

**IMPACT ASSESSMENT STUDY REPORT OF
GAIL'S CORPORATE SOCIAL RESPONSIBILITY
(CSR) SUPPORT FOR 2000 CATARACT
SURGERIES FOR UNDERPRIVILEGED AT
REMOTE LOCATIONS OF UP, HARYANA AND
DELHI SLUMS
FOR THE YEAR 2021-2022**

FINAL REPORT VERSION 1

OCTOBER 2024

STUDY COMMISSIONED BY



गेल (इंडिया) लिमिटेड

(भारत सरकार का उपक्रम – महारत्न कंपनी)

GAIL (India) Limited

(A Government of India Undertaking - A Maharatna Company)

NEW DELHI

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**SUBMITTED BY
MADRAS SCHOOL OF SOCIAL WORK,
EGMORE, CHENNAI- 600 008**

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ACKNOWLEDGEMENT

This Impact Assessment study report on the CSR initiatives of GAIL is to provide a valid description of impacts of the CSR initiatives carried out by GAIL during 2021-22, in the project sites.

We are thankful to GAIL Nodal Officer Ms. Anisha.S for the support extended for Support for 2000 Cataract Surgeries for underprivileged at remote locations of UP, HARYANA, and Delhi slums and the Implementing agency Nodal officer Ms. Sushila Joshi (GM- Community Service) & Ms. Monalisha Maity (Manager Fundraising), of ICARE Eye Hospital which is really appreciable. We thank ICARE team member Mr. Mukesh Bhatt for sparing his valuable time in furnishing the required details.

We thank the management of the Madras School of Social Work for the support extended to the study as part of MSSW's Consultancy activities and the valuable back-end support rendered towards the same.

The study team comprised of Mr. Vimal Rao, Mr. Arindam Chakraborti, Dr. S. Raja Samuel, Principal Consultant, Dr. C. J. Paul, Team Leader and Social Development Consultant and Dr. Prema P, Gender & Environment Consultant, Mr. M. S. Palanikumar (Late), Study coordinator and Mr. V. Purushothaman, Administrative Assistant.

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EXECUTIVE SUMMARY

This report evaluates the impact of GAIL's Corporate Social Responsibility (CSR) initiative, which funded 2000 cataract surgeries for underprivileged individuals in remote areas of Uttar Pradesh, Haryana, and Delhi slums during the 2021-2022 period.

GAIL invested INR 61,25,000 to support the cataract surgeries, responding to a clear community need. The assessment incorporated both qualitative and quantitative methods, MSSW aimed for a comprehensive understanding of the surgery support's impacts.

Beneficiaries expressed gratitude towards GAIL for the surgeries, emphasizing improved vision, confidence, and quality of life. Senior beneficiaries regained the ability to read religious texts, while younger beneficiaries could pursue education. Employment opportunities increased for middle-aged beneficiaries, and overall dependence on others decreased.

There was a marked improvement in beneficiaries' vision and overall health. Higher engagement in productive activities was observed post-surgery, enhancing household incomes.

GAIL's funding targeted areas ensured that support was directed towards communities with significant needs and resource shortages. The surgeries were well-facilitated, with necessary resources in place. However, the post-surgery support for patients, such as eyewear and medical follow-up, required more structured funding and attention.

The initiative positively impacted beneficiaries and their families, creating opportunities for livelihoods. Future efforts should address post-surgery challenges by providing financial assistance for eyewear and further follow-up care.

The impact assessment revealed strong community support for GAIL's CSR initiative. Recommendations include expanding these efforts to enhance support for visually impaired individuals, ensuring continued assistance, and fostering partnerships to promote ongoing care post-surgery.

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1. INTRODUCTION

This report presents the findings of an impact assessment study conducted on GAIL'S Corporate Social Responsibility (CSR) initiative, specifically its Support for 2000 cataract surgeries for underprivileged at remote locations of UP, Haryana and Delhi slums. This project was funded during the 2021-22 period, and represents a significant investment based on the community requirement. The Impact assessment, commissioned by GAIL and carried out by the Madras School of Social Work (MSSW).

2. OVERVIEW OF MADRAS SCHOOL OF SOCIAL WORK & CONSULTANCY DIVISION

The Madras School of Social Work (here after termed as MSSW) was founded in 1952 by Mary Clubwala Jadhav. MSSW is an autonomous college affiliated to the University of Madras. The school offers various under-graduate and graduate courses in social sciences. The College is accredited by NAAC at 'A+ Level' and ranked within the top five institutions for social work education.

MSSW has a Social and Environment Consulting Division (since 2009) which supports the Central Public Sector Units, State Public Sectors, Private companies, GOI, State Government agencies and NGOs in the Baseline & evaluation studies, monitoring, CSR investment plans, CSR evaluations and other customized requirements of the clients on the Social and environmental related support.

