IMPACT ASSESSMENT STUDY REPORT OF CSR PROJECTS OF

Conducted by: CRUX MANAGEMENT SERVICES P LTD

"We Dream with our eyes open"

March 2025

ASSESSMENT STUDY REPORT OF

CSR PROJECTS OF

BHEL

"IMPACT ASSESSMENT OF CSR PROJECT OF CONSTRUCTION OF BOYS & GIRLS HOSTEL BUILDINGS AT GOVT. POLYTECHNIC AT NIZAMABAD, NIZAMABAD DISTRICT TELANGANA.

Executed for 2020 - 2021

An Initiative of

BHEL-PSSR, Chennai

CONDUCTED BY

CRUX MANAGEMENTSERVICES P LTD

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LIST OF ABBREVIATIONS

CSR	Corporate Social Responsibility
BHEL	Bharat Heavy Electrical Limited
PSU	Public Sector Undertaking
DPE	Department of Public Enterprises
NGO	Non-Governmental Organisation
BPL	Below Poverty Line
SDG	Sustainable Development Goal

EXECUTIVE SUMMARY

CSR – The Need of the Hour

Companies that are socially responsible in making profit also contribute to some, although not all, aspects of social development. That would be ludicrous and unnecessarily restrictive. But for a firm to be involved in some aspect, both within the firm and on the outside will make its product and services more attractive to consumer as a whole , therefore making the company more profitable. There will be increased cost to implement CSR, but the benefits are likely to far outweighing the costs.

Indeed, appalled at being implicated in anti-social practices, thousands of investors are placing ethics on a par with a personal gain in choosing where to place their money. In response a number of money managers are tailoring portfolio's to allay their client qualms. The manager of billions of dollars of investment funds therefore now channels their cash into companies that pass one test or another for ethical or social responsibility.

Why we need CSR?

Today's heightened interest in the proper role of business in society has been promoted by increased sensitivity to ethical issues. Government regulation regarding environmental and social issue has increased has increased. Investors and investment fund manager have begun to make investment decision based on social sustainability as well as pure economics. Consumers have become sensitive to the social performance of the companies from which they have bought their goods and services. This accumulation of industry forces pressure firms to operate in an economically, socially and environmentally sustainable way. This is done by spending money on communities, improving project, endowing scholarship and encouraging workers to volunteer. For many corporations, communities outreach programs create goodwill in the community. This can indirectly increase revenue.

The Department of Public Enterprises (DPE) under Ministry of Heavy Industries & Public Enterprises has introduced the Guidelines for CSR in March, 2010 for the Central Public Sector Enterprises (CPSEs). The guidelines give a view about the concept of CSR and how a corporate needs to conceptualize its CSR interventions prior to their implementation. Earlier the trend was more of charity or philanthropy which was considered as CSR but in recent times a shift has taken place with focus on the participation of people with the employees in implementing CSR initiatives.

The interventions are required to be thoroughly researched on the basis of that the programmes have to be formulated which is a new and phenomenal development in the past 3-4 years. This interest and initiative is seen on part of the CPSEs as they gradually realize their responsibility towards the environment, people and the potential of such a corporate in affecting change.

DPE guideline and CSR

The Department of Public Enterprises (DPE) under Ministry of Heavy Industries & Public Enterprises has introduced the CSR Guidelines in March, 2010 for the Central Public Sector Enterprises (CPSEs) to commit themselves to the concept and practical implementation of Corporate Social responsibility. The revised guidelines of DPE (effective from 1st April 2013) pertaining to CSR looks deeper into the matter of Sustainability and Corporate Social Responsibility. Under these guidelines, the CSR interventions are required to be thoroughly and scientifically researched and on this basis the intervention programmes have to be formulated and implemented.

India's new Companies Act 2013 (Companies Act) has introduced several new provisions which change the face of Indian corporate business Companies Act 2013 (Companies Act) has introduced several new provisions which change the face of Indian corporate business. Ministry of Corporate Affairs has recently notified Section 135 and Schedule VII of the Companies Act as well as the provisions of the Companies (Corporate Social Responsibility Policy) Rules, 2014 (CRS Rules) which has come into effect from 1 April 2014.

The 21 century CSR- India's companies Act 2013

Definition of the term CSR: The term CSR has been defined under the CSR Rules which includes but is not limited to:

- Projects or programs relating to activities specified in the Schedule; or
- Projects or programs relating to activities undertaken by the Board in pursuance of recommendations of the CSR Committee as per the declared CSR policy subject to the condition that such policy covers subjects enumerated in the Schedule.

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CRUX RESEARCH INITIATIVES

Crux has mandated itself and has a vision to provide services in CSR space and thus to conduct several activities related to capacity building, mindset changing, empowerment of women and children, health awareness and preventive measures. Crux partners with various organizations both public sector and private sector and provides solutions in CSR studies including baseline surveys, for impact assessment, CSR audit and CSR planning.

Genesis of CSR Funding for Hostels at Polytechnic College of Nizamabad with Special Emphasis on Women's Hostel and Boys' Hostel

Corporate Social Responsibility (CSR) funding has increasingly focused on supporting Education and infrastructure, particularly for lower-income students in government institutions. The CSR-funded hostel and hostel complex at Polytechnic College of Nizamabad is designed to provide affordable accommodation, addressing the needs of economically disadvantaged students, with special emphasis on women's accommodation and a boys' hostel.

Genesis of CSR Funding:

1.   Support for Lower-Income Students: Many students at government institutions, particularly from rural or economically weaker backgrounds, struggle to find affordable accommodation. CSR funding helps build safe, affordable housing on-campus, ensuring that students can focus on their education without the added stress of housing concerns.

2.   Focus on Women's Empowerment: The Women's Hostel is a key aspect of this initiative. It provides a safe and supportive space for female students, addressing concerns of security and promoting gender inclusivity. This facility encourages more women to pursue education in technical and vocational fields.

3.   Affordable Housing for Male Students: The Boys' Hostel ensures that male students from lower-income families have access to affordable, on-campus accommodation, reducing the financial burden of securing housing off-campus.

4.   Long-Term Impact on Education: By improving access to affordable housing, this CSR initiative helps create an inclusive educational environment, enabling students from all financial backgrounds to succeed academically and contribute to community development.

Conclusion: CSR funding for the hostel and hostel at Polytechnic College of Nizamabad is a crucial step in making education accessible to all, especially for lower-income students. The project supports affordable accommodation, gender inclusivity, and equal access to

education, helping students focus on their studies without housing concerns.

Project Overview:

The construction of Boys& Girls Hostel buildings at Govt. Polytechnic at Nizamabad, Nizamabad District Telangana was undertaken as part of Bharat Heavy Electricals Limited (BHEL) Corporate Social Responsibility (CSR) initiative. This facility aims to provide comfortable hostel accommodation infrastructure for outstation students by offering well-equipped Hostel facilities near Govt. Polytechnic College.

Project Scope:

1.   Building Construction: Development of Boys & Girls Hostel with a capacity of accommodating 100-154 students each.

Mile stone of construction

i)   Signing of agreement and Submission of detailed layout of project: 05.06.2018
ii)   Mobilization of Contractor and start of work   19.12.2018
iii)   Completion of work in all respect   18.03.2020
2.   Amenities & Facilities: Provision of essential facilities, including bathrooms, waiting lounge, and security services.
3.   Infrastructure & Utilities: Installation of water supply, sanitation, electricity, and waste management systems.
4.   Safety & Accessibility: Fire safety measures, and provisions for differently-abled individuals, Landscaping & Surroundings: Green spaces, pathways, and parking areas for visitors.
6.   Location of the project site :   Govt Polytechnic, District Nizamabad, Telangana
7.   Approved value of the project   : 300 Lakhs
8.   Actual expenditure   : 300 Lakhs
9.   Planned date of start   :   Dec 2018 Actual date of Start: Dec 2018
10.   Planned date of completion Dec 2021, Actual date of completion: March 2020

Research Design

A research design is a plan, structure and strategy of investigation so conceived as to obtain answers to research questions or problems. The plan is the complete scheme or program of the research. It includes an outline of what the investigator will do from writing

the hypotheses and their operational implications to the final analysis of data.

a Descriptive study design was used with Quantitative method to collect information from the beneficiaries and Qualitative method to gain insights in the

The sample size, Crux research team met and discussed with the users of the hostel , hostel facilities provided by BHEL about 50 students, boys and girls, perusing their polytechnic education at the college .

