



Information sought by Sh. M.R. Narasimha Swamy (Dy No. 3806), under RTI Act 2005 – Submission of information

The point-wise reply pertaining to RTI is as follows:-

Sl No.	Query	GAIL'S Reply										
1	Details of Annual Corporate Social Responsibility (CSR) Budget of last four years from 2011-2014	The annual CSR budget allocation for 2011-2014 is as under:- <table border="1"><thead><tr><th>Year</th><th>Total Allocation (Rs. In Crore)</th></tr></thead><tbody><tr><td>2011-12</td><td>82.77</td></tr><tr><td>2012-13</td><td>92.17</td></tr><tr><td>2013-14</td><td>91.16</td></tr><tr><td>2014-15</td><td>118.06</td></tr></tbody></table>	Year	Total Allocation (Rs. In Crore)	2011-12	82.77	2012-13	92.17	2013-14	91.16	2014-15	118.06
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2011-12	82.77											
2012-13	92.17											
2013-14	91.16											
2014-15	118.06											
2	Do you have CSR Policy? If yes, give details	Yes, we do have CSR Policy. The GAIL CSR Policy is available at <a href="http://www.gailonline.com/">http://www.gailonline.com/</a> → CSR → CSR Policy										
3	Amount spent on publicity on CSR through advertisements in Newspapers, Magazines, Souvenirs, Hoardings, Radio, and TV from 2011-2014	No amount is spent on publicity on CSR through such advertisements during the period 2011-2014 by CSR Deptt.  GAIL CC Deptt undertakes that "CSR Advertisement in the art work is published but details are not maintained in the Department in a classified category of advertising expenses towards CSR activities.										
4	Details of Methods adopted in informing CSR activities to public – Newspapers, Magazines, TV, mail, website, social media, bulletin, house journal and films from 2011 to 2014 (English, Hindi & others)	GAIL's CSR activities regarding – <i>CSR Policy, Scholarship Scheme for Meritorious Students, CSR Agreement Format, Brochure, Corporate Film (in English) and RTI Section etc.</i> are provided through GAIL website.  GAIL CC Deptt undertakes that "CSR Advertisement in the art work is published but details are not maintained in the Department in a classified category of advertising expenses towards CSR activities.										
5	Details of Methods adopted in informing CSR activities to your employees – Bulletins, Newsletters, Annual Reports, Films, Messages (English, Hindi & others)	Besides the information available on GAIL's website including Annual Reports, its employees can assess information such as Circulars, CSR Operating Guidelines, Presentation, Awards etc. on GAIL Intranet.  GAIL Training Institute also organizes Training & Workshops on CSR activities, whereby information is disseminated.										
6	Enclose copies of Newsletters, Brochure, Booklet published from your organization on CSR activities for three years 2011-12, 2012-13, 2013-14 (one copy each)	A copy of the CSR Docket with individual 'pull outs' published in 2011 and 'HRIDAY – CSR Brochure' published in 2013 are enclosed for perusal. HRIDAY is also available at <a href="http://www.gailonline.com/">http://www.gailonline.com/</a> under CSR Section.										

*M.R. Narasimha Swamy*  
8/6/16



*Hriday*  
WE CARE

Corporate Social  
Responsibility Initiatives



GAIL (India) Limited





GAIL (India) Limited

GAIL (India) Limited, with a turnover of 7.2 billion US \$ (₹4028 crores) is India's largest natural gas company and ranked as the top gas utility in Asia. Recently, GAIL, has been conferred with Maharatna status, an honour which is recognition of GAIL's commitment to its values and a privilege enjoyed only by six other organisations in this country. But GAIL is more than just a gas company. As a corporate citizen of the world, we carry greater responsibilities and have even greater opportunities to make a real difference. We believe that it is responding to the needs of people, benefitting communities, and protecting the environment that will ultimately determine the sustainability of our continued progress.

*For us, corporate responsibility is an ongoing journey and not just a destination.*

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## Contents



## Chairman's Message

*"A small body of determined spirits fired by an unquenchable faith in their mission can alter the course of history."*

These words by Mahatma Gandhi are as relevant today as they were in the context of India's freedom struggle, with reference to the country's inclusive and sustainable development. As the youngest Maharashtra Public Sector Enterprise, GAIL believes that it has a responsibility to fulfil, towards the people and the environment in shaping a better future for the nation. I have no doubt that our commitment, faith and sense of purpose will enable the company to discharge this responsibility effectively.

GAIL's CSR programme has endeavoured to provide greater impetus to the state's ideal of inclusive and equitable social development, in the wake of growing national aspirations of a rising India. CSR and sustainable development form an

integral part of GAIL's corporate governance frameworks. Every year, we set aside two percent of our Profit After Tax (PAT) for CSR programmes that are structured to result in effective outcomes. Through an integrated umbrella of creative thinking, strategic blueprints, prudent partnerships and resource allocation, GAIL's CSR interventions have made a tangible impact on the lives of a large number of disadvantaged citizens.

I feel proud to share that our pioneering programme *Aarogya* in healthcare sector has already benefited more than 25 million rural Indians and we hope to take it to 25 million citizens by 2017. The *Padho aur Badho* programme has mainstreamed almost 9000 out-of-school slum children into the formal schooling system. Similarly, our flagship

programme *Utkarshi* has made the dreams of almost 200 underprivileged youth come true by securing admission in top engineering institutions. The skill development and empowerment initiatives introduced in several rural areas have helped more than 7000 youth and 1400 women in finding employment. We believe that this is only a beginning for GAIL and we intend to replicate and scale up such initiatives.

This booklet is a humble effort to capture our CSR endeavours and we look forward to your feedback on our way forward.

B.C. Tripathi  
*(Chairman and Managing Director)*



GAIL's community outreach initiatives bringing smiles

## Making a difference

**GAIL GROUP** As a conscious corporate citizen, the organisation believes that it has a social purpose. The rigour and strategic thought that drives GAIL to be consistently ranked among the top gas utilities in the world, also drives its CSR initiatives. Today, it is acknowledged among Indian Inc. as a pioneer for its sustainable impact. Its CSR projects have had on the lives of the marginalised communities; it has sought to support.

Two percent of GAIL's annual Profit After Tax (PAT) is reserved for its CSR programme to ensure sustainable results. GAIL follows global best practices in identifying, implementing, sustaining and monitoring its CSR projects to maximise sustainability, scalability and transparency. A cross-functional committee comprising heads of various functions and a Board-level sub-committee review and monitor governance of GAIL's social performance. CSR performance parameters have been included in the Memorandum of Understanding signed with the Ministry of Petroleum and Natural Gas, under whose aegis GAIL operates.

Broadly, GAIL's CSR initiatives can be categorised as outreach and development projects aimed at communities living close to its work centres, and flagship projects aimed at wealth and value creation committed to capability enhancement and empowerment of the under-privileged.

Specifically, GAIL has identified seven thrust areas:

- Education / Literacy Enhancement, Skill Development
- Employment, Healthcare/Medical facility, Community Development, Drinking Water & Sanitation, Infrastructure
- Development and Environment Protection / Horticulture – under which projects are executed

# "Businesses have a responsibility, too."

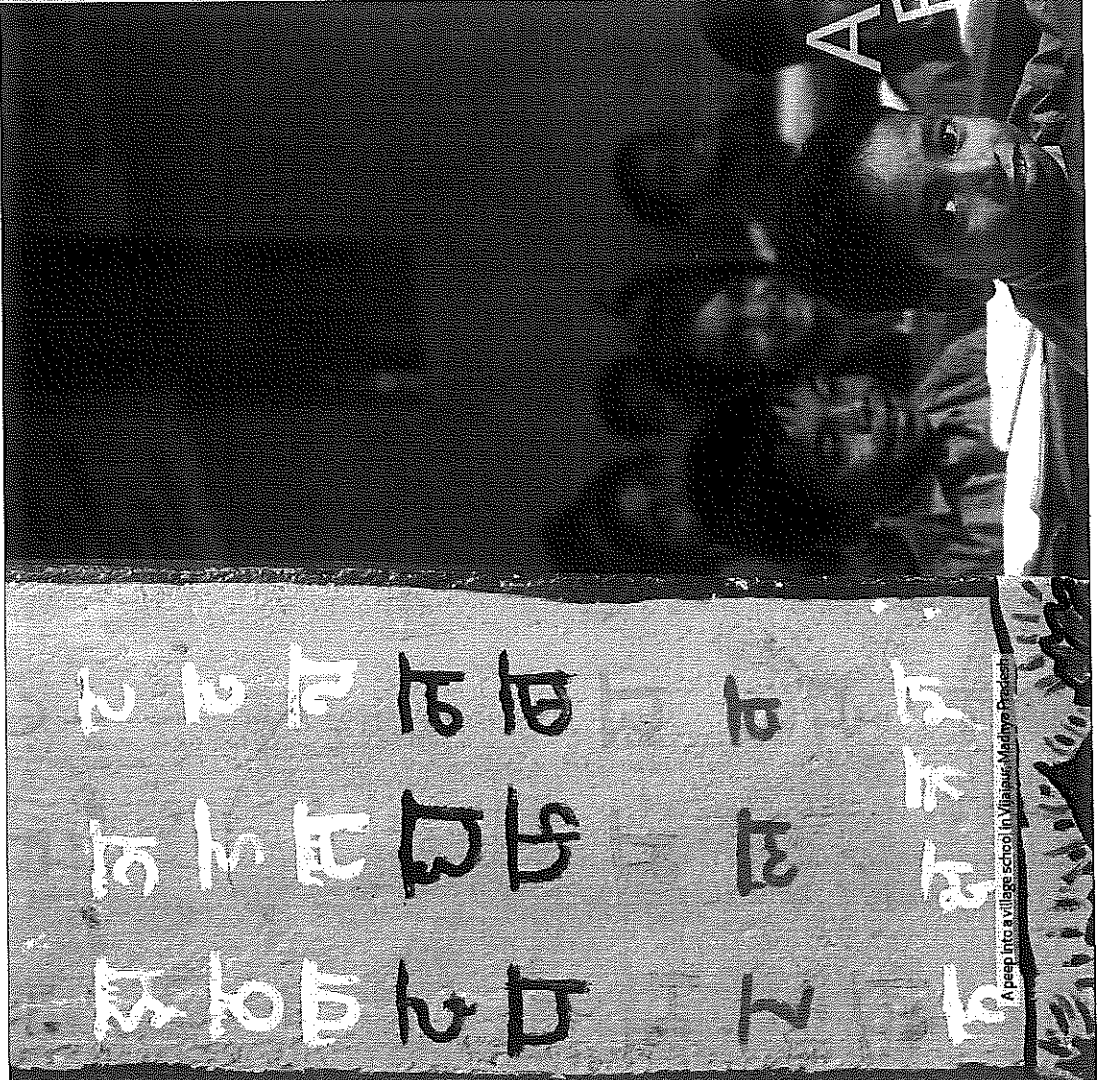
- Barack Hussein Obama

Literacy  
Enhancement  
& Education

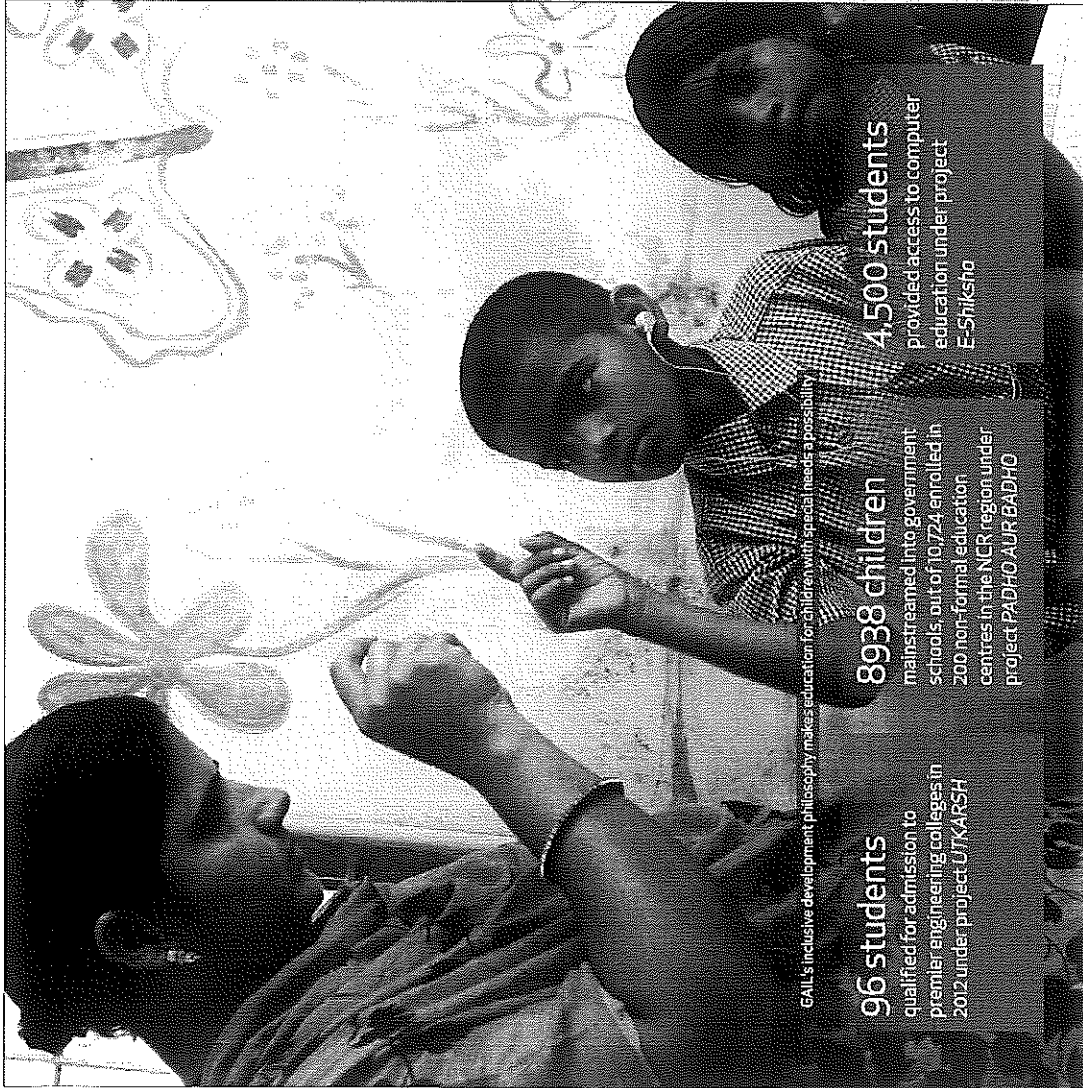
GAIL, through its Education/Literacy Enhancement program, is engaged in changing the world for children and young adults who have been deprived of the opportunity to acquire knowledge and education due to acute poverty. A slew of projects have been implemented to address critical issues such as school drop-out rate, literacy rate, education for out-of-school children, equipment and infrastructure for schools among others. To facilitate access to quality education by the less privileged children, the GAIL Charitable and Education Trust was set up in 2009, with a corpus of INR 500 million to award scholarships to meritorious poor students.



