



Impact Assessment for CSR interventions of Numaligarh Refinery Limited (2015-2018)



Table of contents

CHAPTER-1 BACKGROUND OF THE STUDY	1
1.1 About the company	
1.2 Company CSR Policy	
1.3. Conformity to statutory requirements	
1.4 Thematic areas for CSR activities	
1.4.1 Drinking Water & Sanitation	
1.4.2 Livelihood-Income Generation	
1.4.3 Community healthcare	
1.4.4 Integrated rural development	
1.4.5 Skill development	
1.4.6 Promotion of education	
1.5 Impact assessment study	
1.6 Context of the study	
CHAPTER 2- METHODOLOGY	5
2.1 Field Survey Design	
2.2 Sample size	
2.3 Data collection method	
CHAPTER-3 PROJECT WISE IMPACT ASSESSMENT	7
Model Village Development	
Project 1: Toilet Construction	
Project 2: Water Supply	
Project 3: Livelihood Program	
Project 4: Health Programs	
Project 5: Integrated Rural Development Program (Electrification)	
Project 6: Skill Development Training (General Nursing and Mid Wifery Course at VKNRL and Geriatric Care Course)	
Project 7: Construction, Repairing and Renovation of School Infrastructure	
CONCLUSION AND RECOMMENDATIONS	67

EXECUTIVE SUMMARY

Community development initiatives are a major component of CSR that NRL focuses on. NRL has adopted a multi-pronged approach and is trying to improve upon the standards of health, education, infrastructure, livelihood, integrated rural development and skill development. The ultimate test of the success of any CSR project is its social, economic or environmental impact. In order to examine whether the CSR interventions of NRL were designed in line with the needs of the community and whether the projects made an impact on the lives of the beneficiaries, this impact assessment study was conducted by reviewing the projects' achievements.

A hybrid study methodology was used, which is a methodology that is a mix of quantitative (e.g. survey data) and qualitative (e.g., interviews) information. Primary data was collected in 102 earmarked villages consisting of eight CSR Projects in six thematic areas- sanitation (toilet construction), livelihood (handloom weaving centre, poultry, piggery, dairy, goatery), health (MMCs and VKNRL Hospital), skill development (mid-wifery nursing course and geriatric care centre), integrated rural development (household lights, solar street lights and road construction) and education (school infrastructure).

Context of the study

The socio-economic welfare of the region is an integral part of NRL's corporate philosophy and organizational culture. Thus, the company has undertaken several CSR interventions for improving lives of people in the neighbouring areas. This study is an effort directed towards understanding and assessing the impact of CSR interventions of NRL on the targeted villagers.

The geographical locations were selected by the company Numaligarh Refinery Limited (NRL) in accordance with Corporate Social Responsibility (CSR) Regulation Company Act, 2013 which endorses that 'preference should be given to local areas and the areas where the company operates'. The Impact Assessment Study of multiple CSR projects of NRL aims to assess the outcome and impact of CSR activities in 102 villages in Golaghat district of Assam.

The concrete objectives of the Impact Assessment study are:

1. To examine whether the programs were designed in line with the needs of the community and organization's mission/vision.
2. To assess whether the right mechanism was adopted for implementing the interventions.
3. To understand whether the goals and objectives decided at the beginning of the programs were achieved.
4. To assess whether there are any unexpected changes or negative effects in the lives of the target community.

The impact assessment study aims at establishing the immediate impact experienced at the household level and to identify any indirect benefits experienced for the wider community in the implementation area of Numaligarh Refinery Limited under the various CSR initiatives.

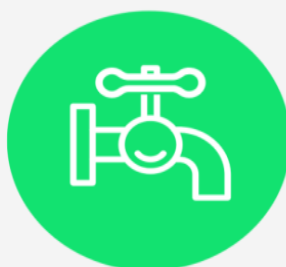
Thematic areas for CSR activities

Numaligarh Refinery Limited (NRL) has incorporated human well-being into its corporate philosophy and organizational culture. The NRL has continuously been working for the upliftment of the society through its persistent CSR efforts (Numaligarh Refinery Limited, 2016c). Marching ahead to improve the socio-economic conditions of the region, it has crossed several milestones in this noble mission. Covering the activities specified under:

SANITATION



Toilet Construction



Water Supply

LIVELIHOOD



**Handloom Weaving centre,
Piggery, Dairy and Goatery**

HEALTH



**VK NRL
Hospital**



**Mobile
Medicare Van**

INTEGRATED RURAL DEVELOPMENT



**Street Light, Solar Light
and Electrification**

SKILL DEVELOPMENT



**Geriatric Care Centre and Mid
Wifery Nursing Course**

EDUCATION



School Infrastructure

CHAPTER-3 PROJECT WISE ASSESSMENT

3.1 SANITATION (TOILET CONSTRUCTION & WATER SUPPLY)

“Paricchanata” and “Jeevandhara”



Image 6 Sanitation Projects

4 Effectiveness

The objectives were achieved to a large extent in the sense that open defecation was reduced and usage of toilets increased in the villages. Figure 5 shows 69% of the beneficiaries are satisfied with the toilets provided by NRL.

Major Achievements of the CSR initiatives by NRL

EDUCATION

- Construction, Repairing and Renovation of School Infrastructure
- 84% of the population in Golaghat is literate



HEALTH

- 70% of the HHs consult in hospital by NRL (VKNRL) or MMU by NRL when they fall sick
- Services and medicines have reached out to 97% of the respondents.



- Water supply to 65% of the HHs provided
- 57 per cent of respondents were satisfied with the quality of water provided

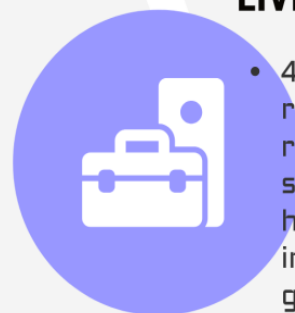


SANITATION

- Use of pit toilets (own) has enhanced from 35% to 59%.
- Open defecation has reduced to a large extent from 32% to 4%.

LIVELIHOOD

- 47% of the respondents received services that helped them in income generating activities.
- Average HH employment of 30 days in a year



- Quality of skill development programme, as per majority of the respondents (53%), is good.
- Majority of the respondents have never received such unique skill training in past



SKILL DEVELOPMENT

INTEGRATED RURAL DEVELOPMENT PROGRAM (Electrification)

- About 82% of the Households are electrified by NRL
- 3 equipments in a household are functional because of the solar light system.





Indian Institute of Corporate Affairs

Partners in Knowledge. Governance. Transformation.

| IMT SECTOR – 5, MANESAR, GURUGRAM, HARYANA |

| Phone: 0124-2640000 | | Email: nfcsr@iica.in |