The respondent comprised of young students in the age group of 15-18 years, using the hostel facility and have directly benefited from the construction of the same.

Construction Overview of the Girls' and Boys' Hostels at Nizamabad

The girls' and boys' hostels in Nizamabad are both constructed as two-floor buildings, designed to house approximately 100 students each (with 10 students per room). These hostels are constructed with the aim of providing affordable and functional accommodation for students from low-income backgrounds.

Construction Features:

• Two-Floor Design: Both hostels are designed with two floors, which helps maximize the available space on the given plot of land. Each floor contains five rooms, allowing for a total of 10 rooms in each hostel, accommodating a total of 100 students.

• Room Layout: The rooms are designed to house 10 students each. Basic, sturdy furniture like beds, chairs, and tables are provided, ensuring a basic living space. The layout maximizes space by utilizing bunk beds and compact furnishings.

• Ventilation and Lighting: The construction allows for adequate natural ventilation and light through windows, ensuring students have a well-lit and aired space. However, there is limited scope for additional airflow or sunlight in the rooms, especially considering the high number of students per room.

• Basic Infrastructure: The hostels are built with low-cost materials, keeping in mind the budget constraints of the target demographic. The infrastructure is simple, with standard concrete floors, walls, and ceilings, designed for basic living conditions.

• Common Areas: There are common areas on each floor to facilitate social interaction and recreation. These spaces are equipped with minimal furniture and are intended for students to relax, study, or engage in group activities.

• Sanitation and Water Supply: The hostels have shared washrooms and common drinking water facilities. Basic plumbing systems are in place, but given the large number of students, maintenance and cleanliness can sometimes become a challenge.

Major Findings

Pre construction

Crux team gathered inputs form the users about the available facilities before the construction of the hostels by BHEL and the responses captured are –

- 72% of the students faced difficulty in finding affordable accommodation.
- 60% felt there were not enough housing options available.

Most students reported some issues with safety, affordability, and location.

Post-Construction Experience

- Majority of students are satisfied with the overall condition.
- Cleanliness and maintenance rated positively but with some concerns.
- Majority satisfied with room quality in terms of size, comfort, and facilities.
- Facilities rated as sufficient but with minor concerns in food quality.
- Majority of students feel the hostel supports a balanced student life.
- Most students feel secure in terms of safety and personal belongings.

Awareness BHEL

- 68% were aware of BHEL's involvement in the hostel project.
- Most students learned about BHEL's funding through the hostel management or college.
- Strong agreement that companies like BHEL should fund projects like student hostels.

REESI Model CSR Impact Assessment

This section of the report analyzes the impact of the BHEL-funded Hostel Facility at Nizamabad, based on a survey conducted with 50 students (25 girls and 25 boys). The survey explores the relevance, efficiency, effectiveness, impact, and sustainability of the hostel facility as part of BHEL's Corporate Social Responsibility (CSR) initiative. The findings are grouped under key thematic areas for a clear understanding of the outcome of the CSR initiative.

1. Relevance

The relevance of the BHEL Hostel project was evaluated through two key questions: whether the project's goals aligned with the needs of the surrounding area and whether

the baseline data adequately addressed local requirements.

Findings:

• Goal Alignment: 92% of respondents (46 students) agreed that the overall goals of the project matched the needs of the area and surrounding community. This indicates that the hostel was perceived as a relevant solution to the accommodation challenges faced by students.

• Baseline Data: 84% (42 students) confirmed that the baseline data used in planning the hostel correctly addressed the needs of the area, suggesting that BHEL's initial research was thorough.

The project's goals were well-aligned with the needs of students in the region, demonstrating the project's relevance to the target population.BHEL initiative is highly relevant for furthering the goal of educated India

2. Efficiency

Efficiency was assessed by evaluating the project's outputs, adherence to schedule, budget adherence, and fund utilization.

Findings:

• Achievement of Outputs: the hostel met or exceeded the planned outputs. The hostel's facilities were seen as sufficient, and students were satisfied with the outcomes.

• Implementation Schedule: It is observed that the project was completed on time.

• Cost Adherence: Data and records confirmed that the project stayed within the planned budget, suggesting good financial management.

• Fund Utilization: It is observed that that the funds were used prudently, ensuring that the hostel was well-equipped and maintained.

The project was implemented efficiently, meeting the planned outputs within the agreed budget and timeline. However, some students raised concerns about minor delays in the initial stages, though these did not significantly impact the overall project.

3. Effectiveness & Uniqueness

Effectiveness was assessed by determining whether the hostel met its intended goals, had any unique features, and whether it could be replicated in other areas.

Findings:

• Achievement of Goals: 85% (43 respondents) agreed that the hostel helped achieve its intended goal of providing affordable and safe accommodation for students.

• Reliability: 78% (39 students) agreed that the hostel model could be replicated in other regions or institutions, indicating that the project's design and implementation are scalable.

The hostel has proven to be effective in providing the desired outcomes, with unique features that enhance its appeal. Additionally, the project has the potential for replication in other areas.

4. Impact

The impact of the hostel on students' academic performance, social interactions, and overall well-being was assessed, along with the broader socio-economic and environmental effects.

Findings:

• Academic Performance: 80% (40 students) reported that staying in the hostel had a positive impact on their academic performance, primarily due to a quiet environment conducive to studying.

• Social Interactions: 75% (37 respondents) felt that the hostel had improved their social interactions and networking opportunities with peers.

• Well-being: 72% (36 students) stated that the hostel had a positive impact on their overall well-being, including mental health, comfort, and lifestyle.

• Tangible and Intangible Impacts: Beyond academic and social benefits, 60% of respondents indicated that the project had a positive socio-economic impact, providing affordable housing to students who would otherwise have faced financial difficulties.

The hostel project has had a significant positive impact on students' academic performance, social interactions, and well-being. Additionally, it has contributed to the socio-economic development of the region by providing affordable accommodation.

5. Sustainability

The long-term sustainability of the hostel's operations was assessed, including its ability to continue serving students effectively and the sustainability of its facilities.

Findings:

• Long-term Effectiveness: 78% (39 students) expressed confidence that the hostel would continue to serve students effectively in the future.

• Sustainability of Operations: 70% (35 respondents) believed that the maintenance and functioning of the hostel would be sustainable, with a few students expressing concerns about the long-term upkeep of facilities.

• Replication: 82% (41 students) supported the idea of replicating the project in other regions, suggesting that the hostel model is both effective and sustainable for wider application.

• The hostel is likely to remain sustainable in the long term, although attention should be given to the ongoing maintenance

Project Details -Thematic Areas, SDH alignment And Impact assessment on REESI model										
PROJECT DETAILS					REESI Parameters - (Rated on High , Medium ,Low)					
Project	Thematic area as per CSR policy	Location	Thrust areas	SDG alignment	Relevance	Efficiency	Effectiveness	Uniqueness	Impact	sustainabilit
Construction of Boys & Girls Hostel	Educated India	Govt Polytechnic, District Nizamabad, Telangana	Educated India	SDG 4: Quality Education SDG 5: Gender Equality SDG 10: Reduced Inequalities	H	H	H	H	H	M

Sustainable Development Goals (SDG) Assessment and alignment of the projects

SDG 4: Quality Education

The hostel provides accommodation for outstation students, especially those pursuing technical and vocational education at the Government Polytechnic. This helps make education more accessible and improves attendance by providing a safe, affordable, and comfortable place to stay.

SDG 5: Gender Equality

The provision of separate hostel facilities for boys and girls ensures safety, security, and privacy for female students, fostering an inclusive learning environment.

SDG 10: Reduced Inequalities

Promote the social, economic, and political inclusion of all. Contribution: By building hostels, BHEL is helping marginalized students from distant areas, especially those who cannot afford private accommodation, to pursue higher education.

SDG 17: Partnerships for the Goals

BHEL's initiative is an example of a public-private partnership aimed at improving social infrastructure and educational outcomes. This project could encourage collaboration with local governments, educational institutions, and other stakeholders.

We can conclude that the Boys & Girls Hostel construction project aligns well with several key SDGs, particularly those related to education, gender equality, affordable housing, and sustainable infrastructure. By addressing both the immediate and long-term needs of students, it not only contributes to the educational sector but also promotes social inclusion, environmental sustainability, and economic growth in the Nizamabad region.

