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ABBREVIATIONS

CSR	Corporate Social Responsibility
FGD	Focus Group Discussion
KII	Key Informative Interview
LNG	Liquefied Natural Gas
NGO	Non-Government Organisation
NSQF	National Skills Qualifications Framework
NEP	National Education Policy
M&E	Monitoring and Evaluation
OECD	The Organisation for Economic Cooperation and Development
SDGs	Sustainable Development Goals
SWOT	Strengths Weaknesses Opportunities Threats

EXECUTIVE SUMMARY

The Petronet LNG SMART Classroom and Tablet Distribution Program was introduced in 9 government schools of Dibrugarh, Assam, to improve the quality of education and bridge the digital divide. A total of 500 tablets were distributed to students, and 9 SMART classrooms were set up, directly benefiting 2700 students.

The program has had a strong positive impact on both teaching and learning. Teachers are now confident in using interactive panels, which have made lessons clearer, more engaging, and easier to manage. Almost all students reported that SMART classes made subjects easier to understand, increased their interest in learning, and improved their exam performance. Tablets gave every student access to digital learning resources, helping them study regularly at home, improve their general knowledge, and become more independent learners.

Parents noticed that their children are now more motivated to attend school, perform better in exams, and show greater confidence. Students also shared that they are proud to study in schools with modern technology that matches private schools.

While the initiative has been highly successful, challenges such as network connectivity issues, lack of power backup, and limited SMART boards (only one per school) were noted. Students also shared that tablets are sometimes shared among family members, which restricts children's study time.

Overall, the program has improved academic performance, increased school attendance, and built student confidence. To maximise impact, it is recommended to expand SMART classrooms to every class, strengthen internet and power support, and continue guiding parents and students on effective digital learning.

PROJECT DETAILS



Implementation year

FY 2023-24



Implementing Partner

Promising Indian Society



Assessment year

FY 2025-26



Project location

Dibrugarh, Assam



No. of Beneficiaries

- Tablet distribution - 500
- SMART Classroom - 2,700
- Wi-Fi Access Points - 9,000



Project Budget

₹132.76 Lakhs



Beneficiaries

Students, Parents, Family, School and Community members



SDG Goals



Alignment with National Initiatives:

- National Education Policy (NEP) 2020
- Samagra Shiksha Abhiyan (SSA)
- Digital India Campaign

PROJECT ACTIVITY



Distributed 500 tablets to students across 9 government schools in Dibrugarh.



Installed 9 Wi-Fi access points.



Customised lesson plans aligned with grade-wise academic syllabus, including language and subject experts' inputs.



Parent-teacher interactions to share feedback on student progress after the SMART classroom introduction.



Established 9 SMART classrooms equipped with interactive flat panels.



Trained 12 teachers on the use, maintenance and lesson integration of SMART classroom devices.



Regular technical support through quarterly visits and on-call assistance.



Monitoring of usage and impact on student attendance, performance, and self-study habits.



FGD WITH GUARDIANS -
TENGAKHAT HIGH SCHOOL

KEY FINDINGS



All teachers use SMART panels – 62.0% always, 38.0% most often.



94.0% students reported improvement in exam performance.



98.0% of students agreed SMART classes increased their interest in learning.



56.0% found SMART classes were extremely helpful in difficult subjects.



91.0% reported an increase in study time after receiving tablets.



97.0% of students became more regular in school after SMART classrooms.



71.0% were highly satisfied with their academic performance after using SMART classes and tablets.



91.0% noted overall academic improvement.



97.0% gained more general knowledge through digital content.



90.0% found the language, graphics, and content easy to understand.



100% said SMART classes helped in developing self-study habits.



95.0% felt independent in managing their learning through tablets.



82.0% of students used tablets daily or 4-6 times a week.

KEY IMPACTS

IMPROVED ACADEMIC PERFORMANCE

**94.0%**

of the students reported better exam results after using SMART classes and tablets.

ENHANCED LEARNING INTEREST

**98.0%**

of the students found SMART classes interesting and engaging.

DEVELOPMENT OF SELF-STUDY HABITS

**100%**

of the students said tablets and SMART classes encouraged them to study independently at home.

BETTER SCHOOL ATTENDANCE

**98.0%**

of the students became more regular in attending school.

INCREASED STUDENT CONFIDENCE

**95.0%**

of the students felt independent in managing their learning with tablets.

HIGHER TEACHER EFFECTIVENESS



Teachers reported easier class management, clearer explanations, and better student participation.

PARENTAL SATISFACTION



Parents noticed improved pronunciation, knowledge, and motivation among children.

DIGITAL INCLUSION



Students from economically weaker families gained access to modern digital tools, reducing the gap with private schools.

01. INTRODUCTION

BACKGROUND AND NEED OF THE PROJECT

Education is the foundation of social and economic development, yet students in government schools often struggle with limited access to modern teaching tools, digital resources, and engaging learning methods. With the rapid expansion of private schools, children from economically weaker families studying in government schools risk being left behind due to the absence of technology-enabled education. To address this gap, the Petronet LNG SMART Classroom and Tablet Distribution Program was introduced in nine government schools of Dibrugarh district, Assam.

The program equipped schools with interactive SMART classrooms and distributed tablets to students, ensuring equal access to quality digital learning. Teachers were trained to effectively use interactive panels and integrate technology into lesson plans, making education more engaging and easier to understand. This initiative was needed to bridge the digital divide, improve student performance, increase school attendance, and build digital literacy. It not only helps government school students match the standards of private schools but also prepares them with future-ready skills for higher education and career opportunities in a technology-driven world.

OBJECTIVES OF THE PROGRAM



To enhance the quality of education in government schools by introducing SMART classrooms and digital learning tools.



To bridge the digital divide by providing tablets to students from underprivileged families.



To improve academic performance, attendance, and learning interest among students through interactive and engaging teaching methods.



To empower teachers with training and tools to effectively use technology in classroom delivery.



To encourage independent learning and self-study habits among students using digital platforms.



To promote equity and inclusivity by reducing the gap between private and government schools.



To prepare students with digital literacy and future-ready skills needed for higher education and career growth.

ABOUT PETRONET LNG LIMITED

Petronet LNG Limited (PLL) is one of India's leading energy companies, established by the Government of India to meet the country's growing energy demands through the import and regasification of liquefied natural gas (LNG). Jointly promoted by major public sector undertakings, ONGC, IOCL, GAIL, and BPCL, Petronet LNG plays a vital role in ensuring energy security and supporting industrial growth. Beyond its core business, PLL is deeply committed to social responsibility and inclusive development. Through its Corporate Social Responsibility (CSR) initiatives, the company invests in impactful programs across education, healthcare, livelihood, and environment.

ABOUT PROMISING INDIAN SOCIETY

Promising Indian Society is a grassroots NGO working in Assam to improve education and community welfare for underprivileged children. The organisation has implemented initiatives such as distributing bicycles, umbrellas, and tablets to reduce mobility barriers, ensure regular school attendance, and promote digital learning. By working closely with schools, teachers, and parents, the Promising Indian Society aims to bridge educational gaps and support students from economically weaker families in continuing their studies with dignity and confidence.



02 RESEARCH METHODOLOGY

Petronet LNG Limited engaged SoulAce Consulting Pvt. Ltd. to conduct an impact assessment of its educational support initiatives in Dibrugarh and Tinsukia, Assam. The study assessed the program's relevance, effectiveness, efficiency, sustainability, and long-term impact on students' access to education, attendance, punctuality, and overall well-being, drawing on field data, beneficiary feedback, stakeholder consultations, and the OECD-DAC evaluation framework.

OBJECTIVES OF THE STUDY



To assess the impact of Petronet LNG's educational support initiatives in Dibrugarh and Tinsukia, Assam.



To evaluate the relevance, effectiveness, efficiency, and sustainability of SMART classrooms and tablet distribution.



To measure the program's outcomes on students' access to education, academic performance, attendance, punctuality, and overall well-being.



To gather feedback from students, parents, teachers, and stakeholders on the benefits and challenges of the program.



To identify key achievements, gaps, and opportunities for strengthening and scaling the initiative in the future.

USE OF MIXED METHOD APPROACH

The impact assessment of the Petronet LNG-supported Educational Support Project in Dibrugarh and Tinsukia, Assam, adopted a comprehensive mixed-method approach, combining both quantitative and qualitative techniques to capture a holistic understanding of the program's outcomes. This approach helped the study measure tangible indicators (such as improvements in attendance, academic performance, study time, and self-learning habits) along with contextual insights (including student testimonials, parental satisfaction, and teacher feedback). The methodology enabled the evaluation of not only the usage and benefits of SMART classrooms and tablets but also the broader educational, social, and behavioural changes resulting from the intervention.

APPLICATION OF QUANTITATIVE TECHNIQUES

Structured surveys were conducted with student beneficiaries, teachers, and parents using closed-ended and multiple-choice questions. These surveys collected data on key indicators such as school attendance, academic outcomes, interest in learning, frequency of tablet usage, ease of using interactive panels, digital content access, and parental satisfaction. The quantitative findings provided strong evidence of the project's effectiveness in improving learning outcomes, student engagement, and digital literacy.

APPLICATION OF QUALITATIVE TECHNIQUES

To complement the survey data, semi-structured interviews, focus group discussions (FGDs), and key informant interviews were conducted with teachers, school principals, parents, and community representatives. These discussions offered in-depth insights into how SMART classrooms made lessons clearer, increased student interaction, and improved class management, while tablets enhanced study habits, self-learning, and general knowledge. Testimonials from students and parents highlighted how the interventions helped government school students gain access to modern digital tools, boosted confidence, reduced absenteeism, and fostered pride in education.

TRIANGULATION FOR DATA ROBUSTNESS

Findings from both quantitative and qualitative sources were cross-verified using triangulation, ensuring credibility and reliability. This process aligned the perspectives of students, parents, teachers, and school authorities and provided a balanced view of the program's success, challenges, and sustainability.

The triangulated data emphasised the project's role in improving academic performance, strengthening attendance, motivating students, and promoting equity in education.

SAMPLING FRAMEWORK

A stratified sampling method was applied to select student respondents, ensuring representation across grades, gender, and age groups. For qualitative interviews and FGDs, a purposive sampling method was used to engage teachers, principals, and parents, ensuring inclusion of both direct user experiences and broader school-level perspectives.

The sampling framework is outlined below:

State	Taluka/District	Sample Size
Assam	Dibrugarh and Tinsukia	100

DATA QUALITY CONTROL AND ANALYSIS

All field-level data collection activities were closely monitored to maintain accuracy, consistency, and completeness. Quantitative data were analysed using descriptive statistics and presented in percentages, charts, and tables, while qualitative responses were thematically coded to identify recurring patterns, success stories, and improvement areas. This dual-layered analysis enabled the study to present evidence-based conclusions, highlight beneficiary-driven impact, and recommend actionable steps for strengthening future educational support initiatives.

STANDARDISED FRAMEWORK FOR EVALUATION

The research study applied the OECD-DAC framework for evaluation, ensuring alignment with globally accepted standards and norms. This framework offered a strong and uniform method to evaluate the project's impact, bolstering the credibility and pertinence of the research findings.



DESIGN SNAPSHOT



Name of the project

Distribution of Shiksha Tablets, Installation of Smart Classrooms & WIFI Access Points at Dibrugarh, Assam



Implementing agency

Promising Indian Society



Research design used

Descriptive research design



Sampling technique

Purposive and Random Sampling



Sample size

100

KEY STAKEHOLDERS



Implementing Partner & Project Team



Field Researchers and Evaluation Team



Students, Teachers, Local Community Representatives and Governance Bodies (e.g., Gram Panchayats)

UPHOLDING RESEARCH ETHICS

The impact assessment study upheld a robust framework of research ethics principles throughout its process.



INFORMED CONSENT

Participants made informed decisions after understanding the study goals, risks, and benefits.



CONFIDENTIALITY

Participant information was guarded securely, establishing a foundation of trust.



DATA SECURITY AND ANONYMITY

Rigorous measures ensured participant data remained private and untraceable.



NON-MALEFICENCE

Participant well-being was safeguarded, with no harm caused by the research.



INTEGRITY

Research maintained high credibility through sincere and transparent practices.



JUSTICE

Equitable treatment prevailed, free from biases or stereotypes, promoting fairness.

03

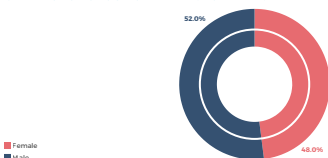
KEY FINDINGS AND IMPACTS



In this chapter, data from multiple sources have been compiled and analysed to assess the overall impact and effectiveness of the educational support program. Both quantitative evidence from structured surveys and qualitative insights from discussions with students, parents, teachers, and school administrators have been integrated. By bringing together these diverse perspectives, the chapter presents a comprehensive analysis of how effectively the introduction of SMART classrooms and distribution of tablets has achieved its intended goals—improving academic performance, attendance, interest in learning, and digital literacy—and how these interventions contribute to the long-term goal of ensuring equitable, technology-enabled education for students from underprivileged backgrounds.

DEMOGRAPHIC PROFILE

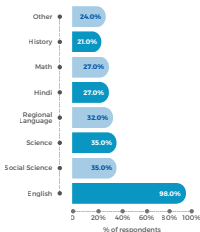
CHART 1: AGE GROUP OF THE RESPONDENTS



The gender distribution of students in the study shows a balanced participation in the study, with 52.0% male and 48.0% female respondents. This near-equal representation indicates that both boys and girls have been equally engaged in the program, ensuring inclusivity and reflecting a fair opportunity for all students to benefit from the initiative.

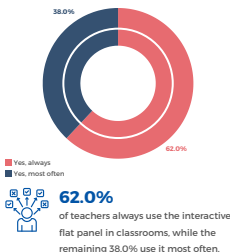
PROJECT INTERVENTION

CHART 2: SUBJECTS IN THE GRADE CURRICULUM THAT ARE TAUGHT USING SMART CLASSROOMS



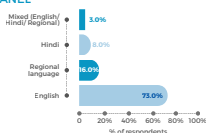
The findings show that English is the most widely taught subject using SMART classrooms (98.0%), followed by Social Science (35.0%), Science (35.0%), and Regional Language (32.0%). Subjects like Hindi (27.0%), Math (27.0%), History (21.0%), and others (24.0%) are also being covered, though to a lesser extent. This indicates that while SMART classrooms are primarily being used to strengthen English learning, they are also supporting a diverse range of subjects, making the teaching process more engaging and effective across the curriculum.

