

**IMPACT ASSESSMENT STUDY REPORT
OF CSR PROJECTS OF**



Conducted by: CRUX MANAGEMENT SERVICES P LTD



"We Dream with our eyes open"

March 2025



Report submitted by

Crux Management Services Pvt. Ltd

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"We dream with our eyes open"

IMPACT ASSESSMENT STUDY REPORT OF CSR PROJECTS OF BHEL

**“IMPACT ASSESSMENT OF CSR PROJECT OF
CONSTRUCTION OF SARAI WITH 54-BED FACILITY
AT DR. RAJENDRA PRASAD MEDICAL COLLEGE AND HOSPITAL, DISTRICT
KANGRA, HIMACHAL PRADESH”**

Executed for 2024– 2025

AN INITIATIVE OF BHEL-PSNR, NOIDA

CONDUCTED BY

CRUX MANAGEMENT SERVICES PVT LTD

March 2025

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Ms. Hema Jain

CEO, Crux Management Services P Ltd

LIST OF ABBREVIATIONS

- CSR Corporate Social Responsibility
- BHEL Bharat Heavy electrical limited
- PSU Public Sector Undertaking
- DPE Department of Public Enterprises
- NGO Non-Governmental Organization
- BPL Below Poverty Line
- MoU Memorandum of understanding
- SDG Sustainable Development Goal

EXECUTIVE SUMMARY

Corporate Social Responsibility (CSR) in India, mandated under the Companies Act, 2013, emphasizes that businesses must go beyond profit-making and contribute meaningfully to societal and environmental welfare. Crux Management Services P Ltd conducted a CSR impact assessment for the construction of a 54-bed Sarai (Night Shelter) at Dr. Rajendra Prasad Medical College and Hospital, Kangra, Himachal Pradesh, funded by BHEL, aligned with SDG 3 – Good Health and Well-being.

Project Overview

- Project: Night Shelter Construction
- Beneficiaries: ~1200 people (rural, low-income groups including SC/ST/Adivasi communities)
- Budget: ₹2 crore (fully utilized)

Primary Objective: Provide affordable, accessible accommodation for hospital patients' attendants and visitors

Assessment Framework: REESI Model

The project was evaluated using the REESI framework – Relevance, Efficiency, Effectiveness, Sustainability, and Impact.

Key Findings:

Relevance

- 70%+ satisfaction with shelter's alignment to community needs
- Significant reduction in burden on local lodgings
- High relevance in offering proximity to the hospital

Efficiency

- Project completed within time and budget
- Effective fund utilization and resource management

Effectiveness

- 72%+ satisfied with accommodation comfort and financial relief
- Enhanced patient care by allowing attendants to stay nearby

- Opportunity to improve awareness of BHEL's CSR involvement

Impact

- 76%+ found the shelter accessible and well-located
- Positive socio-economic impact and relief to low-income families
- Only 30% aware of BHEL's contribution, signaling a branding gap

Sustainability

- 80%+ confident in long-term functionality
- Shelter viewed as eco-friendly and cost-effective
- High user trust in continuity of services

Beneficiary Voices

- “Affordable and close to the hospital... helped me take care of my sick brother.” – Mr. Chetan Durge
- “Clean and simple rooms; only improvement needed is accessibility.” Ms. Pushpa
- “This place saved me from sleeping on the street during my visit.” – Ms. Meena Devi

Evaluation on the REESI Parameter

Sl.No	Name of the Project	Parameters				
		Relevance	Efficiency	Effectiveness	Uniqueness	Impact& sustainability
1	CONSTRUCTION OF SARAI WITH 54-BED FACILITYAT DR. RAJENDRA PRASAD MEDICAL COLLEGE AND HOSPITAL, DISTRICT KANGRA, HIMACHAL PRADESH”	High	High	Medium	High	Medium

Recommendations:

- Enhance Accessibility: Upgrade ramps, doorways, and restrooms for differently-abled.
- Improve Sanitation & Utilities: More frequent cleaning and maintenance; adopt eco-efficient utilities.

- Introduce Green Building Features: Solar panels, rainwater harvesting, LED lighting.
- Interior Upgrades: Better ventilation, furnishings, and common areas.
- Boost BHEL Branding: Informational displays, outreach events to raise CSR visibility.
- Set Up Feedback Systems: Regular collection of user suggestions for continual improvement.
- Promote Sustainable Operations: Waste segregation, water-saving, and energy-efficient practices.

The BHEL-funded night shelter is a highly impactful CSR initiative that has significantly improved the healthcare experience for marginalized communities in Himachal Pradesh. By implementing targeted enhancements and fostering community engagement, the project can serve as a model of sustainable and inclusive CSR for future initiatives.

CHAPTER 1: INTRODUCTION

Corporate Social Responsibility (CSR) represents a business philosophy that extends beyond profit generation, emphasizing the ethical and socially responsible conduct of corporations. The genesis for the CSR act implemented in India since 2013. The underlying philosophy of CSR is rooted in the belief that businesses should not only pursue financial success but also contribute positively to the well-being of society and the environment.

The corner stone of CSR are engagement and wellbeing of all stakeholders while perusing profit goals.

The organizations world around has embraced the fact that the stake holder management is a fundamental requirement for sustained and meaningful growth. Recognizing that businesses impact a wide range of stakeholders, including employees, customers, communities, and the environment, CSR philosophy emphasizes engaging with and addressing the needs of these diverse groups.

UN sustainable goals have a strong bearing on the businesses practices and have nudged all organization to adopt Sustainable Business Practices. CSR promotes sustainable business practices that consider the long-term impact of operations on the environment and society. This includes efforts to reduce carbon footprint, conserve resources, and promote environmental conservation.

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. Stakeholders exist both within a firm

and 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 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.

As it is observed that CSR funding is majorly a social investment. CSR philosophy emphasizes social investment as a strategic choice, recognizing that investing in community development, education, healthcare, and social welfare not only benefits society but also contributes to the long-term success and reputation of the business.

We can conclude that CSR funding reflects a philosophy that recognizes the broader responsibilities of businesses in society. Driven by a desire for positive social impact, risk mitigation, and strategic growth, CSR has evolved into a key component of corporate strategy in the contemporary business landscape. The continued growth of CSR is expected as businesses respond to the changing expectations of consumers, investors, and the global community.

Introduction to CSR Impact Assessment

Corporate Social Responsibility (CSR) refers to the ethical practices and contributions of businesses towards societal well-being and environmental sustainability. CSR impact assessment is a systematic approach to evaluate the outcomes of CSR initiatives, enabling organizations to measure their effectiveness, improve transparency, and refine their strategies for better societal impact. Through these assessments, businesses can align their efforts with stakeholder expectations and global development goals.

Importance of CSR Impact Assessment

- **Effectiveness Measurement:** Organizations can determine if their CSR activities are meeting intended objectives.
- **Stakeholder Engagement:** Involving stakeholders in the assessment process ensures diverse perspectives and enhances initiative relevance.
- **Continuous Improvement:** Regular assessments inform organizations about

successes and areas for improvement, fostering ongoing development.