CONCLUSION AND RECOMMENDATIONS

BHEL funding for the Hostel facility at Nizamabad has been successful in providing students with affordable and safe accommodation. However, there are several areas where improvements can be made to further enhance its impact and sustainability. The recommendations below include feedback from the survey results and aim to address construction quality, facility management, and overall student satisfaction.

1. Construction Quality and Structural Integrity

While the construction of the hostel has largely met expectations, there are some concerns about the long-term durability and quality of certain structural elements (e.g., plumbing, ventilation, and overall room quality).

We recommend conducting a thorough post-construction quality audit to assess any potential structural or facility weaknesses, especially regarding plumbing, electrical systems, and ventilation hostel facility constructions to avoid future damages and

leakages as observed in most of such.

Feedback on Room Quality:

As it is a new property there are not too many issues however in long run and for later years , we recommend to implement a regular survey process to identify any wear-and-tear issues in rooms (such as paint chipping, ceiling leaks, or flooring damage) to ensure prompt repairs.

2. Improve Cleanliness and Maintenance

Issue Identified: Several students reported dissatisfaction with the cleanliness and maintenance of common areas such as restrooms, dining areas, and hallways.

BHEL may impress upon college management to ensure daily or bi-daily cleaning of all areas, especially high-traffic zones like dining halls and bathrooms. Alternatively there could be student -led Initiatives encouraged and adopted whereby, BHEL could participate and Encourage students to be part of cleanliness drives and maintenance feedback loops, creating a sense of responsibility and participation.

3. Enhance Food Quality and Dining Services

Some students expressed dissatisfaction with the variety, quality, and consistency of the food offered in the hostel's dining hall.

We suggest that BHEL should insist that the college management adopts a Monthly Food Quality Audit process, and thus Introduce regular feedback mechanisms such as monthly food quality surveys to assess student satisfaction with the menu and take corrective actions as needed. Involve Students in Menu Planning: Create a student food committee that can suggest menu changes, organize taste-testing events, and address concerns related to food quality and variety.

4. Expand Recreational and Study Facilities

While the hostel provides an adequate environment for academic focus, students feel that more recreational facilities could improve their overall well-being.

BHEL can further its involvement in CSR activities from all stakeholder management perspective and help in Create more indoor recreational areas (such as a game room, table tennis, and indoor sports like badminton), as well as outdoor spaces (like a garden or open-air seating areas) also they could organize Recreational Events, by provide regular recreational activities or student events that promote socializing and relaxation, contributing to better student life balance.

6. Strengthen Communication and Support from Hostel Management

Most of the students are satisfied with hostel management, there were some complaints about delays in responding to issues or a lack of clear communication. It is very important that Communication Channels: are improved and the college must set up clear and accessible channels for students to report issues, including a mobile app or online portal where they can submit complaints or suggestions directly. There is need also to enhance responsiveness, the college management may develop a formal system to ensure that issues raised by students are addressed within a specific timeframe, with regular follow-ups on ongoing matters

7. Replication of the Hostel Model in Other Areas

Many students who are from low income group and rural background believe that the hostel model should be replicated in other regions or institutions due to its success.

Crux recommends that BHEL must develop and Document the Best Practices:- Develop a comprehensive case study based on the BHEL Hostel project, outlining successful strategies, challenges, and lessons learned, to serve as a reference for future replication.

8. Long-Term Sustainability and Maintenance

Concerns were expressed by all stakeholders about the long-term sustainability of the hostel, especially in terms of facility upkeep and financial support for maintenance.
BHEL may collaborate with the college management to develop a sustainability Plan. It is recommended to create a detailed sustainability plan that includes financial management strategies for regular maintenance, repairs, and upgrades. It is very important that a Regular Maintenance Budget is created. Institutions must establish a regular maintenance budget to cover ongoing operational costs, and explore potential partnerships with businesses or local governments to ensure sustainable funding for the hostel.

The BHEL Hostel project has made a significant positive impact on the student community especially the student of these colleges are from of rural locations from very

low income group by providing affordable, safe, and well-equipped accommodation. However, there are areas where improvement is needed, particularly in facility maintenance, and enhanced services. The project undertaken by BHEL has created high outcome and positive impact. It is thus proposed that BHEL should take more such projects in similar.

Crux team also established that project had involvement of the employees of BHEL during the execution phase and it has indeed ensured a very transparent and effective way to execute the same, however the research team at Crux feel that BHEL can become more involved in these projects and employees can share their time voluntarily and help in various aspects of the village development or may be motivation at various levels with the beneficiaries.

CHAPTER 1: INTRODUCTION

Corporate Social Responsibility (CSR)

India is widely regarded as a country in which corporate social responsibility has long played an important role. National and international non-governmental organizations and UN agencies are involved in the public debate in the business community and the media (Dsilva, 2008)'. Philip Kotler and Nancy Lee (2005) define CSR as – a commitment to improve community well-being through discretionary business practices and contributions of corporate resources in broad terms, CSR relates to responsibilities corporations have towards society within which they are based and operate, not denying the fact that the purview of CSR goes much beyond this. CSR is comprehended differently by different people.

Corporate social responsibility is a term describing a company's obligation to be accountable to its all stakeholders in its all operations and activities. Socially responsible companies consider their fill scope of their impact on the communities and their environment when making decisions, balancing the needs of the stakeholders with their need to make profit.

CSR can be defined as – the alignment of business operations with social values. CSR consist of integrity the interest of stakeholders all those affected by the company's conduct into the company's business policies and action. CSR focus on the social environment and the financial or economic success of a company. CSR is concerned with treating the stakeholders of the firm ethically or in a responsible manner. Ethically or responsible means treating stakeholders in a manner deemed acceptable in civilized society. Social includes economic responsibility. Stakeholder exist both within a firm an outside. The wider aim of social responsibility is to create higher and higher standard of living, while preserving the profitability of the corporation, for people's b within and outside the corporation.

Triple Bottom Line is also implicit, since the third part of the triple is the environment, and we have to consider the environment to be a stakeholder of the company. Nevertheless, many prefer the term corporate responsibility.

Using the term corporate responsibility instead of corporate social responsibility changes the nature of what the concept is all about. The term Social is included by many practitioner to encourage corporations to look at their social responsibility as well as their usual responsibility. Till date the main responsibility of a corporation has to make

profits for its shareholders. Corporate responsibility describes this very well. However, including social emphasizes the inclusion of the other aspects such as the wider economy stakeholders other than shareholders and the environment. The reason for companies becoming interested in social responsibility are diverse .like risk protection, market positioning, recruitment, political social relationships each displaying an inverse relationship between immediate economic impact and degree of commitment. For example – many companies may only engaged in short term socially responsible practice to guard against risk reaping the short term economic benefit say in an environmentally pressured project but the companies should also do some project for the long term and do incorporate it in their companies core values .

CSR – The Need of the Hour

Companies that are socially responsible in making profit also contribute to some, although not all, aspects of social development. That would be ludicrous and unnecessarily restrictive. But for a firm to be involved in some aspect, both within the firm and on the outside will make its product and services more attractive to consumer as a whole , therefore making the company more profitable. There will be increased cost to implement CSR, but the benefits are likely to far outweighing the costs.

Corporate social responsibility is not a new issue. The social responsibility of business was not widely considered to be a significant problem from Adam Smith's time to the great depression. But since the 1930 and increasingly since the 1960, social responsibility has been an important issue not only for business but in the theory and practice of law, politics and economics.

We are now seeing consumer socially avoiding what they see (rightly or wrongly) as socially irresponsible product or the product of companies that have allegedly not acted in society's interest. Financial vehicle have billions of dollars available and speak with a loud voice as their members become increasingly concerned about where and how their money is invested.

Indeed, appalled at being implicated in anti-social practices, thousands of investors are placing ethics on a par with a personal gain in choosing where to place their money. In response a number of money managers are tailoring portfolio's to allay their client qualms. The manager of billions of dollars of investment funds therefore now channels

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The new Companies Act 2013 (Companies Act) has introduced several new provisions which change the face of Indian corporate business Companies Act 2013 (Companies Act) has introduced several new provisions which change the face of Indian corporate business. One of such new provisions is Corporate Social Responsibility (CSR). The concept of CSR rests on the ideology of give and take. Companies take resources in the form of raw materials, human resources etc from the society. By performing the task of CSR activities, the companies are giving something back to the society.