CHART 3: TEACHERS' USE OF INTERACTIVE FLAT PANEL FOR CLASSES



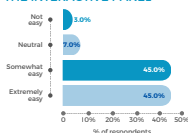
This reflects a high level of adoption and integration of SMART classroom technology into daily teaching, ensuring maximum utilisation of the digital tools provided.

CHART 4: LANGUAGE OF CONTENT DISPLAYED ON THE INTERACTIVE PANEL



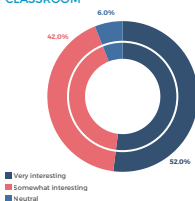
The analysis shows that English is the primary language of content on interactive panels (73.0%), while regional languages (16.0%) and Hindi (8.0%) are used to a lesser extent. A small share of respondents (3.0%) reported mixed language use. This indicates that while English dominates as the medium of digital learning, the inclusion of regional and Hindi content is also helping make lessons more relatable and accessible to students.

CHART 5: EASE OF UNDERSTANDING LANGUAGE GRAPHICS AND CONTENT ON THE INTERACTIVE PANEL



The findings reveal that a large majority of students find the interactive panel easy to understand, with 45.0% rating it as extremely easy and another 45.0% as somewhat easy. Only a small proportion reported being neutral (7.0%) or finding it difficult (3.0%). This highlights the user-friendly design of the language, graphics, and content, making SMART classrooms an effective tool for enhancing learning experiences.

CHART 6: STUDENT INTEREST LEVEL IN STUDYING THROUGH THE SMART CLASSROOM



The data shows that SMART classrooms have been highly successful in engaging students, with 52.0% finding them very interesting and 42.0% somewhat interesting.



6.0%

remained neutral, and none found it uninteresting. This clearly indicates that SMART classrooms have sparked strong enthusiasm and curiosity among students, making learning more enjoyable and interactive.

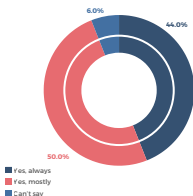


I am very happy to see the changes in my child after the introduction of SMART classes and tablets. My child is more eager to go to school, shows improvement in pronunciation and exam marks, and has developed confidence in learning new things. As a parent, I feel proud that my child now has access to the same modern facilities as private schools.

Anjana Murmu, Parent



CHART 7: TEACHERS' EFFECTIVENESS IN EXPLAINING LESSONS USING THE INTERACTIVE PANEL



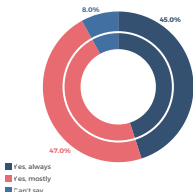
The results indicate that teachers are highly effective in using the interactive panel for explaining lessons, with 44.0% of respondents saying 'always' and 50.0% saying 'mostly'.



6.0%

were unsure, showing minimal doubt. This demonstrates that the SMART classroom technology has been well-integrated into teaching practices, enabling teachers to deliver lessons more clearly and effectively.

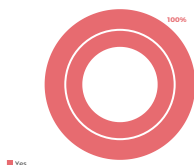
CHART 8: OPPORTUNITIES FOR STUDENT INTERACTION IN SMART CLASSES



The data shows that SMART classes provide strong opportunities for student interaction, with 45.0% reporting 'always' and 47.0% 'mostly', while only 8.0% were unsure.

This indicates that the interactive panels are not only enhancing learning but also encouraging active participation and engagement, making classrooms more dynamic and student-centred.

CHART 9: STUDENTS RECEIVING TABLETS UNDER THE INITIATIVE



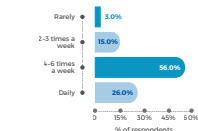
■ Yes



100%

of the students received tablets under the initiative, which ensures those who got access to digital learning resources were interviewed during the study.

CHART 10: FREQUENCY OF TABLET USE FOR STUDIES



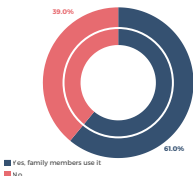
The findings reveal that tablet usage for studies is quite regular, with 56.0% of students using them 4-6 times a week and 26.0% using them daily.



15.0%

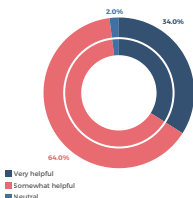
reported using tablets 2-3 times a week, while only 3.0% used them rarely.

This shows that the majority of students are actively integrating tablets into their learning routine, highlighting the effectiveness of the initiative in promoting consistent digital learning habits.

CHART 11: RESTRICTIONS FACED WHILE USING THE TABLETS

61.0%

of the students face restrictions in using tablets because family members also use them, while 39.0% reported no such restriction.

This highlights that although tablets have been distributed to the students, shared usage within families can limit uninterrupted access, indicating a need for awareness and strategies to ensure that students get adequate, dedicated study time with their devices.

CHART 12: HELPFULNESS OF ACCESS TO DIGITAL LEARNING CONTENT


The results indicate that access to digital learning content is highly beneficial, with 34.0% of students finding it very helpful and 64.0% somewhat helpful.


2.0%

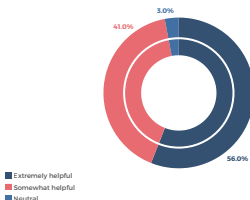
remained neutral, and none considered it unhelpful.

This shows that the initiative has been successful in making digital content a valuable support tool for students' learning, enhancing their academic experience.


**INTERACTION
WITH STUDENTS**

PROJECT IMPACT

CHART 13: HELPFULNESS OF SMART CLASSES IN UNDERSTANDING DIFFICULT SUBJECTS COMPARED TO REGULAR CLASSES



The findings reveal that SMART classes are highly effective in making difficult subjects easier to understand, with 56.0% of students finding them extremely helpful and 41.0% somewhat helpful.

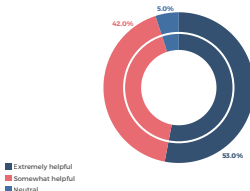


3.0%

remained neutral, and none considered them unhelpful.

This clearly demonstrates that SMART classrooms provide a significant advantage over regular teaching methods, especially in simplifying complex topics and improving student comprehension.

CHART 14: HELPFULNESS OF SMART CLASSES IN UNDERSTANDING OTHER SUBJECTS



The results show that SMART classes are beneficial across subjects, with 53.0% of students finding them extremely helpful and 42.0% somewhat helpful.

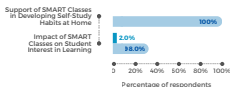


5.0%

remained neutral, and none found them unhelpful.

This indicates that SMART classrooms are not only effective for difficult subjects but also enhance overall learning in all subjects, making education more engaging and comprehensive.

CHART 15: IMPACT OF SMART CLASSES ON STUDENT INTEREST AND SELF-STUDY HABITS



■ Neutral
■ Agree

The data shows a near-universal positive impact of SMART classes on students. An overwhelming 98% agreed that SMART classes increased their interest in learning, while 100% confirmed that these classes supported the development of self-study habits at home.

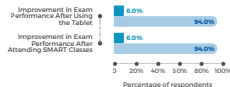


2.0%

remained neutral regarding learning interest, and none disagreed.

This demonstrates that SMART classrooms are not only enhancing classroom engagement but also instilling independent learning habits, making students more motivated and self-reliant learners.

CHART 16: IMPROVEMENT IN EXAM PERFORMANCE FROM SMART CLASSES AND TABLET USE



■ Neutral
■ Agree

The findings show that both interventions, SMART classes and tablet use, have equally contributed to better exam performance, with 94.0% of students agreeing to improvements in both cases.

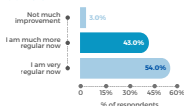


6.0%

remained neutral, and none disagreed.

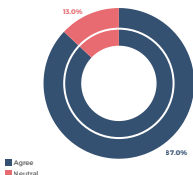
This clearly demonstrates that the combined use of interactive classroom technology and personal digital devices has had a transformative impact on students' academic outcomes.

CHART 17: IMPROVEMENT IN SCHOOL ATTENDANCE AFTER THE INTRODUCTION OF THE SMART CLASSROOM



The data indicate a strong positive impact of SMART classrooms on school attendance, with 54.0% of students reporting they are now very regular and 43.0% saying they are much more regular. Only 3.0% noted little improvement. This clearly shows that SMART classrooms have been highly effective in motivating students to attend school more consistently, reducing absenteeism, and fostering regular learning habits.

CHART 18: MOTIVATION TO STUDY MORE DUE TO SMART CLASSES OR TABLET USE



■ Agree
■ Neutral



87.0%

of students felt more motivated to study due to the use of SMART classes or tablets, while only 13.0% remained neutral.

This highlights the program's success in creating a positive learning environment that inspires students to engage more deeply with their studies.

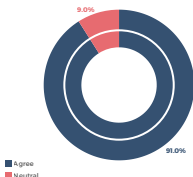


Earlier, I found it difficult to understand lessons, especially English and Science. After receiving the tablet and learning through the SMART classroom, studies have become more interesting and easier to follow. Now I attend school regularly, spend more time on self-study, and feel confident that I can do better in exams.

Student Beneficiary



CHART 19: INCREASE IN STUDY TIME DUE TO TABLET USAGE

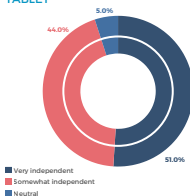


91.0%

of students agreed their study time increased after receiving tablets, while only 9.0% remained neutral.

This clearly demonstrates that tablet usage has played a significant role in motivating students to dedicate more time to learning, thereby strengthening study habits and improving academic focus.

CHART 20: STUDENT INDEPENDENCE IN MANAGING LEARNING USING THE TABLET



The findings reveal that tablets have greatly enhanced student autonomy, with 51.0% feeling very independent and 44.0% somewhat independent in managing their own learning.

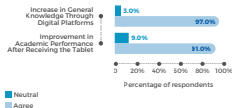


5.0%

remained neutral.

This shows that the initiative has been effective in promoting self-reliance and confidence among students, enabling them to take greater ownership of their education.

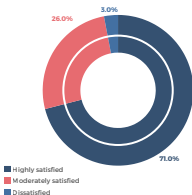
CHART 21: IMPACT OF TABLET USE ON ACADEMIC PERFORMANCE AND GENERAL KNOWLEDGE



The results highlight a strong positive impact of tablet use on academic performance and general knowledge, with 91.0% of students reporting improved academic performance and an even higher 97.0% acknowledging an increase in general knowledge through digital platforms. Only a small fraction remained neutral (9% and 3% respectively).

This demonstrates that tablets have not only strengthened formal learning but also broadened students' horizons by enhancing their access to diverse knowledge resources.

CHART 22: SATISFACTION WITH ACADEMIC PERFORMANCE AFTER USING SMART CLASSES OR TABLETS



The data shows a high level of student satisfaction with their academic performance after using SMART classes or tablets, with 71.0% reporting they are highly satisfied and 26% moderately satisfied.

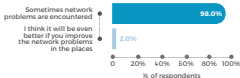


3.0%

expressed dissatisfaction. This indicates that the initiative has been largely successful in enhancing learning outcomes and building student confidence in their academic progress.

DIFFICULTIES IN TABLET USE OR MAINTENANCE

CHART 23: DIFFICULTIES FACED IN USING OR MAINTAINING THE TABLET

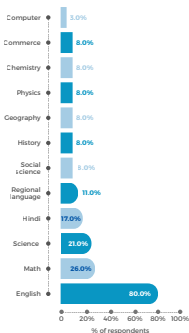


The data shows that the biggest challenge faced by students in using tablets is network connectivity, with 98.0% reporting occasional network problems and 2% suggesting

This indicates that while the devices themselves are functioning well, internet access remains the primary barrier to fully utilising digital learning resources.

DIFFICULTY IN UNDERSTANDING SUBJECTS

CHART 24: SUBJECT MOST DIFFICULT TO UNDERSTAND ACCORDING TO STUDENTS



The analysis highlights that English is the most difficult subject for students (80.0%), followed by Math (26.0%), Science (21.0%), and Hindi (17.0%). Other subjects like regional language (11.0%), social science, History, geography, physics, and chemistry (8.0% each) were also reported as challenging by some students, while very few found commerce or computer studies difficult (3.0% each). This indicates that despite the benefits of SMART classrooms, English remains the biggest learning challenge, suggesting a strong need for targeted support in language learning along with continued assistance in math and science.

04. IMPACT CREATED ACROSS MULTIPLE LEVELS

INDIVIDUAL LEVEL

STUDENTS

Improved academic performance, better exam results, enhanced self-study habits, increased digital literacy, and greater confidence in learning.



PARENTS

Satisfaction with children's improved performance and enthusiasm for education.



TEACHERS

Strengthened teaching effectiveness, better classroom management, and motivation to adopt technology in pedagogy.

COMMUNITY LEVEL

Enhanced community confidence in government schools, reducing the push towards private schooling.



Created a positive educational environment that motivates children to attend school regularly.

Encouraged greater parental involvement and pride in their children's education.



Promoted social equity by providing modern learning tools to underprivileged families.

STATE LEVEL

Built the capacity of teachers to adopt innovative teaching methods, setting an example for wider replication across the state.



Strengthened government schools in Assam by upgrading them with SMART classrooms and digital resources.



Demonstrated a scalable model for improving student learning outcomes and attendance in rural and semi-urban schools.

NATIONAL LEVEL

Supported the goals of Digital India and the National Education Policy (NEP) 2020 by integrating technology into classrooms.



Contributed to SDG 4 (Quality Education) by promoting inclusive and equitable education through digital tools.



Helped reduce the digital divide, ensuring government school students are not left behind compared to their private school peers.

05

OECD FRAMEWORK



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability



RELEVANCE

Education is the foundation of social and economic development, yet students from government schools often struggle with limited access to modern teaching tools, digital resources, and engaging learning methods. With the rapid expansion of private schools, children from economically weaker families studying in government schools risk being left behind due to the absence of technology-enabled education. To address this gap, the Petronet LNG Smart Classroom and Tablet Distribution Program was introduced in nine government schools of Dibrugarh district, Assam. Students from economically weaker families gained access to modern digital tools, reducing the gap with private schools.

The Petronet LNG educational support program was highly relevant as it directly responded to critical challenges faced by students in Dibrugarh and Tinsukia.



COHERENCE

The program demonstrated strong coherence with both national policies and global development agendas. It aligned with Samagra Shiksha Abhiyan by promoting universal access to education, and NEP 2020 by leveraging digital learning tools. At the global level, the program strongly contributed to SDG 4 (Quality Education), SDG 5 (Gender Equality), and SDG 10 (Reduced Inequalities). This alignment highlights the program's broader developmental significance, showing that its benefits extend beyond immediate outputs to long-term sustainable development goals.