“Education is the most powerful weapon which you can use to change the world.” - Nelson Mandela



A peep into a village school in Vinjaur, Madhya Pradesh



GAIL's inclusive development philosophy makes education for children with special needs a possibility

**96 students**  
qualified for admission to  
premier engineering colleges in  
2012 under project **UTKARSH**

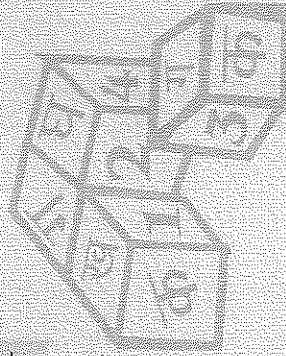
**8938 children**  
mainstreamed into government  
schools, out of 10,724 enrolled in  
200 non-formal education  
centres in the NCR region under  
project **PADH-AUR-BADHO**

**4,500 students**  
provided access to computer  
education under project  
**E-Shiksha**

One of GAIL's earliest and innovative interventions in the education sector was the introduction of the **E-Shiksha** programme. As part of this project, computer labs were set up in a power equipped mobile vehicle along with one qualified instructor and teaching aids. The programme initiated in 2008 as a pilot project in Vialpur, has benefited a close to 4500 students. The programme has helped in making computer education accessible to government schools and facilitated students to accomplish their regular computer school curriculum through the mobile computer aided lab. After school hours, the computer vehicles were available to the villagers of Vialpur for the adults to take up a course in typing and basic computer literacy. **E-Shiksha** till date remains one of the most effective and successful interventions.

To further boost the outreach of education among the lesser privileged, GAIL has contributed for creation of infrastructure, provision of equipment, furnishing and stationery to schools to enhance creativity and independence among students and improve attendance of children in schools. GAIL has also provided support to special children through provision of hearing aids, computer-based visual speech training equipment, audio-visual projectors and computer with special software for visually challenged school children to help such special children join the mainstream.

By far, the most inspiring and enriching initiatives for the beneficiary children and GAIL, have been two flagship projects - **Vidyan and Pratho Aur Badho**.

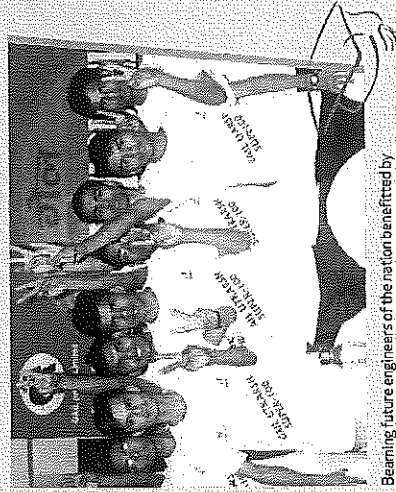




## Utkarsh Aiming for Excellence

Utkarsh is aimed at securing the future of brilliant students whose dreams may otherwise perish due to lack of finances. This pioneering project provides all-expenses paid, specialised residential coaching/intensive mentoring so that bright children of underprivileged families can compete for engineering entrance examinations such as the Indian Institutes of Technology Joint Entrance Examination (IIT-JEE). Beneficiaries are selected through a stringent written examination held at six centres in North India. Once these children qualify, GALL also subsidises their academic expenses for the engineering course. Thus, not only does GALL put these deserving students on the path to sustainable professional and personal success, but also creates human assets for the nation. Over 15 years of Utkarsh implementation, it is estimated that almost 1,500 trained engineers will enter the industry.

The success of Utkarsh is evident from the fact that the intake of the students has increased from 30 in the first year (2009) to 100 from 2011-12 onwards. In 2009, of 23 students, three qualified for the IITs and 4 for the National Institutes of Technology and other institutions. In 2010, 11 students made it through the IIT-JEE while three qualified for the highly competitive Indian Space Research Organisation (ISRO) entrance examination and 4 for the All India Council for Technical Education (AICTE)/Uttar Pradesh Technical University (UPTU) examination. Of the 100 enrolled, a total of 95 children



Beaming future engineers of the nation benefitted by GALL's Utkarsh initiative

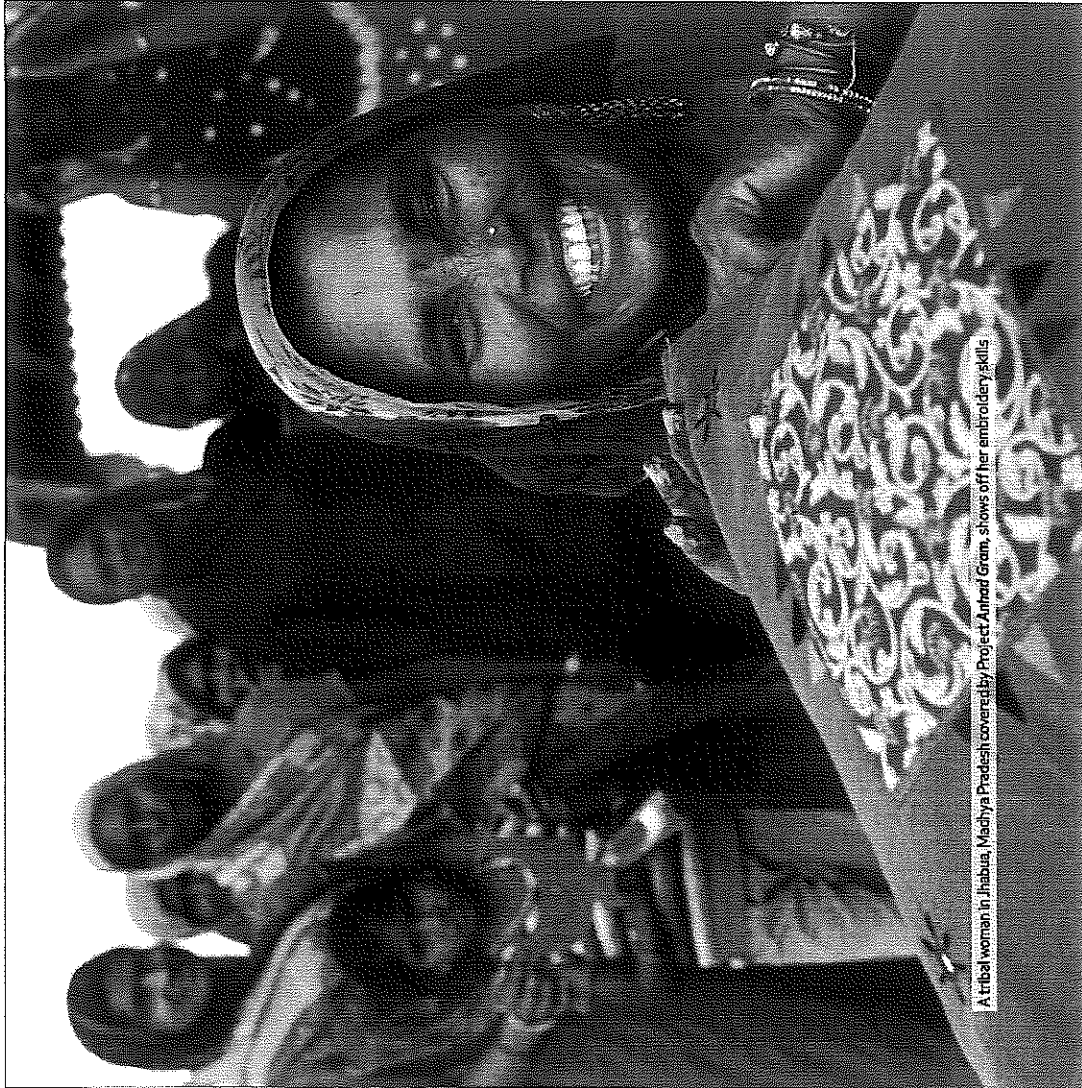
appeared for various engineering entrance examinations in the year 2012, achieving path breaking success. 94 were selected in IIT-JEE (14), AIEEE (17), ISAT/ISRO (3) and UP Technical University (49). The success story of Utkarsh has inspired other PSEs to emulate this project and has impact been adopted by IIT Kanpur as a case study in their curriculum.

## Padho Aur Badho Advancing through Education

Urban slums can wreak devastation on childhood. As the struggle for survival takes precedence, children living in urban slums are deprived of opportunities to study but also of the joys and pleasures of childhood. GALL's Padho Aur Badho project strives to bring some degree of succour to these children by fulfilling their dreams of getting an education. Since 2009, the project has been instrumental in setting up 200 Non-Formal Education Centres in the slum areas of Delhi. These centres provide flexible and non-structured education that is geared to cater to the children's time, age and learning needs. So far, 10,724 slum children, mainly rag-pickers, have benefitted from this project and more than 8,900 have been mainstreamed into the government education system. In 2012, the number of centres has increased to 250 covering 7500 children residing in urban slums of Delhi/NCR. The project has also been selected as a case study by the World Bank.



Young children residing in slums of Delhi/NCR discovering the world of alphabets and crayons



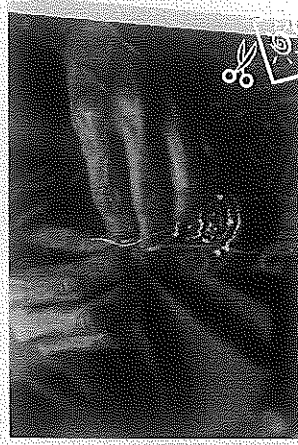
A tribal woman in Jhabua, Madhya Pradesh covered by Project Anhad Gram, shows off her embroidery skills

## Skill Development/ Empowerment

Enabling and empowering the underprivileged so that they become agents of change, lies at the very heart of GALL's CSR initiatives. The organisation seeks to address the crucial issue of unemployment by providing skills to the disadvantaged so that they gain sustainable employment as well as social respect, self-reliance and self-confidence. Empowerment of the differently abled and physically challenged is another area where GALL is proactively involved through the provision of essential medical aids, equipment and infrastructural support.

GALL endeavors in this direction include: distribution of specialised motorised vehicles to the physically challenged to promote their self-reliance, the GALL-AROH Foundation skill resource training centre, operated as a Public-Private Partnership (PPP) project in collaboration with the Ministry of Rural Development under the Swarna Jayanti Gram Swarajgar Yojana (SGSY) Scheme, support to the District Disability Rehabilitation Centre, Jabua (Madhya Pradesh) through various projects over the last decade and the establishment of an information technology training/employment centre in Haryana for the visually impaired youth.

