken by THDCIL is very vast. It is essential to have a robust monitoring mechanism in place. The activities are spread over more than 100 villages and the projects are very vast. Also, the activities are spread to Uttar Pradesh where there is no official workspace. Monitoring is essential to assess if the progress is on expected lines in terms of timelines, budgetary expenditure and achievement of physical targets. Monitoring should be done periodically with the help of identified key performance indicators. The reports are received on a monthly, quarterly and yearly basis by the implementing agencies. However, apart from that practical monitoring of each project is very important. SEWA-THDC is already dedicated towards the task of monitoring but due to the capacity it has to a smooth and systematic process of monitoring. The projects for monitoring should be assigned to the officials based on



either location or projects. There should efforts made not to confuse the monitoring process and have an official format for the same. Only, through effective monitoring will the quality of projects improve and the relationship between THDCIL and implementing agencies and the community.

2. **Convergence Model:** The projects executed by THDCIL are vast and their scope is also vast. THDCIL has undertaken a major project by building the THDCIL IHET engineering college and most of the funds are directed towards the college. This leaves very less amount to be disbursed on other projects. It was also mentioned in an interaction session with the THDCIL officials that a convergence model would serve the vision of having sustainable and meaningful projects. THDCIL is already joining hands with Rural Electrification Corporation Limited (RECL) to provide support for a project. This model can be replicated for other projects. This would also serve the aim of having sustainable and quality projects.

3. **Branding:** THDCIL has proven to be an excellent example in terms of branding and maintaining relationship with the beneficiaries. Branding is very essential to have a stronghold and have a presence in the public domain. In all the projects that were assessed most of the beneficiaries were aware about THDCIL implementing the projects along with the Implementing agency. The THDCIL official had their presence in all the locations and it was heartening to see that regular site visits were done. This was also proven by the relationship that THDCIL and implementing agency shared with the beneficiaries. There are boards put up in the project selected sites and the officials have a strong connection.

This model should be replicated in the future and efforts should be made to maintain it. Also, new innovative ideas of branding can be thought about. Having logos put up on sites and materials with THDCIL Logo on it can be distributed to create a more visible branding.

Therefore, it can be seen that THDCIL has made a significant effort in executing its CSR and the concept understanding is also an integrated outlook at holistic and sustainable

development. THDCIL has actively involved its staff right from the top management and the effect has trickled down to the other employees too.

The interventions undertaken by THDCIL have the objectives, vision and mission in place and the projects are implemented effectively. Also, involving Academic institutions for implementing projects is a great step towards having well researched and thought about projects. Experts are involved in each project which has given a new meaning to projects undertaken. It is hoped that the initiative undertaken by THDCIL continues to make a difference in the lives of people.

## ANNEXURES

### Annexure I : **QUESTIONNAIRE FOR Construction of College**

- A01 What is the socio-economic structure of your family?
- A02 What is your education status?
- A03 Where were you enrolled for schooling/higher education?
- A04 Did you Drop out? If Yes, give reasons
- A05 Do you feel that lack of infrastructure was a hindrance to education? If Yes, explain why/what is the problem
- A06 If yes, What did you do to handle the problems?
- A07 What are the other challenges that you face in attaining education?
- A08 Are you **aware** of the infrastructural development? How?
- A09 How has the infrastructure development helped you in your education?
- A10 What is the difference before to the infrastructural development?
- A11 What are the **benefits** that you foresee?
- A12 What are the **benefits/Impacts** that you have got from the project?
- A13 What are the loopholes in the project?
- A14 In what ways can the impact be made better?
- A15 If yes, then name the implementing agency

### Annexure II: **QUESTIONNAIRE FOR Distribution of Tents and Furniture in Schools**

- A01 What is the socio-economic structure of your family?
- A02 What is the size of your family?
- A03 How many members in the family are earning?
- A04 What was the monthly income of the family before to material support?
- A05 What was the lack of infrastructure prior to the provision?
- A06 What were the problems due to lack of infrastructure?
- A07 What did you do to tackle the problems before the support?
- A08 How has the development helped you?
- A09 What is the difference prior to the material support?
- A10 How will this support help you in increasing the living standards?
- A12 What are the benefits that you have got from the project?
- A13 What are the loopholes in the project?
- A14 In what ways can the impact be enhanced?
- A15 Are you aware of who provided the material support to you?
- A16 If yes, then name the implementing agency

## **B--FURNITURE IN SCHOOLS**

- B01 Name of the school?
- B02 Were there any infrastructural challenges in the school?
- B03 How many days did you attend school?
- B04 Did you drop-out?
- B05 If yes, then what were the reasons?
- B07 What were the problems due to lack of infrastructure?
- B08 Was lack of infrastructure a factor to discourage you from to school?
- B09 What did you do to tackle the problems before the support?
- B10 How has the furniture support helped you?
- B11 What is the difference prior to the support?
- B13 What are the benefits that you have got from the project?
- B14 What are the loopholes in the project?
- B15 In what ways can the impact be enhanced?
- B16 Are you aware of who provided the material support to you?
- B17 If yes, then name the implementing agency

## **Annexure III: QUESTIONNAIRE FOR SKILLS BENEFICIARIES**

- A01 What were you involved in prior to joining the Program?
- A02 Describe your socio-economic status prior to the program
- A03 How did you find about the program?
- A04 Why did you join the program?
- A05 Do you feel it is important to enhance your skills?
- A06 If yes, then why explain in detail
- A07 Was there a pre-test to join the program?
- A08 What was the procedure to join and did you pay any fees?
- A09 Explain in detail the class methodology
- A10 Are you happy with the class structure?
- A11 If no, then how can it be improved?
- A12 When your classes are conducted and are they regular?
- A13 What is the nature of your class curriculum?
- A14 How many trainers do you have?
- A15 Describe the attitude of the trainers
- A16 What consists of your curriculum?
- A17 How did you like the curriculum?
- A18 Do you fell improvements in the curriculum can be made?

## Impact Assessment Report

- A19 Did you successfully complete the program?
- A20 If no, what were the reasons?
- A21 What was the duration of the program?
- A22 What benefits have you got from the program?
- A23 Is there a development from the knowledge you had earlier?
- A24 Did you get a job after the training program?
- A25 If yes, which company and location
- A26 Was it comfortable finding a job after the program?
- A27 If no, then what were the problems faced?
- A28 If employed, what is the current state of your job and are you satisfied?
- A29 If not satisfied, then what are the reasons?
- A30 What is the pay scale currently and are you satisfied? Is it better/worse than before you joined the program?
- A31 If not satisfied then what are the reasons?
- A32 Are you aware of who is providing the skill development program to you?
- A33 If yes, then name the implementing agency
- A34 What are the loopholes in the program?
- A35 What better can be done to improve the program?