

**IMPACT ASSESSMENT STUDY REPORT OF GAIL'S
CORPORATE SOCIAL RESPONSIBILITY (CSR)
SUPPORT FOR DISTRIBUTION OF MOTORISED
TRICYCLES TO DIVYANGJANS IN KOTA AND BUNDI,
RAJASTHAN
FOR THE YEAR 2021-2022**

**FINAL REPORT
JANUARY 2025**

STUDY COMMISSIONED BY



गेल (इंडिया) लिमिटेड
(भारत सरकार का उपक्रम – महारत्न कंपनी)

GAIL (India) Limited

(A Government of India Undertaking - A Maharatna Company)

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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 the impacts of the CSR initiatives carried out by GAIL during 2021-22 in the project sites.

We are thankful to GAIL for partnering with Madras School of Social Work (herein referred as MSSW) for Conducting Impact Assessment Study.

Our sincere thanks to Shri. Deepak Kumar, DGM (CSR), Shri. Akshaya Kumar Panda Manager (CSR), Shri. Asim Answer Ansari, GAIL (India) Limited, New Delhi for their strategic support to conduct the study at every stage by furnishing relevant available secondary data information and meticulous coordination and we also extend thanks to all the GAIL Officials, who assisted to complete the Study as per schedule.

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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 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, Mr. Vimal Navin Rao, Associate Consultant, and Mr. V. Purushothaman, Administrative Assistant.

Dr. S. Raja Samuel,
Principal, Madras School of Social Work, Chennai

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Executive Summary

This report examines the impact of GAIL's Corporate Social Responsibility (CSR) initiatives for the Motorized Tricycle (MTC) Distribution in Kota and Bundi Districts, which supported 312 beneficiaries. The project addressed severe mobility challenges faced by individuals with disabilities (Divyangjans), enabling them to receive motorized tricycles.

GAIL selected ALIMCO to implement the project, performing need assessments, manufacturing, and distributing the MTCs, designed by IIT Delhi and produced by ALIMCO. The process began with identifying requirements from SJED/Social Welfare Department and distributing the MTCs on a first-come, first-served basis. Publicity efforts ensured maximum awareness and broader criteria inclusion allowed for more beneficiaries, considering disabilities due to paralysis, strokes, road accidents, with polio cases now being rare.

Beneficiaries felt significant improvements in mobility and ease of use with the MTCs compared to manual tricycles. The new MTCs reduced travel time and exhaustion, increasing independence, social acceptance, self-esteem, and livelihood opportunities for Divyangjans.

Additionally, beneficiaries praised the MTC for its easy U-turn capability in narrow lanes. To support ongoing needs, ALIMCO plans to open a service center at the Kota District Hospital campus, providing frequent replacements and spare parts like batteries, brakes, and lights. Beneficiaries of this project will receive new and improved MTC versions as replacement after every five years, with more ALIMCO centres being established to serve a larger base. Thus, GAIL initiative has paved the way for the Divyangjans to get regular benefits from the government schemes.

IMPACT ASSESSMENT STUDY REPORT OF GAIL'S CORPORATE SOCIAL RESPONSIBILITY (CSR) SUPPORT FOR DISTRIBUTION OF MOTORISED TRICYCLES TO DIVYANGJANS IN KOTA AND BUNDI, RAJASTHAN

1. Introduction

This report presents the finding of the impact assessment study conducted on GAIL's Corporate Social Responsibility (CSR) support for the distribution of motorised tricycles to Divyangjans in Kota and Bundi, Rajasthan during the year 2021-22.

The Impact assessment study was commissioned by GAIL and carried out by the Madras School of Social Work (MSSW).

2. Overview Of Madras School of Social Work and The 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 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 allocated INR 59,30,000 towards the distribution of motorized tricycles to Divyangjans in Kota and Bundi, Rajasthan for the years 2021-22.

On 24 July 2024 Mr. Vimal Navin Rao, team members of Madras School of Social Work, Chennai had discussion with JD & SSO, SJED, ALIMCO official followed by FGD with beneficiaries.

