

**IMPACT ASSESSMENT STUDY REPORT OF GAIL'S  
CORPORATE SOCIAL RESPONSIBILITY (CSR)  
SUPPORT FOR CONSTRUCTION OF SHEDS IN  
LAKHIMPUR KHIRI DISTRICT OF UTTAR PRADESH  
FOR THE YEAR 2021-2022**

**FINAL REPORT VERSION 1**

**OCTOBER 2024**

**STUDY COMMISSIONED BY**



**गैल (इंडिया) लिमिटेड**

(भारत सरकार का उपक्रम – महारत्न कंपनी)

**GAIL (India) Limited**

(A Government of India Undertaking - A Maharatna Company)

*NEW DELHI*

REF: CO/CSR/Impact Assessment/MSSW/2024-25

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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 Mr. [Shanu Kr Rajak](#) for the support extended in construction of sheds in Lakhimpur Kheri district of Uttar Pradesh and the Implementing agency Nodal officer Mr. Avadhesh Pandey, of Proseed Foundation of India which is appreciable. We thank the Proseed Foundation of India team member Mr. Ritwik Goswami 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. 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.

Dr. S. RAJA SAMUEL,  
Principal, Madras School of Social Work, Chennai

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**EXECUTIVE SUMMARY**

The report assesses GAIL's CSR initiative to support the construction of sheds in Lakhimpur Khiri district, Uttar Pradesh, funded during 2021-22.

GAIL supported INR 50,00,000 to build bus sheds. MSSW's team conducted discussions and evaluations with stakeholders and beneficiaries.

A mix of qualitative and quantitative methods, including interviews and focus group discussions, were used to collect the relevant data.

The Key findings of this evaluation is that the bus sheds improved commuters' accessibility and comfort by reducing travel distances and providing safer, modernized bus stops.

The commuters appreciated the high-quality construction and robust design of the sheds. The project had a significant positive impact on the local community's daily travel.

The project met its proposed goal and GAIL's contribution is prominently displayed, and the impact of this intervention has improved the travel conditions and provision of shelter during adverse weather condition for the village commuters.

For further betterment need for better lighting and structural improvements to withstand storms and enhanced coordination with transport authorities. GAIL's CSR supported a critical need for modern bus sheds. Future initiatives should include training for maintenance of the sheds by the local bodies.

The project received positive feedback from stakeholders emphasizing the need for continued support and improvements in future.

# **IMPACT ASSESSMENT STUDY REPORT OF GAIL'S CORPORATE SOCIAL RESPONSIBILITY (CSR) SUPPORT FOR CONSTRUCTION OF SHEDS IN LAKHIMPUR KHIRI DISTRICT OF UTTAR PRADESH FOR THE YEAR 2021-2022**

## **1. INTRODUCTION**

This report presents the findings of an impact assessment study conducted on GAILS Corporate Social Responsibility (CSR) initiative, specifically its Support for Construction of Sheds in Lakhimpur Khiri district of [Uttar Pradesh](#). This project was funded during the 2021-22 period, and represents a significant CSR support based on the community requirement. The Impact assessment, commissioned by GAIL and carried out by the Madras School of Social Work (MSSW).

The report highlights the project's status, including completion and the benefits accrued to the commuters.

## **2. OVERVIEW OF MADRAS SCHOOL OF SOCIAL WORK AND THE CONSULTANCY DIVISION**

The Madras School of Social Work (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 supported INR 50,00,000/ to provide facilities and Support for construction of sheds in Lakhimpur Districts of Uttar Pradesh during the years 2021-22.

On 18.07.24 Mr. Arindam Chakraborti team member of Madras school of Social Work, Chennai had discussion with Proseed Foundation of India officials and visited the bus shed facilities provided by GAIL for a discussion with the Nagar Panchayat authorities to whom the facilities were handed over for maintenance, followed by Group Discussion with the beneficiaries.

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

#### 4. METHODOLOGY

This study focused on the qualitative and quantitative aspects of the project and relevant information collected through interaction with beneficiaries, officials, stakeholders, Key informant interviews, and self-observation.

Key informant interviews were conducted with the Head clerks of Nagar Panchayats of Singahi, Bhiroura and Nighasan

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

<b>SAMPLE AND TOOLS USED FOR THE STUDY</b>			
<b>Project Name &amp; Site</b>	<b>Key Informants Interview (KII)</b>	<b>Focus Group Discussions (FGD) Case study of beneficiaries</b>	<b>Site inspection</b>
Support for construction of sheds in Lakhimpur Khiri District, Uttar Pradesh	5 Beneficiaries (Brijesh Yadav,Ram prasad, Pankaj Sigh, shri Ram, Bakshir Singh )  2 KII- Mr. Akhilesh Kumar (Head clerk Nagar Panchayat, Singahi, Bhiroura), Mr. Mahendra Tiwari (Head Clerk Nagar Panchayat, Nighasan)	Information obtained through five beneficiaries' interviews	Site visit

The beneficiaries were asked to share their individual benefits out of the CSR initiative of GAIL.

The list of the Nagar Panchayat officials, interacted and the Beneficiary details provided in Annexure 1

Photo gallery is placed as Annexure 2.

## 5. IMPACT ASSESSMENT STUDY REPORT

The study report contains details of impacts of GAIL's CSR Support for Construction of Sheds in Lakhimpur Khiri District Of Uttar Pradesh.

