

**IMPACT ASSESSMENT STUDY REPORT OF GAIL'S
CORPORATE SOCIAL RESPONSIBILITY (CSR) SUPPORT FOR
PROCUREMENT OF OXYGEN CONCENTRATORS BY OIL AND
GAS PSUs 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)

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 the impacts of the CSR initiatives carried out by GAIL during 2021-22, to support the Oil and Gas Public Sector Undertakings (PSUs) for procurement of Oxygen concentrators in the project sites.

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

Our sincere thanks to Shri. Deepak Kumar, DGM (CSR), Shri. Akshaya Kumar Panda Manager (CSR), Ms. Anjali Sood, Manager (CSR) GAIL (India) Limited, New Delhi for their strategic support in conducting 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.

We thank, GAIL Nodal officer Ms. Anjali Sood for the support extended in the conduct of this study.

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.

The Study Team comprised 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 highlights a collaborative project between GAIL and ONGC, aimed at distributing oxygen concentrators to hospitals during the COVID-19 pandemic. The ministry initiated the project to enhance preparedness for the pandemic, with ONGC serving as the nodal agency. Following the ministry's direction, ONGC procured high-quality medical-grade oxygen concentrators from top manufacturers; endorsed by the beneficiaries. All Oil PSUs, including GAIL (India) Limited, contributed by adhering to all applicable norms during the pandemic.

Nodal officers from all Public Sector Undertakings (PSUs) maintained records of oxygen concentrator distribution to various PSUs, hospitals, and COVID centres as directed by the ministry. The documentation of the handover process to PSUs and from PSUs to hospitals and COVID centres was meticulously recorded, ensuring stock maintenance as per government policy. The new oxygen concentrators replaced some of the old, unfit stock.

The availability of oxygen concentrators during the pandemic saved lives. Currently, the use of oxygen concentrators is based on an "as and when required" basis, indicating the government's readiness to combat future pandemics or epidemics. The availability of oxygen concentrators also boosted the morale of medical teams during the pandemic. The concentrators will continue to replace old, unfit stock and ensure an uninterrupted oxygen supply in the hospitals.

Before CSR Intervention, hospitals and healthcare centres had fewer oxygen cylinders and concentrators. There were no extra oxygen cylinders or concentrators to ensure proper backup in emergencies. After GAIL's CSR Intervention, hospitals and healthcare centres have sufficient oxygen cylinders and concentrators. Extra oxygen cylinders and concentrators are available for proper oxygen supply in emergencies.

The impact assessment study on the oxygen concentrator project revealed that the project was crucial during the pandemic and that oxygen concentrators will be

valuable assets for any future pandemics or epidemics. Stakeholders and local communities are satisfied with the support.

Reallocating these oxygen concentrators can help utilize most of the stored units in the post-COVID situation. GAIL may initiate a baseline survey cum need assessment to reallocate from the active pool of oxygen concentrators to charitable hospitals or CHCs/PHCs.

The GAIL CSR management/team has done a commendable job. This project accentuates the key role of collaboration between PSUs in enhancing healthcare infrastructure and readiness during health crises.

IMPACT ASSESSMENT STUDY REPORT OF GAIL'S CORPORATE SOCIAL RESPONSIBILITY (CSR) SUPPORT FOR PROCUREMENT OF OXYGEN CONCENTRATORS BY OIL AND GAS PSUS

1. INTRODUCTION

This report presents the finding of the impact assessment study conducted on GAIL's Corporate Social Responsibility (CSR) support for Procurement of Oxygen concentrators by Oil and Gas PSUs. This project was funded during the 2021-22 period, and represents a significant CSR support during a period known as health disaster.

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 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 CSR Supported the Oil and Gas PSUs to the tune of INR 650,00,000/- for Procurement of oxygen concentrators during the years 2021-22.

This was a collaborative project for which GAIL gave contribution to ONGC as ONGC was the Nodal for this project.

On 25 July 2024 Mr. Vimal Navin Rao of Madras school of Social Work, Chennai had discussion with GAIL CSR Officials and GAIL Vijaipur officials and visited the GAIL

Vijaipur Hospital of Guna District, Madhya Pradesh where the oxygen concentrators were provided by GAIL followed by a FGD (focus group discussion) with hospital officials and staff.

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 the qualitative aspects of the project and relevant information collected through interaction with the officials, stakeholders, key informant interviews, and site observations.

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 Discussions (FGD)	Transact walk/ Case study of beneficiaries
Support for procurement of Oxygen concentrators by Oil and Gas PSUs	<ul style="list-style-type: none"> • GAIL Hospital Vijaipur, • Nodal officer, GAIL Vijaipur 	5 (GAIL officer, 4 other medical staff)	1 Site visit

The list of the GAIL hospital officials interacted and the FGD details provided in Annexure 1

The photo gallery is placed as Annexure 2.

5. IMPACT ASSESSMENT STUDY FINDINGS

The study report provides a valid description of impacts of GAIL's CSR support for the procurement of oxygen concentrators by Oil and Gas PSUs.