- **Alignment with Global Standards:** Impact assessments facilitate alignment with frameworks like the United Nations Sustainable Development Goals (SDGs).
- **Building Reputation:** Transparent reporting of CSR impacts fosters trust and credibility among stakeholders.

REESI Model

The REESI Model (Relevance, Efficiency, Effectiveness, Sustainability, and Impact) provides a comprehensive framework for assessing CSR initiatives. Each component plays a vital role in evaluating the overall impact and value of CSR efforts.

1. Relevance

Definition: Relevance assesses how well CSR initiatives align with community needs, stakeholder expectations, and organizational goals.

Key Focus:

Identifying the specific issues or needs addressed by the CSR activities.

Ensuring that initiatives resonate with stakeholders and the broader community.

Importance: Ensuring relevance helps organizations focus their efforts where they can make the most significant impact.

2. Efficiency

Definition: Efficiency evaluates how well resources (time, money, personnel) are utilized in implementing CSR initiatives.

Key Focus:

Assessing cost-effectiveness and resource allocation.

Analyzing whether the input generates sufficient outputs.

Importance: Improving efficiency ensures that organizations maximize their CSR investments, enabling more significant benefits to be achieved with available resources.

3. Effectiveness

Definition: Effectiveness measures whether CSR initiatives achieve their intended goals and outcomes.

Key Focus:

Setting clear, measurable objectives for each initiative.

Monitoring and evaluating the results against these objectives.

Importance: Understanding effectiveness allows organizations to identify successful strategies and make necessary adjustments for future initiatives.

4. Sustainability

Definition: Sustainability examines the long-term viability of CSR initiatives and their potential for ongoing impact.

Key Focus:

Evaluating whether projects are designed for lasting benefits.

Assessing the potential for continued funding and support.

Importance: Ensuring sustainability maximizes the long-term impact of CSR efforts, allowing organizations to contribute meaningfully over time.

5. Impact

Definition: Impact measures the tangible and intangible outcomes of CSR initiatives on society, the economy, and the environment.

Key Focus:

Identifying and measuring social, economic, and environmental impacts.

6. Communicating the results to stakeholders transparently.

Importance: Understanding impact helps organizations articulate the value of their CSR activities, building credibility and trust with stakeholders.

Sustainable Development Goals (SDGs)

The Sustainable Development Goals (SDGs) are a set of 17 global objectives established by the United Nations in 2015. They aim to address urgent global

challenges, including poverty, inequality, climate change, and sustainable development, with a target to be achieved by 2030.

Overview of the SDGs

- No Poverty
- Zero Hunger
- Good Health and Well-Being
- Quality Education
- Gender Equality
- Clean Water and Sanitation
- Affordable and Clean Energy
- Decent Work and Economic Growth
- Industry, Innovation, and Infrastructure
- Reduced Inequality
- Sustainable Cities and Communities
- Responsible Consumption and Production
- Climate Action
- Life Below Water
- Life on Land
- Peace, Justice, and Strong Institutions
- Partnerships for the Goals

Importance of the SDGs in CSR

- **Global Relevance:** The SDGs provide a framework for businesses to address critical global issues and guide their CSR efforts.
- **Enhanced Accountability:** Aligning with the SDGs enables companies to track their contributions to global goals, fostering greater accountability.
- **Collaboration Opportunities:** Engaging with the SDGs opens avenues for partnerships with governments, NGOs, and other organizations.
- **Long-Term Vision:** The SDGs encourage a focus on sustainable development rather than short-term gains in CSR strategies.

- **Improved Impact Measurement:** Aligning initiatives with the SDGs enables organizations to effectively measure and communicate their social and environmental impacts.

Alignment of CSR Activities with the SDGs

Organizations can align their CSR initiatives with specific SDGs by:

- **Identifying Relevant Goals:** Analyzing which SDGs resonate with the company's mission and values.
- **Setting Measurable Targets:** Establishing clear, quantifiable targets that contribute to the chosen SDGs.
- **Implementing Programs:** Designing initiatives that address specific needs related to selected SDGs.
- **Monitoring Progress:** Regularly measuring and reporting on progress towards achieving SDG-related targets.

CSR Act in India

The Companies Act, 2013 was a significant legislative move in India that formalized CSR practices. Key features include:

Applicability: The CSR provisions apply to companies meeting certain financial criteria: net worth of ₹500 crore or more, annual turnover of ₹1,000 crore or more, or net profit of ₹5 crore or more during any financial year.

Mandatory Spend: These companies must allocate at least 2% of their average net profits from the previous three financial years to CSR activities, focusing on areas specified in Schedule VII of the Act (e.g., education, healthcare, gender equality, and environmental sustainability).

Reporting Requirements: Companies are required to disclose their CSR activities in their annual reports, detailing the initiatives undertaken and the funds allocated.

Board Responsibility: The CSR committee of the board is responsible for formulating and recommending CSR policies, ensuring compliance with the CSR provisions.

Focus on Impact: The Act encourages companies to measure the impact of their CSR initiatives and to disclose this information transparently, fostering accountability.

Conclusion

CSR impact assessment is vital for understanding the effectiveness and outcomes of corporate social initiatives. The REESI Model provides a structured approach to evaluate relevance, efficiency, effectiveness, sustainability, and impact, ensuring comprehensive analysis and improvement. The SDGs offer a global framework for aligning CSR activities with pressing societal challenges. The CSR Act in India formalizes these practices, promoting accountability and encouraging businesses to invest meaningfully in societal development. Together, these elements foster responsible business practices that drive positive change in communities and the environment.

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. 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 programs 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 GUIDELINES FOR CSR

India's new Companies Act 2013 (Companies Act) has introduced several new provisions which change the face of Indian corporate business. One of such new provision 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.

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 (CSR Rules) which has come into effect from 1 April 2014.

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.

This definition of CSR assumes significance as it allows companies to engage in projects or programs relating to activities enlisted under the Schedule. Flexibility is also permitted to the companies by allowing them to choose their preferred CSR engagements that are in conformity with the CSR policy.

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.

BHEL CSR Policy

BHEL, a global engineering enterprise providing solutions for a better tomorrow, is committed towards holistic welfare of the society by undertaking CSR activities within the ambit of Schedule-VII of the Companies Act, 2013, as amended from time to time. However, thrust areas for CSR activities will be:

- **Inclusive India** : Mitigation of hunger and poverty through livelihood promotion/ augmenting income generation, Imparting vocational Skills;
- **Healthy India** : Promoting health care including preventive health care and sports;
- **Clean India** : Sanitation and making available Safe Drinking Water, Cleaning and preserving the Rivers, Clean surroundings; toilets in schools specially for girls;
- **Educated India** : Promoting education with thrust on informal education to reduce dropouts at primary school level, value education, digital education;
- **Responsible India** : Women Empowerment, Setting up old age homes, day care centre and such other facilities for senior citizens, Rural Development Projects and Slum Development Projects;
- **Green India** : Ensuring environmental sustainability with emphasis on projects based on Solar Energy;
- **Heritage India** : Protection of national heritage, art and culture;

In the above thrust areas priority will be given to under privileged, neglected and weaker sections of the society. The company shall give preference to the local areas for spending at least 75 % of the amount earmarked for CSR activities. The remaining amount may be utilized beyond local areas. However, contribution made to the Central Government Schemes, where defining the area as well as the scope is not possible for the company will be excluded while arriving 75:25 ratio.