EFFECTIVENESS

The interventions proved highly effective in improving students' educational experiences. 94.0% students reported improvement in exam performance. 97.0% gained more general knowledge through digital content. 98.0% of students confirmed SMART classes increased their interest in learning. 90.0% found the language, graphics, and content easy to understand. 91.0% reported an increase in study time after receiving tablets. 95.0% felt independent in managing their learning through tablets. 97.0% of students became more regular in school after SMART classrooms.



EFFICIENCY

The program efficiently utilised resources by targeting students from government schools with the provision of tablets and smart classrooms. Teachers reported easier class management, clearer explanations, and better student participation. All teachers effectively use SMART panels. 82.0% of students used tablets daily or 4-6 times a week.



IMPACT

The program created a significant positive impact across multiple dimensions. 94.0% of students reported better exam results after using SMART classes and tablets. 100% of students said tablets and SMART classes encouraged them to study independently at home. 97.0% of students became more regular in attending school. 95.0% of students felt independent in managing their learning with tablets. At the national level, the initiative contributed to broader educational equity and digital inclusion, supporting India's commitments to SDG 4 (Quality Education) and related development goals.



SUSTAINABILITY

The initiative has been highly successful and the learning impact is sustainable as a firm education foundation is created for students from government schools. However, there are challenges such as poor network connectivity and a lack of power backup. Family members shared that tablets, which restrict children's study time. Sustainability risks if devices break down and major repairs are required.

Overall, the program has improved academic performance, increased school attendance, and built student confidence, which ensures that the benefits are long-lasting.



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

Index: 5 Points - Very High ; 4 Points - High ; 3 Points - Moderate ; 2 Points - Low ; 1 Point - Very Low

06. SWOT ANALYSIS



STRENGTHS



100% tablet distribution ensured universal student coverage.



SMART classrooms have been established in all project schools with high teacher adoption.



Strong improvement in academic performance (94.0%), attendance (97.0%), and learning interest (98.0%).



Teachers are trained to manage devices and integrate digital tools into lessons.



Positive feedback from students, parents, and teachers creates strong community acceptance.



WEAKNESSES



Only one SMART board is provided per school, limiting classroom coverage.



Lack of power backup in schools; frequent power cuts affect smooth functioning.



Network connectivity issues are faced by 98.0% of students, restricting digital content use.



Tablets are sometimes shared with family members, limiting students' study time.



07. RECOMMENDATIONS



EXPAND CLASSROOM COVERAGE

The program can provide one SMART board per classroom instead of one per school to maximise student reach.



STRENGTHEN INFRASTRUCTURE SUPPORT

Schools can be equipped with power backup solutions to ensure uninterrupted use of SMART classrooms.



ENHANCE DIGITAL ACCESS

The program can collaborate with telecom providers or local authorities to improve internet connectivity and reduce costs for families.



ENRICH CONTENT DIVERSITY

More learning content can be developed in regional languages and at different difficulty levels to cater to diverse student needs.



PROMOTE PARENTAL AWARENESS

Orientation sessions can guide parents on managing children's screen time and supporting educational use of tablets.



ENSURE DEVICE MAINTENANCE

A structured maintenance plan can be introduced, including local repair partnerships, to sustain tablet and SMART board usage.



ENCOURAGE CONTINUOUS TEACHER SUPPORT

Refresher training and peer-learning workshops can be organised to further build teacher confidence and innovation in using digital tools.

08 CONCLUSION

The Petronet LNG SMART Classroom and Tablet Distribution Program in Dibrugarh and Tinsukia has proven to be a highly relevant and impactful initiative, successfully bridging the digital divide in government schools. By providing modern digital tools, training teachers, and engaging students, the program has enhanced academic performance, improved attendance, motivated self-learning, and built confidence among students from underprivileged families. Teachers have become more effective in classroom delivery, and parents have expressed satisfaction with their children's progress and enthusiasm for education.

While challenges such as limited classroom coverage, network connectivity, and lack of power backup remain, the overall outcomes demonstrate that technology-enabled learning can transform the education experience in government schools. With thoughtful scaling, stronger infrastructure support, and continued community engagement, the initiative can serve as a sustainable model for inclusive and equitable education, aligning with both national priorities and global development goals.



IMPACT ASSESSMENT

Construction of Auditorium at
Maharani Laxmibai College
for Women in Hisar, Haryana

Implementing Partner: Pradhan Foundation

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ABBREVIATIONS

CSR	Corporate Social Responsibility
FGD	Focus Group Discussion
KII	Key Informative Interview
LNG	Liquefied Natural Gas
M&E	Monitoring and Evaluation
NGO	Non-Government Organisation
NSQF	National Skills Qualifications Framework
NEP	National Education Policy
OECD	The Organisation for Economic Cooperation and Development
SDGs	Sustainable Development Goals
SWOT	Strengths Weaknesses Opportunities Threats

EXECUTIVE SUMMARY

RESPONSIBILITY

The Petronet LNG-funded auditorium at Maharani Laxmi Bai College, Hisar (Haryana), implemented by Pradhan Foundation, represents a transformative infrastructure initiative under the Corporate Social Responsibility (CSR) framework. Constructed between January 2022 and October 2023 and inaugurated on 24th November 2023, the 10,000 sq. ft. auditorium with a seating capacity of 800 was developed to address the longstanding need for a dedicated indoor venue to host academic, cultural, and community events. As per education infrastructure studies, nearly 80% of rural women's colleges in India lack suitable indoor spaces for student engagement, making such interventions vital for inclusive learning. Before this project, events at the college were frequently held in open areas, often disrupted by harsh weather and poor infrastructure. This report not only presents the process and purpose behind the auditorium's construction but also captures its tangible impact on student participation, confidence, and institutional vibrancy. The new facility has emerged as a central hub for seminars, debates, youth festivals, freshers' welcome programme, and community-oriented programs, contributing significantly to the holistic development of students and creating a stronger academic and cultural identity for the college.

PROJECT DETAILS



Implementation year

FY 2023-24



Implementing Partner

Pradhan Foundation



Assessment year

FY 2025-26



Project location

Haryana- Hisar



No. of Beneficiaries

475 to 500 students and staff every year



Project Budget

₹396.00 Lakhs



Beneficiaries

Girl students, female faculty (both teaching and non-teaching staff), and women community members involved in or attending events.



SDG Goals



Alignment with
National programs:
National Education
Policy (NEP) 2020

PROJECT ACTIVITY

SITE SELECTION AND PREPARATION

Identification of a suitable location within the college campus with easy access.



Site clearance, levelling and preparation of ground for construction activities.

DESIGN AND STRUCTURAL CONSTRUCTION

Development of a shade-type auditorium structure using steel columns and trusses.



Completion of flooring work with smooth cement-concrete finish across 10,000 sq. ft.

Installation of a durable metal sheet roof to provide year-round weather protection.

INTERNAL LAYOUT AND SPACE PLANNING

Creation of an open hall design with a seating provision for approximately 800 people.



Flexibility in space to allow for diverse uses such as seminars, cultural events, and guest lectures.

MONITORING AND SUPERVISION



Monitoring and supervision were carried out every week by the implementing agency to ensure quality workmanship and adherence to timelines. Regular site visits were conducted to track progress, and detailed documentation was maintained to ensure compliance with safety norms and structural standards throughout the construction period.

SAFETY AND QUALITY MEASURES

Use of floor expansion joints to prevent cracking and ensure durability.



Roofing sheets were securely fixed to withstand weather conditions.

Structural components were properly welded and bolted as per safety norms.

STAKEHOLDER ENGAGEMENT

Continuous coordination with the college administration and local stakeholders.



Incorporation of feedback to recommend future improvements like permanent seating, acoustic panels, and cooling arrangements.



TEAM PICTURE

KEY FINDINGS

EXCELLENT INFRASTRUCTURE AND STUDENT SATISFACTION

**100%**

of the students rated the overall quality of the auditorium as excellent.

**96.0%**

of the respondents found the sound and acoustics to be excellent, supporting smooth and professional events.



The facility is safe, weatherproof and well-constructed with high usability throughout the year.

HIGH ACADEMIC AND CULTURAL VALUE

**94.0%**

of the students stated that the events held in the auditorium were beneficial for their academic growth.



The auditorium is used regularly for events like seminars, fresher parties, debates, youth festivals and guest lectures.



Students expressed a boost in confidence, stage presence and communication skills through active participation.

STRONG STUDENT ENGAGEMENT

**84.0%**

of the students reported participating in college functions, with 78% participating regularly.

**70.0%**

of the most popular events are music, with drama and debates also helping students explore and develop their talents.

POSITIVE IMPACT ON PERSONALITY DEVELOPMENT

**98.0%**

of the students said that co-curricular participation helped in their personality development.



The auditorium has created a safe, comfortable environment for students to speak, perform, and grow.

INCLUSIVE AND ACCESSIBLE FACILITY



Students from farming and middle-income families form the majority, yet all benefit equally from the space.



The auditorium is used by students across all streams Arts, Commerce and Science ensuring wide accessibility.

FACULTY AND MANAGEMENT APPRECIATION



Faculty members and the college director reported high satisfaction with the quality and utility of the facility.



The auditorium has helped in boosting the college's image, attracting better participation in inter-college events and improving student morale.

ENCOURAGEMENT OF SPORTS AND INDOOR GAMES

**70.0%**

of the students actively engage in badminton, followed by other indoor games, showing that the college promotes both academic and physical development.

KEY IMPACTS

BETTER LEARNING ENVIRONMENT



Students now attend seminars, guest lectures, and academic events in a clean, safe, and weatherproof space.



94.0%

of the students reported that these events have been beneficial for their academic development.

BOOST IN CONFIDENCE AND PARTICIPATION



Earlier, many students were hesitant to speak or perform in open spaces. The auditorium now offers a comfortable and secure stage to express themselves.



98.0%

of the students said that co-curricular participation helped in their personality development.

SUPPORT FOR TALENT AND CREATIVITY



With regular events like music, drama, and dance, students now have a platform to practice, perform, and shine.



72.0%

of the students said they excel in music, and many shared stories of giving their first-ever stage performance in the new auditorium.

IMPROVED COLLEGE REPUTATION



The college has begun hosting inter-college youth festivals and academic programs, drawing attention from other institutions.



Faculty members observed a visible rise in student participation, greater enthusiasm, and positive community feedback.

INCLUSIVE AND EMPOWERING



68.0%

of the students come from farming families and 80% from middle-income families, yet the auditorium provides equal opportunities for all—regardless of background.



Students from all sections now actively participate in academics, sports, and cultural events, feeling included and encouraged.

LONG-TERM VALUE



The auditorium is a strong and future-ready structure, already in regular use. With minor upgrades like permanent seating, sound systems, and cooling, it will continue to benefit 100% of the student body for years to come.



01. INTRODUCTION

BACKGROUND AND NEED OF THE PROJECT

As part of its CSR initiatives for FY 2022-23, Petronet LNG Limited sponsored the construction of a multi-purpose auditorium at Maharani Laxmi Bai College in Hisar, Haryana. The project was implemented by Pradhan Foundation to strengthen educational infrastructure by providing a covered, dedicated space for cultural and academic activities.

Spread across 10,000 square feet, with a capacity of 800 people, the auditorium was designed as a shade-type structure with strong roofing, open layout, and finished flooring providing a modern, safe and flexible venue for a variety of academic, cultural and community programs.

Maharani Laxmi Bai College, established in 2011, affiliated with Guru Jambheshwar University of Science and Technology, serves over 449 students and 23 faculty members. Before the construction of the auditorium, Maharani Laxmi Bai College lacked a dedicated indoor space for gatherings. As a result, critical academic and cultural events had to be conducted in open areas like the college grounds. This often led to frequent disruptions due to rain, heat, or strong winds, making it challenging to conduct seminars, celebrations, and guest lectures smoothly. These conditions not only affected event quality but also discouraged student participation, especially for those who were already shy or hesitant. The lack of proper infrastructure limited the college's ability to offer a complete educational experience. The new facility addressed these infrastructural gaps, supporting seminars, festivals, debates and community programs with flexibility and functionality. There was a pressing need for a structured, weatherproof, and multifunctional facility that could support co-curricular activities, foster student engagement, boost institutional identity, and align with the broader goals of holistic and inclusive education as envisioned under the National Education Policy (NEP) 2020.

This project emerged as a response to the infrastructure gaps, to improve the learning environment and provide a platform for students to showcase their talents, build confidence, and engage with the larger community in a dignified and structured setting.

OBJECTIVES OF THE PROGRAM

The main aim of constructing the auditorium at Maharani Laxmi Bai College, Hisar, was to create a safe, inclusive space for academic, cultural, and community activities. It aimed to strengthen infrastructure and empower young women—especially from rural and semi-urban areas—by providing a platform to express themselves, build confidence, and support holistic development. The initiative was endorsed by Petronet LNG Limited under its CSR program and implemented by Pradhan Foundation with the following objectives:



Improve the learning environment through a well-equipped indoor facility.



Promote co-curricular participation to support personality development.



Encourage greater student engagement in seminars, lectures, and cultural events.



Enable the college to host large gatherings, inter-college events, and community programs.



Enhance the overall image and reputation of the institution.

ABOUT PETRONET LNG LIMITED

Petronet LNG Limited (PLL) is one of India's leading energy companies, established by the Government of India to meet the country's growing energy demands through the import and regasification of liquefied natural gas (LNG). Jointly promoted by central public sector undertakings, ONGC, IOCL, GAIL, and BPCL, Petronet LNG plays a vital role in ensuring energy security and supporting industrial growth. Beyond its core business, PLL is deeply committed to social responsibility and inclusive development. Through its Corporate Social Responsibility (CSR) initiatives, the company invests in impactful programs across education, healthcare, livelihood, and the environment.

ABOUT PRADHAN FOUNDATION

Pradhan Foundation is a registered non-profit organisation based in Hisar, Haryana, established in 2010 with the core mission of promoting girls' education and empowerment, especially in rural and underprivileged communities. The Foundation is committed to creating opportunities for young women through improved access to education, health awareness, and community engagement. It is registered under the Indian Trust Act and has FCRA approval to support its developmental initiatives. Over the years, Pradhan Foundation has undertaken various impactful programs, including NSS/NCC training for rural girls, anti-tobacco and health campaigns, tree plantation drives, and blood donation camps. As the implementing agency for the Petronet LNG-sponsored auditorium project at Maharani Laxmi Bai College, the Foundation played a key role in executing the construction smoothly and ensuring community support. Its deep local presence and focus on women's empowerment made it an ideal partner for delivering an infrastructure project that directly supports holistic education and student development.