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Crux Research Initiatives

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BHEL

BHEL is India's largest engineering and manufacturing enterprise in the energy and infrastructure sectors. Established in 1964, we are a leading power equipment manufacturer globally and one of the earliest and leading contributors towards building an Aatmanirbhar Bharat.

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PROJECT DETAILS

CSR PROGRAMMES OF BHEL: AN OVERVIEW

Corporate Social Responsibility (CSR) is the continuing commitment by business to behave ethically and to contribute to nation's economic development while improving the quality of life of the workforce and their families as well as of the local communities and society at large.

BHEL's Mission Statement on CSR is "Be a Committed Corporate Citizen, alive towards its Corporate Social Responsibility.BHEL's approach to CSR is rooted in its mission to be a responsible corporate citizen, contributing to economic development while improving the quality of life for its workforce, their families, and local communities. The company's CSR initiatives reflect a commitment to both local and global sustainability.

Key Areas of BHEL's CSR Initiatives as on date in last two decades:

Community Development: Adoption of Villages: BHEL has adopted villages to improve their infrastructure, healthcare, education, and social welfare. The goal is to foster

sustainable development and empower rural communities.

Healthcare Initiatives:

Free Medical Camps: BHEL organizes free medical camps and supports charitable dispensaries, providing healthcare services to underserved communities. The company also runs health awareness programs to educate people on disease prevention and healthy living.

Education and Skill Development: Schools for Underprivileged Children: BHEL is committed to supporting education for underprivileged children, especially those from marginalized sections of society.

Disaster Relief: Aid During Natural Calamities: BHEL has been actively involved in disaster relief efforts, providing aid, resources, and support to communities affected by natural disasters like floods, earthquakes, and cyclones.

Inclusive Employment:

Employment for Disabled and Ex-Servicemen: BHEL provides employment opportunities to differently-abled individuals and ex-servicemen, ensuring their economic empowerment and social inclusion.

Environmental Responsibility: Rainwater Harvesting: As part of its commitment to sustainable water management, BHEL promotes rainwater harvesting, helping conserve water resources and improve water availability in local communities.

Energy Conservation and Resource Management: Sustainable Energy Practices: Through its core business of manufacturing power equipment, BHEL also promotes energy-saving technologies and practices in its operations, contributing to the overall energy efficiency of the nation.

CSR Management at BHEL

Mission

Invest for a Better Life

Vision

To become a potent, responsible and trustworthy comprehensive public utilities services provider

Ideology

Economic responsibility: Realizing maintenance and increase the value of asset and making stable and sustained profits

Business responsibility: Consistently providing high-quality products and services

Environmental responsibility: Developing innovative environmental sustainability solutions

Social responsibility: Building the Enterprises into a happy family and working together with communities for a better life

Project Overview:

The construction of Boys& Girls Hostel buildings at Govt. Polytechnic at Nizamabad, Nizamabad District Telangana was undertaken as part of Bharat Heavy Electricals Limited (BHEL) Corporate Social Responsibility (CSR) initiative. This facility aims to provide comfortable hostel accommodation infrastructure for outstation students by offering well-equipped Hostel facilities near Govt. Polytechnic College.

Project Scope:

1.   Building Construction: Development of Boys & Girls Hostel with a capacity of accommodating 100-154 students each.

Mile stone of construction

i)   Signing of agreement and Submission of detailed layout of project: 5.06.2018
ii) Mobilization of Contractor and start of work   19.12.2018
iii) Completion of work in all respect   18.03.2020
2.   Amenities & Facilities: Provision of essential facilities, including bathrooms, waiting lounge, and security services.
3.   Infrastructure & Utilities: Installation of water supply, sanitation, electricity, and waste management systems.
4.   Safety & Accessibility: Fire safety measures, and provisions for differently-abled individuals. Landscaping & Surroundings: Green spaces, pathways, and parking areas for visitors.
6.   Location of the project site: Govt Polytechnic, District Nizamabad , Telangana
7.   Approved value of the project :300 Lakhs
8.   Actual expenditure :300 Lakhs
9.   Planned date of start :Dec 2018 Actual date of Start : Dec 2018 (Pt.No.1)
10.   Planned date of completion:Dec 2021 Actual date of completion: March 2020

CHAPTER 2: METHODOLOGY

Research Design

A research design is a plan, structure and strategy of investigation so conceived as to obtain answers to research questions or problems. The plan is the complete scheme or programme of the research. It includes an outline of what the investigator will do from writing the hypotheses and their operational implications to the final analysis of data.

Descriptive study designs can help you show whether your programme is operating as planned, provide you with feedback about the services you offer, determine whether your programme is producing the types of outputs and outcomes you want, and help clarify program processes, goals and objectives. This is an ideal design for an evaluation study where the context is known to the researcher and the research questions need further description to evaluate the programme.

Thus, a Descriptive study design was used with Quantitative method to collect information from the beneficiaries and Qualitative method to gain insights in the workings of the implementing partners and BHEL officials. The quantitative descriptive design is concerned with describing the characteristics of a particular group, with description of certain facts concerning that group.

Quantitative Method was used as is normally done in a Descriptive study design. This helped best to establish the incidence, extent and magnitude of the programme. There was an attempt to seek information about the programme to evaluate its planning, implementation and outcomes. There was no attempt to theorize the data to explain the phenomena. Findings are generalized based on the response of the sample.

Research Questions

The questions are a guiding beacon for a research study and the reason to find answers. These questions further help to define the objectives of the study.

1.   What were the objectives of the programme?

2.   Were the objectives in line with the needs assessed in the baseline survey?

3.   What were the intended outcomes?

4.   Have the outcomes been met in the implementation?

5. What are the benefits to the target population?

6. What is the extent of effectiveness of implementation of the programme?

The analysis and design followed the basic essence of impact assessment
On the following aspects

Relevance

Did the overall goal match needs of the project area?

Did the project's baseline data correctly address needs of the area?

Efficiency

What outputs were achieved and whether they were according to the plan?

Was the implementation schedule as planned?

Was the project cost within planned limit?

Was the fund utilization prudent?

Effectiveness & Uniqueness

Did the outputs help achieve the goal?

Did the project have any unique feature?

Comparing the inputs to the extent of goals achieved, can project implementation be considered to be effective?

Can the project be replicated?

Impact

What were the various tangible and intangible?

Positive and negative impacts (Socio=economic, Environment, Policy, Technology, Awareness)

On different stakeholders of the project?

Sustainability

Would the impacts created by the project sustain?

Considering the present course of project, is the project sustainable?

If not, what modifications and corrections need to be done with project execution methodology? Research Objectives

- To assess if project objectives were in line with the desired output

- To evaluate if benefits reached the target population

- To assess the effectiveness of the programme in terms of the changes

Data collection

Data collection is a vital part of research to bring the facts and validate them. For The present study the methods and tools used to collect information from different stakeholders of all the programmes.

Tools of the Study:

- Questionnaire for beneficiaries of each project

- Interview Schedule with BHEL officials

- Interview Schedule with Implementing partners of each project

Objectives	Sources	Tools
To assess if project objectives were in line with the needs of baseline survey	• BHEL • Implementing agency	• Secondary Data like Project Proposal, MoU with partners • Interview Schedule with BHEL • Interview Schedule with Implementing agency
To evaluate if benefits reached the target population	Beneficiaries Site visit (for infrastructure)	• Questionnaires for beneficiaries • Observation notes of researcher
To assess the effectiveness of the programme in terms of the changes	Beneficiaries Implementing agency BHEL	• Questionnaires for beneficiaries • Interview Schedule with BHEL • Interview Schedule with Implementing agency • Observation notes of researcher

Sources of Data

The research team focused and collected only primary data from the field. They had interviews with the beneficiaries and got their views to understand the impact of the programme. To get a more holistic view, they interviewed the implementing agencies to understand the implementation, strengths and challenges. Questionnaires consisting of majorly close-ended questions focused on the information and experiences of the beneficiaries were prepared respectively. Interview schedule for the officials of implementing agencies was prepared which comprised of open ended questions.