“We must  
become the  
change we  
want to see.” – Mahatma Gandhi





Village women in Vijapur, Madhya Pradesh find income generation avenues through tailoring/sewing skills/jewellery making / organic spices

**5417 youth**

from poor families trained in collaboration with the Ministry of Rural Development under the Saurashtra Jyoti Gram Swachh Yojana (SJSRY) Scheme

**1,900 youth**

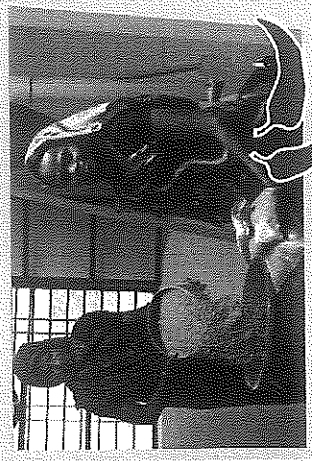
have been trained and 1400 provided placement assistance— project Swavalambh

**200 motorized**

vehicle distributed to persons with disabilities during the last 78 years

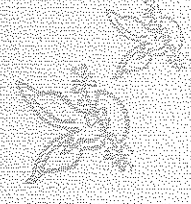
**Swavalambh  
Promoting Self-reliance**

Rural India, especially remote villages, often offers few opportunities for young women and men to acquire employable skills and therefore sustainable livelihoods, a situation that serves to force their families into abject poverty. In a bid to create livelihood opportunities for unemployable youth and facilitate forums for their effective empowerment and self-reliance, GAIL established the GAIL-IL&FS & Multi Skill School in District Guna, Madhya Pradesh, in 2010-11. The success of this pilot project led to GAIL partnering with IL&FS Skill Development Corporation to set up two new centres in the tribal regions of interior Gujarat and Andhra Pradesh. More than 1,900 youth have been trained and provided placement assistance in the retail, trade hospitality, BPO service and facility management sectors. In 2011-12, over 950 youth were trained and more than 720 were provided placement in well-known companies in various sectors. The integrated 'Backward and Forward' linkages, in training and employment, provided through these schools make them unique in their approach towards creation of sustainable livelihoods.



**Garima  
Empowerment through Skills**

GAIL, in association with the AROH Foundation, has sought to empower the mothers and sisters of the children associated with its *Pachho Aur Badho* programme. These women are motivated to learn skills that can help them earn and enhance their family's income through project *Garima*. The women are provided training in skills such as cutting, tailoring, embroidery and handicraft-making and assisted with developing market linkages for their skills and products. This initiative has contributed significantly in enhancing the women's ability to earn as well as their self-respect and confidence. More than 1400 women have already been empowered through GAIL's self-employment initiatives.

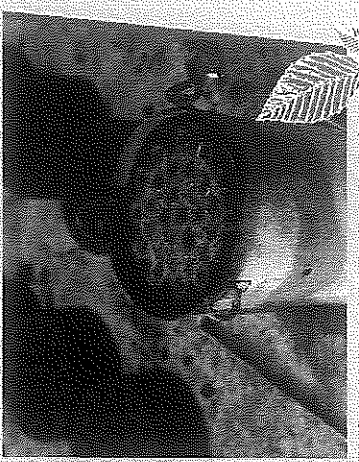




A Farmer from Machya Pradesh, reaping (which) has been the main source of organic waste compost covered by Project Anhad Gram.

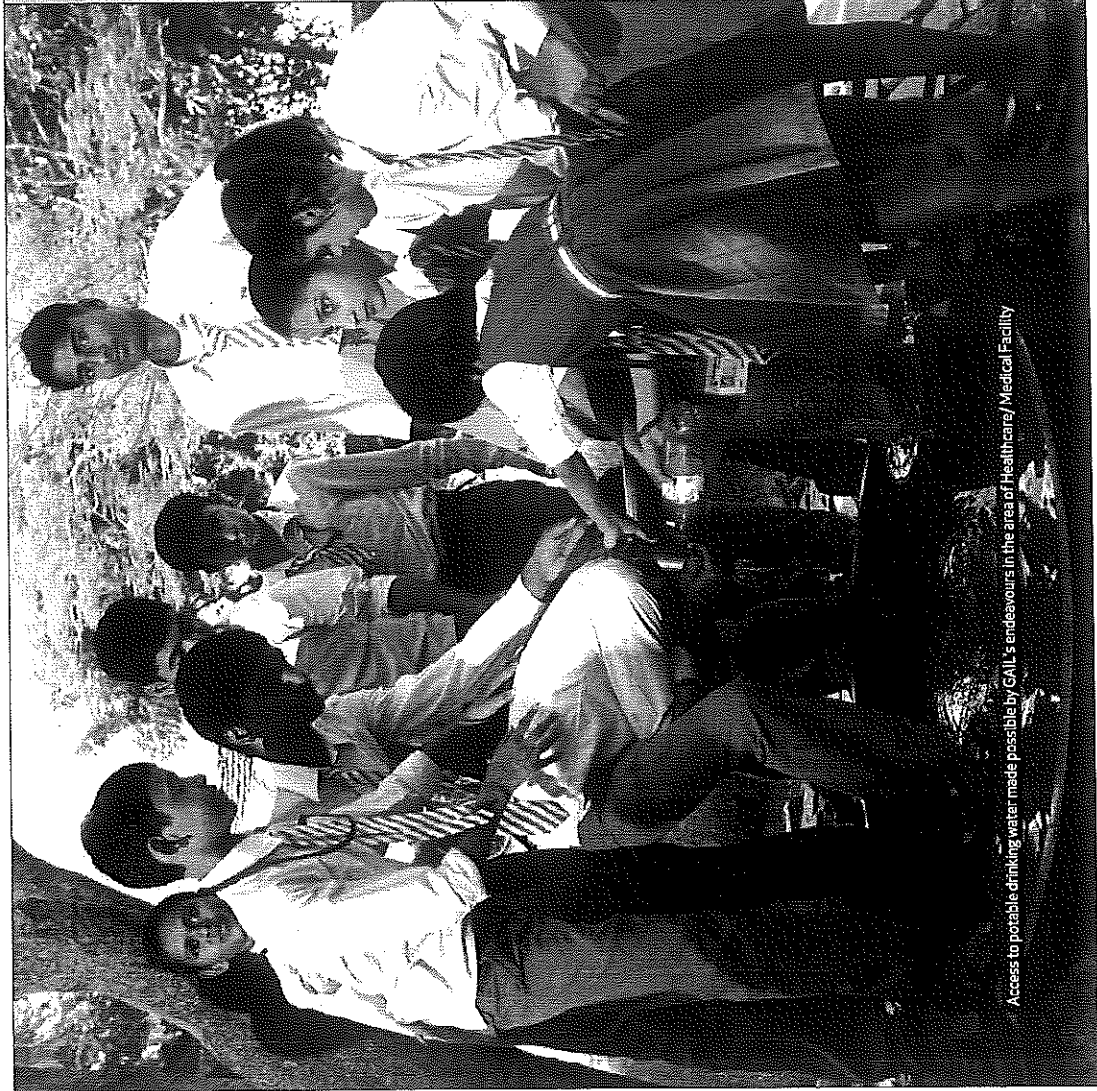
## Anhad Gram Finding Viable Solutions

Aimed primarily towards enabling self-reliance and providing livelihood opportunities for the disadvantaged tribal population concentrated in the Jhabua district of Madhya Pradesh, Anhad Gram is a project that provides skill based training, better technology and market access for the local produce, to provide an alternative and sustainable livelihood. The project area is inhabited by the indigenous tribes Bhil, adwasis and its sub-tribes Bhalop, Patela and Montar who comprise almost 67% of the population. These tribes who survived at subsistence levels through shifting cultivation and other primitive means of earning livelihood have over a period of time become economically and socially marginalised, owing to several events partly historical and partly cultural. The project currently implemented in 25 identified villages (identified through a baseline survey) encompasses development of organic farming, agro and bio waste briquette as low cost fuel, animal husbandry and water management in the selected beneficiary villages, for a holistic development model. Through formation of Self-Help Groups and thereby promoting Micro Enterprise Creation among the population, the programme aims to check migration to urban spaces and instead promote the rural spaces as hubs of sustainability.



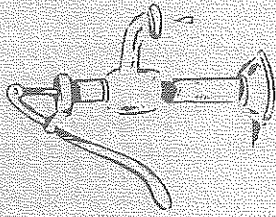
Eco-friendly and cheap cooking gas fuel made out of agri and bio waste under Project Anhad Gram





Access to potable drinking water made possible by GAIL's endeavours in the area of Healthcare/Medical Facility

## Drinking water & Sanitation



“When the well is dry, we know the worth of water.”

- Benjamin Franklin

Worldwide, one in six people have no access to even 25-30 litres of safe water a day to ensure their basic needs for drinking, cooking and cleaning. Even more horrifically, every 20 seconds, a child dies as a result of poor sanitation. These terrifying statistics also play out in the areas around GAIL's work centres across the country. Scarcity of water and lack of sanitation facilities are problems that people face every day, especially in the water-deficient states of Rajasthan, Uttar Pradesh and Madhya Pradesh.

GAIL, with the goal of providing sustainable water supply to villages and towns located near its operation centres, has facilitated the installation of bore-wells, tube-wells, hand-pumps, overhead tanks, submersible pumps as well as storage facilities. GAIL has also promoted rain water harvesting and check dams/irrigation systems in villages. This has not only resulted in an assured water supply, awareness about sustainable measures to save and use water, but also supporting agriculture which in turn enhances incomes and helps stem migratory movement of farmers.

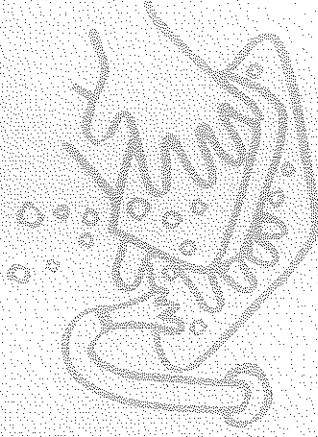
In the area of sanitation, GAIL has collaborated with Sujibh Sanitation Mission Foundation to drive a long-term project in selected villages of Guna (Madhya Pradesh) and Auraiya (Uttar Pradesh) to sensitize villagers on the importance of sanitation. The organization has also initiated projects that contribute to improving local hygiene and sanitation practices through construction of latrines and pipelines and reconstruction of drainage systems in rural areas near its project offices.

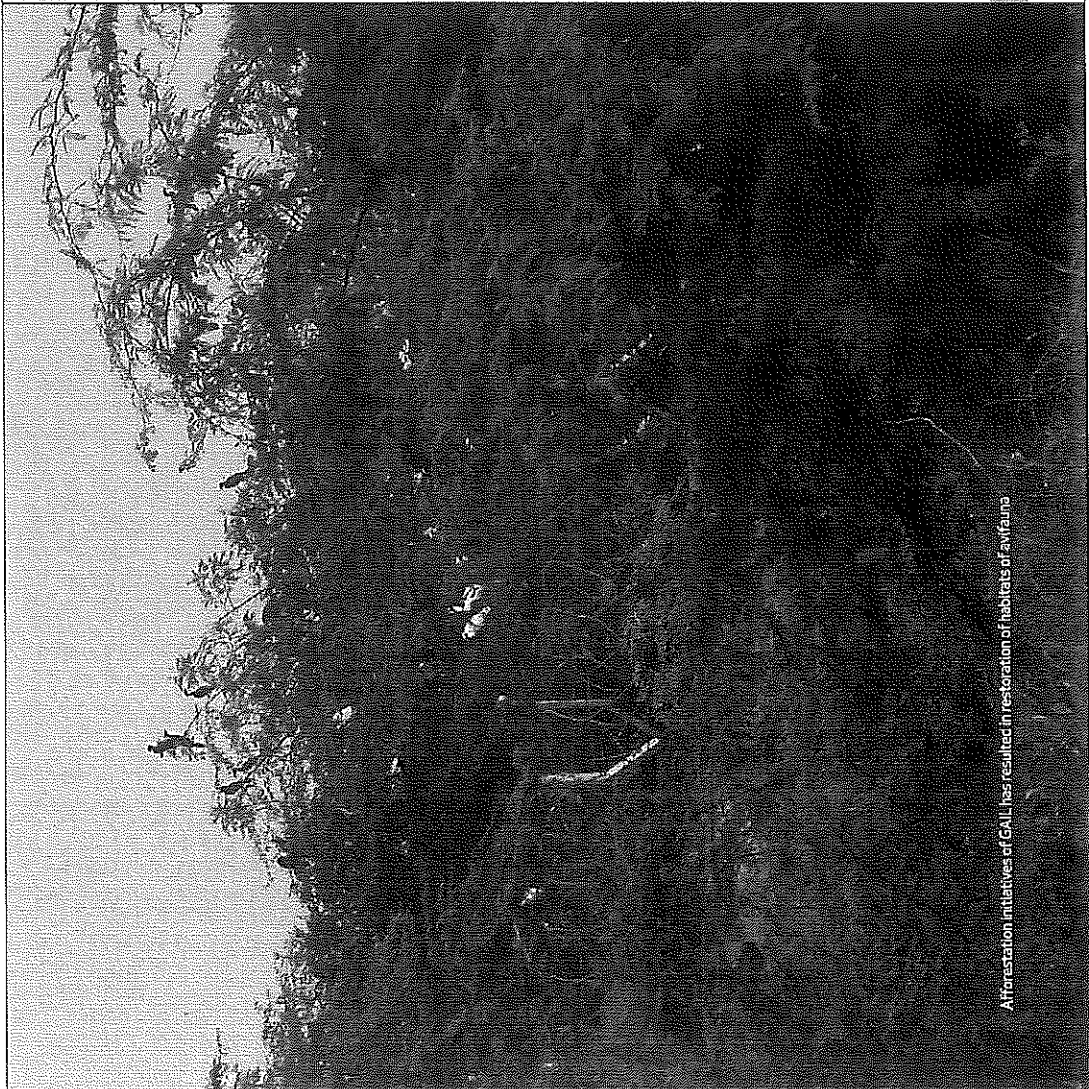


Dropout rate of adolescent girls from schools has decreased in the villages of Pata, Uttar Pradesh, because of availability of better health and sanitation facilities

## Village Devrai Ka Purwa, Auraiya Addressing Health and Hygiene

Lack of sanitation facilities and management of solid and liquid waste resulted in open defecation, rampant ill-health, high school dropout rates, especially for girls, and general degeneration of Devrai ka Purwa. GAIL stepped in to improve sanitation and hygiene practices of the village by addressing the issues of health, education, agriculture and livelihoods. The first step was to build awareness among the villagers on sanitation and hygiene and the need to participate as a community in the development of the village. Linkages were built with government departments to procure a safe drinking water facility for the village as well as to ensure that government services were available to the villagers. Training in agricultural know-how as well as employable skills was facilitated. In collaboration with Sulabh Sanitation Mission Foundation, eco-friendly toilets were constructed and villagers trained to manage liquid and solid waste. As an outcome of the project, school and Anganwadis toilets are being maintained, resulting in a decrease in the dropout rate and children are practicing hygienic habits such as washing hands with soap. 16 families have constructed individual household toilets and 25 compost pits are being used for organic waste disposal. In addition, the village's drainage system has been cleaned with the community's participation. Today, the villagers cooperate with each other, are better equipped to earn their livelihoods and are optimistic about the future of the village.