It is desirable that CSR initiatives should be taken up in project mode, to the extent possible. However, it shall exclude any contribution made to the Central Government

Schemes. Periodic review of this policy shall be done to ensure its continued suitability, adequacy and efficacy.

BHEL CSR POLICY, 2022

BHEL's CSR Programs: A Business with Social Responsibility

Bharat Heavy Electricals Limited (BHEL) is a prime example of a company that has integrated CSR into its business strategy. As one of India's largest public sector engineering and manufacturing companies, BHEL recognizes that its role in the development of society and the environment is essential to long-term success.

The Impact of BHEL's CSR Programs in past 2 decades

BHEL's CSR initiatives are designed to create a positive and lasting impact on society. Through these efforts, BHEL not only supports communities and contributes to sustainable development but also aligns its business strategy with broader societal goals.

The impact can be seen in:

- Improved living standards in the communities BHEL serves.
- Better healthcare and education opportunities for underprivileged groups.
- A reduced environmental footprint, helping mitigate climate change.
- Stronger community relations and trust, leading to long-term business sustainability.

CSR is no longer an optional add-on to a company's operations; it is integral to business strategy and success. For companies like BHEL, CSR is a powerful tool for creating positive societal impact, enhancing reputation, and ensuring long-term sustainability. By focusing on people, the planet, and profit, BHEL is able to balance its economic goals with its commitment to social and environmental responsibilities. Ultimately, CSR drives not just business growth but also broader societal progress, making companies more resilient and accountable in a rapidly changing world.

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 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.

Descriptive study designs can help you show whether your program is operating as planned, provide you with feedback about the services you offer, determine whether your program 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 program.

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 program. There was an attempt to seek information about the program 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 program?
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 program?
7. The possible areas of corrections/ improvement

The analysis and design followed the basic essence of midterm 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 program in terms of the changes

Data collection

Data collection is a vital part of research to bring the facts and validate them. The present study was conducted for multiple projects across different geographies and thematic areas CSR programs so there were separate methods and tools used to collect information from different stakeholders of all the programs.

Tools of the Study:

- Questionnaire for beneficiaries of project
- Interview Schedule with BHEL officials
- Interview Schedule with Implementing partners of each project

TOOLS FOR DATA COLLECTION

	Sources	Tools
To assess if project objectives were in line with the needs of baseline survey	BHEL Implementing agency	<ul style="list-style-type: none">• 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)	<ul style="list-style-type: none">• Questionnaires for beneficiaries• Observation notes of researcher
To assess the effectiveness of the program in terms of the changes	Beneficiaries Implementing agency BHEL and others	<ul style="list-style-type: none">• 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 program. 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 of various programs services 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.

THE PROJECT EXECUTION

The impact assessment of the CSR project for the construction of the 54-bed Sarai facility at Dr. Rajendra Prasad Medical College and Hospital, Kangra, Himachal Pradesh, was implemented in close coordination with all stakeholders involved including BHEL officials. Our team, consisting of professionals, data analysts, and project managers, conducted a combination of face-to-face and telephonic interviews to gather comprehensive insights at a war footing to complete the same in 2 weeks time.

We reached out to over 100 beneficiaries, including patients, their families, of these; around 40 beneficiaries were interviewed in person during visits to the hospital and the Sarai facility, while the remaining 60 were contacted through telephonic interviews, especially those who had used the facility during the course of last one year. The interviews focused on their experiences with the new facility, its accessibility, comfort, and the overall impact on healthcare delivery.

Our team also conducted interviews with hospital officers and local officials including Red Cross society officials who manage the Saratov assess the operational efficiency and broader community impact of the project.

Data collected was meticulously analyzed, and we were able to identify key trends and insights that reflect both the positive outcomes and areas for improvement.

CHAPTER 3: DEMOGRAPHIC PROFILE

Demographics

About the district

Kangra District is situated on the southern slopes of the Himalayas in the state of Himachal Pradesh. The entire area of the district is traversed from north-west to south-east by the Shivalik, Dhauladhar and Himalayas of varying elevations. The elevation varies from 500 m above mean sea level to 5000 m ASL. It is bounded on the north by Chamba and Lahaul&Spiti districts, Hamirpur and Una on the east, Mandi and Gurdaspur districts of Punjab on the west.

The economy of Kangra district is primarily agrarian with 66.06 per cent of the working population directly dependent on agriculture and is predominately rural and depends largely on government services for health and medical support. In the district of India, key government hospitals include the Civil Hospital Kangra, Dr. Rajendra Prasad Government Medical College & Hospital in Tanda, and the Zonal Hospital Dharamshala as the provider of health care services for all ages.

The Project Beneficiaries

- The geographical location of the project is neighboring rural areas of HP.
- All the beneficiaries are from the rural areas of Himachal Pradesh and surrounding districts of Punjab.
- The age group of beneficiaries is as young 18 years to senior citizens also including women of various age groups.
- The beneficiaries are from low income profile. Both males and females have accrued the benefits from the entire project.
- The beneficiaries are from all communities including the SC/ST communities, Adivasis and others.

CHAPTER 4: PROGRAMS AND FINDINGS

The CSR projects of BHEL are being implemented since 2015, it is only imperative that a final assessment is made to take stock of the (i) implementation progress and key achievements; (ii) key processes instituted with respect to results indicators; (iii) key issues faced with respect to progress, scaling-up and quality; and (v) any changes/corrective measures and restructuring that would be required for accelerating implementation and scaling-up, improved project outcomes and utilization of funds.

Project Details - Thematic Ares and SDG alignment

Sl. No.	Project	Thematic area	Thrust areas	SDG alignment	No of beneficiarie	Budget allotted RS	Budget utilized as
1	Construction of Sarai with 54-Bed Facility at Dr. Rajendra Prasad Medical College and Hospital, District Kangra, Himachal Pradesh	Healthcare Initiatives	Healthy India	Sustainable Development Goal (SDG) 3, "Good Health and Well-being,"	1200	2 Cr	2cr

The Project Analysis is as follows:

Construction of Sarai with 54-Bed Facility at Dr. Rajendra Prasad Medical College and Hospital, District Kangra, Himachal Pradesh

Project Overview:

- Project Cost: ₹200.00 lakhs Location: District Kangra, Himachal Pradesh
- Beneficiaries: Local communities across Himachal Pradesh and neighboring states

The construction of a Sarai with a 54-bed facility at Dr. Rajendra Prasad Medical College and Hospital in District Kangra, Himachal Pradesh, is being undertaken as part

of Bharat Heavy Electricals Limited (BHEL) Corporate Social Responsibility (CSR) initiative. This facility aims to provide affordable and comfortable accommodation for patients' attendants and visitors, enhancing the healthcare infrastructure by offering a well-equipped resting space near the hospital.

Project Scope:

Building Construction: Development of a multi-story Sarai with a capacity of 54 beds.