02 RESEARCH METHODOLOGY

Petronet LNG Limited commissioned a study by SoulAce to assess the impact of their program - Construction of Auditorium at Maharani Laxmi Bai College, Hisar (Haryana) for women.

As part of its commitment to inclusive rural development and educational empowerment, Petronet LNG Limited, in collaboration with Pradhan Foundation, supported the construction of a multi-purpose auditorium at Maharani Laxmi Bai College, Hisar (Haryana) to address the pressing need for quality infrastructure that enables holistic learning, cultural engagement and community interaction. The project aimed to bridge existing gaps in educational infrastructure by providing a weatherproof, safe, and inclusive space for seminars, cultural programs and academic events. Through active involvement of students and faculty, the facility has enhanced access to co-curricular opportunities, boosted student confidence and strengthened the institution's ability to host large-scale functions. By creating a platform for learning and expression, the initiative contributes to the overall development of rural youth, particularly girls, and supports long-term educational and social transformation. This assessment evaluates the project's relevance, effectiveness, and long-term impact in improving campus life and empowering the student community.

OBJECTIVES OF THE STUDY



Assess the relevance and utility of the newly constructed auditorium in enhancing academic, cultural, and community-based activities within the college.



Evaluate the effectiveness of the infrastructure in terms of quality, design, accessibility, and satisfaction among key stakeholders, including students, faculty, and management.



Measure the impact of the facility on student participation, personality development, academic confidence, and institutional reputation.



Capture stakeholder and beneficiary feedback, including testimonials, usage patterns, and perceptions of change post-construction.



Identify strengths, challenges, and gaps in project execution and suggest areas for future improvement and sustainability.



Align the findings with broader CSR goals and the Sustainable Development Goals (SDGs), particularly those related to **quality education, gender equality, and community development**.

RESEARCH METHODOLOGY

The impact assessment of the Petrinet LNG-supported Auditorium Project at Maharani Laxmi Bai College, Hisar, adopted a comprehensive mixed-method approach, combining both quantitative and qualitative techniques to gain a holistic understanding of the project's outcomes. This approach enabled the study to capture measurable indicators (such as student participation, satisfaction, event attendance, and perceived academic benefits) along with contextual insights (including student testimonials, faculty feedback, and stakeholder perspectives), resulting in a robust and well-rounded evaluation. The methodology also allowed the team to identify trends in infrastructure usage, student engagement, inclusivity, and the long-term value of the intervention.

APPLICATION OF QUANTITATIVE TECHNIQUES

Structured surveys were administered to students using closed-ended and multiple-choice questions. These surveys gathered data on key indicators such as frequency of participation in events, usefulness of the auditorium in academic and personality development, feedback on sound and infrastructure quality, and levels of cultural involvement. The quantitative findings offered evidence of the project's success in enhancing student engagement, increasing confidence, and supporting holistic learning in a safe, weatherproof space.

APPLICATION OF QUALITATIVE TECHNIQUES

To complement the numerical data, qualitative methods such as semi-structured interviews, focus group discussions (FGDs), and key informant interviews were conducted with stakeholders, including college faculty, management, students (current and alumni), and implementation staff.

These interactions provided more profound insights into how the auditorium transformed the educational experience, supported co-curricular growth, improved the college's image, and fostered student confidence. Reflections on gender inclusion, access for rural students, and aspirational shifts were also documented, offering a people-centred perspective on the project.

TRIANGULATION FOR DATA ROBUSTNESS

Findings from both quantitative and qualitative sources were cross-verified using triangulation, which strengthened the credibility and reliability of the conclusions. This approach ensured that perspectives from multiple stakeholders, students, faculty, implementers, and college leadership were aligned and reflective of the real impact. The triangulated data highlighted the auditorium's influence on academic culture, student participation, and overall institutional development.

SAMPLING FRAMEWORK

A stratified sampling method was adopted to select student respondents, ensuring diversity across academic streams (Arts, Commerce, Science), year of study, participation level, and socio-economic background. For qualitative interviews and FGDs, purposive sampling was used to engage key informants such as the college principal, faculty members, student leaders, and beneficiaries who had first-hand experience of using the facility. This ensured that the feedback reflected both day-to-day use and strategic insights.

DATA QUALITY CONTROL AND ANALYSIS

Field-level data collection was monitored closely to ensure accuracy, reliability, and completeness. Quantitative data were analysed using descriptive statistics and visual tools (charts, percentages, tables), while qualitative data were coded thematically to highlight key themes, challenges, and success stories.

This layered analysis enabled the study to present evidence-backed insights supported by real experiences, clearly demonstrating the project's effectiveness, areas for improvement, and potential for replication in other educational settings.

The sampling framework is outlined below:

State	Taluka/ District	Sample size
Haryana	Hisar	50

STANDARDISED FRAMEWORK FOR EVALUATION

The research study applied the OECD-DAC framework for evaluation, ensuring alignment with globally accepted standards and norms. This framework offered a strong and uniform method to evaluate the project's impact, bolstering the credibility and pertinence of the research findings.



DESIGN SNAPSHOT



Name of the project

Construction of Auditorium at Mahari Laxmibai College for Women in Hisar, Haryana



Implementing agency

Pradhan Foundation



Research design used

Descriptive research design



Sampling technique

Purposive and random sampling



Sample size

50

KEY STAKEHOLDERS



Implementing Partner & Project Team



Students, Family members, Local Community Representatives and Governance Bodies (e.g., Gram Panchayats)

STUDY TOOL

Qualitative Tools



SEMI-STRUCTURED INTERVIEWS

Conducted with key stakeholders, including the college principal, faculty members, student leaders, and the Pradhan Foundation implementation team. These interviews explored experiences related to the need for the auditorium, planning and construction processes, usability of the facility, event organisation, and the perceived impact on students' academic and personal development.



FOCUS GROUP DISCUSSIONS (FGDS)

Held separately with current students, alumni, and faculty to gather collective perspectives on the functionality and relevance of the auditorium, student participation in events, improvements in confidence, and the role of the space in enhancing academic and co-curricular engagement. Discussions also covered shifts in student motivation, expression, and social inclusion since the auditorium became functional.



TESTIMONIAL DOCUMENTATION TEMPLATES

Used to record personal success stories and first-hand experiences from students and faculty.

These testimonials captured how the auditorium has enabled students to speak confidently, perform artistically, participate in college functions, and feel a stronger sense of belonging and pride. Many shared how this space allowed them to overcome stage fear, build self-confidence, and express their talents, contributing positively to their academic journey and personal growth.

ETHICAL CONSIDERATIONS



INFORMED CONSENT

Participants were fully informed about the study's objectives, procedures, risks, and benefits. They had the opportunity to ask questions and make their decisions voluntarily after understanding the details, ensuring informed consent was obtained.



CONFIDENTIALITY AND PRIVACY VOLUNTARY PARTICIPATION RESPECT, DIGNITY AND FAIRNESS

Participants' data was securely stored and accessible only to authorised personnel. Anonymisation techniques were used to protect identities, ensuring privacy throughout the study.



VOLUNTARY PARTICIPATION

Participation was entirely voluntary, with no coercion or pressure. Participants had the freedom to withdraw at any time, respecting their autonomy and personal choice.



RESPECT, DIGNITY AND FAIRNESS

Participants' data was securely stored and accessible only to authorised personnel. Anonymisation techniques were used to protect identities, ensuring privacy throughout the study. Participants were treated with respect and fairness. Their well-being was prioritised, and necessary support was provided to ensure a positive experience throughout the study.

INTERACTION WITH STUDENT



03

KEY FINDINGS AND IMPACTS

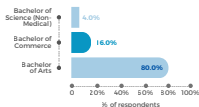


The key findings and outcomes of the Petronet LNG-supported Auditorium Project highlight its transformative impact on student engagement with educational experience and campus development. By providing a well-structured, weatherproof, inclusive space for academic and cultural activities, the project has successfully addressed the longstanding gap in infrastructure that previously limited student participation and event organisation. The auditorium has become a central hub for seminars, debates, cultural programs, and community events, which encouraged the students, especially young women from rural and modest backgrounds, to participate more actively and express themselves with confidence. This intervention, supported by quality construction and strong community collaboration, has helped students build soft skills, improve stage presence, and engage in holistic development beyond the classroom. Most importantly, the initiative has empowered students to become confident, self-assured, and well-rounded individuals, while also enhancing the college's reputation and fostering a vibrant learning environment that supports long-term educational and social growth.

In this chapter, data from multiple sources are compiled and analysed to evaluate the overall impact and effectiveness of the program. Qualitative and quantitative insights gathered through intensive surveys and detailed discussions with stakeholders are integrated. Drawing on diverse viewpoints, the chapter offers an in-depth analysis of how effectively the program has achieved its intended goals and contributed to long-term sustainability.

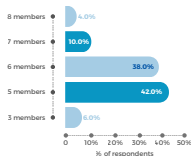
DEMOGRAPHIC PROFILE

CHART 1: AGE GROUP OF THE RESPONDENTS



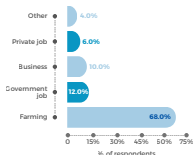
Among the 50 students surveyed during the impact assessment, 80% were from the B.A. program, followed by 16% from B.Com. And 4% from B.Sc. (Non-Medical). This reflects a primarily arts-based user group, highlighting the auditorium's strong role in supporting humanities events like debates and cultural programs, while also demonstrating its cross-disciplinary relevance.

CHART 2: TOTAL NUMBER OF FAMILY MEMBERS



Most respondents reported living in moderately large households, with the highest share coming from families of 5 to 6 members. Smaller and larger family sizes were less standard. This pattern reflects typical regional family structures and may influence students' inclination to participate in community-oriented academic and cultural events hosted in the auditorium.

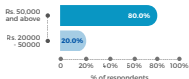
CHART 3: PRIMARY OCCUPATION OF THE STUDENT FAMILY



68% (34 respondents)—belong to families primarily engaged in farming, indicating a strong agrarian background among the college's student population. Families involved in government jobs accounted for 12% (6 respondents), followed by 10% (5 respondents) from business backgrounds and 6% (3 respondents) from private sector employment. Only 4% (2 respondents) reported other types of occupations. This data highlights the socio-economic diversity of the students, while also emphasising the importance of inclusive infrastructure like the auditorium in promoting equal opportunities for cultural and academic participation across varied family income groups.



INTERACTION WITH HOD

CHART 4: MONTHLY FAMILY INCOME AT THE TIME OF ADMISSION

The income distribution of the students surveyed indicates that a majority, 80% (40 respondents), came from families with a monthly income of ₹50,000 and above at the time of admission. In contrast, 20% (10 respondents) reported a monthly family income between ₹20,000 and ₹50,000. This data suggests that while a significant portion of students belong to middle-income households, there is also notable representation of families from the lower middle-income group. The presence of diverse income groups underscores the importance of equitable access to institutional facilities like the auditorium, which offers inclusive platforms for all students regardless of their economic background.

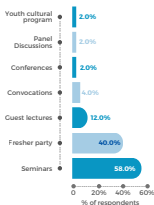


Before the auditorium was built, we had to attend functions and seminars outside in the open ground, which was often uncomfortable and affected our participation. Since the new auditorium was constructed, I feel much more confident speaking on stage. I performed in the youth festival for the first time and received a lot of appreciation. It has given us a proper space to express ourselves, learn new things, and be proud of our college.

**Priyanka Sharma, B.A. 2nd Year Student,
Maharani Laxmi Bai College**



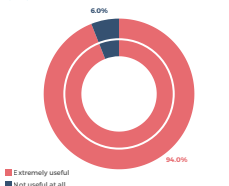
POST-INTERVENTION

CHART 5: ACADEMIC SESSIONS ATTENDED IN THE NEW AUDITORIUM

The auditorium has been actively utilised for a variety of academic and cultural events, with 58% (29 respondents) having attended seminars, making it the most common use of the facility. This was followed by 40% (20 respondents) who participated in fresher parties, indicating the space's importance for social integration events. Guest lectures attracted 12% (6 respondents), while convocations were attended by 4% (2 respondents). Other academic engagements, like conferences, panel discussions, and youth cultural programs, each recorded participation from 2% (1 respondent). Additionally, 4% (2 respondents) reported attending other types of events. This diverse usage pattern highlights the auditorium's multifunctionality and its growing role as a central venue for enhancing the academic and cultural life of students.

THE ABOVE QUOTE PUT IT IN THE PRE-INTERVENTION SECTION AFTER DEMOGRAPHIC AS A QUAL DATA

CHART 6: USEFULNESS OF AUDITORIUM EVENTS FOR ACADEMIC GROWTH

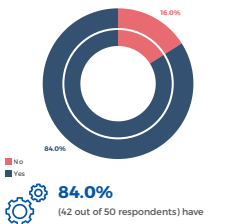


94.0%

(47 out of 50 respondents) found the events held in the new auditorium to be extremely useful for their academic growth, underscoring the facility's significant role in enriching the educational experience through seminars, guest lectures, panel discussions, and other scholarly activities. Only 6% (3 respondents) did not find the events helpful, which may be attributed to individual preferences, limited exposure, or lower personal engagement.

Field notes from focus group discussions revealed that many students appreciated the structured and distraction-free environment of the auditorium, which helped them concentrate better and gain new perspectives. Faculty members noted a visible increase in student attentiveness and willingness to ask questions during academic sessions. Several students shared that they were attending formal academic events for the first time in their lives, and described the experience as motivating and confidence-building.

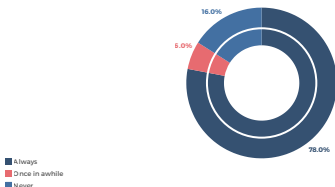
CHART 7: STUDENT PARTICIPATION IN VARIOUS COLLEGE FUNCTIONS



84.0%

(42 out of 50 respondents) have actively participated in various college functions, demonstrating a high level of student engagement in campus activities, many of which are now hosted in the newly constructed auditorium. Only 16% (8 respondents) reported non-participation, which could be due to personal reasons, academic schedules, or lack of interest. The high participation rate reflects the auditorium's effectiveness in creating opportunities for involvement, fostering a vibrant campus culture, and encouraging holistic development beyond the classroom.