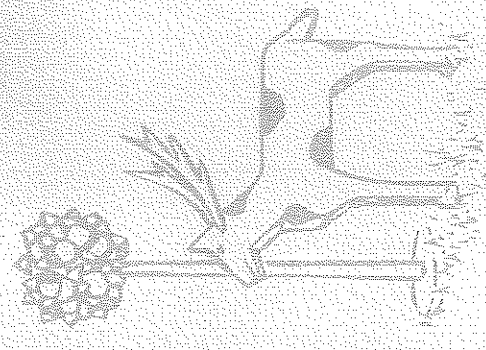


Afforestation initiatives of GAIL has resulted in restoration of habitats of avifauna

## Environment Protection

**"We must teach people that conservation directly aids our survival."**

- His Holiness the Dalai Lama



GAIL's commitment towards the Environment forms an implicit part of its Vision statement and through its CSR initiatives it has promoted this cause through specific environment-friendly programmes. Projects related to Rain water harvesting, water Recharging and Ground water reuse system have been supported aptly by GAIL. Environment conservation initiatives include a Gas based Crematorium at New Delhi, Bio Gas Plants and development of Environment Parks for thousands of poor labourers' living in slums. GAIL's support to the wildlife has contributed towards conservation of animals of rare species and protection of forest trails. GAIL has been supporting wildlife through support to Mobile Veterinary Services (MVS) units in the North-East.





A link road in Pata, Uttar Pradesh, constructed by GAL under the Infrastructure Development Trust area

### Infrastructure

“Man becomes great exactly in the degree in which he works for the welfare of his fellow-men.”

- Mahatma Gandhi

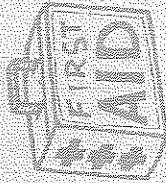
GAL has among other interventions also lent a helping hand towards boosting rural infrastructure, albeit in a small way. GAL's investment in rural infrastructure is driven by the welfare of communities that live close to its work centres. These include projects improving connectivity between villages and/town and cities through construction of village approach roads, village adoption programmes, construction of community centres, community toilets, anganwadi buildings, school buildings and libraries to benefit the community at large. The construction of check dams and water catchment areas in the villages adjacent to the GAL plant in Vilalpur, Madhya Pradesh, has successfully transformed farming practices and farmers' lives. The project promotes re-use of water, providing a much needed fillip to agriculture and pisciculture. Prior to the construction of the check dams, farmers relied on the monsoon for growing crops and often had to migrate to nearby towns and cities to eke out a livelihood during the rest of the year. With the construction of the check dams and percolation tanks, they now sow two to three crops in a year as well as maintain an increased livestock. Village youth are no longer forced to migrate during the non-monsoon months and are able to pursue regular education while supporting their families. More than 30 farmers in these villages are using the water from check dams for farming and animal husbandry.





A screening camp for people with disability in a village person attended by District Disability Rehabilitation Center in Jabua, Madhya Pradesh. This centre set up by GAIL in collaboration with the District Administration has received much appreciation as one of the best government run physiotherapy centres in the country.

## Health/Medicine

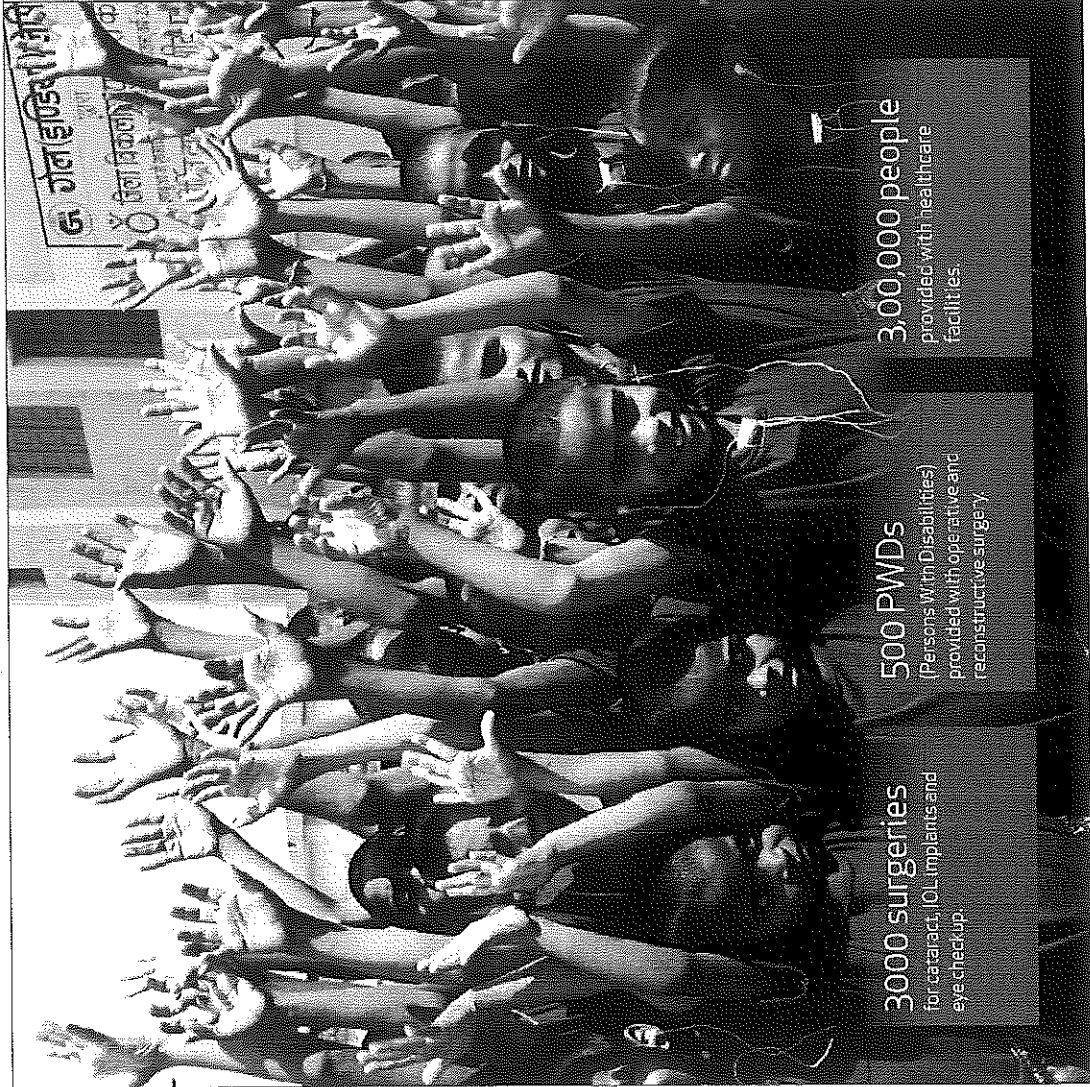


**“Of all the forms of inequality, injustice in healthcare is the most shocking, and inhumane.”**

- Martin Luther King Jr.

Inequity access to quality healthcare is a wide-spread problem in India, especially in rural areas. Bad road conditions and limited transport facilities make even primary healthcare facilities inaccessible. Very often the rural population resort to quacks and witch doctors due to reasons of illiteracy and superstitions. Since most of the GAIL's operational plans and pipeline stations are in rural India, the organisation has devised and implemented projects to bring health care facilities to the doorsteps of local communities.

Recognising the significance of expert advice for accurate medical diagnosis and treatment, the Telemedicine Centre in the Government Hospital in Aurayya District, Uttar Pradesh, has been upgraded, wherein the patients and the doctors can seek expert advice from the most reputed hospitals and medical experts of the country. The District Disability Rehabilitation Centre established by GAIL in collaboration with the District Administration in Jabua, Madhya Pradesh is one of a kind initiative for promotion of health of the people with disabilities and has been lauded as one of the best government run physiotherapy centres of the country. Besides the above mentioned initiatives GAIL has provided ambulances, diagnostic equipment, computerized ECG equipment, bio-chemistry analyser and other medical equipments to various hospitals around the country. GAIL also regularly conducts health camps covering a wide range of ailments and diseases such as Cancer/Thalassemia, TB detection, etc. As part of its routine healthcare programmes in communities around its townships and projects, GAIL has undertaken several healthcare projects. Better care has been extended to over 500 persons living with disabilities in the form of Operative and Reconstructive surgeries. Specialized Health care and awareness has been extended through cataract surgeries with IOL implants, Eye Check Up Camps, Family planning Camps, Thalassemia and Cancer Screening Camps etc. TB eradication programmes, malaria camps with treatment and free medicines, family planning and other health check-up camps.



**3000 surgeries**  
for cataract, IOL implants and eye check-up.

**500 PWDs**  
(Persons With Disabilities)  
provided with operative and reconstructive surgery.

**300,000 people**  
provided with healthcare facilities.

## Project Aarogya Extending Healthcare Outreach

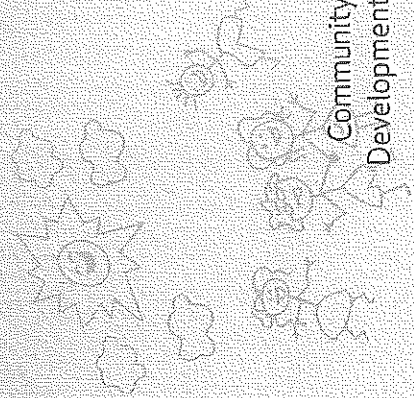
GAIL's Project Aarogya is a unique programme wherein Mobile Medical units travel door to door for providing basic healthcare services covering Awareness, Diagnosis and Cure (in the remote areas of Pata and Vjapur). GAIL has tied up with M/s Wockhardt Foundation for providing this service and each van is equipped with a MBBS Doctor, Driver, Van Coordinator/Pharmacist, and GPS technology for remote monitoring of the van movement. Each van has a fixed journey cycle of covering 23-25 villages per week. Since the initiation of the project, about 240 villages have received primary healthcare service at their doorsteps. Through this intervention basic healthcare has been extended to over 3 lac people in around 240 villages of Madhya Pradesh and Uttar Pradesh. This flagship project aims to roll out 1,000 MMUs in rural India to reach out to 25 million Indians by 2017.



A doctor examines a young patient in a village in Pata, Uttar Pradesh. GAIL's Mobile Medical Units set up in collaboration with Wockhardt Foundation provide basic healthcare in remote villages near Pata in Uttar Pradesh and Vjapur in Madhya Pradesh.



A young boy inside a poultry farm holding a chicken! GAIL's employment generation initiatives have helped the community to be self-sufficient and reduce urban migration.