Mile stone of construction

- | | | |
|------|---|------------|
| i) | Signing of agreement and Submission of detailed drawing and layout of project | |
| ii) | Mobilization of Contractor and start of work | 20.05.2018 |
| iii) | Construction of basic structure with roof sealing and wall | 20.09.2019 |
| iv) | Completion of plaster, flooring electrical Panel work | 31.10.2019 |
| v) | Completion of paints works and electrical fitting | 30.11.2019 |
| vi) | Completion of work in all respect | 28.02.2023 |

1. **Amenities & Facilities:** Provision of essential facilities, including dormitories, bathrooms, waiting lounge, and security services. The Dormitories are so spaced to accommodate 4-6 beds and rooms have the double bed capacity
2. **Infrastructure & Utilities:** Installation of water supply, sanitation, electricity, and waste management systems.
3. **Safety & Accessibility:** Fire safety measures, elevators, and provisions for differently-abled individuals.
4. **Landscaping & Surroundings:** Green spaces, pathways, and parking areas for visitors.
5. **Approved value of the project** : Rs 2 crores **Actual expenditure** :Rs 2 crores
6. **Planned date of start** : March 2017 **Actual date of Start** : May 2017
7. **Planned date of completion** : March 2022 **Actual date of completion:** January 23
8. **Handing over of the Project:** The agreement was between BHEL and Dr. RPGMC. Further, Dr. RPGMC awarded the work to PWD, H.P. The work was commenced by PWD through their sub-vendors. After completion of work, Dr. RPGMC

is running the Sarai Building. In the recent development the operation and maintenance of the Sarai is now under the Red cross society of India, Kangra

Genesis for Night Shelters

Night shelters are critical in providing accommodation for patients and their families or attendants who are receiving treatment at Government-aided hospitals, especially in large cities. While these shelters are essential for offering a safe, hygienic, and supportive environment for patients and their accompanying family members, there are numerous challenges that need to be addressed. Many government hospitals, especially in urban areas, face overcrowding in their night shelters due to the high number of patients and accompanying relatives. This overcrowding often leads to poor living conditions, lack of privacy, and inadequate space for both patients and their families.

According to a study by the Ministry of Health and Family Welfare, over 60% of government hospitals in urban India report a shortage of space in their night shelters. For example, in major hospitals like AIIMS (All India Institute of Medical Sciences), more than 70% of patients' attendants do not have access to proper accommodation.

Night shelters are essential for patients and their families in government-aided hospitals; there is a pressing need to address the issues surrounding overcrowding, infrastructure, hygiene, security, and financial burdens. Addressing these challenges will help ensure that patients receive adequate care and support throughout their treatment journey, this was the genesis for BHEL funded Night shelter

ANALYSIS AND FINDINGS FROM INPUTS OF THE BENEFICIARIES

Demographics

1. Age Group

Age Group	No. of Responses (n=100)	Percentage (%)
Below 18	5	5%
18-30	20	20%
31-45	35	35%
46-60	25	25%
Above 60	15	15%
Total	100	100%

The majority (35%) of respondents belong to the 31-45 age groups, indicating a primary care giving demographic. It is observed that the shelter serves a broad spectrum of ages, from young adults (20%) to elderly individuals (15%), showcasing its widespread utility for different needs.

2. Gender

Gender	No. of Responses (n=100)	Percentage (%)
Male	55	55%
Female	45	45%
Total	100	100%

The shelter meets the accommodations of both and about with 55% male and 45% female users have utilized it since inception.

3. Length of Stay

Length of Stay	No. of Responses (n=100)	Percentage (%)
Less than 1 week	76	76%
1-2 weeks	15	15%
2-4 weeks	8	8%
1-3 months	1	1%
Total	100	100%

The most common stay duration is less than 1 weeks (76%), indicating that many users require short-term accommodation while attending to medical needs or visiting patients. There is a tendency to use for about 2 days or more depending on the treatment requirements and as prescribed by doctors mostly in case of radiation/ chemotherapy treatment.

Visitors and patients of the hospital are mostly from Kangra district and nearby towns like Dharamshala, Palampur, Baijnath, Nagrota Bagwan, and Jawalamukhi, chabma. Who use the medical facilities of Dr. Rajendra Prasad Government Medical Institute, mostly from Himachal Pradesh barring a few from other states?

4. Primary Purpose

Purpose	No. of Responses (n=100)	Percentage (%)
Attending to a patient	60	60%
Visiting a patient	30	30%
patient	10	10%
Total	100	100%

60% of users are attending to patients, which highlights the shelter's primary function in supporting caregivers. The 30% visiting patients also benefits from the proximity and ease the shelter offers, demonstrating the diverse roles the facility plays in patient care. While in many cases the patient themselves avail the facility for lack of proper transport to return back to their hometown in the evenings.

I Relevance

1. Night Shelter Meets the Needs of Attendants and Visitors

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	5	5%
Dissatisfied	10	10%
Neutral	15	15%
Satisfied	50	50%
Very Satisfied	20	20%
Total	100	100%

70% of respondents /beneficiaries are either satisfied or very satisfied, which is a great result, showing that the shelter is largely fulfilling its purpose of providing accommodation for patients' attendants and visitors. The remaining 15% expressed

neutral or dissatisfied views, indicating that while the shelter performs well, there may still be opportunities for minor improvements.

2. Reduces Burden on Local Lodging Facilities

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	4	4%
Dissatisfied	9	9%
Neutral	18	18%
Satisfied	50	50%
Very Satisfied	19	19%
Total	100	100%

An impressive 69% of respondents are satisfied with how the shelter reduces the pressure on local lodging facilities. A small percentage (13%) remains neutral or dissatisfied, indicating that there may be areas for further enhancement, such as improving the comfort or privacy aspects of the accommodation.

3. Improves Care by Staying Close to the Hospital

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	3	3%
Dissatisfied	8	8%
Neutral	12	12%
Satisfied	60	60%
Very Satisfied	17	17%
Total	100	100%

The shelter plays a key role in allowing attendants and visitors to stay close to the hospital, with 77% of respondents reporting satisfaction. A small portion (13%) expressed dissatisfaction or neutrality, which can be seen as a minor opportunity for improvement, particularly in accessibility or location-related factors.

4. Supports Healthcare Ecosystem

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	5	5%
Dissatisfied	10	10%
Neutral	12	12%
Satisfied	55	55%
Very Satisfied	18	18%
Total	100	100%

The majority (73%) of respondents feel the shelter is making a positive impact on the healthcare ecosystem, which is a strong endorsement of the facility's role in supporting the needs of caregivers and visitors.15% dissatisfaction or neutrality suggests a small portion of users may not fully recognize or benefit from the integration of the shelter within the broader healthcare framework.

Amenities & Facilities

5. Satisfaction with Essential Amenities

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	6	6%
Dissatisfied	12	12%
Neutral	18	18%
Satisfied	50	50%
Very Satisfied	14	14%
Total	100	100%

64% of users are either satisfied or very satisfied with the amenities provided, which is a positive result overall .The 18% neutral or dissatisfied feedback highlights areas where small improvements in facilities (such as bathrooms or waiting areas) could further enhance the experience.