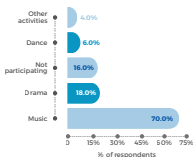
CHART 8: FREQUENCY OF PARTICIPATION IN COLLEGE FUNCTIONS


78.0%

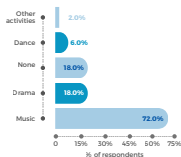
(39 respondents) stated they always participate in college functions, highlighting a strong culture of student involvement and enthusiasm, likely boosted by the availability of a dedicated auditorium space. 6% (3 respondents) mentioned participating once in a while, suggesting occasional engagement. Depending on the nature of events, students reported varying levels of participation. A significant majority indicated frequent involvement, while 16% (8 respondents) shared they never participated, which aligns with earlier findings on non-participation. The high frequency of regular participation suggests that the auditorium has evolved into a vibrant and inclusive space that encourages consistent engagement in both academic and extracurricular activities.

Focus group discussions revealed that students who participated regularly were often those who felt comfortable, motivated, and supported by peers and faculty. Many students expressed that the auditorium offered a sense of pride and ownership, motivating them to be more active in college life. Conversely, non-participating students cited reasons such as stage fear, academic workload, or lack of prior exposure to such events. Faculty members highlighted that the presence of a proper facility had significantly improved event planning and student turnout, particularly for cultural competitions and awareness sessions.


**ENTRANCE VIEW OF
THE AUDITORIUM**

CHART 9: TYPES OF EVENTS STUDENTS PARTICIPATE IN**70.0%**

(35 respondents) of students actively participate in music-related events, making it the most popular activity among students using the auditorium. Drama attracted 18% (9 respondents) while dance had 6% (3 respondents) participation, reflecting a moderate level of engagement in performing arts. 4% (2 respondents) were involved in other activities, suggesting diverse interests beyond the primary categories. Notably, 16% (8 respondents) reported no participation in any events. This distribution highlights the auditorium's role as a creative and cultural hub, with music being the dominant form of student expression and participation.

CHART 10: EVENT IN WHICH THE STUDENT EXCELS MOST**72.0%**

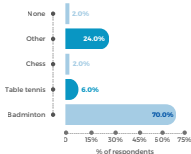
(36 out of 50 respondents) identified music as their strongest area, underscoring its prominence as both a talent and interest area among the student body. 18% (9 respondents) reported excelling in drama, indicating a solid presence of performing arts enthusiasm. Dance was chosen by 6% (3 respondents), while 2% (1 respondent) cited other activities. Interestingly, 18% (9 respondents) mentioned they did not excel in any specific event, which may reflect either limited participation or lack of self-identification with a particular talent. Overall, the data reaffirms the auditorium's role in nurturing artistic expression, especially in the field of music.



The new auditorium has truly changed the energy of the college. It's not just a building; it's a platform for students to grow. We are now able to conduct guest lectures, cultural programs and inter-college events more professionally. The confidence levels of our students, especially those from rural backgrounds, have significantly improved. It has created a sense of identity and pride for the entire institution.

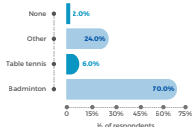
Dr. Neelam Verma, Associate Professor, Maharani Laxmi Bai College



CHART 11: INDOOR GAMES STUDENTS PARTICIPATE IN


A majority of students reported participation in indoor games, with badminton emerging as the most preferred activity, engaged in by 70% (35 respondents). A smaller proportion participated in table tennis (6%) and chess (2%), while 24% (12 respondents) indicated involvement in other indoor games, highlighting a diverse range of interests beyond the listed options. Only 2% (1 respondent) reported no participation in indoor games. These findings suggest that badminton serves as a central recreational outlet among students and that indoor sports play a crucial role in promoting physical well-being, peer interaction, and active campus life.

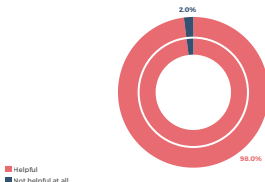
Focus Group Discussion (FGD) with students indicated that the auditorium space or its surrounding infrastructure provided an accessible and safe environment for recreational activities. Several students shared that engaging in indoor sports not only helped them relieve academic stress but also gave them a platform to socialise and build teamwork skills. Faculty members observed that students who participated in indoor games were often more confident and physically active, contributing positively to their overall development.

CHART 12: INDOOR GAME IN WHICH THE STUDENT EXCELS MOST

70.0%

(35 out of 50 respondents) reported badminton as the indoor game they excel in, highlighting it as the most favoured and skill-developed sport among the student population. Table tennis was the area of excellence for 4% (2 respondents), while 24% (12 respondents) mentioned excelling in other indoor games, indicating a range of interests beyond the listed categories. Only 2% (1 respondent) stated they do not excel in any indoor sport. This data reflects the popularity and accessibility of badminton within the college and suggests that the students are actively engaged in physical activities that support their overall well-being and team spirit.

ENTRANCE VIEW OF THE COLLAGE


CHART 13: HELPFULNESS OF CO-CURRICULAR PARTICIPATION IN PERSONALITY DEVELOPMENT



98.0%

(49 out of 50 respondents) affirmed that participation in co-curricular activities has been helpful for their personality development, emphasising the vital role of the college auditorium in facilitating such growth. Students linked these experiences to improvements in confidence, communication, leadership, and teamwork. Only 2% (1 respondent) felt the activities were not helpful, reflecting an exceptionally high perceived value of holistic, non-academic engagement.

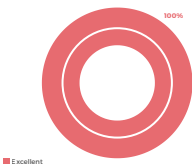
FGD revealed that students felt more comfortable stepping out of their comfort zones within the structured and encouraging environment of the auditorium. Many students, especially first-generation learners, shared that performing or speaking on stage for the first time had a transformational effect on their self-esteem. Faculty members echoed that students who regularly participated in co-curricular events showed greater involvement in classroom discussions and group projects, indicating spill-over effects into academic performance.



NEWLY CONSTRUCTED AUDITORIUM

SATISFACTION WITH THE AUDITORIUM STATUS

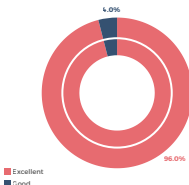
CHART 14: OVERALL QUALITY RATING OF THE NEW AUDITORIUM BUILDING



All 50 respondents (100%) rated the overall quality of the new auditorium building as "Excellent," indicating unanimous satisfaction with the infrastructure. This exceptional response underscores the high construction standards, thoughtful design, and the facility's ability to meet the diverse needs of students, faculty, and the broader campus community. The perfect score not only reflects the quality of physical elements such as roofing, flooring, and layout but also their functional utility in successfully hosting seminars, cultural events, and institutional programs.

Field notes from stakeholder interviews and student discussions revealed that the auditorium is widely regarded as a "pride of the campus." Students appreciated the clean and weatherproof environment, noting that it made them feel more confident and respected while participating in events. Faculty members emphasised that the space has improved their ability to plan and conduct programs more professionally, without concerns about weather or crowd management. Several noted that the facility has also helped enhance the institution's visibility and reputation in inter-college forums.

CHART 15: FEEDBACK ON SOUND ACOUSTICS OF THE AUDITORIUM



The feedback on the sound acoustics of the auditorium is overwhelmingly positive, with 96% (48 out of 50 respondents) rating it as "Excellent", and the remaining 4% (2 respondents) rating it as "Good". This indicates that the auditorium provides a high-quality auditory experience, essential for events such as seminars, cultural performances, debates, and guest lectures. The near-perfect satisfaction reflects effective structural design and execution, ensuring precise, sound delivery and minimal distortion during events. Such strong feedback on acoustics enhances the credibility and utility of the auditorium as a professional and academic venue.



04. IMPACT CREATED ACROSS MULTIPLE LEVELS



INDIVIDUAL LEVEL

At the personal level, the auditorium has had a transformational impact on students—especially young women and first-generation learners. It has provided them with a safe, dignified space to build confidence, express creativity, and improve their public speaking, teamwork, and leadership skills. Participation in academic and cultural events has also fostered greater self-esteem, motivation, and a sense of belonging within the college community.



INSTITUTIONAL LEVEL (COLLEGE)

Within Maharani Laxmi Bai College, the facility has significantly enhanced the quality of academic engagement and campus culture. Students are now more active in seminars, debates, and cultural programs, while faculty members report improved discipline, student interaction, and event planning. The college has gained greater visibility and credibility, positioning it for future collaborations, admissions growth, and academic excellence.



COMMUNITY LEVEL

For the surrounding community—mainly rural, farming, and lower-income families—the auditorium has become a symbol of pride and progress. It offers a formal space for community engagement, awareness drives, and cultural celebrations, strengthening ties between the college and local villages. Parents expressed appreciation for the exposure and opportunities their children now receive, which were previously inaccessible.



STATE LEVEL (HARYANA)

At the state level, the project supports Haryana's push for rural and girls' education. By enabling the Hisar district to host zonal festivals, inter-college events, and awareness programs, it promotes talent recognition and academic collaboration across institutions. The initiative also contributes to the state's efforts in building youth leadership and cultural vibrancy in educational settings.



NATIONAL LEVEL

Nationally, the program aligns with the vision of the National Education Policy (NEP) 2020, emphasising holistic and inclusive education. It showcases how CSR-led infrastructure development can bridge gaps in rural education, empower students—especially young women—and promote experiential learning. This model can be replicated across India to create a meaningful impact through strategic public-private partnerships in the education sector.

CHALLENGES AND BARRIERS

INITIAL INFRASTRUCTURE GAPS



The auditorium was constructed as a shade-type structure without permanent seating, acoustics, or ventilation systems.



This limited the comfort level during large gatherings, especially in summer months or long-duration programs.

LIMITED FUNDING FOR ADD-ONS



Budget constraints prevented the immediate installation of fixed chairs, false ceiling, air cooling systems and soundproofing, which are essential for a fully functional event space.

DELAY IN FULL UTILISATION



Although the structure was completed, the auditorium's full potential was not realised immediately due to the lack of additional amenities and furniture, requiring makeshift arrangements during early events.

LIMITED TECHNICAL SUPPORT



The absence of a dedicated operations or maintenance team occasionally resulted in difficulties related to event setup, sound management and facility upkeep.

AWARENESS AND PROMOTION



In the initial phase, limited awareness among some students and faculty about the full scope of the auditorium's use delayed broader engagement and regular scheduling of events.

LESSON LEARNED



Lack of essential amenities like seating and cooling limited early usage, showing the need to budget for such add-ons from the start.



Early promotion and orientation could have improved initial awareness and engagement.



Absence of a technical team caused event management issues, highlighting the need for dedicated support staff.



Student participation improved with better infrastructure, proving its role in boosting confidence and involvement.



Makeshift arrangements caused discomfort, emphasising the importance of full readiness before launch.



Even minor infrastructure upgrades created significant academic and cultural benefits when aligned with student needs.



Delayed equipment procurement reduced initial impact, pointing to the need for better coordination.

CAMPUS

महारानी लक्ष्मीबाई कॉलेज (गर्ल्स)
प्र. ज्ञानेन विवेकिग्रामं हितारं से सम्बद्ध
मिवाणी रोहिला (हिसार)
"बैतर्प कृति का आधार भी - संसार भी"

05

OECD FRAMEWORK



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

The program has been evaluated using the OECD-DAC criteria, which assess its Relevance, Coherence, Effectiveness, Efficiency, Impact and Sustainability. Each criterion is rated on a scale of 1 (Low) to 5 (High) based on program performance.



RELEVANCE

The absence of a dedicated indoor venue for academic and cultural events in Maharani Laxmi Bai College reflected a critical infrastructure gap at the local and institutional levels, especially for a rural, all-women's college serving first-generation learners from low-income families. Weather disruptions, limited participation, and a lack of safe space for expression affected students' academic and personality development. This project directly responded to that challenge by constructing a weatherproof, inclusive, and multifunctional auditorium, aligning with the NEP 2020's focus on holistic and equitable education and enhancing co-curricular learning opportunities.



COHERENCE

The project is aligned with multiple frameworks:



- National Education Policy (NEP) 2020 – Promotes multidisciplinary learning, creativity, and holistic development.
- State priorities – Supports Haryana's commitment to girls' education and rural development.



EFFECTIVENESS

The project successfully met its core objectives of enhancing student engagement, academic enrichment, and infrastructure development:



100%

of the students rated the quality of the auditorium as excellent.



94.0%

found academic events held in the auditorium extremely useful.



98.0%

agreed that co-curricular activities contributed to their personality development.



72.0%

said they excel in music and performing arts, which are now regularly showcased in the auditorium.

These data points validate that the facility met its academic, social, and emotional development goals.



EFFICIENCY

The project made efficient use of financial and material resources, completing the construction of a 10,000 sq. ft. structure in under two years. While there were initial limitations in add-ons (e.g., fixed seating, air cooling), core objectives were achieved within time and budget. The initiative leveraged existing campus infrastructure, and Pradhan Foundation's field experience enabled smooth local coordination. However, the absence of a dedicated technical operations team slightly impacted early event management, suggesting room for operational enhancement.



IMPACT

The immediate impact included a dramatic increase in student participation, confidence, and academic engagement. Students who were previously hesitant to perform now speak and perform on stage with confidence. Faculty noted improved campus culture and event quality.

The long-term impact includes institutional recognition, readiness to host zonal-level events, and community pride. The space has also become a venue for awareness programs and inter-college events, promoting broader social engagement.



SUSTAINABILITY

The project has strong indicators of sustainability:



BEHAVIOURAL CHANGE

Students now actively seek co-curricular opportunities, and parents report visible personality improvements.



COMMUNITY BUY-IN

The local community and college staff take pride in the space and use it beyond academic functions.



RESILIENT INFRASTRUCTURE

The auditorium was constructed with durable materials to withstand seasonal conditions and support long-term use.



CAPACITY BUILDING

Students developed leadership, communication, and organisational skills through regular participation.



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

06. SWOT ANALYSIS



STRENGTHS



HIGH RELEVANCE & NEED-BASED DESIGN

Directly addressed the lack of an indoor academic and cultural space in a rural women's college.



POSITIVE STAKEHOLDER FEEDBACK

100% of students rated the auditorium quality as Excellent; 94% found events beneficial for academic growth.



INCLUSIVE & MULTIFUNCTIONAL USE

Serves multiple purposes, such as seminars, youth festivals, cultural events and community awareness programs.



CONFIDENCE & PARTICIPATION BOOSTER

Helped increase student engagement, especially among girls from rural and farming families.



