

**IMPACT ASSESSMENT STUDY REPORT OF GAIL'S  
CORPORATE SOCIAL RESPONSIBILITY (CSR)  
SUPPORT FOR INSTALLATION OF INDIA MARK (II)  
HAND PUMPS IN LALGANJ, AZAMGARH  
FOR THE YEAR 2021-22**

**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

10.05.2024

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

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FOR THE YEAR 2021-2022**

**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 Azamgarh Mr. [Shanu Kr Rajak](#) for the support extended for installation of India Mark (II) Hand pumps in Lalganj, Azamgarh and the Implementing agency Nodal officer Mr. P. K. Shukla, of UPSICL which is appreciable. We thank the UPSICL Kanpur team member Mr. Rajiv Kumar Tiwari (Area Supervisor) 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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FOR THE YEAR 2021-2022**

**EXECUTIVE SUMMARY**

This report evaluates the impact of GAIL's Corporate Social Responsibility (CSR) initiative, which funded the installation of India Mark (II) hand pumps in Lalgarh, Azamganj, during the fiscal year 2021-2022.

GAIL supported INR 50,00,000 to improve water facilities by installing hand pumps in Lalgarh. The evaluation involved site visits, discussions with local authorities, and beneficiary feedback.

The study reveals significant positive impacts due to the installation of hand pumps, before intervention villagers faced severe water scarcity and health issues due to poor-quality water from older pumps, which had high sediment content and bad odor.

After intervention water quality improved drastically, becoming clean, soft, and drinkable. The installation reduced water-fetching distances and facilitated community activities.

Post-installation, major issues are addressed by village authorities, while minor repairs are managed by local households collaboratively. The pumps are expected to be sustainable, ensuring long-term access to clean water.

While the overall project was positively received, some beneficiaries reported occasional issues with water quality that require attention.

The study emphasizes the importance of continued support for similar initiatives and suggests that GAIL extend its efforts to other areas experiencing similar water scarcity challenges.

The report highlights the positive reception of GAIL's CSR efforts in the local community and encourages ongoing engagement and monitoring to ensure long-term impact.

# **IMPACT ASSESSMENT STUDY REPORT OF GAIL'S CORPORATE SOCIAL RESPONSIBILITY (CSR) SUPPORT FOR INSTALLATION OF INDIA MARK (II) HAND PUMPS IN LALGARH, AZAMGANJ FOR THE YEAR 2021-2022**

## **1. INTRODUCTION**

This report presents the findings of an impact assessment study conducted on GAIL's Corporate Social Responsibility support for Installation of India Mark (II) Hand Pumps in Lalgah, Azamganj. This project was funded during the 2021-22 period, and represents a significant support based on the community requirement. The Impact assessment was commissioned by GAIL and conducted 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 (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 installation of India Mark (II) handpumps in Lalganj, Azamgarh during the years 2021-22.

On 24.07.24 Mr. Arindam Chakraborti team member of Madras school of Social Work, Chennai had discussion with UPSICL officials and visited the hand pump facilities installed by GAIL and for a discussion with the Village 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 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 collected through interaction with beneficiaries, officials, stakeholders, Key informant interviews, and self-observation.

Key Informants Interviews were conducted with the UPSICL officials, and the beneficiaries to gain- in-depth insights of the CSR support and its impacts.

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 &amp; SITE</b>	<b>Key Informants Interview (KII) *</b>	<b>Focus Group Discussions (FGD)</b>	<b>Transact walk/ Case study* of beneficiari es</b>
Support for installation of India Mark (II) Hand Pumps IN Lalaganj, Azamgarh	11 Beneficiaries (Pratima Devi, Shanti Devi, Virender, Ramesh, Santlal, Dev Sen, Kamlesh, Fullchand, Sita ram, Udayi, Mahender)  1 KII- Mr. Rajiv Kumar Tiwari (Area Supervisor UPSICL)	NA	Site visit & Case study

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

A set of tools were used for conduct of the stakeholders’ consultations/interviews.

The list of the KII interacted and the Beneficiary 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 GAIL’s CSR Support for installation of India Mark (II) Hand pumps in Lalaganj, Azamgarh.

### **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 village Panchayat authorities and initiatives taken by the community heads of the concerned villages.
- b. Initially there was water scarcity problem prevailed in the villages of Lalaganj, Azamgarh. The villagers had to fetch water from a distance of about 200-400 meter. The hand pumps used were the old pumps technically termed as (No. 6 Hand pumps). The water received from this type of handpumps lead to stomach problems for the villagers.
- c. The water was smelly, with soil content, and the pumps also used to get defunct due to corrosion.