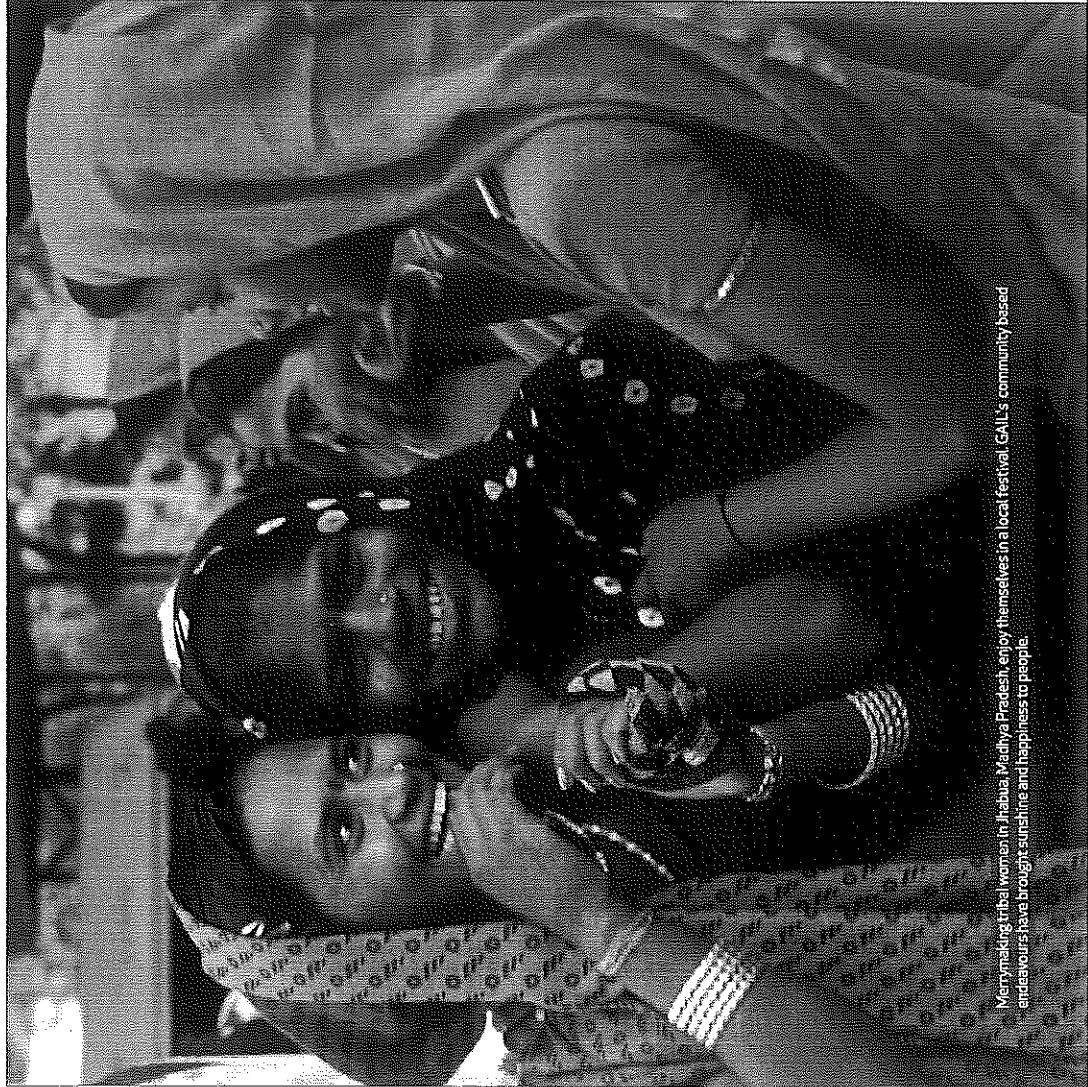


### Community Development

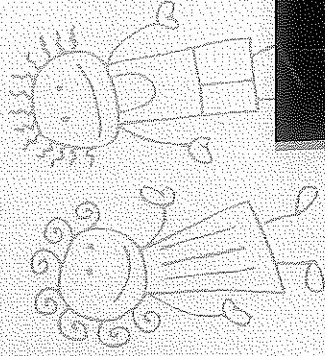
**"For a community to be whole and healthy, it must be based on people's love and concern for each other."**

- Millard Fuller

For sustainable and holistic development, GAIL is guided by the triple bottom line i.e. people (community), profit (business), planet (environment) and clearly recognises that society's economic competitiveness is interlinked to its social and environmental health which is feasible only by strengthening it at the grassroots level. Its interventions in this area are therefore aimed at providing and enabling an environment that contributes to the betterment of a community's living conditions. GAIL has extended its support for reconstruction & renovation of various public utilities/buildings resulting in improved conditions of living for not only a person or family but whole villages where such projects have been implemented. Construction of village roads, boundary walls for ponds, installation of solar lights, and provision of clean drinking water through handpumps, borewells has been executed under this important thrust area. For sustainable development of the whole community GAIL is also supporting livelihood programmes in villages especially for small and marginal farmers. In addition, GAIL along with other OHPs is contributing towards provision of LPG connections to BPL families under *Rajiv Gandhi Gramin LPG Vitruk Yojana*.



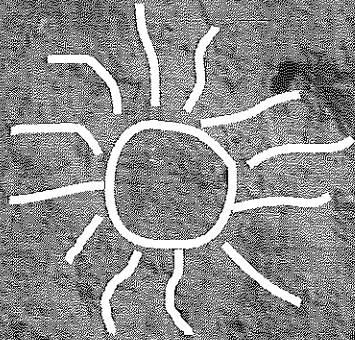
Merrymaking tribal women in Jabua, Madhya Pradesh, enjoy themselves in a local festival. GAIL's community-based endeavours have brought sunshine and happiness to people.



Lack of electricity poses severe limitations in remote villages, in people's capacity to earn. GAIL has collaborated with TERI, TATA BP and other organisation to provide solar lighting in villages around its work centres in Pata, Uttar Pradesh and Vijapur, Madhya Pradesh. This initiative provides improved, clean, affordable lighting through the dissemination of customised solar lanterns and solar charging stations. Six villages around Pata and eight near Vijapur have been covered by this initiative. As a result of this endeavor the livelihood potential of the villages has been considerably enhanced. It is estimated that with the implementation of this initiative, a saving of around 1,26,000 Litres of kerosene in ten years will be done.



Rural electrification remains a distant dream. GAIL's solar lighting initiative has helped remove darkness from people's lives, if not totally at least partially.



A young beneficiary touched by GAIL's community outreach initiatives

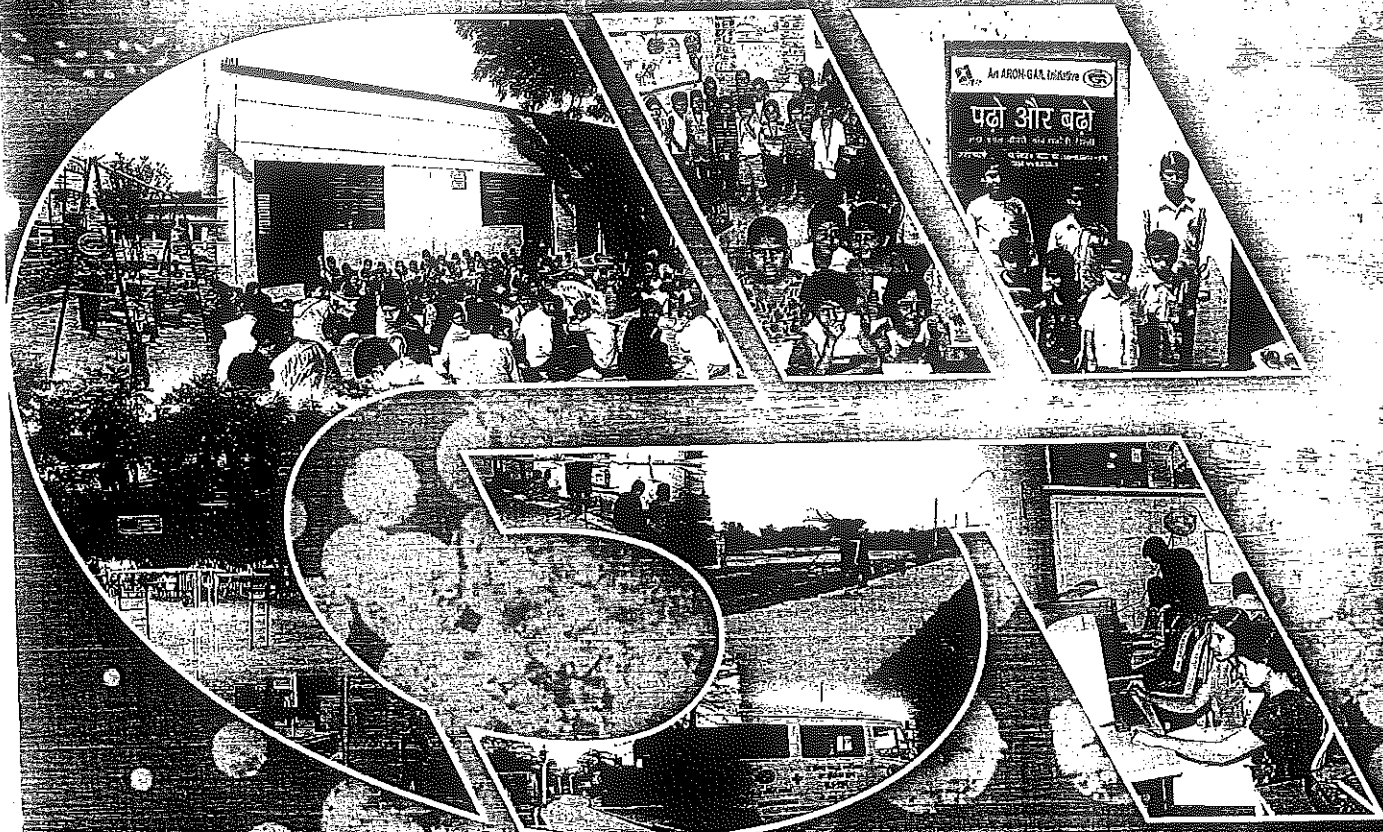
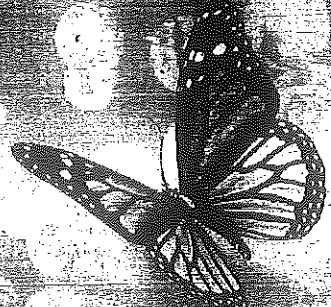


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**GAIL CSR**  
at Work

# GAIL CSR at Work

The sentiment that Social responsibility is an integral part of the wealth creation process – and when managed properly can enhance the competitiveness of business and maximise the value of wealth creation to society, has found resonance in the core philosophy of GAIL and hence the CSR agenda has received due focus in the Company. For us, CSR is all about “doing business responsibly”. The CSR Systems and processes of GAIL have been honed to ensure that all activities undertaken under the CSR umbrella, are aligned to the Government guidelines on the subject and contribute positively towards enabling a sustainable impact on the targeted social segment.

Having allocated two per cent of its net profit after tax (PAT) of the previous financial year for CSR activities annually, the Company has targeted its CSR efforts in seven identified major Thrust Areas encompassing the domain of Education, Skill Development/ Empowerment, Community Development, Infrastructure, Healthcare/ Medical facility, Drinking water/ Sanitation and Environment Protection. Though socially useful programmes for the benefit of the local community in the neighbourhood of GAIL's work centres have been carried on since the initial years of the Company, a focussed approach to CSR was initiated as early as 2001, when the Company adopted a Policy for allocation of a specific percentage of PAT (1%) for CSR activities, followed soon after by setting up a separate department for looking after this function.

Over the years, the CSR Department has moved from strength to strength, in terms of performance both in the quality and nature of projects as also the allocations. Over the last five years, the CSR allocation have increased five-folds from Rs. 19 crores (2006-07) to Rs. 81 crores in 2011-12.

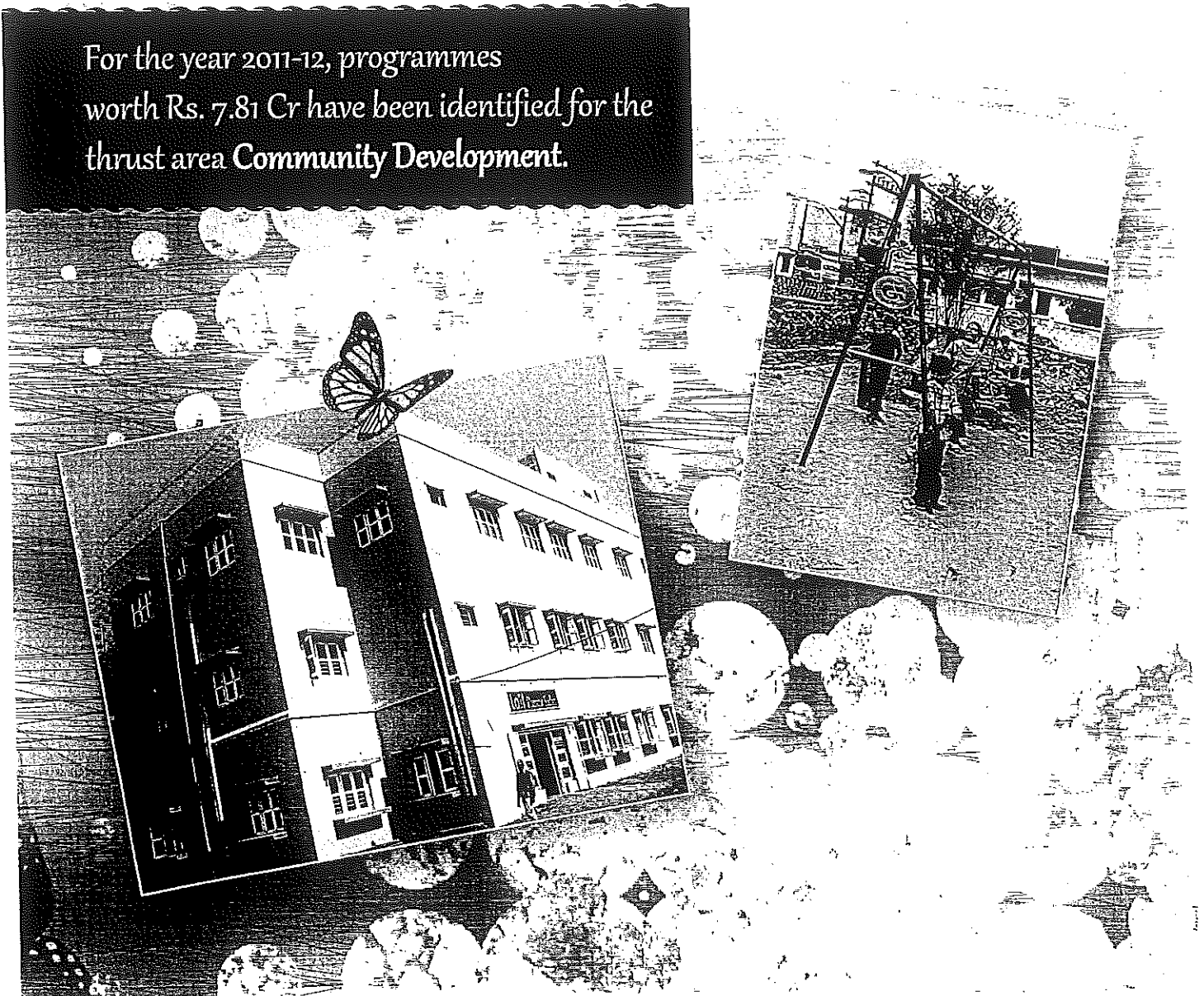
Its all about operating the Company's business in a "responsible way!" PSU's have an intrinsic advantage in this respect over their counterparts in the private sector, since one of the planks on which their creation rested, was to directly benefit the under developed and under privileged segment of the country's population and enter into business areas which did not make commercial sense for other corporates, in the post-independence era. That over the years, this aspect has been reinforced in terms of the CSR focus, has only helped PSE's take the Govt's agenda forward.