TIMELY COMPLETION

Constructed within the planned period (Jan 2022-Oct 2023) and functional by Dec 2023.



WEAKNESSES



ABSENCE OF PERMANENT SEATING

Chairs are not yet installed; current seating is temporary, limiting comfort.



LACK OF SOUND AND COOLING SYSTEMS

No installed acoustic panels or fans, which affects usability in peak weather conditions.



LIMITED ACCESSIBILITY FEATURES

Facility lacks ramps or lifts, making it less accessible for older people or people with disabilities.



NO DEDICATED FACILITY MANAGEMENT STAFF

Day-to-day technical support (e.g., sound system, event setup) is lacking.

 OPPORTUNITIES	 SCOPE FOR FUTURE ENHANCEMENTS Provision for installing permanent seating, soundproofing, stage lighting, and cooling systems.  EXPANSION INTO COMMUNITY USE Can host public events, health camps, and workshops, enhancing community outreach.  LINKAGE WITH GOVERNMENT SCHEMES Opportunities to align with national/state-level educational or infrastructure grants. The project can be replicated in other rural colleges under CSR programs/
 THREATS	 MAINTENANCE & UPKEEP RISKS Without assigned responsibility, long-term maintenance may be affected.  FUNDING GAPS FOR UPGRADES Delay in securing additional funds could stall significant enhancements (e.g., seating, AV setup).  UNDERUTILISATION RISK Without regular scheduling and programming, the facility may not reach its full potential.  WEATHER-RELATED WEAR & TEAR Being a shade-type structure, prolonged exposure without upkeep could impact its durability.

07. RECOMMENDATIONS



To enhance the auditorium, consider adding permanent seating (with space for indoor games), sound systems, cooling fans, and a false ceiling to improve comfort during longer events.



Lighting and audiovisual equipment can be installed to support a broader range of programs such as seminars, student performances, and expert lectures.



A monthly calendar of events to ensure continuous use of the facility for debates, academic discussions, and cultural activities.



A faculty coordinator can be designated to oversee auditorium bookings, maintenance, and program scheduling to streamline operations.



Regular cleaning and minor upkeep are needed to preserve the structure's longevity and cleanliness.



Annual maintenance checks are to be planned to address wear and tear and maintain safety standards.



Students can be encouraged to take leadership roles in organising and hosting events, which would foster confidence and a sense of ownership.



The auditorium can serve as a venue for career talks, competitions, and talent shows, supporting holistic student development.



The space can be made accessible to the local community for awareness programs, health initiatives, and parent engagement activities, strengthening community ties.



Student-led events can be showcased to families and the wider community, helping build institutional pride.



Additional support from CSR partners or relevant government schemes can be sought to fund upgrades, such as furnishing or technical equipment.



The positive outcomes and student stories can be highlighted in reports, testimonials, and social media, drawing the interest of future partners and supporters.

08

CONCLUSION

The background of the page is a close-up photograph of a hand placing a single puzzle piece into a larger assembly of blue puzzle pieces. The puzzle pieces are interlocking, and the hand is visible at the bottom, with fingers carefully positioning the piece. The lighting is soft, highlighting the texture of the puzzle pieces and the skin of the hand. The overall tone is blue, matching the puzzle pieces.

The construction of the multi-purpose auditorium at Maharani Laxmi Bai College, Hisar, with the support of Petronet LNG Limited and implemented by Pradhan Foundation, has brought a meaningful and lasting change to the campus environment. It has provided students, especially girls from rural and low-income families, with a safe and inspiring space to learn, express, and grow. The auditorium has become a hub for academic sessions, cultural events, and student interactions, boosting confidence, creativity and participation. Faculty and students alike have appreciated the facility, and its continued use shows its substantial value. While there are areas for improvement, such as seating, sound and cooling systems, the overall impact of the project is highly positive. With minor upgrades and continued engagement, this initiative can serve as a model for other educational institutions seeking to enhance learning through infrastructure support.



IMPACT ASSESSMENT

Skill Development Training
of Youth in Baddi,
Dehradun & Murthal

Implementing Partner: Central Institute of
Petrochemicals Engineering and Technology

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ABBREVIATIONS

CSR	Corporate Social Responsibility
CIPET	Central Institute of Petrochemicals Engineering and Technology
FGD	Focus Group Discussion
KII	Key Informative Interview
LNG	Liquefied Natural Gas
NGO	Non-Government Organisation
NSQF	National Skills Qualifications Framework
M&E	Monitoring and Evaluation
OECD	The Organisation for Economic Cooperation and Development
SDGs	Sustainable Development Goals
SWOT	Strengths Weaknesses Opportunities Threats
SHG	Self Help Group

EXECUTIVE SUMMARY

RESPONSIBILITY

The Petronet LNG Corporate Social Responsibility (CSR) - supported Skill Development Program, implemented in partnership with CIPET (Central Institute of Petrochemicals Engineering and Technology) across locations including Baddi, Dehradun and Murthal, aims to empower rural and underprivileged youth through industry-aligned training in plastic processing and injection moulding technologies.

The Petronet LNG-CIPET Skill Development Program, implemented across Baddi, Dehradun and Murthal, has significantly empowered rural and underprivileged youth by providing industry-relevant training in plastics processing and injection moulding. Primarily 18-23-year-olds from low-income, agriculture-based families, the program achieved strong outcomes, including 80% job placement, 65% self-reliance, and 84% overall happiness among trainees. The curriculum, combining theory, hands-on practice, soft skills and on-the-job training, was delivered through well-equipped centres with modern facilities by engaging industries. Most trainees found the learning impactful, the machinery easy to operate, and the training kits highly useful. While challenges such as mobilisation in remote areas, economic dropouts and low female participation were observed, the program remains highly relevant, practical and aligned with national skilling missions. With minor enhancements in outreach, visual content and post-placement support, the initiative holds strong potential for replication and expansion by making it a model for inclusive and sustainable vocational training.

PROJECT DETAILS



Implementation year

FY 2023-24



Implementing Partner

Central Institute of Petrochemicals
Engineering and Technology



Assessment year

FY 2025-26



Project locations

Haryana, Himachal Pradesh and
Uttarakhand (Baddi, Dehradun and
Murthal)



No. of Beneficiaries

150



Project Budget

₹231.30 Lakhs



Beneficiaries

Students, Parents, Trainers &
Educators, Family members and
Community members



SDG Goals



Insert Alignment with government initiatives

- Skill India Mission
- Pradhan Mantri Kaushal Vikas Yojana (PMKVY)

- Make in India
- National Education Policy (NEP) 2020
- State-level skill development missions

PROJECT ACTIVITY

MOBILISATION AND OUTREACH



This phase involved creating awareness about the skill development program among the target beneficiaries. Activities include community meetings, collaboration with local leaders, door-to-door campaigns, use of IEC materials, social media, and local job fairs to reach potential candidates, especially from underserved communities.

ENROLMENT AND SELECTION



Interested candidates were guided through an application process. Eligibility criteria (e.g., age, education level, income background) are verified. This stage ensured that the most suitable and genuinely interested candidates are selected based on aptitude tests, interviews, or counselling sessions.

SKILL TRAINING DELIVERY



Industry-aligned, demand-driven training was provided in selected trades or sectors. This includes classroom sessions, hands-on practical training, and use of technology-based modules. Training adheres to the curriculum prescribed by Sector Skill Councils (SSCs) or is aligned with NSQF (National Skills Qualification Framework).

INFRASTRUCTURE AND LEARNING RESOURCES



Training centres are equipped with necessary infrastructure, including classrooms, labs, equipment, digital tools, and sector-specific resources. Ensuring accessibility, safety, and a conducive learning environment is a priority.

LIFE SKILLS AND SOFT SKILLS TRAINING



In addition to domain skills, participants received training in communication, teamwork, financial literacy, digital literacy, time management, and work ethics. These are essential to improve their employability and workplace readiness.

INDUSTRY EXPOSURE



Trainees were exposed to real-world work environments through field visits, guest lectures from industry professionals, internships, or on-the-job training (OJT). This bridges the gap between training and actual job roles.

ASSESSMENT AND CERTIFICATION



At the end of the course, candidates undergo assessments conducted by third-party assessors or sector councils. Successful trainees are awarded nationally recognised certificates that validate their competencies.

PLACEMENT SUPPORT



Dedicated placement teams assisted certified candidates in securing jobs. Support includes organising job fairs, interviews with employers, resume preparation, and post-placement tracking. In some models, entrepreneurship guidance is also provided.

MONITORING AND FEEDBACK



A robust MIS is maintained to track training progress, trainee attendance, assessments, and placement outcomes. Regular feedback is collected from trainees, trainers, and employers to improve training quality and relevance.

GROUP PHOTO



KEY FINDINGS



The program successfully reached young, rural and economically weak youth with 78% aged 18-23 and 48% from farming backgrounds.



94.0%

of the participants clearly understood the course and selection process at the time of joining, which built early trust and clarity.



70.2%

of guest lectures from industry experts reported that these sessions greatly motivated them.



Modern infrastructure and machinery were appreciated -78% found it easy and enjoyable to operate machines.



88.0%

found the training kits, uniforms, and safety gear helpful, showing the quality and relevance of learning materials.



48.0%

found the final exam difficult, this reflects an intense and serious evaluation process.



Facilities such as seating, classrooms and separate toilets were widely acknowledged as helpful by over 50% of trainees.



The primary motivations for joining were job assurance (66%) and free training (46%), proving the importance of employability and affordability.



65.1%

got job placement support, and 62.8% were delighted with the process.



84.0%

said they were pleased with their experience, and 67.4% were delighted with their overall learning achievement.

KEY IMPACTS

**96.0%**

found the learning process impactful, and 65.1% gained strong self-reliance after completing the program, which had a transformational effect.



On-the-job training proved highly beneficial-92.3% of those who received it found it extremely effective in building hands-on skills.

**80.0%**

of course completers secured employment, either through placement support or on their own, confirming the program's direct link to job creation.



The initiative led to a significant boost in confidence, technical skills, and career orientation—particularly among first-generation learners—with 82% of participants reporting increased self-confidence and 76% demonstrating improved technical competencies by the end of the program.



It effectively addressed Skill India priorities by enhancing youth employability and contributing to poverty reduction.



While male participation dominated, the program did reach 24% female trainees, showing potential for greater gender inclusion in future batches.



By focusing on practical learning, industry exposure and placement support, the program created a sustainable impact on livelihoods and local economies.

**LEARNING TIME**

01. INTRODUCTION

BACKGROUND AND NEED OF THE PROJECT

According to the Periodic Labour Force Survey (PLFS) 2022-23, over 30% of India's youth (aged 15-29) are either unemployed or not engaged in education or training, highlighting an urgent need for scalable and inclusive skill development initiatives. The Petronet LNG CIPET Skill Development Program is a Corporate Social Responsibility (CSR) initiative aimed at empowering youth from economically and socially disadvantaged communities by equipping them with industry-relevant technical skills. Implemented in partnership with the Central Institute of Petrochemicals Engineering and Technology (CIPET), the program operates across training centres in Baddi (Himachal Pradesh), Dehradun (Uttarakhand), and Murthal (Haryana), offering NSQF-aligned training in Machine Operator-Plastics Processing, Injection Moulding, and Assistant-level courses.

The program addresses the critical skill-employment gap by targeting youth aged 18- 23, many of whom are first-time job seekers or school dropouts, and providing free-of-cost training, accommodation, and skill kits to reduce their economic burden. It combines theoretical instruction with practical exposure, soft skills development, and industry interaction to ensure job readiness and placement. Backed by modern infrastructure, experienced trainers, and strong industry linkages, the initiative plays a vital role in preparing young people for meaningful employment in the plastics and manufacturing industries. It reflects Petronet LNG's commitment to inclusive nation-building by expanding skill-based development opportunities in rural and underserved regions.

OBJECTIVES OF THE PROGRAM

Specific objectives of the program include:



To provide skill-based vocational training in plastics processing and injection moulding aligned with NSQF (National Skills Qualification Framework) standards.



To increase employability among economically disadvantaged youth by offering practical, hands-on training using modern, industry-standard equipment.



To ensure access to free training, accommodation, course materials, safety kits, and placement support, we aim to remove financial barriers to education.



To promote inclusive development by targeting youth from rural, low-income, and marginalised backgrounds, including efforts to increase female participation.



To bridge the skill gap between industry demands and the existing workforce by updating training modules in consultation with employers and industry experts.



To develop holistic individuals by integrating soft skills, digital literacy, personality development, communication, and workplace ethics into the curriculum.



To facilitate job placements through strong industry linkages and post-training support, ensuring that trainees transition smoothly into employment.



To contribute to national priorities such as the Skill India Mission, Make in India, and Sustainable Development Goals (SDGs) by creating a skilled and confident workforce.

ABOUT PETRONET LNG LIMITED

Petronet LNG Petronet LNG Limited (PLL) is one of India's leading energy companies, established by the Government of India to meet the country's growing energy demands through the import and regasification of liquefied natural gas (LNG). Jointly promoted by central public sector undertakings ONGC, IOCL, GAIL, and BPCL, Petronet LNG plays a vital role in ensuring energy security and supporting industrial growth. Beyond its core business, PLL is deeply committed to social responsibility and inclusive development. Through its Corporate Social Responsibility (CSR) initiatives, the company invests in impactful programs across education, healthcare, livelihood, and the environment. The Skill Development Program, in collaboration with CIPET, is one such flagship CSR effort aimed at empowering rural youth with industry-ready skills, thereby contributing to national goals like Skill India, Make in India, and the UN Sustainable Development Goals (SDGs).

ABOUT THE CENTRAL INSTITUTE OF PETROCHEMICALS ENGINEERING AND TECHNOLOGY (CIPET)

Central Institute of Petrochemicals Engineering and Technology (CIPET) is a premier national institution under the Ministry of Chemicals and Fertilisers, Government of India, established in 1968. It plays a vital role in developing human resources for the petrochemicals and plastics industry through a combination of academic programs, skill development training, and technical support services. CIPET has a strong network of centres across India and is known for its state-of-the-art infrastructure, industry-relevant curriculum, and experienced faculty. The institute has been at the forefront of delivering NSQF-aligned skill development training, catering to the growing needs of the manufacturing sector, especially in plastics engineering, injection moulding, and polymer processing.