3. BACKGROUND OF THE STUDY

GAIL supported INR 61,25,000/ for the 2000 cataract surgeries for the underprivileged at remote locations of UP, HARYANA and DELHI SLUMS during the years 2021-22.

On 12.07.24 Mr. Vimal Rao & Arindam Chakraborti team members of Madras school of Social Work, Chennai had discussion with I-CARE Eye Hospital & post Graduate Institute Unit of Ishwar Charitable Trust officials and visited the facility for a discussion with the Hospital authorities, followed by post operated Beneficiary Interview (Telephonic), KII (Telephonic) & Group Discussion with the pre-operated patients.

Prior to the evaluation the officials were briefed telephonically and email/WhatsApp the GAIL Study methodology and a brief about the MSSW. This evaluation was participatory in nature.

4. METHODOLOGY OF THE STUDY

This study focused on both the qualitative and quantitative aspects of the project and relevant information were collected through telephonic interaction with beneficiaries, Key informant interviews with the community leaders, of UP, Haryana & New Delhi and ICARE officials to gain- in-depth insights of the GAIL's support and its impacts.

Focused Group Discussions were conducted with the 13 beneficiaries from New Delhi at Bharat Vikas foundation networking organization for I Care Eye Hospital.

Madras School of Social Work (MSSW) identified the following sample frame work for the study:

| SAMPLE AND TOOLS USED FOR THE STUDY | | | |
|---|--|---|--|
| PROJECT & SITE | Key Informants Interview (KII) * | Focus Group Discussion s (FGD) | Transact walk/ Case study* of beneficiary es |
| <p>Support for 2000 cataract surgeries for underprivileged at remote locations of UP, HARYANA and DELHI SLUMS</p> <p>ICARE Eye Hospital & post Graduate Institute Unit of Ishwar Charitable Trust</p> | <p><u>Target BI: 3, Target achieved: 5 5</u> Beneficiaries- (Mr. Ramesh Singh, Mr. Rakesh Rajpal, Mrs. Sudha Rajpal, Shahbuddin & Munni Devi)</p> <p><u>Target KII: 3, Target achieved: 6 6</u> KII- Mr. Badar Ahmed Khan (Community leader Buland Shahar UP), Mr. Hemant Kumar Tomar (community Leader Anupshahar UP), Mr. Ranbeer Singh Dhankar (Community Leader Haryana), Mr. Harish Arora (Director. Delhi Bharat Vikas Foundation New Delhi) Mrs. Sushila Joshi (GM-community service, I Care Eye Hospital) Ms. Monalisa Maity (Project Officer I Care Eye Hospital)</p> | <p>Target FGD: 3, Target Achieved: 13(Patients)</p> | <p>Target CS: 3, Target Achieved: NA</p> |

The beneficiaries were asked to explain the individual benefits they were impacted through the facilities provided under GAIL's CSR support.

The list of the Patients interacted during the FGD details provided in Annexure 1.

Photo gallery is placed as Annexure 2.

5. IMPACT ASSESSMENT STUDY FINDINGS

The study report contains details of impacts of GAILS CSR support for 2000 cataract surgeries for underprivileged at remote locations of UP, HARYANA and DELHI slums.

5.1 Key Informants Interview feedbacks

- a. It was informed that mostly the patients are from vulnerable section of the society with low financial backgrounds and absence of the worldly know how, therefore they are thankful to GAIL for providing such type of support and hopeful that such type of support will continue for such a good cause.
- b. With this specific support there is improvement in the vision of those who were physically impaired from the aspect of vision. It was informed that after post operation many of them are able to see clearly, developed confidence and a positive hope.
- c. Most of the Senior beneficiaries can read their religious books and youth/children who are very few can continue their education.
- d. The middle-aged beneficiary got engaged in earning livelihood.
- e. The beneficiaries are enthusiastic as the whole procedure is free of cost and proper care is taken by the implementing agency in a dignified way.
- f. They also opined to the fact that the facility I-CARE provides through GAIL support is more convenient than the process in availing Govt. services. and in spite of the presence of Govt. hospital facility, they prefer eye camps organized by I CARE.
- g. They demanded that the facilities should also extend their support in providing eye Glasses and medicines.