GAIL's CSR Vision is to enhance value creation in the larger community that it operates in, through our services, our conduct or initiatives. The objective is to promote overall development of the community in a sustained manner and co-create wealth for all stake holders over a period of time of which the community constitutes a sizeable chunk.



GAIL has extended its support for construction and renovation of numerous public utilities/buildings, resulting in improved conditions of living for not only a person or family but whole villages where such projects have been implemented. For sustainable development of the whole community GAIL is also supporting livelihood programmes in villages especially for small and marginal farmers. In addition, GAIL along with other Oil PSU's is contributing towards provision of LPG connections to BPL families under Rajiv Gandhi Gramin LPG Vitrak Yojana. Among the many programmes undertaken by GAIL and the beneficiaries of whom are children, are - sponsoring of vehicles for mid-day meal for government schools, adoption of destitute tribal children of an orphanage and special school bus for physically challenged students.

For the year 2011-12, programmes worth Rs. 7.81 Cr have been identified for the thrust area **Community Development**.



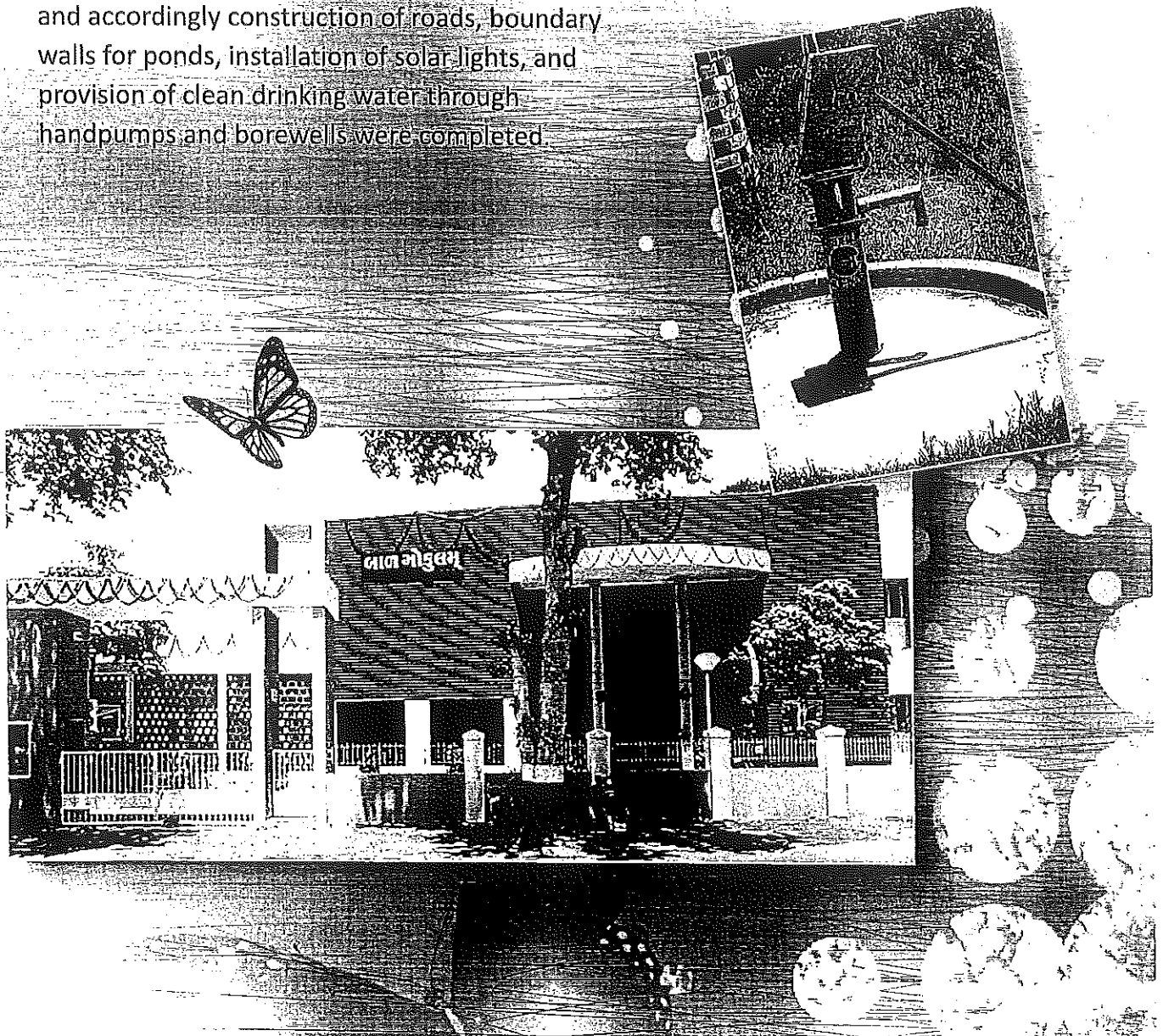
*For a better life...*



**GAIL CSR**  
at Work

In the area of community development, there is generally a lot of work to be done in various areas be it education, potable drinking water, hygiene and sanitation, infrastructure or skill development. This was the case in Khandsar- a small hamlet in the District of Shahjahanpur, 175 kms from Lucknow. While holistic development was indeed desirable, it was felt that with the onset of the monsoons, and consequently the likely erosion of kachha paths, the most critical needs were roads, drainage, sanitation and illumination.

It therefore became imperative to prioritise the tasks and accordingly construction of roads, boundary walls for ponds, installation of solar lights, and provision of clean drinking water through handpumps and borewells were completed.



## Providing the elixir of life ...

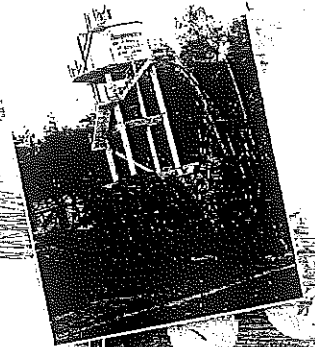


**GAIL CSR**  
at Work

The vibrant and colourful countryside of Rajasthan is perhaps one of the most alluring parts of our country. Ironically it is also one of the hardest places to live in. Every day the sun beats down mercilessly on the hot and arid landscape of this desert state. Often women have to walk for miles to get water for the household. And yet many a times this simple need of getting pure drinking water remains unfulfilled.

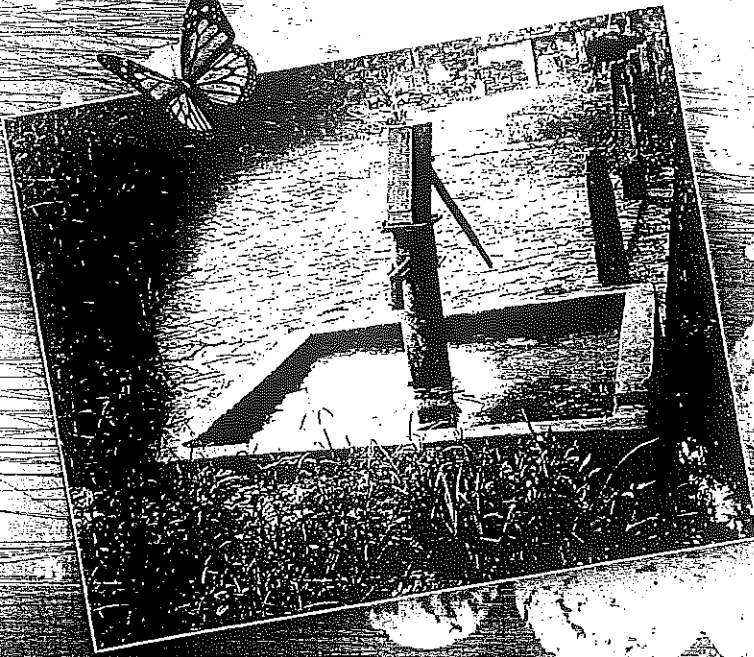
In the year 2007, GAIL stepped in the small town of Nasirabad, and with its concerted efforts brought in a small but visible change. As part of this CSR initiative which aimed to address the problem of drinking water scarcity, specially commissioned 5000 ltrs plastic water tanks were installed in the town of Nasirabad. These tanks are made from polymers manufactured in GAIL's Pata petrochemical plant and can withstand the rigours of nature. The project was conceived by the GAIL employees posted at Nasirabad, in consultation with the local District Authorities, NGOs and the Gram Panchayats of Ajmer District for their involvement in the project and smooth implementation. The project received a major fillip from the Oil Industrial Development Board (OIDB) Drought Relief Trust, under the Ministry of Petroleum and Natural Gas, Govt. of India. So far 500 tanks have been installed in the villages of Ajmer.

Today, with GAIL's efforts, this small village has a different story to tell.



Recognizing that the availability of potable drinking water is a clearly identified need in many villages of rural India, GAIL has been taking up a number of similar initiatives to address this need. Providing bore-wells, tube-wells, hand-pumps, overhead tanks as well as storage facilities and water harvesting structures, are some of the efforts taken in this direction. GAIL has taken up projects for improving local hygiene & sanitation practices by construction of nalas and improvement in drainage system at different rural areas where GAIL has its presence. GAIL is also extending its resources for the development of sanitation system including installation of tube well, pipeline, sub-mercible pump, sanitary line etc.

For the year 2011-12 under the thrust area **Drinking Water/Sanitation**, programmes worth Rs.4.2 Cr have been sanctioned and implementation of these projects are in progress.



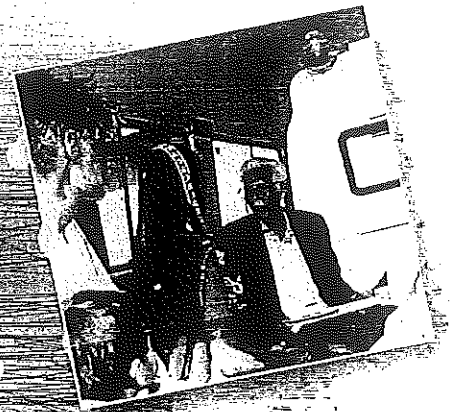
## A healing touch ....