02 RESEARCH METHODOLOGY

Petronet LNG Limited commissioned a study by SoulAce to assess the impact of their Skill Development Program implemented in collaboration with CIPET. The initiative aimed to empower rural youth from economically and socially disadvantaged backgrounds by providing industry-relevant vocational training and improving their access to sustainable livelihood opportunities. This study, conducted by SoulAce, critically analysed the program's design, implementation efficiency, outcomes, and overall impact on beneficiaries' employability, income generation, and socio-economic well-being.

OBJECTIVES OF THE STUDY

Specific objectives include:



To assess the relevance of the training program in addressing the skill gaps and employment needs of the target communities.



To evaluate the effectiveness of the program in delivering technical training, soft skills and placement support to the trainees.



To examine the efficiency of resource utilisation, training infrastructure and delivery mechanisms.



To determine the long-term impact of the program on self-reliance, income generation and reduction in migration among the trained youth.



To analyse the sustainability of outcomes by exploring alum engagement, job retention, and post-training career growth.



To identify implementation challenges, success stories and best practices for potential scaling or replication.



To provide recommendations for enhancing the outreach, curriculum, gender inclusion and post-placement support of the program.

RESEARCH METHODOLOGY

The impact assessment of the Petronet LNG CIPET Skill Development Program adopted a comprehensive mixed-methods approach, combining quantitative and qualitative techniques to gain a holistic understanding of the program's outcomes. This approach allowed the study to capture both measurable indicators (such as employment rates, satisfaction levels, and skill improvement) and contextual insights (such as trainee experiences, trainer perspectives and community feedback), ensuring a robust and well-rounded evaluation. The methodology also helped identify trends in outreach, program effectiveness and sustainability of outcomes over time.

APPLICATION OF QUANTITATIVE TECHNIQUES

Structured surveys were administered to selected trainees and alums using closed-ended and multiple-choice questions. These surveys gathered data on key indicators, including training satisfaction, employment status, income changes, job retention, confidence level, and use of technical skills acquired. The quantitative findings offered evidence of the program's success in enhancing employability, skill acquisition, and self-reliance among rural youth.

APPLICATION OF QUALITATIVE TECHNIQUES

To complement the quantitative data, qualitative methods such as semi-structured interviews, focus group discussions (FGDs), and key informant interviews were conducted with stakeholders, including trainers, implementing staff, employers, trainees (current and alums), and family members. These interactions provided in-depth perspectives on training quality, industry relevance, placement support, personal transformation, and challenges faced during and after the training. Insights on behavioural shifts, gender inclusion, and aspirations post-training were also captured, offering a people-centred perspective on the intervention.

TRIANGULATION FOR DATA ROBUSTNESS

Findings from both quantitative and qualitative sources were cross-verified using triangulation, enhancing the reliability and credibility of conclusions drawn. This method ensured that insights from multiple viewpoints—trainees, trainers, employers, and program staff—were aligned, allowing a comprehensive understanding of how the program influenced livelihoods, skill development, confidence building, and economic opportunities.

SAMPLING FRAMEWORK

A stratified random sampling method was used for selecting survey respondents to ensure diversity across age, gender, education level, course type (3-month or 6-month), and location. For qualitative interviews and FGDs, purposive sampling targeted key individuals with direct experience or involvement in the program, including trainers, program coordinators, employers, and placed candidates. This ensured that feedback was gathered from those most informed about the training and its outcomes.

DATA QUALITY CONTROL AND ANALYSIS

All field-level data collection activities were monitored in real-time to ensure accuracy and completeness. Quantitative data were analysed using descriptive statistics and visual tools such as charts and graphs, while qualitative data were thematically coded to identify patterns, success stories, challenges, and improvement areas. This dual-layered analysis enabled the study to deliver evidence-based insights supported by real-life experiences, ultimately highlighting the program's effectiveness, areas for refinement, and potential for future scaling or replication.

The sampling framework is outlined below:

State	Taluka/District	Sample size
Himachal Pradesh Uttarakhand Dehradun	Baddi from HP, Dehradun from Uttarakhand and Murthal from Haryana	150

STANDARDISED FRAMEWORK FOR EVALUATION

The research study applied the Organisation for Economic Co-operation and Development's Development Assistance Committee (OECD-DAC) for evaluation, ensuring Alignment with globally accepted standards and norms. This framework offered a strong and uniform method to evaluate the project's impact, bolstering the credibility and pertinence of the research findings.



DESIGN SNAPSHOT



Name of the project

Skill Development Training of Youth in Baddi, Dehradun & Murthal



Implementing agency

CIPET



Research design used

Descriptive research design



Sampling technique

Purposive and random sampling



Sample size

150

KEY STAKEHOLDERS



Implementing Partner and CIPET Project Team



Youth Beneficiaries (current trainees and alums)



Family Members of Trainees (including parents of placed candidates)



Trainers and Faculty Members



Employers and Industry Partners



Local Community Representatives and Governance Bodies (e.g., Gram Panchayats)



Field Researchers and Evaluation Team

STUDY TOOL

To ensure a comprehensive and context-specific assessment of the Skill Development Program, a mixed-methods approach was adopted by combining both the quantitative and qualitative tools for data collection and analysis. This allowed the evaluation to capture both measurable outcomes and qualitative insights.

Structured Survey questionnaires

Conducted with trainees, using standard questionnaires to quantify satisfaction levels, relevance of training content, placement quality, and suggestions for improvement.

Qualitative Tools



SEMI-STRUCTURED INTERVIEWS

Conducted with key stakeholders, including trainers, program coordinators, implementing team members, and employers. These interviews explored experiences related to program planning, trainee mobilisation, curriculum relevance, industry engagement, and the sustainability of training outcomes.



FOCUS GROUP DISCUSSIONS (FGDS)

Held separately with male and female trainees, alums, and parents to capture group perspectives on the training environment, personal growth, challenges faced, and the usefulness of job placement support.

Discussions also examined changes in confidence, job readiness, and family income as a result of program participation.



TESTIMONIAL DOCUMENTATION TEMPLATES

Used to capture personal narratives and success stories from beneficiaries. These testimonials highlighted how the training enabled youth to gain employment, support their families, become self-reliant, and improve their technical and soft skills, thereby transforming their socio-economic status.

ETHICAL CONSIDERATIONS



INFORMED CONSENT

Used to capture personal narratives and success stories from beneficiaries. These testimonials highlighted how the training enabled youth to gain employment, support their families, become self-reliant, and improve their technical and soft skills, thereby transforming their socio-economic status.



CONFIDENTIALITY AND PRIVACY VOLUNTARY PARTICIPATION RESPECT, DIGNITY AND FAIRNESS

Participants' data was securely stored and accessible only to authorised personnel. Anonymisation techniques were used to protect identities, ensuring privacy throughout the study.



VOLUNTARY PARTICIPATION

Participation was entirely voluntary, with no coercion or pressure. Participants had the freedom to withdraw at any time, respecting their autonomy and personal choice.



RESPECT, DIGNITY AND FAIRNESS

Participants' data was securely stored and accessible only to authorised personnel. Anonymisation techniques were used to protect identities, ensuring privacy throughout the study. Participants were treated with respect and fairness. Their well-being was prioritised, and necessary support was provided to ensure a positive experience throughout the study.



TRAINING TIME

03

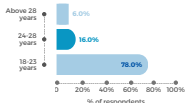
KEY FINDINGS AND IMPACTS



The following key findings highlight the measurable impact of the Petronet LNG CIPET Skill Development Program in enhancing youth employability, economic self-reliance, and rural livelihood opportunities.

DEMOGRAPHIC PROFILE

CHART 1: AGE GROUP OF THE RESPONDENTS



78.0%

of the respondents belong to the 18-23 years age group, indicating that the program primarily caters to young adults at the early stages of their career journey.

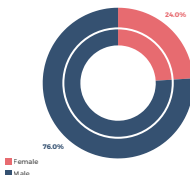


16.0%

of the respondents falls in the 24-28 years range, while only 6% are above 28 years, reflecting the program's focus on fresh entrants into the workforce.

This age distribution aligns to provide early-stage skill development and employment opportunities for youth in underserved regions.

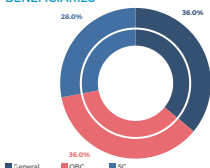
CHART 2: GENDER DISTRIBUTION OF RESPONDENTS



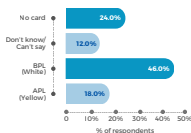
The gender distribution of respondents reveals that 76% were male and 24% were female, indicating a significant male predominance in program participation. While the inclusion of women is noteworthy, the data suggests the need for greater efforts toward gender balance and female outreach in future batches. Enhancing awareness among women and addressing socio-cultural barriers could help improve female enrolment and participation in technical skill development programs.



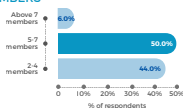
INTERACTION WITH
BENEFICIARIES

CHART 3: SOCIAL CATEGORY OF THE BENEFICIARIES

Out of the 50 respondents covered in the assessment, 36% belonged to the General category, another 36% were from the Other Backwards Classes (OBC), and 28% belonged to the Scheduled Castes (SC). This distribution reflects the program's inclusive outreach, with a significant share of beneficiaries coming from socially and economically disadvantaged communities, in line with the program's objective of promoting equitable access to skill development opportunities.

CHART 4: TYPE OF RATION CARD HELPED BY THE RESPONDENTS

The data on ration card ownership among respondents shows that 46% hold BPL (White) cards, indicating a substantial proportion of participants belong to economically disadvantaged households. Only 18% possess APL (Yellow) cards, while 24% reported having no ration card at all, and 12% were unaware or unsure about their card status. This distribution highlights the program's reach among marginalised and low-income communities, reinforcing its role in promoting inclusive skill development and livelihood opportunities for underserved groups.

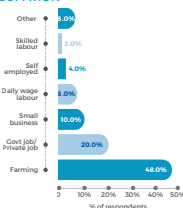
CHART 5: TOTAL NUMBER OF FAMILY MEMBERS**50.0%**

of the respondents come from families with 5 to 7 members, reflecting a typical joint or extended family structure standard in rural and semi-urban areas.

**44.0%**

of the respondents belong to smaller families with 2 to 4 members, while only 6% reported having more than seven members in their household.

This suggests that the majority of participants come from moderate-sized families, which may influence their economic responsibilities and motivation to pursue skill-based employment.

CHART 6: PRIMARY FAMILY OCCUPATION

The analysis of primary family occupation reveals that farming is the dominant livelihood source for nearly half the respondents (48%), highlighting the rural and agrarian background of most trainees.


20.0%

of the families are engaged in government or private sector jobs, while 10% run small businesses. A smaller segment is involved in daily wage labour (8%), self-employment (4%), and skilled labour (2%).


8.0%

of the families reported other occupations.

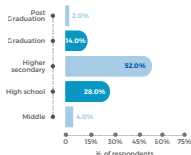
This occupational pattern underscores the program's significance in providing alternative livelihood opportunities to youth from primarily agriculture-dependent and low-income households.

BENEFICIARY MOTHER



PRE-INTERVENTION

CHART 8: HIGHEST EDUCATIONAL LEVEL OF RESPONDENTS



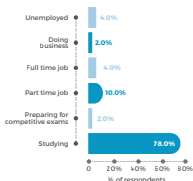
Among the 50 respondents, the majority, 52% had completed higher secondary education, followed by 28% who had completed high school.


14.0%

of the respondents were graduates, while 4% had studied up to the middle school level.

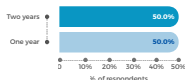

2.0%

of the respondents had pursued post-graduation. This indicates that most participants had at least a basic educational foundation, making them well-suited for vocational training, while also highlighting the program's reach among youth with limited access to higher education.

CHART 6: OCCUPATIONAL STATUS BEFORE JOINING THE COURSE**78.0%**

of the respondents were pursuing their studies, indicating that the initiative effectively attracted youth at a transitional stage in their academic or career journey.

A small percentage were engaged in part-time jobs (10%), while others were either in full-time employment (4%), unemployed (4%), or preparing for competitive exams (2%). Additionally, 2% were running their own business. This data suggests that the program primarily catered to students and early job seekers, positioning itself as a bridge to employability and skill enhancement for youth exploring career opportunities.

CHART 7: DURATION OF UNEMPLOYMENT BEFORE JOINING THE COURSE

Among the two respondents who were unemployed prior to joining the course, one had been without work for one year, while the other had experienced two years of unemployment. Although the number of unemployed participants was small, the data highlights the program's potential to reach and support individuals facing prolonged joblessness, helping them regain confidence and secure meaningful employment through skill development.



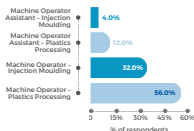
My name is Akash Kumar, and I am from Bijnor, Uttar Pradesh. I enrolled in the 6-month Machine Operator – Injection Moulding course offered by CIPET. After completing my training, I was placed at Mother Son Tech Ltd. This opportunity changed my life—I became self-dependent and confident. I sincerely thank CIPET and Petronet LNG for providing the skills and support that helped shape my future.

Akash Kumar (Student, Bijnor, Uttar Pradesh)



PROJECT INTERVENTION

CHART 8: TYPE OF TRAINING COURSE JOINED BY RESPONDENT

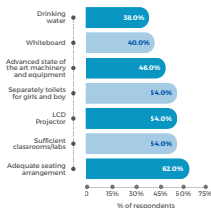


56.0%

of the respondents surveyed were enrolled in the Machine Operator - Plastics Processing course, followed by 32% in Machine Operator - Injection Moulding.

A smaller segment was in assistant-level courses, with 12% joining Machine Operator Assistant - Plastics Processing and 4% enrolling in Machine Operator Assistant - Injection Moulding. The variety of course options reflects the program's effort to cater to different skill levels and learning needs.

CHART 9: MOST IMPORTANT FACILITIES AT THE TRAINING CENTRE



Respondents identified several key facilities that significantly contributed to their learning experience at the training centres. The most commonly appreciated feature was adequate seating arrangements, mentioned by 62% of participants. This was followed by sufficient classrooms and labs (54%), along with LCD projectors (54%) and separate toilets for girls and boys (54%), which highlight the centre's focus on both educational infrastructure and gender-sensitive amenities.



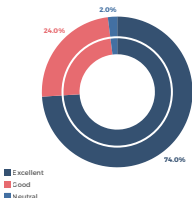
46.0%

of the respondents valued the presence of advanced, state-of-the-art machinery and equipment, which played a crucial role in delivering hands-on technical training. Other important facilities included whiteboards (40%) and drinking water availability (38%), reflecting the program's commitment to maintaining a conducive, safe, and learner-friendly environment.