6. Satisfaction with Utilities (Water, Sanitation, etc.)

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	4	4%
Dissatisfied	8	8%
Neutral	16	16%
Satisfied	55	55%
Very Satisfied	17	17%
Total	100	100%

It is noted that 72% satisfaction rate for utilities indicates that the shelter is successfully maintaining essential services like water and sanitation.24% neutral or dissatisfied may point to areas for improvement in maintenance schedules or the reliability of services.

7. Satisfaction with Safety Measures (Fire Safety, Emergency Exits)

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	4	4%
Dissatisfied	6	6%
Neutral	15	15%
Satisfied	50	50%
Very Satisfied	25	25%
Total	100	100%

75% of respondents are satisfied or very satisfied with the safety measures at the shelter. However, 10% were dissatisfied or neutral, suggesting there is room for improvement in ensuring safety measures such as fire exits and emergency preparedness.

8. Accessibility for Differently-Abled Individuals

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	5	5%
Dissatisfied	5	5%
Neutral	18	18%
Satisfied	50	50%
Very Satisfied	22	22%
Total	100	100%

72% of respondents are satisfied or very satisfied with the accessibility features, but 18% expressed dissatisfaction or were neutral. This highlights potential areas to improve accessibility for differently-abled individuals, such as ramps or elevators.

II. Effectiveness & Uniqueness

9. Satisfaction with Overall Accommodation Comfort (Cleanliness, Room Facilities)

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	6	6%
Dissatisfied	10	10%
Neutral	12	12%
Satisfied	50	50%
Very Satisfied	22	22%
Total	100	100%

Overall 72% of respondents are satisfied or very satisfied with the comfort and cleanliness of the accommodation. However, 18% were neutral or dissatisfied.

10. Satisfaction with Patient Care Enhancement (Allowing Attendants to Stay Close to the Hospital)

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	5	5%
Dissatisfied	8	8%
Neutral	15	15%
Satisfied	50	50%
Very Satisfied	22	22%
Total	100	100%

A large portion (72%) of respondents was satisfied or very satisfied with the convenience of staying close to the hospital, which significantly enhances the experience for patient attendants.

11. Satisfaction with Alleviation of Financial Burden (Affordable Accommodation)

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	4	4%
Dissatisfied	8	8%
Neutral	10	10%
Satisfied	50	50%
Very Satisfied	28	28%
Total	100	100%

A very important fact in the rural and low-income population is the financial burden and may a times, it is observed that this has been the most important factor even for seeking treatment against medical issues, The Night Shelter constructed by BHEL has effectively alleviated the financial burden of most visitors, with 78% of respondents feeling satisfied or very satisfied with the affordability of accommodation.

III. Impact

12. Accessibility of the Night Shelter (Location, Availability, and Entry)

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	4	4%
Dissatisfied	6	6%
Neutral	14	14%
Satisfied	50	50%
Very Satisfied	26	26%
Total	100	100%

Respondents reported high satisfaction (76%) with the accessibility of the shelter, highlighting its convenient location and ease of entry, especially to the hospital, where they need to visit for treatment / support.

13. Role in Demonstrating Corporate Social Responsibility (CSR)

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	2	2%
Dissatisfied	6	6%
Neutral	10	10%
Satisfied	55	55%
Very Satisfied	27	27%
Total	100	100%

82% of respondents believe that the shelter demonstrates good Corporate Social Responsibility (CSR). However, 18% of respondents are either dissatisfied or neutral, which suggests the shelter could improve its communication or initiatives related to CSR.

IV Sustainability

14. Satisfaction with Shelter’s Support for Sustainable Development (Eco-friendly, Affordable, Long-term Solution)

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	6	6%
Dissatisfied	8	8%
Neutral	12	12%
Satisfied	50	50%

Very Satisfied	24	24%
Total	100	100%

Respondents appreciated the eco-friendly and sustainable aspects of the shelter, with 74% of respondents being satisfied or very satisfied with the long-term solution it provides.

15. Satisfaction with Continuity of Benefits and Services for Future Visitors

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	4	4%
Dissatisfied	6	6%
Neutral	10	10%
Satisfied	55	55%
Very Satisfied	25	25%
Total	100	100%

The majority (80%) of respondents are optimistic about the future availability of the shelter's services, indicating confidence in its long-term sustainability.

16. Satisfaction with Continued Support for People in Need of Temporary Accommodation

Response	No. of Responses (n=100)	Percentage (%)
Very Dissatisfied	0	0%
Dissatisfied	1	1%
Neutral	12	12%
Satisfied	59	59%
Very Satisfied	28	28%
Total	100	100%

Most respondents (87%) were satisfied with the shelter's potential to continue supporting people in need, ensuring it remains a valuable resource for future accommodation needs.

V. Awareness & Contribution of BHEL

17. Awareness of BHEL's Contribution

Response	No. of Responses (n=100)	Percentage (%)
Yes	30	30%
No	70	70%
Total	100	100%

Only 30% of respondents are aware that BHEL funded the construction of the Night Shelter. This indicates that BHEL's contribution is not known to the required amount of branding aspects, as 70% of respondents are unaware, highlighting an opportunity for increased communication regarding BHEL's involvement.

18. Satisfaction with BHEL's Involvement

Response	No. of Responses (n=65)	Percentage (%)
Very Dissatisfied	2	3%
Dissatisfied	3	5%
Neutral	53	53%
Satisfied	20	20%
Very Satisfied	22	22%
Total	100	100%

42% of respondents who were aware of BHEL's involvement are satisfied or very satisfied. However, 53% are neutral or dissatisfied, which indicates that communication or visibility of BHEL's role can be improved.

VI. Areas of Improvement

Area	No. of Responses (n=100)	Percentage (%)
Accommodation Facilities	30	30%
Food and Dining Services	25	25%
Sanitation and Bathrooms	15	15%
Safety Measures	10	10%
Accessibility	8	8%
Infrastructure	6	6%
Landscaping and Outdoor Areas	4	4%
Other	2	2%

The primary areas for improvement are accommodation (30%) and food/dining services (25%). Additionally, sanitation, safety, and accessibility received notable attention, highlighting the key areas where enhancements could improve the overall experience.

Views shared by beneficiaries/ users of night shelter

- a. *Mr. Chetan Durge (User in Feb 2025) - " while taking care of my sick brother in the hospital, I used the Sarai . It is very close to the hospital, which made it easy to visit him. The rooms were clean, and affordable, so I didn't have to spend a lot of money. I am very thankful for this place."*
- b. *Ms. PuspaDevi , (stayed in March 24)"I stayed here to be near my sister in the hospital. The shelter is simple and close to the hospital, and the rooms are comfortable. It's also cheap, the only thing I would change is making it a bit easier for people to move around."*
- c. *Ms. Meena Devi (Visited in April 2024)"I stayed here for 2 days while visiting a relative in the hospital. This shelter was a huge help. It's very affordable, and I didn't have to worry about where to sleep. The shelter is safe, clean, and close to the hospital, which made everything much easier.*
- d. *Mr. P Singh (User March 2025)"I stayed for 2 days while I was with my mother in the hospital. The shelter was fine, but I think they could clean the bathrooms more often. There were a lot of people staying there, so it got a bit crowded. Overall, it was a good place to stay for a few days, but it could be better if they paid more attention to cleaning and space."*

These reviews show that the Sarai Building Night Shelter is a great help for people who need to stay close to the hospital for a short period of time (2-5 days). The shelter is clean, safe, and affordable, and most people are very satisfied with the services. The main feedback suggests improving cleaning and making the shelter more accessible for people to reach the Sarai easily and a definite requirement for with disabilities. Overall, the shelter is very helpful, especially for those who need a place to stay temporarily while taking care of loved ones in the hospital.