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

This study focused on both the qualitative and quantitative aspects of the programme. Qualitative Research Approach, where qualitative data were collected through interactions with both beneficiaries and stakeholders.

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

SAMPLE AND TOOLS USED FOR THE STUDY			
Project & Site	Key Informants Interview (KII) *	Focus Group Discussion (FGD)	Transact walk/ Case study* of beneficiaries
Motorized Tricycle Distribution at Kota and Bundi Districts.	KII 4 Mr. S. K. Rath Asst. Manager & in-charge Regional Marketing Centre (RMC), ALIMCO, New Delhi Ms. Savita Karishniya, Joint Director, SJED Mr. Kana Ram, Social Security Officer, SJED Mr. Amit Kumar, ALIMCO, Jaipur	1 FGD with 5 beneficiaries	Site visit -1 Case study 2

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

The list of the ALIMCO officials, the SJED authorities interacted and the FGD with the beneficiaries are provided in Annexure 1

The photo gallery is placed in Annexure 2.

5. Impact assement study report

The study report contains the details of impacts of GAIL's CSR supports for Motorized Tricycle Distribution at Kota and Bundi District to 312 Divyangs.

5.1 Key Informants Interview points:

1. The ALIMCO assessed the requirements of the PWDs shared by the SJED/Social welfare department and then the process started with handing over

of the Motorized tricycle to the beneficiaries. Mostly it is done on a first come first served basis.

2. To achieve its target, the SJED gets support from ALIMCO or Government support for providing the modified commercial two-wheeler to these PWDs.
3. GAIL's recommendation to the implementing agency ALIMCO was, for sustenance of the program, linkage with the delivery aggregator companies like Zomato's, Swiggy etc. can be done for employing the PWDs to ensure they get the employment to sustain themselves.
4. Publicity is done to ensure all the PWDs get the benefits of the scheme.
5. The MTC design was done by IIT Delhi and manufactured at ALIMCO.
6. Ambit of criteria increased to accommodate more beneficiaries.
7. The key informants also shared concerns and queries over the issues associated with the motorized tricycles technical specifications, like Battery, brake, reverse, light, switch etc.
8. The officer from ALIMCO clarified their queries and assured that there would be a service centre of ALIMCO that would be opened shortly in District hospital campus, Kota to address all their queries and concerns.
9. New and improved versions of motorized tricycle would be provided to the beneficiaries after a period of 5 years as conveyed by ALIMCO and hence most of the GAIL project beneficiaries would be getting the new upgraded models in the upcoming years.
10. All the ALIMCO products are of good quality, but consumables need frequent replacement.
11. One of the beneficiaries shared that, the best feature of the MTC is its easy manoeuvrability as it can be U-turned even in narrow lanes.
12. More ALIMCO centres are being opened to cater a larger base.

6. Impact of the GAIL support:

The impact of the Support supports for Motorized Tricycle Distribution at Kota and Bundi District is furnished below:

Project	Before CSR intervention	After CSR intervention
Motorized Tricycle	<ul style="list-style-type: none"> • Mobility issue • Takes time to travel 	<ul style="list-style-type: none"> • Can move freely • Less time taken

Distribution at Kota and Bundi District	<ul style="list-style-type: none"> • Exhausted while using manual tricycles • Low social acceptance • Dependency on others • Less Livelihood options • Not empowered • No income generation activity • Difficulty in going for classes/jobs 	<ul style="list-style-type: none"> • Not tiresome. MTS is driven by power so easy to move around • Social acceptance on higher side • independent • More Livelihood options • Empowered • More income generation activity • Ease in attending classes/jobs
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7. GAIL’S FUNDING PROCESS FOLLOWED FOR SUPPORT FOR DISTRIBUTION OF MOTORISED TRICYCLES TO DIVYANGJANS IN KOTA AND BUNDI, RAJASTHAN :

The GAIL initiated a project and ALIMCO was selected for the need assessment, manufacturing, and distribution of the motorized tricycle. GAIL organised a camp where 312 beneficiaries got the Motorized Tricycle.