Sampling criteria

Sampling is simply stated as selecting a portion of the population, in the research area, which will be a representation of the whole population. The usual goal in sampling is to produce a *representative sample* (i.e., a sample that is similar to the population on all characteristics, except that it includes fewer people because it is a sample rather than the complete population). Simple random sampling was used in order to select the samples. A simple random sample is meant to be an unbiased representation of a group. It is the most basic sampling procedure to draw the sample.

CSR Project Details: Construction of Boys' and Girls' Hostel at Polytechnic College of Nizamabad

1. Name of the Unit : BHEL-PSSR, Chennai
2. Title of the Project : Construction of Boys' and Girls' Hostel
   At Polytechnic College of Nizamabad
3. Focus area as per CSR Policy : Educated India
4. Implementing Agency : BHEL , District Collector Nizambad
5. Location of the project site : Nizambad
6. Approved value of the project : Rs.3 Crores (INR)
7. Actual expenditure: : Rs. 3 Crores (INR)
8. Planned date of start: : 2018
9. Actual date of Start : 2018

(Signing of agreement and Submission of detailed drawing and layout of project: 05.06.2018

Planned date of completion : 2020 Actual date of completion: 2020

10. Objective of the Project : **Educated India** : Promoting education

With thrust on technical education for students of low income group with comfortable living and supportive environment for learning and education

11. Replicability of the project : Yes. Such project may be replicated.
12. Scalability of the project : Yes
13. Sustainability of the project : Not completely self sustainable for future

CHAPTER 3: DEMOGRAPHIC PROFILE

Geographical location of the CSR activity

CSR activity Nizamabad district is a located in the north-western region of the Indian state of Telangana

Nizamabad district is a district located in the north-western region of the Indian state of Telangana. The city of Nizamabad is the district headquarters. The district share boundaries with Jagtial, Sircilla, Nirmal, Kamareddy districts and with Nanded district of the state boundary of Maharashtra. In 2006, the Indian government named Nizāmābād one of the country's 250 most backward districts (out of a total of 640). It is one of the ten districts of Telangana currently receiving funds from the Backward Regions Grant Fund Programme (BRGF) The 2011 census, 71.58% of the population spoke Telugu, 18.26% Urdu, 5.63% Lambadi and 2.17% Marathi as their first language Many engineering colleges are located in the district. Kshatriya College of Engineering, Armoor (KCEA) Vijay Rural Engineering College (VREC), affiliated with Jawaharlal Nehru Technological University, Hyderabad (JNTUH)Govertment polytechnic college is the reputed engineering college located in Telangana. Kakatiya Institutions of Nizamabad is a group of institutions known for their excellence in state of Telangana and the erstwhile Andhra Pradesh.

Government Polytechnic College, Nizamabad, located in Nizamabad, Telangana, was established in 1959. Government Polytechnic College, Nizamabad is a public institute and offers courses approved by AICTE. Government Polytechnic College, Nizamabad offers over 7 courses at after 10th level. All these courses are offered in the disciplines of Engineering and IT & Software and others. Some of the courses offered by Government Polytechnic College, Nizamabad are After 10th Diploma. The institute offers all of these courses in Full Time mode. The seat intake of Government Polytechnic College, Nizamabad is 540. The Government Polytechnic College, Nizamabad fees for after 10th Diploma is approximately INR 6,000.

CHAPTER 4: DEMOGRAPHIC AND PROJECT FINDINGS

Demographics of beneficiaries

Total beneficiaries per year for both boys and girls hostel

Location	No of beneficiaries
Nizambad	200

Sample Size

Location	No of beneficiaries
Nizambad	50

Gender

Gender	No
Male	25
Female	25
Total	**50**

Age

Age	No
Below 16	5
16-18	35
above 18	10
Total	**50**

The sample size, Crux research team met and discussed with the users of the hostel, hostel facilities provided by BHEL about 50 students, boys and girls, perusing their polytechnic education at the college.

The respondent comprised of young students in the age group of 15-18 years, using the hostel facility and have directly benefited from the construction of the same.

The observations

This section provides the gist of observations recorded by Crux research team during their visit to the hostels at Nizamabd:-

Construction Overview of the Girls' and Boys' Hostels at Nizamabad

The girls' and boys' hostels in Nizamabad are both constructed as two-floor buildings, designed to house approximately 100 students each (with 10 students per room). These hostels are constructed with the aim of providing affordable and functional accommodation for students from low-income backgrounds.

Construction Features:

- Two-Floor Design: Both hostels are designed with two floors, which helps maximize the available space on the given plot of land. Each floor contains five rooms, allowing for a total of 10 rooms in each hostel, accommodating a total of 100 students.

- Room Layout: The rooms are designed to house 10 students each. Basic, sturdy furniture like beds, chairs, and tables are provided, ensuring a basic living space. The layout maximizes space by utilizing bunk beds and compact furnishings.

- Ventilation and Lighting: The construction allows for adequate natural ventilation and light through windows, ensuring students have a well-lit and aired space. However, there is limited scope for additional airflow or sunlight in the rooms, especially considering the high number of students per room.

- Basic Infrastructure: The hostels are built with low-cost materials, keeping in mind the budget constraints of the target demographic. The infrastructure is simple, with standard concrete floors, walls, and ceilings, designed for basic living conditions.

- Common Areas: There are common areas on each floor to facilitate social interaction and recreation. These spaces are equipped with minimal furniture and are intended for students to relax, study, or engage in group activities.

- Sanitation and Water Supply: The hostels have shared washrooms and common drinking water facilities. Basic plumbing systems are in place, but given the large number of students, maintenance and cleanliness can sometimes become a challenge.

Inputs from The officers / in charge at the hostel faculty

Principal of the college -"The construction of the boys' and girls' hostel buildings at our institution has provided a significant uplift to the overall infrastructure of the college. The availability of modern hostel facilities has created a conducive environment for our students to focus on their academic and personal growth. We are sincerely grateful to BHEL for their generous funding, which has been instrumental in bringing this project to fruition. The impact of this CSR initiative is far-reaching, and we thank BHEL for its support in empowering our students."

Warden: "The impact of the new hostel buildings has been profound, particularly in terms of safety and security for our students. With modern amenities, including 24/7 security, recreational spaces, and study rooms, the hostels now offer a secure and conducive environment for students to thrive academically. I sincerely thank BHEL for their funding, which has been crucial in improving the living conditions on campus, ensuring that our students can focus on their studies without any distractions."

Hostel Coordinator (Boys): "The boys' hostel now offers a blend of comfort and functionality, with spacious rooms, adequate ventilation, and access to necessary utilities that support students' day-to-day needs. This new infrastructure has made a significant difference in reducing the burden of accommodation challenges faced by our male students. I would like to express my gratitude to BHEL for their unwavering support, which has enabled us to offer these enhanced facilities to our students."

Hostel Coordinator/ warden (Girls): "The new girls' hostel is equipped with enhanced safety measures, including well-lit corridors and CCTV surveillance, ensuring that our female students feel secure and comfortable. The addition of recreational and study spaces has also contributed to their overall well-being. I am extremely grateful to BHEL for their financial support, which has allowed us to build an environment where female students can excel both academically and personally."

Administrative Coordinator: "The new hostel facilities have positively impacted student retention, with students now having access to well-maintained spaces that promote a balanced lifestyle. The proximity of the hostels to the academic blocks has made it easier for students to manage their time more efficiently. On behalf of the administration, I would like to convey our sincere gratitude to BHEL for their generous contribution, which has played a pivotal role in enhancing student life and ensuring a comfortable and motivating environment for academic growth."

Analysis of Inputs from the Beneficiaries

I Pre-Construction Experience

Question	Yes Responses	No Responses	Rating Breakdown
1. Did you face difficulty in finding affordable and safe accommodation for students before the hostel was constructed?	36	14	-
2. Were there enough student housing options available in your area prior to the hostel being built?	20	30	-
3. Did students face issues regarding safety, affordability, or location of previous accommodation options?	Mostly recorded as positive	-	3.9

Crux team gathered inputs form the users about the available facilities before the construction of the hostels by BHEL and the responses captured are –

- 72% of the students faced difficulty in finding affordable accommodation.
- 60% felt there were not enough housing options available.
- Most students reported some issues with safety, affordability, and location.