REESI Model Analysis

This section details the analysis of the CSR Impact Assessment based on the **REESI Model** (Relevance, Effectiveness, Efficiency, Sustainability, and Inclusivity), focusing on the findings derived from the various stakeholder with whom Crux Research team

interacted during the course of study including officials from BHEL unit funding the project, the beneficiaries, Management of Red Cross Society ,Management of Dr. Rajendra Prasad Medical College and Hospital, caretakers and various officers managing the day to day activities of Sarai with 54-Bed Facility at Dr. Rajendra Prasad Medical College and Hospital, District Kangra, Himachal Pradesh .

1. Relevance

Definition: Relevance assesses the extent to which the project addresses the needs of the target population and aligns with the goals of the CSR initiative.

Findings:

- **Purpose of the Facility:** The majority of respondents (60%) use the shelter for attending to a patient, while 30% visit patients, highlighting the shelter's relevance in providing affordable accommodation for patient attendants and visitors. This aligns directly with the hospital's patient care ecosystem, where affordable accommodation near the medical facility is crucial.
- **Age Groups:** A wide range of age groups utilize the facility, from below 18 to above 60, suggesting that the shelter meets the needs of varied age demographics, which strengthens the relevance of the project in serving a broad community.
- **Satisfaction with Accommodation:** 70% of respondents report satisfaction with the accommodation provided, underscoring the relevance of the shelter in fulfilling the need for affordable lodging near the hospital.

The shelter is highly relevant to the needs of its target audience, offering affordable accommodation that directly supports patients' attendants and visitors. Minor improvements in the facility could further enhance its relevance ,Aligning to BHEL CSR goal of healthy India and meeting the goals of Sustainable Development Goal (SDG) **related to health is SDG 3**, which aims to "Ensure healthy lives and promote well-being for all at all ages". This goal encompasses a wide range of health priorities, including ending epidemics, achieving universal health coverage, and ensuring access to quality healthcare for al

2. Effectiveness

Definition: Effectiveness evaluates how well the project achieves its intended outcomes, such as the positive impact on the community, patient care, and local ecosystem.

Findings:

- **Impact on Local Lodging: 69% of respondents** express satisfaction with the shelter's role in relieving pressure on local lodging facilities, indicating that the shelter successfully meets its objective of providing affordable accommodation and reducing the burden on nearby hotels and guesthouses.
- **Improvement in Patient Care: 77% of respondents** believe that the shelter has helped **improve patient care** by allowing attendants to stay closer to the hospital, thus enhancing their ability to support the patient effectively.
- **Support for Healthcare Ecosystem: 73% of respondents** are satisfied with the shelter's role in supporting the healthcare ecosystem by providing a safe, affordable, and convenient space for patient attendants. This suggests the project is fulfilling its broader goal of contributing to the overall healthcare environment.

The shelter has proven to be highly effective in its intended role of supporting patients' families, relieving local lodging facilities, and enhancing patient care by providing a safe, affordable place to stay.

3. Efficiency

Definition: Efficiency measures the **cost-effectiveness** of the project, looking at how well the resources (financial, human, etc.) are utilized to achieve the desired results.

Findings:

- **Utilization of Resources:** The shelter has been designed with basic amenities that are highly valued by the users, such as dormitories, bathrooms, waiting lounges,

and security services. While there is room for improvement, most respondents (74%) are satisfied with these amenities.

- **Operational Efficiency:** The shelter provides affordable accommodation, which directly benefits families with limited financial resources, helping them avoid high lodging costs. However, there is still a small percentage of dissatisfaction (13%) regarding amenities and utilities, indicating areas for operational enhancement to increase resource utilization and improve service quality.

The shelter is operating **efficiently**, with its essential services meeting the needs of most users. Further efficiency can be achieved by addressing the small areas of dissatisfaction with facilities and ensuring smooth operational processes.

4. Sustainability

Definition: Sustainability assesses the long-term viability of the project, including whether the benefits will continue in the future and if the project contributes to long-term community development.

Findings:

- **Long-Term Availability:** A significant portion of respondents (83%) believe that the shelter will continue to serve future patients' attendants and visitors, reflecting confidence in the **sustainability** of the facility.
- **Support for Local Community:** 75% of respondents are satisfied with the shelter's role in enhancing community relations by providing a valuable resource for patients' families. This suggests that the shelter is well integrated into the local community and is seen as a sustainable asset.
- **Eco-Friendly and Long-Term Solution:** While the facility is appreciated, there could be further opportunities for eco-friendly solutions to ensure the shelter's sustainability over time, as indicated by respondents' feedback on areas for improvement.

The shelter has strong long-term potential, with most respondents confident that it will continue to meet the needs of future users. Enhancing its eco-friendly features could further support its sustainability.

5. Inclusivity

Definition: Inclusivity measures how well the project caters to the diverse needs of all individuals, including vulnerable and marginalized groups.

Findings:

- **Gender Inclusivity:** The shelter serves a balanced population, with 50% male and 45% female respondents, this reflects inclusivity in terms of gender representation.
- **Accessibility for Differently-Abled Individuals:** While most respondents are satisfied with the accessibility features, some feedback suggests areas for improvement in making the shelter more inclusive for differently-abled individuals. This may include enhancing features like ramps, elevators, or other mobility aids.
- **Age Inclusivity:** The shelter serves a wide range of ages, from below 18 to above 60, demonstrating its ability to accommodate the needs of all age groups, which is an essential factor for inclusivity.

The shelter is inclusive in terms of gender and age, but there are opportunities to improve its accessibility for differently-able individuals, ensuring that it serves the most vulnerable groups more effectively.

Based on the REESI Model evaluation, the Sarai Building Night Shelter has been highly **effective, relevant, and sustainable**, offering affordable accommodation for patients' attendants and visitors. There are strong indications that the shelter continues to serve the local community effectively and has the potential for long-term sustainability. While the project performs well across most areas, minor improvements in accessibility and resource utilization can enhance the experience for all users.

Overall, the shelter fulfills its intended CSR objectives, contributing positively to the local community and healthcare ecosystem, while providing an inclusive and sustainable resource for individuals in need.