6. IMPACT OF THE GAIL CSR SUPPORT

The impact of the Support for 2000 cataract surgeries for underprivileged at remote locations of UP, HARYANA and DELHI Slums is furnished below:

- Improved vision and generic health related quality of life
- More likely to undertake and spent more time on productive activities
- Lesser requirement for assistance with activities
- Per capita income of households with people with operated cataract had increased

| Project | Before CSR intervention | After CSR intervention |
|--|---|---|
| Support for 2000 cataract surgeries for underprivileged at remote locations of UP, HARYANA and DELHI SLUMS | <ul style="list-style-type: none"> • Impaired by vision. • Hazy eyesight. • Unable to perform household work. • Couldn't read the religious books • Unable to work properly. • Fear of losing job. • Dependent on others. • Low self-confidence. • Low self-respect. | <ul style="list-style-type: none"> • Gained eyesight. • Can see properly. • Can perform household work smoothly. • Beneficiaries can now read their religious books. • Beneficiaries can now work properly • Less dependent on others. • Confidence restored • Dignity/ self-respect restored |

7. GAIL'S FUNDING PROCESS FOLLOWED FOR 2000 CATARACT SURGERIES FOR UNDERPRIVILAGED AT REMOTE LOCATIONS OF UP, HARYANA and DELHI SLUMS:

All the areas are suggested & provided by the competent authority. The support for cataract surgeries were successfully provided considering the need, scarcity of resources and the vulnerability criteria of the community at remote locations of UP, Haryana & Delhi.

8. MSSW TEAM MEMBERS OBSERVATIONS

8.1 Whether basic furnishing has been provided

The agency has all the basic facilities and human resources to do safe and successful surgeries.

8.2 Branding of GAIL

GAIL's support have been acknowledged and prominently displayed in the camps & networking agencies.

8.3 Impact and utility of the support:

So far impact and utility of the given support has enhanced the villagers in gaining their vision and lead a normal life with full confidence and independently.

8.4 Other observations

8.4.1 It is necessary to attend to the patients who are mostly old in age and need utmost care and support to go through surgeries as old age is also termed as the second childhood where the attendants need to handle them with care.

8.4.2 The post surgeries care and equipment like eye glasses and drops and their replacement/refill requires setting up some fund for the same.

8.4.3 The I CARE network can be extended to enhance its reach to other nearby needy area.

8.4.4 The Consultant suggested that the I-CARE need to think innovative fund-raising plans such as CSR, Civil society institutions and other sources for support post surgeries.

9. FEEDBACK ON THE STRENGTHS, WEAKNESSES, OPPORTUNITIES OF IMPROVEMENT

- a) This is a good support as it directly impacted the lives of the beneficiaries and their families. It also opened many avenues for the beneficiaries to explore in terms of livelihood.
- b) Most of the beneficiaries do not wear any glasses even if they are advised to do so due to financial constrain. The implementing agency may support the post- surgery beneficiaries to obtain eyewear and medicine.

10. CSR Project implementation

GAIL followed a participatory approach in its CSR project implementation in support for 2000 cataract surgeries for underprivileged at remote locations of UP, Haryana and Delhi slums with transparency, effective monitoring, innovative intervention, and enhanced support to reached out to the community

11. SUGGESTIONS & CONCLUSIONS

The Impact assessment study on support for 2000 cataract surgeries project revealed that there is a rousing welcome for the above CSR intervention by all the concerned stake holders and local communities.

GAIL could think of scaling up and extending this support to other areas to improve the quality of life of the the visually impaired from the vulnerable section of the society.

ANNEXURE 1

The list of the ICARE official, Key informants and beneficiaries interacted and the FGD details

| PROJECT & SITE | Details of stakeholders interacted | Focus Group Discussions(FGD) | Transact walk/ Case study of beneficiaries |
|---|---|---|--|
| <p>Support for 2000 cataract surgeries for underprivileged at remote locations of UP, HARYANA and DELHI SLUMS</p> <p>ICARE Eye Hospital & post Graduate Institute Unit of Ishwar Charitable Trust</p> | <p>Beneficiaries- (Mr. Ramesh Singh, Mr. Rakesh Rajpal, Mrs. Sudha Rajpal, Shahbuddin & Munni Devi)</p> <p>KII- Mr. Badar Ahmed Khan (Community leader Buland Shahar UP), Mr. Hemant Kumar Tomar (community Leader Anupshahar UP), Mr. Ranbeer Singh Dhankar (Community Leader Haryana), Mr. Harish Arora (Director. Delhi Bharat Vikas Foundation New Delhi)</p> <p>Mrs. Sushila Joshi (GM-community service, I Care Eye Hospital)</p> <p>Ms. Monalisa Maity (Project Officer I Care Eye Hospital)</p> | <p>13(Patients)</p> <p>B.R Gupta Maya Devi M.D Sajid Sudesh Rani Munni Devi Shahbuddin Sher Shah Ram Adher Maya Devi Chanderpal M.D Arif Sunita Anand Chauhan</p> | <p>NA</p> |

ANNEXURE 2 PHOTO GALLERY



KII interview with Mr. Harish Arora & Mukesh Bhatt (Community Officer I care)



KII interview with Ms. Sushila Joshi & Monalisha Maity



Beneficiary Interview



FGD with patients

ICARE HOSPITAL -THE FACILITIES & INFRASTRUCTURE