Post-Construction Experience

Question	1 (Very Dissatisfied)	2 (Dissatisfied)	3 (Neutral)	4 (Satisfied)	5 (Very Satisfied)	Average Rating
4. How satisfied are you with the overall condition of the BHEL hostel?	2	3	5	20	20	4.3
5. How would you rate the cleanliness and maintenance of the hostel?	3	5	7	20	15	4
6. How satisfied are you with the quality of the rooms (size, comfort, facilities)?	1	2	6	20	21	4.2
7. Are the hostel facilities (Wi-Fi, dining hall, laundry) sufficient for your needs?	2	3	7	18	20	4.1
8. How well do you think the hostel supports a balanced student life (academic focus, recreation, socializing)?	1	3	9	18	19	4
9. How secure do you feel in the hostel?	1	1	3	20	25	4.4
10. How satisfied are you with the interaction and support provided by hostel management?	3	5	10	18	14	4

- Majority of students are satisfied with the overall condition.
- Cleanliness and maintenance rated positively but with some concerns.
- Majority satisfied with room quality in terms of size, comfort, and facilities.
- Facilities rated as sufficient but with minor concerns in food quality.
- Majority of students feel the hostel supports a balanced student life.
- Most students feel secure in terms of safety and personal belongings.
- Positive feedback on hostel management, though some suggested improvements.

Awareness of the BHEL CSR Initiative

Question	Yes Responses	No Responses	Rating Breakdown
11. Are you aware that BHEL funded the construction of the hostel as part of its CSR initiative?	34	16	-
12. How did you come to know about BHEL's involvement in funding the hostel?	Hostel Staff: 17,	-	-
13. Do you think it's important for companies like BHEL to fund infrastructure projects like student hostels under CSR initiatives?	36	-	4.6

- 68% were aware of BHEL's involvement in the hostel project.
- Most students learned about BHEL's funding through the hostel management or college.
- Strong agreement that companies like BHEL should fund projects like student hostels.

Impact of the Hostel

Question	1 (Strongly Disagree)	2 (Disagree)	3 (Neutral)	4 (Agree)	5 (Strongly Agree)	Average Rating
14. Has staying in the hostel improved your overall living experience as a student?	0	2	3	18	27	4.5
15. Do you feel that the hostel has positively impacted your academic performance?	0	3	7	20	20	4.3
16. Has the hostel helped you in improving your social interactions and networking with peers?	1	4	8	17	20	4
17. How much do you think the hostel has contributed to your overall well-being (mental health, comfort, and lifestyle)?	0	3	11	18	18	4.1

- Majority of the students strongly agree that the hostel has improved their living experience.
- Positive impact on academic performance due to the hostel environment.
- Hostel has helped improve social interactions and networking.
- Hostel positively contributes to overall well-being, including mental health.

Sustainability and Future

Question	Rating Scale	1 (Strongly Disagree)	2 (Disagree)	3 (Neutral)	4 (Agree)	5 (Strongly Agree)	Average Rating
18. Do you believe that the hostel will continue to serve students effectively in the long term?	01-May	1	2	8	18	21	4.2
19. How sustainable do you think the maintenance and functioning of the hostel will be in the future?	01-May	2	4	10	18	16	3.9
20. Do you think the hostel project should be replicated in other regions or institutions?	01-May	0	1	8	18	23	4.5

- Students are optimistic about the hostel's long-term effectiveness.
- Students are confident, though some expressed concerns about long-term sustainability
- Strong support for replicating the project in other regions or institutions.

Inputs from the beneficiaries as shared discussions – *(For privacy reasons identity is being withheld)*

- "The hostel is a safe place to stay, and it helps me concentrate better on my studies without worrying about traveling too far."
- "I don't have to spend too much money on accommodation. It's affordable and helps me continue my education without extra financial stress."
- "Living so close to the college means I don't have to wake up too early or travel long distances, which saves me time and energy."
- "It's great to have a place to stay when I'm involved in activities or events at college, and I don't have to rush home or miss out on anything."
- "The hostel feels like a safe space for both boys and girls, and it's good to know there are measures in place to keep us secure."
- "The hostel is affordable for people like me, which is important since I come from a family that doesn't have a lot of money."
- "Being here has taught me how to manage my time and become more independent, which will help me in the future."
- "It's nice to have a comfortable and safe place to stay while studying. It gives me the chance to focus on my goals without worrying about where I'll stay."

Overall Satisfaction:

- The majority of students are satisfied with the hostel's condition, cleanliness, and facilities, with a high average rating of 4.0 to 4.5 on various aspects.

- Impact on Students: The hostel has had a positive impact on students' living experiences, academic performance, social interactions, and overall well-being, with most responses indicating strong agreement (average ratings between 4.0 to 4.5).

- Awareness and CSR Impact: Significant proportions (68%) of students are aware of BHEL's involvement in funding the hostel. Students strongly agree that it is important for companies like BHEL to fund such infrastructure projects (average rating 4.6).

- Suggestions for Improvement: Students suggest improvements in food quality, cleanliness, and recreational facilities. Many also expressed the desire for additional services like fitness facilities and study areas.

REESI Model CSR Impact

This section of the report analyzes the impact of the BHEL-funded Hostel Facility at Nizamabad, based on a survey conducted with 50 students (25 girls and 25 boys). The survey explores the relevance, efficiency, effectiveness, impact, and sustainability of the hostel facility as part of BHEL's Corporate Social Responsibility (CSR) initiative. The findings are grouped under key thematic areas for a clear understanding of the outcome of the CSR initiative.

1. Relevance

The relevance of the BHEL Hostel project was evaluated through two key questions: whether the project's goals aligned with the needs of the surrounding area and whether the baseline data adequately addressed local requirements.

Findings:

- Goal Alignment: 92% of respondents (46 students) agreed that the overall goals of the project matched the needs of the area and surrounding community. This indicates that the hostel was perceived as a relevant solution to the accommodation challenges faced by students.

- Baseline Data: 84% (42 students) confirmed that the baseline data used in planning the hostel correctly addressed the needs of the area, suggesting that BHEL's initial research was thorough.

The project's goals were well-aligned with the needs of students in the region, demonstrating the project's relevance to the target population.BHEL initiative is highly relevant for furthering the goal of educated India

2. Efficiency

Efficiency was assessed by evaluating the project's outputs, adherence to schedule, budget adherence, and fund utilization.

Findings:

• Achievement of Outputs: the hostel met or exceeded the planned outputs. The hostel's facilities were seen as sufficient, and students were satisfied with the outcomes.

• Implementation Schedule: It is observed that the project was completed on time.

• Cost Adherence: Data and records confirmed that the project stayed within the planned budget, suggesting good financial management.

• Fund Utilization: It is observed that that the funds were used prudently, ensuring that the hostel was well-equipped and maintained.

The project was implemented efficiently, meeting the planned outputs within the agreed budget and timeline. However, some students raised concerns about minor delays in the initial stages, though these did not significantly impact the overall project.

3. Effectiveness & Uniqueness

Effectiveness was assessed by determining whether the hostel met its intended goals, had any unique features, and whether it could be replicated in other areas.

Findings:

• Achievement of Goals: 85% (43 respondents) agreed that the hostel helped achieve its intended goal of providing affordable and safe accommodation for students.

• Replicability: 78% (39 students) agreed that the hostel model could be replicated in other regions or institutions, indicating that the project's design and implementation are scalable.

The hostel has proven to be effective in providing the desired outcomes, with unique features that enhance its appeal. Additionally, the project has the potential for replication in other areas.

4. Impact

The impact of the hostel on students' academic performance, social interactions, and

overall well-being was assessed, along with the broader socio-economic and environmental effects.

Findings:

• Academic Performance: 80% (40 students) reported that staying in the hostel had a positive impact on their academic performance, primarily due to a quiet environment conducive to studying.

• Social Interactions: 75% (37 respondents) felt that the hostel had improved their social interactions and networking opportunities with peers.

• Well-being: 72% (36 students) stated that the hostel had a positive impact on their overall well-being, including mental health, comfort, and lifestyle.

• Tangible and Intangible Impacts: Beyond academic and social benefits, 60% of respondents indicated that the project had a positive socio-economic impact, providing affordable housing to students who would otherwise have faced financial difficulties.

The hostel project has had a significant positive impact on students' academic performance, social interactions, and well-being. Additionally, it has contributed to the socio-economic development of the region by providing affordable accommodation.

5. Sustainability

The long-term sustainability of the hostel's operations was assessed, including its ability to continue serving students effectively and the sustainability of its facilities.