8. MSSW TEAM MEMBER OBSERVATIONS

8.1 Whether basic facilities have been provided:

The Social Justice and Empowerment Department (SJED) of Kota provided the basic information and ALIMCO conducted a survey to assess the need and requirement of the PWDs and even facilitated the disability certification process through SJED and Chief Medical & Health Officer (CMHO) office.

8.2 Branding of GAIL:

GAIL CSR support has been acknowledged and prominently displayed on each Tricycle.

8.3 Impact and utility of the created asset:

The support by GAIL is properly utilized and the created assets are with the beneficiaries.

8.4 Other Observations by the MSSW Team Members

The project has made significant improvements for better outcomes. Component upgradation like the start button, brakes, and lights are underway. Spare parts will soon be available at regular cycle repair shops. Enhancements are being made for battery

backup and upgradation of motors for improved performance. Ergonomic designs are introduced for the hand bar based on user feedback. Toolboxes, spare parts, and wheels are being reinforced for durability. Emphasis on sturdy build quality is ensured as support for overweight individuals. Efforts to reduce maintenance costs are also in progress which is the main concerns of the beneficiaries, ensuring other ongoing support. These steps promise a more robust and reliable solution for the recipients. ALIMCO official informed that ALIMCO would open its service centre shortly in Kota District hospital Campus to attend MTC-related frequent technical support like replacement and availability of spare parts like Battery, brake, reverse gear, light, switch etc.

As GAIL's project beneficiary the New and improved versions of motorized tricycle would be provided to the beneficiaries after a period of 5 years through ALIMCO and hence most of the beneficiaries would be getting the upgraded one by the year 2025-26.

9. CONCLUSION

The Impact Assessment of Motorized Tricycle Distribution at Kota and Bundi District projects revealed that the GAIL's CSR support for the Divyangjans has opened new avenues for them to lead a better quality of life through better mobility.

This project has triggered demand for similar support from other parts of Rajasthan and more ALIMCO centres are being opened to cater to a larger base.

ALIMCO has plan for opening service centres and distribution centres to redistribute upgraded advanced version of MTC to GAIL's project beneficiaries after 5 years which will benefit the Divyangjans.

ANNEXURE 1

The list of the officials & authorities interacted and the FGD details

Project & Site	Details of stakeholders interacted	Focus Group Discussion (FGD)	Transact walk/ Case study of beneficiaries
Motorized Tricycle Distribution at Kota and Bundi District	<p>KII 4</p> <ol style="list-style-type: none"> 1. Mr. S. K. Rath Asst. Manager & in-charge RMC, ALIMCO, New Delhi 2. Ms. Savita Karishniya, Joint Director, SJED 3. Mr. Kanaa Ram, Social Security Officer, SJED 4. Mr. Amit Kumar, ALIMCO, Jaipur <p>Beneficiaries</p> <ol style="list-style-type: none"> 1. Zakir Hussain 2. Ajay Kumar Dangi 3. Vishnu Soni 4. Sakir Hussain 5. Mohammad Tahir 6. Asharam Raigar 7. Ajay Khare 8. Savita Kumari 9. Chandra Prakash <p>Contact details are in the beneficiaries list provided by ALIMCO</p>	<p>1 FGD</p> <ol style="list-style-type: none"> 1 Zakir Hussain 2 Ajay Kumar Dangi 3 Vishnu Soni 4 Sakir Hussain 5 Mohamm ad Tahir 6 Asharam Raigar 7 Ajay Khare 8 Savita Kumari 9 Chandra Prakash 	<p>1 Site visit</p>

ANNEXURE 2

PHOTO GALLERY



ALIMCO Office New Delhi



KII with Asst. Manager, RMC- ALIMCO



KII with JD, SJED



KII with SJED official



FGD with beneficiary



KII with ALIMCO Jaipur Official



Beneficiary interviews



Photos with beneficiaries