EVALUTION ON REESI PARAMETER

Sl.No	Name of the Project	Parameters(High, Medium , Low)				
		Relevance	Efficiency	Effectiveness	Uniqueness	Impact& sustainability
1	CONSTRUCTION OF SARAI WITH 54-BED FACILITYAT DR. RAJENDRA PRASAD MEDICAL COLLEGE AND HOSPITAL, DISTRICT KANGRA, HIMACHAL PRADESH”	High	High	Mdm	High	Mdm

CHAPTER 5 : CONCLUSION AND RECOMMENDATIONS

BHEL-funded night shelter project in Kangra, Himachal Pradesh, has been completed and is now operational. However, to ensure its continued success and optimal functioning, several recommendations have been listed in this section, these are made to improve the running conditions of the shelter. These recommendations are focused on enhancing the current amenities, ensuring maintenance, improving safety standards, and addressing user needs on an ongoing basis

Recommendations for BHEL Based on the Sarai Building Night Shelter Impact Assessment

The Sarai Building Night Shelter has proven to be a valuable resource for the local community, particularly for those in need of temporary accommodation while visiting or caring for loved ones at Dr. Rajendra Prasad Government Medical College, Tanda. However, as BHEL's primary contribution was focused on the construction of the shelter, the following recommendations address both the construction quality and potential improvements to maximize the shelter's positive impact on the community.

1. Structural and Design Enhancements for Accessibility

While the shelter provides a basic level of comfort, feedback from users highlighted that accessibility for differently-abled individuals could be improved. Although the shelter is well-constructed, some areas may not be entirely accessible for people with mobility challenges, such as ramps, wider doorways, and elevators that are not fully user-friendly for everyone.

It is recommended that BHEL should assess the current design and consider making upgrades to ensure the shelter is accessible to all. This could include retrofitting existing structures with more accessible ramps, wider doors, adding wheelchair-accessible bathrooms and elevators will make the shelter more inclusive, ensuring equal access for all visitors.

2. Expand and Enhance Sanitation and Utility Infrastructure

The basic infrastructure, including water supply, sanitation, electricity, and waste management, is functioning well, feedback suggests that more frequent cleaning is necessary, particularly in high-traffic areas like the bathrooms and common spaces.

BHEL may impress upon the other stakeholders especially the Red Cross society with whom rests responsibility of the maintenance and operational aspect of the shelter , to enhance and focus on improving the maintenance schedule for these utilities, ensuring that areas are regularly cleaned and well-maintained. For long-term improvements, BHEL could integrate energy-efficient solutions, like solar water heaters or LED lighting, to reduce energy consumption, making the shelter both eco-friendly and cost-effective.

3. Sustainability in Construction: Green Building Features

While the shelter is currently functional, integrating eco-friendly and sustainable construction techniques could further enhance its value. This would align with BHEL's commitment to corporate social responsibility and environmental sustainability. BHEL could explore the possibility of incorporating green building features in future construction or retrofitting existing structures. Key features to consider include:

- Solar panels for energy generation.
- Rainwater harvesting systems to collect and reuse water.
- Energy-efficient windows and insulation to reduce energy consumption.
- Use of sustainable materials for construction and finishes.

These initiatives would not only lower the environmental footprint but could also reduce operational costs over time.

4. Improve Comfort with Interior Construction Upgrades

While the shelter is functional, some feedback suggests that small interior design improvements could make the space more comfortable for short stays. These include

better ventilation, room furnishings, and creating more welcoming waiting areas. Action: BHEL could consider interior construction enhancements to improve comfort without major structural changes. Potential improvements include:

- Adding ceiling fans or improving air circulation to ensure better ventilation in rooms.
- Upgrading room furnishings with more comfortable beds and durable, easy-to-clean materials.
- Redesigning common areas with better seating and a welcoming atmosphere for visitors.

These updates would increase the overall satisfaction of users staying at the shelter for a few days.

5. Increased Community Engagement and Awareness of BHEL's CSR Contribution

Many beneficiaries were unaware that BHEL funded the construction of the shelter. Increasing the visibility of BHEL's role in the project can enhance its community relations and strengthen its image as a responsible corporate entity.

BHEL could create informational displays within the shelter that highlight their role in the construction. Additionally, BHEL could engage with the local community by holding open houses or community outreach events, sharing the positive impact of their CSR initiatives and fostering deeper connections with the people they serve.

BHEL could immediately

- Place informational displays about BHEL's contribution in the shelter, including signage or brochures explaining the project.
- Host small community awareness events to inform visitors about BHEL's support for the shelter.

6. Expand Community Engagement and Feedback Collection

Regular feedback collection from the users of the shelter will ensure continuous improvement and adaptation to the changing needs of the community. The same could be achieved by -

- Set up a feedback system (e.g., a suggestion box or digital survey) for shelter users to provide their input regularly.
- Use the feedback to improve the facilities and services offered by the shelter.

7. Promote Sustainability in Daily Operations

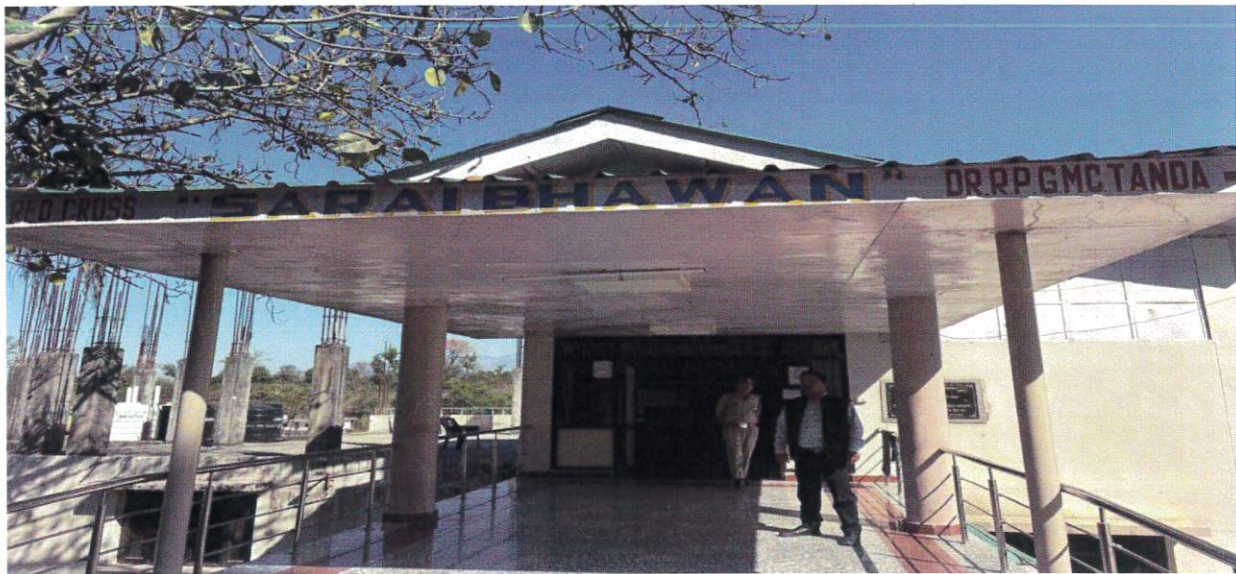
While construction is completed, BHEL can promote eco-friendly practices in the day-to-day operation of the shelter.

- Introduce waste segregation and recycling programs within the shelter.
- Consider the use of energy-efficient lighting and water-saving devices like low-flow taps and showers to reduce operational costs and environmental impact.