- d. The main purpose of the installation of India Mark (II) hand pumps are to provide fresh water by boring deep in to ground water strata, therefore providing fresh and cool water.
- e. The hand pumps also serve the purpose of the villagers in conducting the burial rituals due to unavailability of nearest river or water body to perform the same, most of the pumps are installed in the cremation ground area of the village to serve the purpose except a few.
- f. Apart from that the hand pumps are also used in community programmes of the village and for the overall activity of the village.
- g. The hand pumps after installed were tested for 1 year for any technical fault or deficiency and then were handed over to the village Panchayat Head.

## 6. IMPACT OF THE GAIL SUPPORT

The impact of the CSR Support for Installation of India Mark (II) Hand pumps in Lalganj, Azamgarh is furnished below:

Project	Before CSR intervention	After CSR intervention
Support for Installation of India Mark (II) Hand pumps in Lalganj, Azamgarh	<ul style="list-style-type: none"> <li>• Water scarcity problem prevailed in the villages.</li> <li>• Safe drinking water was not available, had to fetch water from 200 to 400 meter from the actual place of residing.</li> <li>• The water was hard water type with no taste.</li> <li>• The water was muddy with full of sediments.</li> <li>• The water had smell of iron and due to corrosion, the iron extracts were there in the water.</li> <li>• Mild water born disease prevailed with stomach pain.</li> <li>• Before installation the water received contain germs which lead to mild stomach pain.</li> </ul>	<ul style="list-style-type: none"> <li>• The water scarcity problem got reduced.</li> <li>• The water is clean and drinkable with sweetness in nature.</li> <li>• The quality of water has improved, cool and clear water with less sediment accumulation.</li> <li>• The water is soft in nature and is good for washing and cleaning.</li> <li>• There is no smell in the water what it used to be.</li> <li>• The hand pumps model is robust and easy to use.</li> <li>• There is no stomach pain or any type of mild water born disease after the installation of these pumps.</li> <li>• During summer when drought type situation arise, installation of hand pumps has given the villagers relief from the above problem to a large extent.</li> <li>• After the installation the water is safe &amp; germ free.</li> <li>• The installed pumps are</li> </ul>

		<p>also utilised by the farmers working in the field in their daily activities after their work in the field.</p> <ul style="list-style-type: none"> <li>• In some villages the pumps are utilized for community program gatherings like marriage, performing last rites etc.</li> </ul>
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As far as the maintenance of the hand pumps are concerned the major defects are taken care by the Panchayat Pradhan and the minor repairs or maintenance is done by the nearest house owner of the installed pump in collaboration with the community members.

### **7. GAIL'S FUNDING PROCESS FOLLOWED FOR SUPPORT OF INSTALLATION OF INDIA MARK (II) HAND PUMPS IN LALGANJ, AZAMGARH:**

All the places were suggested & provided by the competent authority. The hand pumps were successfully installed in the desired locations considering the water scarcity problems in the villages of Lalganj.

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

The agency has completed the installation of hand pumps with basic structure and support systems as proposed.

GAIL CSR support has been acknowledged and prominently displayed in the installed hand pumps.

The created assets have enhanced the villagers in coping up the water scarcity problem during summer when the drought like situation arises.

As described by one of the beneficiaries, that after installation and handing over of pump the water was excellent, [but after few months, the water extracted sometimes contains a bad odour which needs to be fixed by local authority/ nearest beneficiary.](#)

Timely CSR support fulfilled the long-felt need for adequate clean water especially during the summer when drought like situation arises.

Setting up of India Mark (II) hand pumps in Lalganj, Azamgarh has given an opportunity to show case the good CSR work of GAIL through the implementing agency.

### **9. SUGGESTIONS & CONCLUSION**

Uttar Pradesh is one of the largest states of India and it is not possible to reach out to all water scarce areas of the state through the Government programmes alone. In this context GAIL's CSR support was timely.

GAIL followed a participatory approach in its CSR project implementation with necessary transparency, effective monitoring and innovative interventions. The Impact assessment study on Installation of India Mark (II) Hand pumps project revealed that there is a rousing welcome for the above CSR intervention by all the concerned stake holders and local communities. In future GAIL can navigate to other water scarce areas and support the Village panchayat in installing such type of hand pumps.