### 5.1 KEY INFORMANTS INTERVIEW POINTS:

- a. It was informed that GAIL agreed for the support based on the necessary requirements, infrastructural needs, expertise and experience of the Nagar Panchayat authorities and initiatives taken by the community heads of the concerned villages.
- b. Initially the villagers/commuters had to travel along distance by walk to the State bus depot to board a bus for their required destination, but after the construction of these sheds most of the buses stop in this modernised bus stands.
- c. They also opined to the fact that the bus sheds are unique in design and structure and resembles a good quality work done by GAIL. Structure wise the sheds are robust in nature and airy in nature with enough natural lights.

## 6. IMPACT OF THE GAIL SUPPORT

The impact of the Support for Construction of Sheds in Lakhimpur Khiri District of Uttar Pradesh is furnished below:

Project	Before CSR intervention	After CSR intervention
Support for Construction of Sheds in Lakhimpur Khiri District of Uttar Pradesh	<p>Initially the villagers/commuters had to travel a long distance by walk to the State bus depot to board a bus.</p> <p>None of the bus stopped in the desired location other than the state bus depot.</p> <p>Travelling at night used to be a hectic condition with the family for the village passengers.</p> <p>The commuters had to manage with the long-distance walk or travel far as the long-distance state buses never stopped in the desired location.</p>	<p>Long distance travelling has reduced.</p> <p>Private busses as well as short distance State transport authority bus stop.</p> <p>The bus stop constructed is nearer to the village and the villagers can reach bus stop early. This has saved the time and physical strain of walking a long distance.</p>

## **7. GAIL'S FUNDING PROCESS FOLLOWED FOR SUPPORT FOR CONSTRUCTION OF SHEDS IN LAKHIMPUR KHIRI DISTRICTS OF UTTAR PRADESH :**

All the bus shed locations were suggested by the competent authority and the local bodies provided necessary land for the constructions. All structure of Yatri Shed were wetted and designs got approved from competent authority.

## **8. MSSW TEAM MEMBERS OBSERVATIONS:**

### **8.1 Completion of project as per proposal & MOU:**

The agency has completed the Yatri sheds, with provisions of basic structure and support systems as proposed.

### **8.2 Branding of GAIL:**

GAIL CSR support has been acknowledged and prominently displayed on the constructed Yatri sheds.

### **8.3 Impact and utility of the created asset:**

The bus shelters have enhanced the comfort level of the village commuters in reducing the long distances travel. The bus stops have proved to benefit the women, children, and senior citizens by providing a comfortable shelter during the adverse climatic conditions.

### **8.4 Other observations:**

8.4.1 During adverse climatic situation, like heavy storms or cyclones the ceilings of the bus sheds fly away with the heavy winds, therefore periodical upkeep is suggested.

8.4.2 In certain areas it is observed that no proper lighting arrangements exists, especially the sheds located in the remote areas. Solar light facility may be arranged.

8.4.3 The Nagar panchayat authorities need to coordinate with the state transport departments and decide to include the newly constructed sheds as one of the important bus stops for the long route state transport bus.

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

- a. Timely CSR support had fulfilled the long-felt need for yatri sheds by the villagers and other commuters.
- b. The Yatri sheds facilities were already handed over to the concerned authority upon the closure of the project for further up-keep and maintenance.
- c. Therefore, the concerned authority needs to take care of these facilities in a proper way and they also need to explore the way for maintaining the same properly.

- d. Setting up of advance and unique yatri sheds at Lakimpur Kheri, UP has given an opportunity to show case the good CSR work of GAIL.

## **10. CSR PROJECT IMPLEMENTATION**

GAIL followed a participatory approach in its CSR project implementation in the construction of sheds with transparency, effective monitoring and innovative interventions and reached out to the community

## **11. CONCLUSIONS**

The Impact assessment study on construction of Yatri sheds project revealed that there is a rousing welcome for the above CSR intervention by all the concerned stake holders and local communities.

The GAIL CSR management was in regular touch with the project management team which is an encouraging factor.

Madras School of Social Work compliments the GAIL for its support for the construction of Yatri sheds

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## ANNEXURE 1

### The list of the Panchayat officials, the authorities interacted and the FGD details

PROJECT & SITE	Details of stakeholders interacted	Focus Group Discussions (FGD)	Transact walk/ Case study of beneficiaries
Support for Construction of Sheds in Lakhimpur Khiri District of <a href="#">Uttar Pradesh</a>	5 Beneficiaries (Brijesh Yadav, Ram prasad, Pankaj Sigh, shri Ram, Bakshir Singh)  2 KII- Mr. Akhilesh Kumar (Head clerk Nagar Panchayat, Singahi, Bhiroura), Mr. Mahendra Tiwari (Head Clerk Nagar Panchayat, Nighasan)	NA	Site visit



## ANNEXURE 2 PHOTO GALLERY

### BENEFICIARY INTERVIEW



<p>BI with Brijesh Yadav, Ram prasad, Pankaj Singh MUNDI</p>	<p>BI with Bakshir Singh TIKUNIA</p>
	
<p>BI with Pankaj Singh, Shri Ram BHIRAURA</p>	

**KII INTERVIEW**

	
<p>KII with Akhilesh Kumar</p>	<p>KII with Mahendra Tiwari</p>

## LAKHIMPUR KHERI SHEDS -THE INFRASTRUCTURE



SINGAHI BHIRAURA



NIGHASAN



TIKUNIA