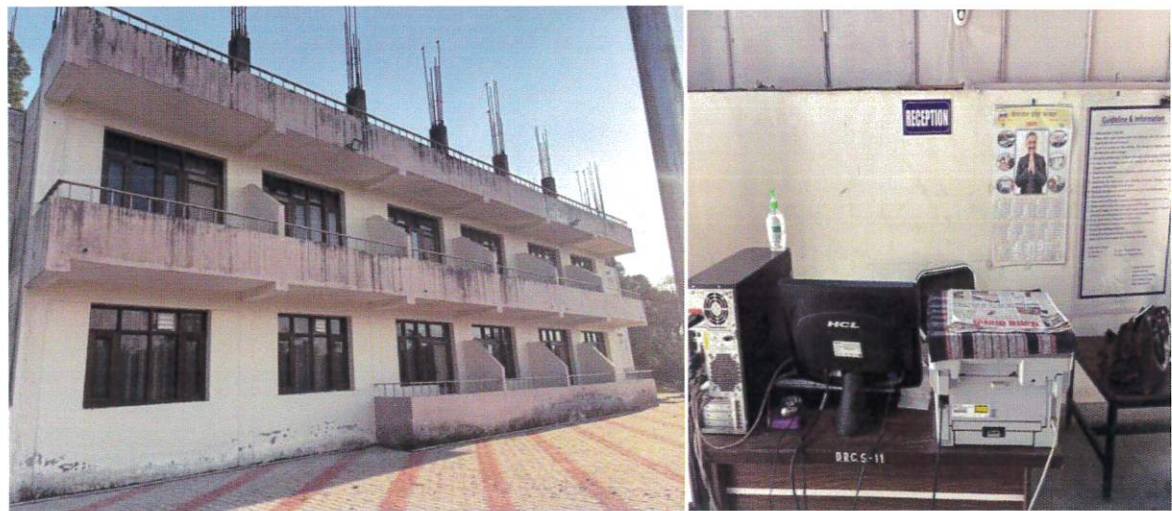
The Sarai Building Night Shelter is already making a positive impact on the community, thanks to BHEL's generous funding for its construction. However, there are several simple and effective measures that can be implemented to improve the overall experience for users. By addressing accessibility, cleanliness, food quality, safety, and community awareness, BHEL can ensure that the shelter continues to provide a high standard of service and remains a valuable resource for that in need.

A highly successful initiative, providing invaluable support to patients' attendants and visitors. With BHEL's primary funding focused on the construction of the shelter, the next steps should focus on sustaining and enhancing the infrastructure to ensure long-term success. By implementing these recommendations, BHEL can further strengthen the shelter's capacity to serve the community and build upon its legacy of social responsibility and sustainable development. These recommendations focus on ongoing improvements and community engagement, ensuring the shelter remains functional, comfortable, and well-suited to the needs of its visitors.

PHOTOGRAPHS OF THE FACILITY CAPTURED BY CRUX TEAM



THE SARAI BHAVAN AT TANDLA



RECEPTION AREA



BHEL BOARDS





DORMITORIES OF VARIOUS BED ACCOMDATION

FACILITIES in the SARAI



Staircase



Pathways



Dining areas



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 organization?
3. According to you, with what objective did the organization start this programme?
4. Since when has the organization 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 organization?
- 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	
12	What more do they think BHEL could do	

Annexure 3 Questionnaire for Beneficiaries of BHEL CSR Project

Instructions:

- This questionnaire is for people who have used the night shelter (Sarai building) while receiving medical treatment or accompanying a patient.
- Your responses will help evaluate the impact and effectiveness of the night shelter.
- Please mark the appropriate response based on your experience.

I Demographic Information: User Demographics (Accompanying Person) (Please provide the following details to help us understand your background)

- A. Name Mr./Ms/Mrs. _____
- B. Mobile no _____
- C. Ill Age: (1) Below 18 (2) 18-30 (3) 31-40 (4) 41-50 (5) Above 50
- D. Gender: (1) Male (2) Female (3) Other
- E. What is your family income level? (1) Below ₹10,000 per month (2) ₹10,000 - ₹20,000 per month (3) ₹20,000 - ₹30,000 per month (4) ₹30,000 - ₹40,000 per month (5) Above ₹40,000 per month
- F. What is your place of origin (District/State)? State -----

II Patient Demographics

- A. Age of the patient: (1) Below 18 (2) 18-30 (3) 31-40 (4) 41-50 (5) Above 50
- B. Gender of the patient: (1) Male (2) Female (3) Other
- C. **Reason For visit** 1) Inpatient treatment 2) Chronic illness 3) Medical examination Lab and reports 4)Any other

1. Relevance of the Night Shelter

1.1 The night shelter (Sarai building) was necessary for you during your stay at the hospital.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

1.2 The need for such a facility in the area was correctly identified by the project.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

1.3 The Sarai building was conveniently located for easy access to the hospital.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

2. Efficiency of the Night Shelter

2.1 The shelter was available to you when you needed it, without any delays.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

2.2 The shelter provided enough beds and spaces to accommodate everyone who needed it.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

2.3 The shelter was clean and hygienic during your stay.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

2.4 The facilities in the shelter (e.g., washrooms, water supply, and lighting) met your basic needs.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

2.5 The shelter was easy to access in terms of location and opening hours.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

3. Effectiveness of the Night Shelter

3.1 staying at the night shelter helped reduce your financial burden by providing free or affordable accommodation.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

3.2 The shelter allowed you to focus on your medical treatment or care giving, without worrying about accommodation.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

3.3 The staff or volunteers at the shelter were helpful and made your stay more comfortable.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

3.4 The shelter made you feel safe and secure during your stay.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

4. Impact of the Night Shelter on You and the Community

4.1 The availability of the night shelter improved your ability to access medical care by reducing travel and accommodation challenges.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

4.2 The shelter provided a sense of relief and comfort for both you and your family during your medical treatment.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

4.3 The project has had a positive impact on your family's well-being by offering a safe and affordable place to stay during your treatment.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

4.4 The project contributed to improving the overall health outcomes for people from low-income backgrounds like yours.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

5. Sustainability of the Night Shelter

5.1 The night shelter is likely to continue operating and providing support to future patients and families.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

5.2 You believe the project’s benefits, such as affordable accommodation, will continue to positively impact people from low-income groups in the future.

(1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

5.3 The night shelter could be improved by extending the availability of services or enhancing the facilities (e.g., more rooms, better amenities).

1 Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

6. BHEL as the funding organization (Awareness of BHEL’s CSR Initiatives)

6.1 Have you ever heard of BHEL’s CSR activities in your area? ☐ Yes ☐ No

6.2 Are you aware that this sarai has been funded by BHEL ☐ Yes ☐ No

6.3 Do you believe that the CSR programs initiated by BHEL have improved the quality of life in your community? (1) Strongly Disagree | (2) Disagree | (3) Neutral | (4) Agree | (5) Strongly Agree

6.4 Are there any areas where you feel BHEL’s CSR efforts could improve or expand?

Additional Comments/Feedback:

Please share any further suggestions or thoughts regarding your experience with the Sarai building (night shelter).

Thank You for Your Feedback!