**GAIL CSR**  
at Work

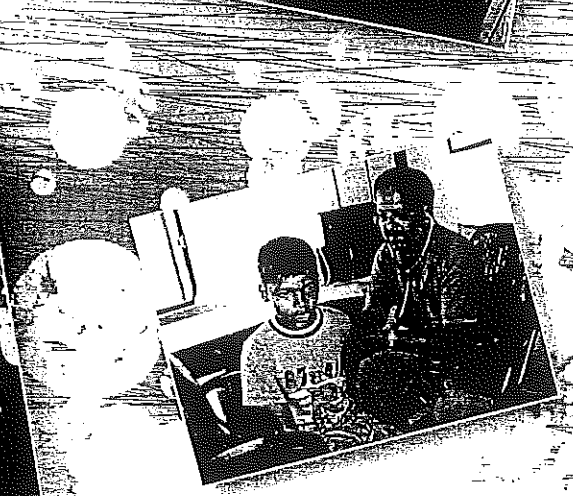
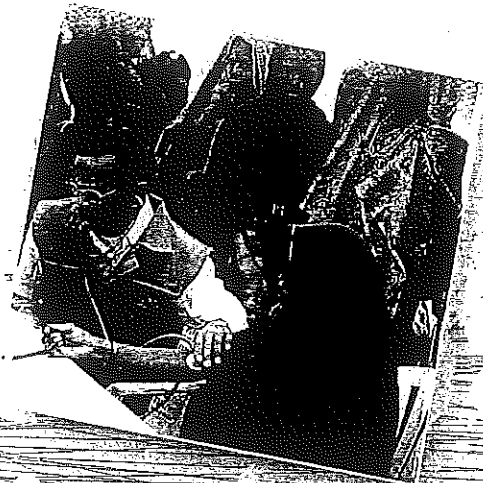
Rural healthcare in most parts of the country is an area of concern despite the Government's efforts in this direction. Most of GAIL's operational plants and pipeline stations are in rural areas and inadequacy of healthcare facilities is a common problem faced by the communities. GAIL took up this area of attention in and around its work centres. A flagship programme initiated by GAIL under the thrust area *Healthcare*, was the Mobile Healthcare Vehicle in the remote areas of Pata in Uttar Pradesh and Vijaipur in Madhya Pradesh, which travelled door to door for providing basic medical services. To give a fresh impetus to the programme, GAIL has tied up with M/s Wockhardt Foundation for implementation of this programme in the rural areas.

As part of this initiative, 10 vans will cover identified villages in the vicinity of the installations of GAIL in Vijaipur, Pata, Hazira and Jhabua, etc. which suffer from the inadequacy and inaccessibility of primary healthcare services. The initiative which will cost about Rs.250 Lakhs, aims to cover 2.25 lakhs needy and poor patients by this year.



Apart from villages, GAIL has helped set-up Telemedicine centres at several district Headquarters around the areas of its operations. These centres are linked to major Medical Institutes and Research Centres and are used for training as well as treatment. Moreover GAIL regularly conducts health camps covering a wide range of ailments and diseases such as Cancer/ Thalassemia, T.B. detection, etc. In the field of mobile connectivity, GAIL has supported various projects by providing ambulances, mobile health outreach programmes and distribution of medicines. As part of its routine healthcare programmes in communities around its townships and projects, GAIL has undertaken several healthcare projects like Reconstructive surgery for leprosy patients, Eye care cataract surgeries with IOL implants, T.B. eradication programmes, Malaria camps with treatment and free medicines, Family planning and other health check up camps. GAIL's own hospitals & dispensaries in its townships also extend medical care & treatment to the local villagers.

An amount of Rs. 7.78 Cr was allocated to Healthcare for the FY 2011-12 and are under various stages of implementation



## Sowing the seeds of Hope...



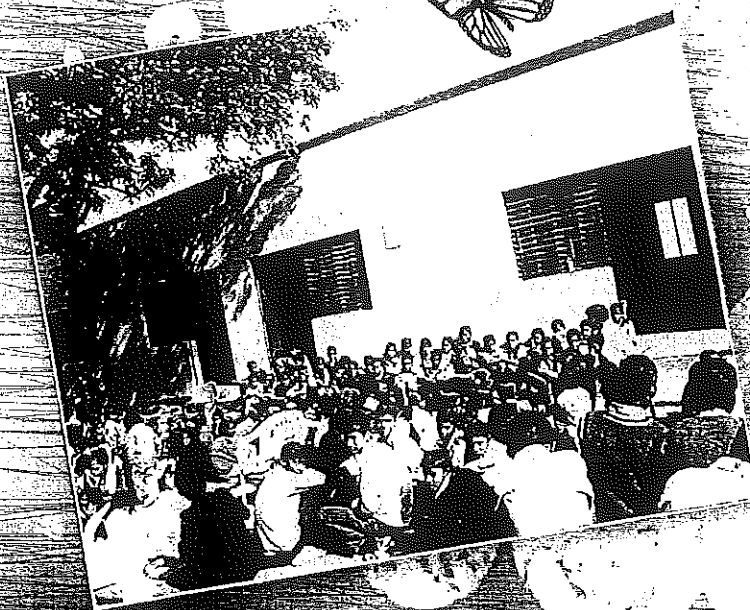
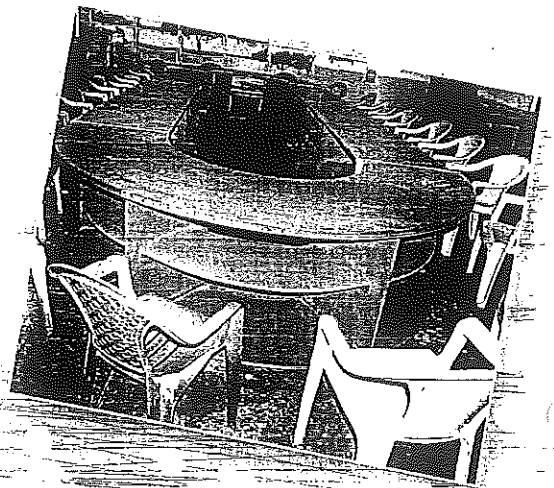
**GAIL CSR**  
at Work

One of the major areas needing development support is perhaps rural infrastructure. In our experience, it is the most common need identified by communities. Therefore development of infrastructure has been embedded in the CSR policy of GAIL as a core area. One such initiative is the construction of check dams and water catchment areas in the villages adjacent to our plant in Vijaipur, Madhya Pradesh. The programme has greatly facilitated use and reuse of water giving a fillip to agriculture and pisciculture. Prior to the construction of the check dams, villagers had to rely on the monsoons for crops and often had to migrate to earn their livelihood during the rest of the year. With the construction of the Check dams and percolation tanks, the villagers have greatly benefitted and can now sow two to three crops in a year as well as maintain an increased number of animals. Village youth are no longer forced to migrate from their villages during the non-monsoon months and are able to pursue regular education while supporting their family in their villages itself. More than 30 farmers of the beneficiary villages are using the water of check dams for farming purposes and animal husbandry.



*In the area of Infrastructure, construction of village roads, culverts, community toilets, & other facilities in identified villages have helped to bring a facelift to these villages and improve the quality of life of its people. For the past many years GAIL has been constructing Community Centres and approach roads with an aim to provide long lasting and permanent development for the villages surrounding GAIL installations. Most of the infrastructural work have been carried out in the field of education and health with the sole objective of creating a long term impact. GAIL has contributed through village adoption programs, construction of 'Anganwadi' buildings and supported education by financing construction of school buildings, libraries.*

*An amount of Rs. 6.24 Cr has been allocated for the year 2011-12 under the thrust area Infrastructure.*





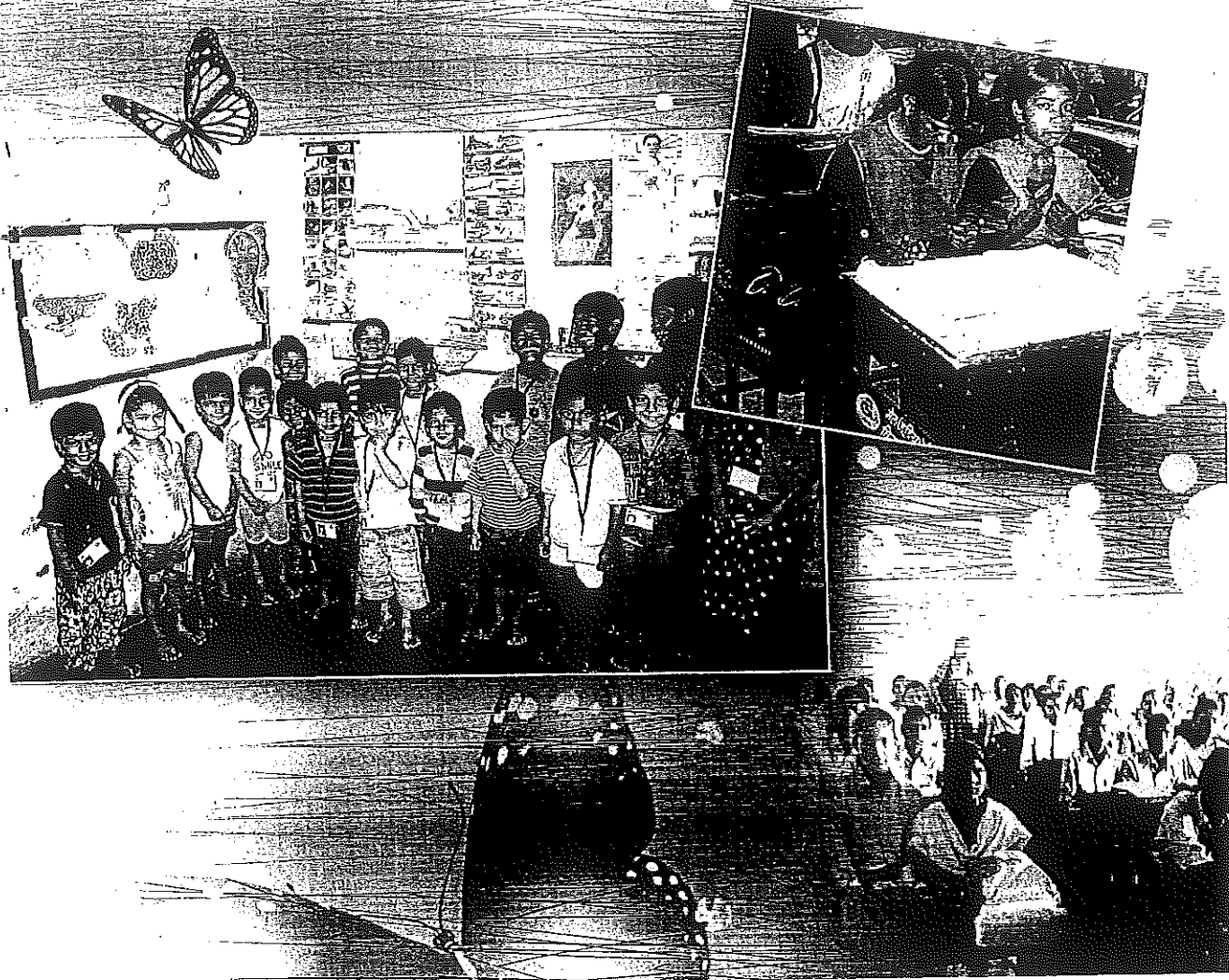
## Igniting minds...



**GAIL CSR**  
at Work

**5807** is a small number in a country teeming with billions! Every year millions of children worldwide drop out of schools – the number one reason being poverty. As per statistics given by the Ministry of Human Resource Development of the Government of India (2001), the rate of school dropouts from class I to VIII is as high as 54%.

A small initiative by GAIL – *Padho aur Badho* in collaboration with a local NGO AROH, to provide education to children residing in urban slums of Delhi, is a step to reduce this evergrowing number. Many of these children earn their living as ragpickers or do other menial jobs. As part of this initiative, an effort has been made to rehabilitate these children and bring them to the mainstream by imparting them basic education through non formal training. So far **5807** students have already been enrolled and **739** have been mainstreamed through **200** non-formal education centres in the NCR region.



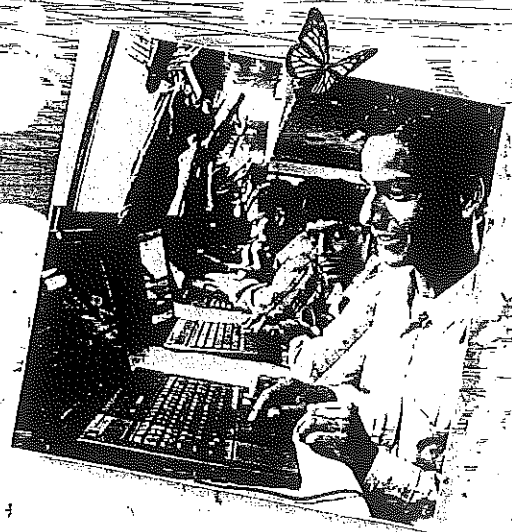
A string of well conceived programmes have been introduced by GAIL to address the need of making quality education accessible by the lesser privileged, under the thrust area Literacy Enhancement & Education. With this very objective, the GAIL Charitable and Education Trust was set up in 2009 with a corpus of Rs. 50 crores, for dispensing scholarships and awards to meritorious poor students on merit-cum-means basis.

An idea which is almost pathbreaking in the sense that it has inspired others to follow us is the GAIL - Utkarsh programme. GAIL alongwith CSRL offers a scholarship to students of economically backward sections for coaching for engineering entrance examinations. The programme provides full scholarship which covers tutorials, food and lodging and holistic mentoring to prepare the students for competing in the coveted IIT/ JEE and other competitive exams for the engineering discipline.

One of GAIL's most satisfying interventions in the education sector has been the introduction of the E-Shiksha programme; wherein computer labs have been set up in a power equipped mobile Vehicle along with one qualified instructor and teaching aids. The programme initiated in 2008 as pilot projects in Vijaipur and Pata, has till date benefitted close to 3000 students. The programme has helped in making computer education accessible to government schools and facilitated students to accomplish their regular computer school curriculum through the mobile computer aided lab. After school hours, the computer vehicles were available to the villagers of Pata & Vijaipur for the adults to take up a course in typing and basic computer literacy.