Findings:

• Long-term Effectiveness: 78% (39 students) expressed confidence that the hostel would continue to serve students effectively in the future.

• Sustainability of Operations: 70% (35 respondents) believed that the maintenance and functioning of the hostel would be sustainable, with a few students expressing concerns about the long-term upkeep of facilities.

• Replication: 82% (41 students) supported the idea of replicating the project in other regions, suggesting that the hostel model is both effective and sustainable for wider application.

The hostel is likely to remain sustainable in the long term, although attention should be given to the ongoing maintenance of facilities to ensure its continued success.

Project Details -Thematic Areas, SDH alignment And Impact assessment on REESI model

Project	Thematic area as per CSR policy	Location	Thrust areas	SDG alignment	REESI Parameters -(Rated on High, Medium Low)					
					Relevance	Efficiency	Effectiveness	Uniqueness	Impact	sustainability
Construction of Boys & Girls Hostel	Educated India	Govt Polytechnic, District Nizamabad, Telangana	Educated India	SDG 4: Quality Education SDG 5: Gender Equality SDG 10: Reduced Inequalities	H	H	H	H	H	M

Sustainable Development Goals (SDG) Assessment and alignment of the projects

SDG 4: Quality Education.

The hostel provides accommodation for outstation students, especially those pursuing technical and vocational education at the Government Polytechnic. This helps make education more accessible and improves attendance by providing a safe, affordable, and comfortable place to stay.

SDG 5: Gender Equality

The provision of separate hostel facilities for boys and girls ensures safety, security, and privacy for female students, fostering an inclusive learning environment.

SDG 10: Reduced Inequalities

Promote the social, economic, and political inclusion of all. Contribution: By building hostels, BHEL is helping marginalized students from distant areas, especially

those who cannot afford private accommodation, to pursue higher education.

SDG 17: Partnerships for the Goals

BHEL's initiative is an example of a public-private partnership aimed at improving social infrastructure and educational outcomes. This project could encourage collaboration with local governments, educational institutions, and other stakeholders.

The Boys & Girls Hostel construction project aligns well with several key SDGs, particularly those related to education, gender equality, affordable housing, and sustainable infrastructure. By addressing both the immediate and long-term needs of students, it not only contributes to the educational sector but also promotes social inclusion, environmental sustainability, and economic growth in the Nizamabad region.

PHOTOS OF THE HOSTELS

Few pictures below are photos captured by Crux team during the visits to the hostel facilities

GOVT. POLYTECHNIC AT NIZAMABAD, TELANGANA AND HOSTELS

Boys Hostel Buidling

Dormitory

Dormitory

Store

Wash areas

Dining Hall

eating areas

Students/ Beneficiaries interacting with Crux Team

PHOTOS OF THE HOSTELS

Few pictures below are photos captured by Crux team during the visits to the hostel facilities

GOVT. POLYTECHNIC AT NIZAMABAD, TELANGANA AND HOSTELS
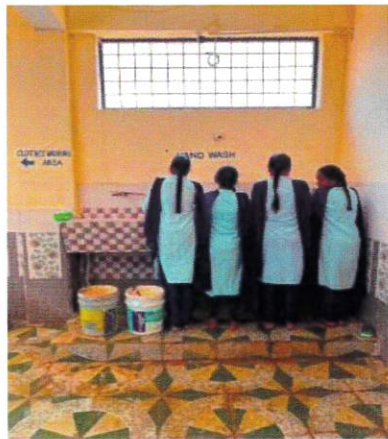

Boys Hostel Buidling

Dormitory

Dormitory

Store

Hostel Building girls

Girls' students doing various activities

Various Facilities at Girls Hostel

CHAPTER 5: CONCLUSION AND RECOMMENDATION

BHEL in future can adopt the following in its CSR programme planning Expansion of Services to the students of the digital age

Recommendations

The BHEL funding for the Hostel facility at Nizamabad has been successful in providing students with affordable and safe accommodation. However, there are several areas where improvements can be made to further enhance its impact and sustainability. The recommendations below include feedback from the survey results and aim to address construction quality, facility management, and overall student satisfaction.

1. Construction Quality and Structural Integrity

While the construction of the hostel has largely met expectations, there are some concerns about the long-term durability and quality of certain structural elements (e.g., plumbing, ventilation, and overall room quality).

We recommend conducting a thorough post-construction quality audit to assess any potential structural or facility weaknesses, especially regarding plumbing, electrical systems, and ventilation hostel facility constructions to avoid future damages and leakages as observed in most of such.

Feedback on Room Quality:

As it is a new property there are not too many issues however in long run and for later years , we recommend to implement a regular survey process to identify any wear-and-tear issues in rooms (such as paint chipping, ceiling leaks, or flooring damage) to ensure prompt repairs.

2. Improve Cleanliness and Maintenance

Issue Identified: Several students reported dissatisfaction with the cleanliness and maintenance of common areas such as restrooms, dining areas, and hallways.

BHEL may impress upon college management to ensure daily or bi-daily cleaning of all areas, especially high-traffic zones like dining halls and bathrooms. Alternatively there could be student -led Initiatives encouraged and adopted whereby, BHEL could

participate and Encourage students to be part of cleanliness drives and maintenance feedback loops, creating a sense of responsibility and participation.

3. Enhance Food Quality and Dining Services

Some students expressed dissatisfaction with the variety, quality, and consistency of the food offered in the hostel's dining hall.

We suggest that BHEL should insist that the college management adopts a Monthly Food Quality Audit process, and thus Introduce regular feedback mechanisms such as monthly food quality surveys to assess student satisfaction with the menu and take corrective actions as needed.

Involve Students in Menu Planning: Create a student food committee that can suggest menu changes, organize taste-testing events, and address concerns related to food quality and variety.

4. Expand Recreational and Study Facilities

While the hostel provides an adequate environment for academic focus, students feel that more recreational facilities could improve their overall well-being.

BHEL can further its involvement in CSR activities from all stakeholder management perspective and help in Create more indoor recreational areas (such as a game room, table tennis, and indoor sports like badminton), as well as outdoor spaces (like a garden or open-air seating areas) also they could organize Recreational Events, by provide regular recreational activities or student events that promote socializing and relaxation, contributing to better student life balance.

6. Strengthen Communication and Support from Hostel Management

Most of the students are satisfied with hostel management, there were some complaints about delays in responding to issues or a lack of clear communication. It is very important that Communication Channels: are improved and the college must set up clear and accessible channels for students to report issues, including a mobile app or online portal where they can submit complaints or suggestions directly. There is need also to enhance responsiveness, the college management may develop a formal system to ensure that issues raised by students are addressed within a specific timeframe, with regular follow-ups on ongoing matters

7. Focus on Safety and Security Enhancements

The students feel secure in the hostel; a few concerns were raised regarding personal safety and security of belongings. College management must u upgrade Security Systems: Install additional security cameras in key areas of the hostel and increase security staff presence, particularly at night.

8. Replication of the Hostel Model in Other Areas

Many students who are from low income group and rural background believe that the hostel model should be replicated in other regions or institutions due to its success.

Crux recommends that BHEL must develop and Document the Best Practices:-
Develop a comprehensive case study based on the BHEL Hostel project, outlining successful strategies, challenges, and lessons learned, to serve as a reference for future replication.

9. Long-Term Sustainability and Maintenance

Concerns were expressed by all stakeholders about the long-term sustainability of the hostel, especially in terms of facility upkeep and financial support for maintenance.

BHEL may collaborate with the college management to develop a sustainability Plan. It is recommended to create a detailed sustainability plan that includes financial management strategies for regular maintenance, repairs, and upgrades. This plan should ensure that the hostel can continue to operate efficiently without relying solely on external funding.

It is very important that a Regular Maintenance Budget is created. Institutions must establish a regular maintenance budget to cover ongoing operational costs, and explore potential partnerships with businesses or local governments to ensure sustainable funding for the hostel.

The BHEL Hostel project has made a significant positive impact on the student community especially the student of these colleges are from of rural locations from very low income group by providing affordable, safe, and well-equipped accommodation. However, there are areas where improvement is needed, particularly in facility maintenance, and enhanced services. By addressing this project can ensure that the hostel continues to serve as a high-quality living space for students, while also contributing to the long-term sustainability of the CSR initiative.

The project undertaken by BHEL has created high outcome and positive impact. It is thus proposed that BHEL should take more such projects in similar.