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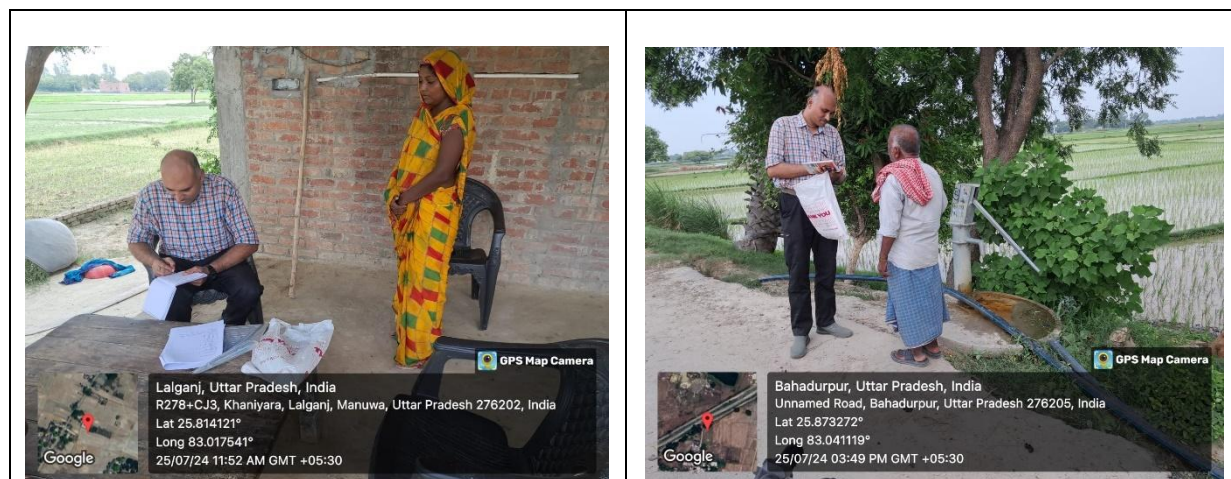
## ANNEXURE 1

### The list of the Beneficiaries and KII interacted at Lalganj, Azamgarh

PROJECT & SITE	Details of stakeholders interacted	Focus Group Discussions (FGD)	Transact walk/ Case study of beneficiaries
Support for Installation of India Mark (II) Hand pumps in Lalganj, Azamgarh	11 Beneficiaries (Pratima Devi, Shanti Devi, Virender, Ramesh, Santlal, Dev Sen, Kamlesh, Fullchand, Sita ram, Udayi, Mahender)  1 KII- Mr. Rajiv Kumar Tiwari (Area Supervisor UPSICL)	NA	Site visit

## ANNEXURE 2 PHOTO GALLERY

### BENEFICIARY INTERVIEW



BI with Pratima Devi at MANUWA

BI with Sita Ram at SUHAGOTA



<p>BI with Mr. Mahender &amp; Ms. Udayi at CHIRAKIHIT</p>	<p>BI with Ms. Shanti Devi, Virender &amp; Ramesh at MANUWA</p>



BI with Mr. Sant Lal, Dev Sen, Kamlesh & Fulchand at CHEWARPURAB

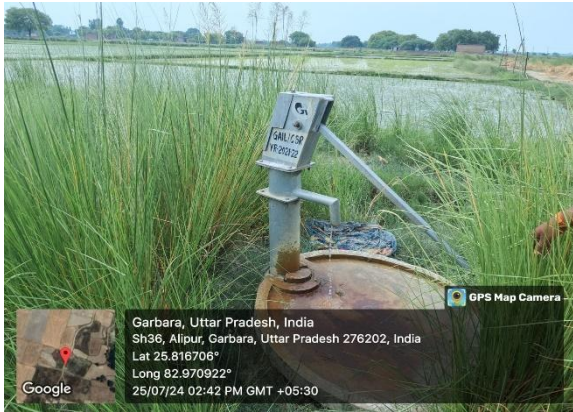
**KII INTERVIEW**



KII with Rajiv Kumar Tiwari, Area Supervisor UPSICL

## LALGANJ, AZAMGARH INDIA MARK (II) HANDPUMPS -THE INFRASTRUCTURE





Garbara, Uttar Pradesh, India  
Sh36, Allipur, Garbara, Uttar Pradesh 276202, India  
Lat 25.816708°  
Long 82.970922°  
25/07/24 02:42 PM GMT +05:30



Gomadih, Uttar Pradesh, India  
V2Q9+GV4, Gomadih, Uttar Pradesh 276302, India  
Lat 25.889559°  
Long 83.018178°  
25/07/24 03:47 PM GMT +05:30



Gomadih, Uttar Pradesh, India  
V2Q9+GV4, Gomadih, Uttar Pradesh 276302, India  
Lat 25.889559°  
Long 83.018178°  
25/07/24 03:55 PM GMT +05:30



Mudahar, Uttar Pradesh, India  
VX29+W9, Mudahar, Uttar Pradesh 276202, India  
Lat 25.851611°  
Long 82.966678°  
25/07/24 04:25 PM GMT +05:30