5.1 GAIL Nodal Officers consultation points:

1. This was a collaborative project for which GAIL contributed to ONGC and distributed the oxygen concentrator to various hospitals. ONGC served as the nodal agency for the project.
2. GAIL contributed to the project by adhering to all applicable norms during the pandemic.
3. Nodal officers from all PSUs maintained records of oxygen concentrator distribution to various PSUs, hospitals, and COVID centres as directed by the ministry.
4. Documentation of the handover process to PSUs and from PSUs to hospitals and COVID centres was meticulously recorded, ensuring stock maintenance as per government policy.
5. Currently, the use of oxygen concentrators is based on “as and when required” basis.
6. ONGC procured the best-quality oxygen concentrators from top manufacturers, and this was endorsed by the beneficiaries.

6. IMPACT OF THE GAIL SUPPORT

The impact of the Support for Procurement of Oxygen Concentrators by Oil and Gas PSUs is furnished below:

Before CSR intervention	After CSR intervention
<ul style="list-style-type: none">• Inadequate/ insufficient Oxygen concentrator in the hospitals/ health care centres.	<ul style="list-style-type: none">• There is now sufficient Oxygen concentrator with the hospitals and the health care centres.
<ul style="list-style-type: none">• With very limited lifesaving equipment like Oxygen concentrator the morale of the health professionals was low.	<ul style="list-style-type: none">• Boost in morale due to sufficiency of lifesaving equipment like Oxygen concentrator.
<ul style="list-style-type: none">• There was no proper backup in case of Oxygen supply interruption.	<ul style="list-style-type: none">• There are now Oxygen concentrator for backup in case of interruption in oxygen supply.
<ul style="list-style-type: none">• There was no replacement for old & Unfit concentrators.	<ul style="list-style-type: none">• GAIL’s support was timely. The new oxygen concentrators were

	replaced with some of the old, unfit stock.
<ul style="list-style-type: none"> • Covid 19 Pandemic was a health disaster first time of its kind faced by the humanity all over the world. Oxygen was part of the treatment to save lives. But the preparedness to combat the Pandemic was not adequate in the initial phase. 	<ul style="list-style-type: none"> • The availability of oxygen concentrators indicates the government's readiness to combat any pandemics or epidemics in the future also.

7. GAIL'S FUNDING PROCESS FOLLOWED FOR SUPPORT FOR PROCUREMENT OF OXYGEN CONCENTRATORS BY OIL & GAS PSUs

Based on the Ministry's direction to the Oil PSUs, ONGC, as the nodal agency, was to procure and supply the proposed number of medical-grade oxygen concentrators to all the other Oil PSUs. An online meeting was organized, and proper procedures were followed according to the pandemic-time directives and the procurement was done from top-listed manufacturers, not compromising on the quality of the product.

8. MSSW TEAM MEMBER'S OBSERVATIONS

1. GAIL CSR support has been acknowledged and prominently displayed in the tags and stickers on the oxygen concentrators.
2. So far impact and utility of the provided assets have saved lives through the availability of oxygen. The oxygen concentrators boost the morale of the medical team; and also prepare them to combat the COVID-19 Pandemic.
3. The asset created will be used for Replacing the old and unfit oxygen cylinders/concentrators.
4. Storage of oxygen concentrators was done in a well-ventilated room on the first floor to minimize the damage by rodents and moisture.
5. The storage is an active pool of oxygen concentrators to ensure the availability of oxygen concentrators as backup or replacement for unfit cylinders or oxygen concentrators.

9. SUGGESTIONS & CONCLUSIONS

GAIL may initiate a baseline survey cum need assessment to reallocate from the active pool of oxygen concentrators to charitable hospitals or CHCs/PHCs.

The impact assessment study on the oxygen concentrator projects revealed that the initiative was timely and crucial during the pandemic and set a protocol to handle similar medical emergencies in the future.

ANNEXURE 1

The list of the Key informants/beneficiaries interacted and the FGD details

Project & Site	Details of stakeholders interacted	Focus Group Discussions (FGD)	Transact walk/ Case study of beneficiaries
Oxygen concentrator project Sites 1. GAIL Vijaipur	GAIL CSR Officials: 1. Ms. Anjali Sood 2. Mr. A. K. Panda 3. Ms. Nameeta, GAIL Vijaipur GAIL hospital Vijaypur 1. Dr. R. K. Pradhan, 2. Mr. Chauhan	4 persons 1. Mr. Y. S. Tomer 2. Sister Roshni 3. Ms. Nameeta 4. Mr. Chain Singh	Site visit 1. GAIL hospital, Vijaipur

**ANNEXURE 2
PHOTO GALLERY**



GAIL Vijaipur Hospital site visit for Oxygen concentrator project



KII with Dr. R.K. Pradhan, GAIL, Vijaipur hospital



Interaction with GAIL CSR Team Ms. Anjali Sood and Mr. A. K. Panda