GAIL has undertaken several other projects in the area of Literacy Enhancement & Education, for example creation of infrastructure, providing equipment, furnishing and stationery among other things. These support activities have helped to enhance creativity and independence among the students and improved the attendance of children in schools. Our support to special children through hearing aids and by providing computer with special software for visually challenged school children has also helped such special children to join the main stream of education.

An amount of Rs. 10.21 Cr  
have been allocated for  
Literacy Enhancement during the FY 2011-12.

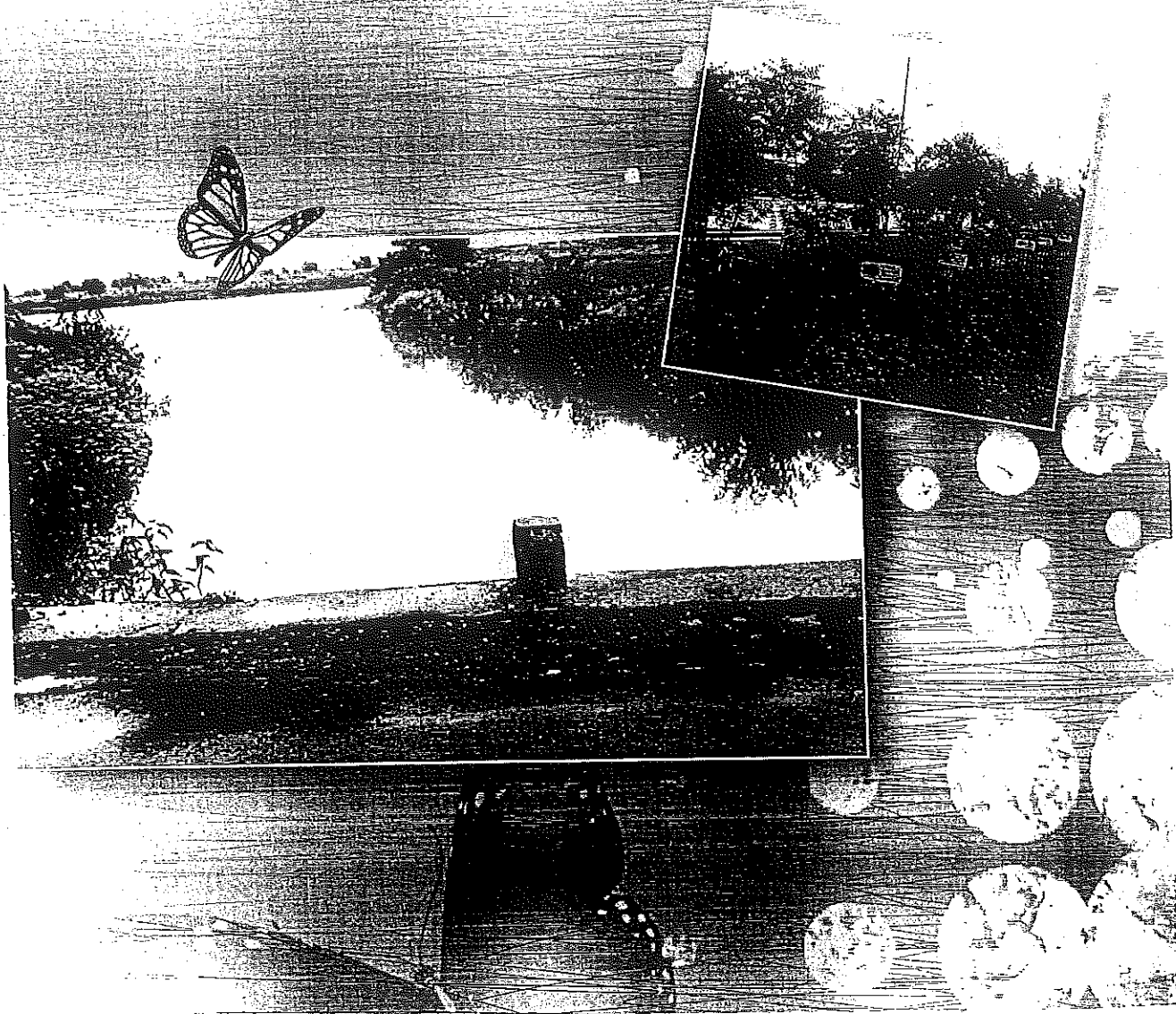


## Lighting up Lives....



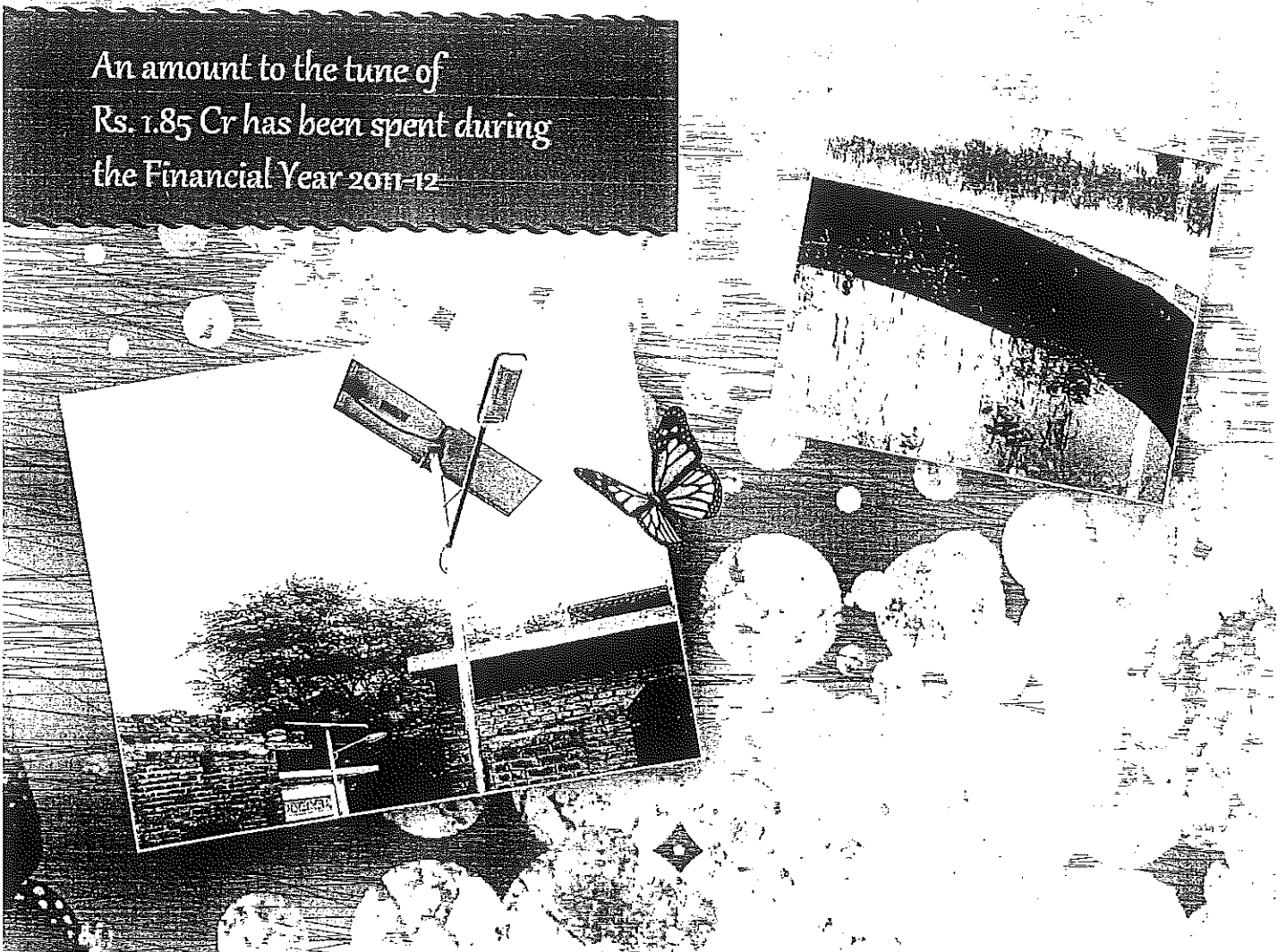
**GAIL CSR**  
at Work

Adequate lighting has been somehow a problem of several Indian villages. A recent and successful initiative undertaken by GAIL, has been to able to harness technology and make use of alternate energy sources to address this problem. Serving the twin purpose of Environment Protection and as well as development of Infrastructure, this pilot project at two villages near its Petrochemical Complex at Pata, is a successful example of local governance and ownership. The response has been so overwhelming that GAIL is now seeking to replicate this success story by installing more solar lights in a phased manner in the villages adjoining its work centres.



GAIL's commitment towards the Environment forms an implicit part of its Vision statement and through its CSR initiatives it has promoted this cause through specific environment-friendly programmes. Projects related to Rain water harvesting, Water recharging and Ground water reuse system have been supported aptly by GAIL. Environment conservation initiatives include a Gas based Crematorium at New Delhi, Bio Gas Plants and development of Environment Parks for thousands of poor labourers' living in slums. GAIL's support to the wildlife has contributed towards conservation of animals of rare species and protection of forest trails. GAIL has been supporting wildlife through support to Mobile Veterinary Services (MVS) units in the North-East. Successful intervention in this area has been through contribution of vehicles for Save the Tiger Project in Malenad-Mysore Tiger conservation area, along with construction of a Field Research Center at Melinahuluwathi, Bhadra Wild Reserve (implemented through Centre for Wildlife Studies, Bangalore) and support to the Mobile Veterinary Service units running in the wildlife sanctuaries of Manas National Park, through Wildlife Trust of India.

An amount to the tune of  
Rs. 1.85 Cr has been spent during  
the Financial Year 2011-12



For a better tomorrow....

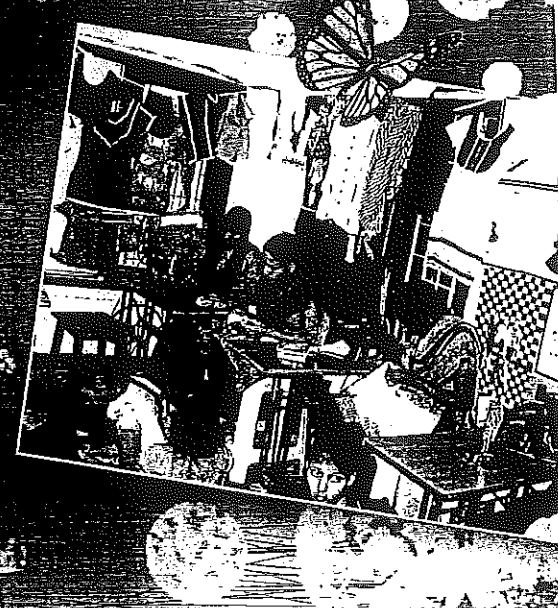


**GAIL CSR**  
at Work

The burgeoning number of unemployed youth is a cause for concern in a developing India. GAIL has attempted to address the issues of unemployability by promoting creation of livelihood opportunities and facilitating forums for effective empowerment and self-reliance. "Swavalambh" - a flagship programme initiated by GAIL in partnership with IL&FS Skill School in 2010 is a programme designed to impart skill training to the unemployed youth. The targeted beneficiaries are school drop-outs, those who are academically less oriented, undergraduate passing out with low marks, women, disadvantaged groups etc. In a course spanning over 6 to 8 week the candidates are trained in retail and facility management and basic computer knowledge. The course greatly enhances the skills and enables them to settle with access to work in various service sectors. 270 youths have successfully completed this training programme and have been placed with various jobs. Buoyed by the success of this programme, GAIL has opened similar schools in Tandur in the Rangareddy District of Andhra Pradesh and Bagasara District of Gujarat.

The GAIL-AROH Skill resource training centres is another similar initiative which aims at providing skill training. The programme executed as a Public-Private partnership (PPP) model in collaboration with the Ministry of Rural Development under the Swarna Jayanti Gram Swarajgar Yojana (SGSY) Scheme, aims to provide employment to 7000 youths in the areas of U.P., Rajasthan and Haryana in a span of 2 years. 3500 BPL youths have already come under the fold of SGSY Scheme and benefited from the programme.

Another association with AROH is project *Gauravika* for the mothers of the children who attend the Non-Formal Education Centres. The intervention aims to train the mothers and other young women in skills like cutting, tailoring, embroidery and handicraft making and assist them in developing market linkages to enhance their family income.



GAIL has attempted to address the issues of unemployability through various skill development and vocational training programmes undertaken at several locations. Empowerment of differently abled and physically challenged persons is another area where GAIL is involved in CSR through provision of necessary medical aids, equipment and infrastructural support. With the aim of providing self-sufficiency to the differently abled people, GAIL has distributed specialised motorized vehicle to make them self-reliant.

For the year 2011-12, programmes worth Rs. 17.10 Cr under the thrust area **Skill Development/Empowerment**, have been embarked on and implementation of these projects is in progress.