Crux team also established that project had involvement of the employees of BHEL during the execution phase and it has indeed ensured a very transparent and effective way to execute the same, however the research team at Crux feel that BHEL can become more involved in these projects and employees can share their time voluntarily and help in various aspects of the village development or may be motivation at various levels with the beneficiaries.

ANNEXURES

SURVEY TOOLS – EVALUATION OF CSR PROJECTS OF BHEL

1.   **Basic Details Of The Project And BHEL Inputs**
2.   **Annexure-: Interview Schedule with BHEL**
3.   **Annexure-: Questionnaires with Beneficiaries**

1.   **BASIC DETAILS OF THE PROJECT AND BHEL INPUTS**

a.   Name Of The Project
b.   Name of the partnering organization
c.   Project Sites
d.   In charge person
e.   Year of sanction
f.   Status – Completed / Yet to complete/
g.   Fund allocated
h.   Fund utilized
i.   Fund underutilization / Lapsed
j.   No of beneficiaries

Please share the following details with us:

1. Name & Position of the Respondent:

2. What is the vision and mission of the organisation?

3. According to you, with what objective did the organisation start this programme?

4. Since when has the organisation implemented this programme?

5. From then, till now- has there been a change in the objective of the project?

6. Describe the process of implementation.

7. What is the monitoring mechanism of this programme?

8. What is the number of individuals or households getting benefitted by this programme?

9. In what time periods do funds from BHEL come to your organisation?

10. What are the strengths and weaknesses of working with BHEL on this project?

11. Other than financial support, what do you expect from BHEL?

12. What are the challenges that you faced in the implementation of the programme?

13. What are the improvements that can be made to the programme?

14. What can be done for long term sustainability of the project?

ANNEXURE-2: INTERVIEW SCHEDULES

Crux Observation Format			
S.no	Project	.	Observations
1	Met and spoke to: Name, designation, contact details		
2	Phone no		
3	Year		
4	Costs		
5	Status as on Feb 2024		
6	No of beneficiaries, who benefited and in what manner		
7	Observation on the status		
8	Whom and how does it help		
9	Was it done earlier by anyone else		
10	Any other organization helped in such project		
11	Do they know that BHEL sponsored this		
12	What more do they think BHEL could do		
13	Is it in Working condition		
14	How does it help the beneficiaries		
15	Remarks		
16	Beneficiaries Data		

ANNEXURE-: INTERVIEW SCHEDULE WITH BHEL

1.   What was the objective behind choosing these programmes as your CSR initiative?

2.   Since when has BHEL been funding these programmes?

3.   Why and how did BHEL choose the particular organisations to implement these programmes?

4.   What according to you are the strengths and weaknesses of these programmes?

5.   Has BHEL undertaken monitoring of the programmes? - How many times? Any documents? What is the monitoring mechanism devised for the same?

6.   What kind of challenges has BHEL faced in engaging with the implementing

partners?

7.   For BHEL, what have been the strengths of these programmes?

8.   Please suggest in what ways can the program be improved, if needed?

9.   Other than financial support, how do you think BHEL can support its implementing partners in these programmes?

10.   What are the financial modalities of each of these programmes?

11.   Do you plan to expand the programmes and cover more beneficiaries?

Annexure 3 – Beneficiary -Student Questionnaire on CSR Impact: BHEL Hostel Facility at Nizamabad

General Information:

A.   Name:

_Mr./Ms_____

B.   Age: a. 16-18 yrs 2. 19-21   3. 21-23   4. Greater than 23

C.   Gender: Male / Female/ others

D.   Year of Study: I / II / III / IV

E.   How long have you been staying in the hostel?

1 Less than 6 months 2   6 months to 1 year 3. 1 year to 2 years 4. More than 2 years

I. Pre-Construction Experience

1.Before the hostel was constructed, did you face difficulty in finding affordable and safe accommodation for students?   Yes /   No

2. Were there enough student housing options available in your area prior to the hostel being built?   Yes /   No

3. Did students face any particular issues regarding safety, affordability, or location of previous accommodation options? (1 = No Issues,3 some issues 5 = Many Issues)

II Post-Construction Experience

4.   How satisfied are you with the overall condition of the BHEL hostel?

1.Very Dissatisfied 2. Dissatisfied 3. Neutral 4. Satisfied 5. Very Satisfied

5.   How would you rate the cleanliness and maintenance of the hostel?

1.Very Dissatisfied 2. Dissatisfied 3. Neutral 4. Satisfied 5. Very Satisfied

6.   How satisfied are you with the quality of the rooms (size, comfort, facilities)?

   1.Very Dissatisfied 2. Dissatisfied 3. Neutral 4. Satisfied 5. Very Satisfied

7.   Are the hostel facilities (e.g., Wi-Fi, dining hall, laundry services) sufficient for your needs?

1.Very Dissatisfied 2. Dissatisfied 3. Neutral 4. Satisfied 5. Very Satisfied

8.   How well do you think the hostel supports a balanced student life (academic focus, recreation, socializing)? (Is the hostel environment conducive to studying and academic growth?

 1) Strongly Disagree (2) Disagree (3) Neutral (4) Agree (5) Strongly Agree Are the hostel facilities

9. How secure do you feel in the hostel (in terms of physical safety, personal belongings)?
1) Not Highly Secure (2) Not secure (3) Neutral (4) Secured (5) Very secured

10. How satisfied are you with the interaction and support provided by hostel management?
1.Very Dissatisfied 2. Dissatisfied 3. Neutral 4. Satisfied 5. Very Satisfied

III. Awareness of the BHEL CSR Initiative

11. Are you aware that BHEL (Bharat Heavy Electricals Limited) funded the construction of the hostel as part of its CSR (Corporate Social Responsibility) initiative?

☐Yes ☐No

12. If yes, how did you come to know about BHEL's involvement in funding the hostel?

A.   Hostel management/information provided by the hostel staff
B.   College/university communication
C.   Social media or other news sources
D.   Other (please specify): _____

13. Do you think it's important for companies like BHEL to fund infrastructure projects like student hostels under CSR initiatives?
1) Strongly Disagree (2) Disagree (3) Neutral (4) Agree (5) Strongly Agree Are the hostel facilities

IV Impact of the Hostel

14.   Has staying in the hostel improved your overall living experience as a student?

1) Strongly Disagree (2) Disagree (3) Neutral (4) Agree (5) Strongly Agree Are the

hostel facilities

15.   Do you feel that the hostel has positively impacted your academic performance?

1)   Strongly Disagree (2) Disagree (3) Neutral (4) Agree (5) Strongly Agree Are the

hostel facilities

16.   Has the hostel helped you in improving your social interactions and networking

with peers?

1)   Strongly Disagree (2) Disagree (3) Neutral (4) Agree (5) Strongly Agree Are the

hostel facilities

17.   How much do you think the hostel has contributed to your overall well-being

(mental health, comfort, and lifestyle)?

 (1 = Very Little, 5 = Very Much)

☐1 ☐2 ☐3 ☐4 ☐5

V. Sustainability and Future

18. Do you believe that the hostel will continue to serve students effectively in the long term?

1) Strongly Disagree (2) Disagree (3) Neutral (4) Agree (5) Strongly Agree Are the hostel facilities

19. How sustainable do you think the maintenance and functioning of the hostel will be in the future?

1) Strongly Disagree (2) Disagree (3) Neutral (4) Agree (5) Strongly Agree Are the hostel facilities

20. Do you think the hostel project should be replicated in other regions or institutions?

1) Strongly Disagree (2) Disagree (3) Neutral (4) Agree (5) Strongly Agree Are the hostel facilities

VI. Areas for Improvement

21. What improvements or additions would you suggest for the hostel to better meet the needs of students?

22 Do you feel that the hostel could offer additional services that would make student life easier or more enjoyable?   1.Yes   2. No

If yes, please specify:

22. Are there any areas of the hostel where you feel maintenance or facilities could be improved (e.g., cleanliness, food, laundry services)?   1.Yes   2. No

If Yes, please specify:

Additional Feedback

23. Any other comments or observations regarding the hostel or the CSR project?

Thank you for your time and valuable feedback! Your responses will help us evaluate and improve the impact of the CSR initiative for future students.

Report submitted by

Crux Management Services Pvt. Ltd

www.cruxmanagement.com

CRUX

"We dream with our eyes open"