TESTING LAB VISIT



CHART 10: RATING OF INFRASTRUCTURE AND HOSTEL FACILITIES AT THE TRAINING CENTRE



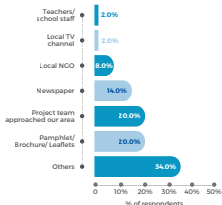
Out of the 50 respondents, a substantial 74% rated the infrastructure and hostel facilities at the training centre as excellent, while 24% rated them as good.



2.0%

of the respondents remained neutral, indicating overall high levels of satisfaction with the physical environment and living conditions provided during the training. These positive ratings reflect the program's commitment to ensuring a well-equipped and comfortable learning atmosphere for trainees.

CHART 11: SOURCE OF INFORMATION ABOUT THE TRAINING



Among the 50 respondents, the most common source of information about the training was "Other" (34%), followed by pamphlets, brochures, or leaflets (20%) and direct outreach by the project team in local areas (20%).



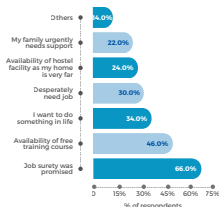
14.0%

of the respondents learned about the program through newspapers, while local NGOs informed 8%. A small percentage learned about the training via local TV channels (2%) and teachers or school staff (2%).

These findings highlight the importance of diverse communication channels and suggest the potential for strengthening awareness through formal education networks and local media.

LAB VISIT



CHART 12: MOTIVATING FACTORS FOR ATTENDING THE TRAINING


The promise of job security was the strongest motivating factor, cited by 66% of respondents, reflecting the participants' desire for stable employment.


46.0%

of the respondents joined because the training was free, reducing financial barriers for economically disadvantaged youth. A sense of personal ambition was evident, with 34% stating they wanted to "do something in life", while an urgent need for employment drove 30%.


24.0%

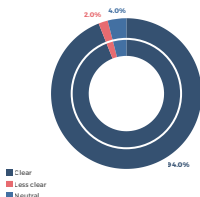
of the respondents cited the availability of hostel facilities due to the distance from their homes, and 22% joined to support their families financially.

Other reasons were mentioned by 14%, highlighting a mix of personal and economic motivations. Overall, the data suggests that the program appealed to youth seeking both career advancement and immediate livelihood support.



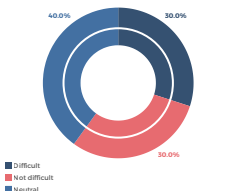
My son Bharat Lal completed his Machine Operator Plastic Processing course from CIPET in 2023. Shortly after, he got placed in a plastic products company in Noida and now earns ₹15,000 every month. As parents, we are proud and relieved to see him doing well. We are grateful to CIPET for their excellent training, supportive staff, and for guiding him towards a better future.

Virender Lal (Father of Bharat Lal)


CHART 13: CLARITY ON COURSE AND SELECTION PROCESS AT THE TIME OF APPLICATION

94.0%

of the respondents stated that the course structure and selection process were clearly explained at the time of application. This indicates a high level of transparency and effective communication during the enrolment phase.

Only 2% found the process less clear, while 4% remained neutral, suggesting minimal confusion among applicants. Overall, this clarity likely contributed to informed decision-making, higher trust in the program, and smoother onboarding for trainees.

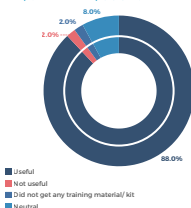
CHART 14: DIFFICULTY LEVEL OF THE SELECTION PROCESS


Out of the 50 respondents, 30% found the selection process difficult, while an equal 30% felt it was not difficult.


40.0%

of the respondents remained neutral, indicating mixed perceptions among the participants.

This distribution suggests that while the process was manageable for many, a significant proportion still faced challenges—possibly due to prior educational exposure, confidence levels, or unfamiliarity with formal assessments.

CHART 15: USEFULNESS OF TRAINING KIT, SAFETY KIT, COURSE MATERIAL

88.0%

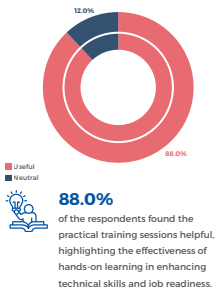
of the respondents found the training kit, safety gear, course material, uniform, and shoes to be useful, highlighting the program's commitment to providing practical and supportive learning resources.


2.0%

of the respondents felt the items were not helpful, and another 2% reported not receiving any kit, while 8% remained neutral.

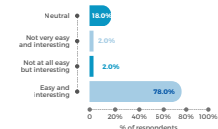
These findings suggest that the provision of essential learning and safety materials was well-received and contributed positively to the training experience, enabling trainees to engage more confidently in both classroom and practical sessions.



CHART 16: USEFULNESS OF PRACTICAL TRAINING SESSIONS**12.0%**

of the respondents were neutral, suggesting either average experiences or a preference for more diverse or advanced practical exposure.

Overall, the high usefulness rating reflects the training's relevance to industry needs and its positive impact on trainees' confidence and competence.

CHART 17: EASE AND INTEREST IN LEARNING USING MODERN MACHINERY AND EQUIPMENT**78.0%**

of the respondents found learning with modern machinery and equipment to be both easy and enjoyable, reflecting the effectiveness of the hands-on, practical training approach adopted by the program.

Only 2% each reported that it was not easy but enjoyable, and 2% neither easy nor enjoyable.

**18.0%**

of the respondents remained neutral, which could suggest either limited exposure or mixed experiences.

Overall, the data indicates that the use of industry-standard equipment enhanced trainee engagement and confidence, making the learning process both accessible and enjoyable for the majority.

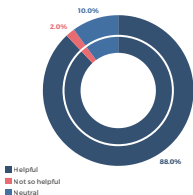


MY DAUGHTER Yashika completed the Machine Operator - Plastic Processing course from CIPET in 2023. After the training, she got a job at a well-known plastic manufacturing company in Bhiwadi, Rajasthan, with a monthly salary of ₹15,500. We are truly thankful to CIPET for giving her the right skills, quality training, and job placement. It has changed our family's life and given my daughter a stable future.

Reeta Rajput (Mother of Yashika)



CHART 18: HELPFULNESS OF MULTIMEDIA IN UNDERSTANDING COMPLEX TECHNIQUES



88.0%

of the respondents found the use of multimedia helpful in understanding complex techniques, indicating that visual and interactive tools significantly enhanced comprehension and engagement during the training.

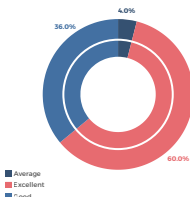


2.0%

of the respondents felt it was not so helpful, while 10% remained neutral, possibly reflecting varied learning preferences or limited exposure.

This data underscores the effectiveness of multimedia in simplifying technical concepts and improving overall learning outcomes.

CHART 19: RATING OF HANDS-ON EXPERIENCE ON STATE-OF-THE-ART EQUIPMENT



A significant majority of participants rated their hands-on experience on state-of-the-art equipment positively, with 60% describing it as excellent and 36% as good.

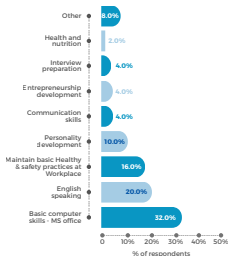


4.0%

of the respondents rated the experience as average, suggesting that the practical exposure provided during the training was well-received and met the expectations of most respondents. This reflects the program's strong emphasis on quality infrastructure and experiential learning.

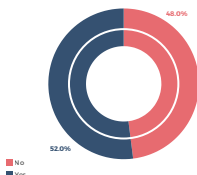
LAB VISIT



CHART 20: LIFE SKILLS/ SOFT SKILLS TRAINING RECEIVED


The program provided a diverse range of life and soft skills training to enhance the overall employability and personal development of trainees. Basic computer skills, including MS Office, were the most common module, cited by 32% of respondents, followed by English speaking skills (20%) and workplace health and safety practices (16%). Other modules included personality development (10%), communication skills, entrepreneurship development, and interview preparation (each at 4%), while 2% recollected training on health and nutrition. An additional 8% reported mentioning other types of soft skills training. These inputs indicate that the program took a holistic approach, complementing technical skills with essential life skills to prepare trainees for real-world work environments.

POST-INTERVENTION

CHART 21: ON-THE-JOB-TRAINING RECEIVED

52.0%

of the respondents reported that they received on-the-job training, while 48% did not. This indicates a relatively balanced distribution and suggests that while the program made efforts to provide workplace exposure, there remains scope to increase access to on-the-job training opportunities to enhance practical industry experience for all participants.

CHART 22: RECEIPT OF STIPEND DURING ON-THE-JOB TRAINING

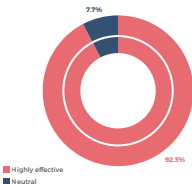
Yes

100%

of the respondents received on-the-job training also confirmed that they received a stipend during their training period.

This reflects a strong financial support component within the program, which likely contributed to higher motivation, reduced dropouts, and improved trainee satisfaction during practical exposure.

CHART 23: EFFECTIVENESS OF ON-THE-JOB TRAINING IN SKILL ENHANCEMENT



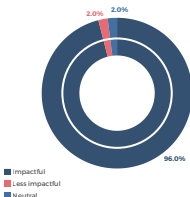
Among the respondents who received on-the-job training, a remarkable 92.3% found it highly effective in enhancing their technical skills and practical understanding. This indicates that real-time industry exposure played a crucial role in reinforcing classroom learning and building hands-on confidence.



7.7%

of the respondents remained neutral, showing minimal uncertainty about its value. Overall, these findings highlight the substantial impact of experiential learning, confirming that on-the-job training is a vital component in preparing trainees for actual workplace demands.

CHART 24: IMPACT OF THE LEARNING PROCESS DURING THE COURSE



96.0%

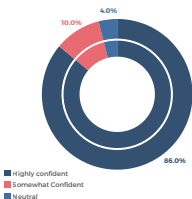
of the respondents found the learning process during the course to be impactful, often describing it as "hands-on," "easy to understand," and "relevant to real job roles," indicating the training's strong effectiveness in delivering practical knowledge and skills.



2.0%

of the respondents remained neutral, with feedback primarily citing individual learning pace or need for additional practice.

These results reflect the program's success in offering structured, engaging, and contextually relevant learning that significantly enhanced trainees' personal growth, confidence, and job readiness.

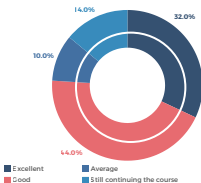
CHART 25: CONFIDENCE IN SKILL MASTERY POST-TRAINING**86.0%**

of the respondents (43 out of 50) reported feeling highly confident in their mastery of the acquired skills.

**10.0%**

of the respondents (5 respondents) felt somewhat confident, while only 4% (2 respondents) remained neutral.

This high level of confidence indicates the effectiveness of the training program in equipping participants with practical and relevant skills for the workforce.

CHART 26: PERFORMANCE IN FINAL ASSESSMENT

Out of the 50 respondents, 44% (22 respondents) rated their performance in the final assessment as good, while 32% (16 respondents) believed they performed excellently.

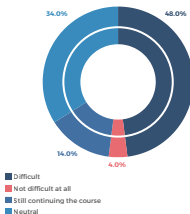
**10.0%**

of the respondents (5 respondents) felt their performance was average.

**14.0%**

of the respondents (7 respondents) were continuing the course and had not yet taken the final assessment.

These insights reflect a generally positive self-assessment among the participants, indicating strong engagement and learning outcomes from the training program.

CHART 27: DIFFICULTY LEVEL OF FINAL ASSESSMENT

Difficult
Not difficult at all
Still continuing the course
Neutral

**48.0%**

of the respondents found the final assessment difficult, often describing it as "challenging but fair," and reflective of real-world job scenarios, suggesting that the evaluation process was rigorous and demanded a firm grasp of both theoretical concepts and practical application.

**4.0%**

of the respondents felt it was not difficult at all, citing reasons such as "good practice sessions," "supportive trainers," or "prior exposure to similar work."

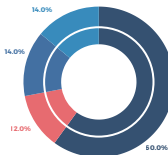


14.0%

of the respondents were still undergoing the course and had not attempted the final assessment, and 34% remained neutral, some referring to it as "manageable with effort" or "balanced."

These insights indicate that the assessment was taken seriously by participants and served as an effective tool to validate competency and job readiness.

CHART 28: PERCEIVED VALUE OF THE TRAINING CERTIFICATE



- Extremely valuable
- Somewhat valuable
- Neutral
- Still continuing the course

Among the 50 respondents, 60% (30 respondents) perceived the training certificate as extremely valuable, while 12% (6 respondents) found it somewhat valuable.

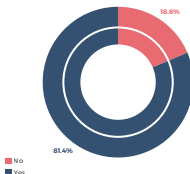


14.0%

(7 respondents) expressed a neutral opinion, and 14% (7 respondents) were continuing the course at the time of the survey.

(7 respondents) expressed a neutral opinion, and 14% (7 respondents) were continuing the course at the time of the survey.

CHART 29: JOB PLACEMENT STATUS AFTER COURSE COMPLETION



- No
- Yes

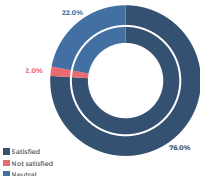
Out of the 43 respondents who completed the course, 81.4% (35 respondents) secured job placements after course completion, while 18.6% (8 respondents) were not placed. This reflects a strong placement rate, indicating the program's effectiveness in facilitating employment opportunities for the majority of its trainees.

INTERACTION WITH BENEFICIARY



SATISFACTION PERCEIVED BY THE PROGRAM

CHART 30: SATISFACTION WITH THE SELECTION PROCESS



76.0%

of the respondents expressed satisfaction with the selection process, indicating that they found it to be fair, smooth, and transparent.

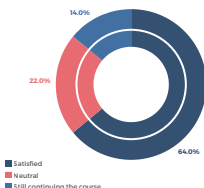


2.0%

of the respondents were not satisfied, while 22% remained neutral, possibly suggesting limited engagement or indifference toward the process.

Overall, the data reflect that the selection mechanism was well-received by most participants and helped establish early confidence and trust in the training program.

CHART 31: SATISFACTION WITH THE ASSESSMENT PROCESS



64.0%

of the respondents expressed satisfaction with the assessment process, indicating that it was seen as fair, transparent, and reflective of the training received.



22.0%

of the respondents remained neutral, possibly due to mixed feelings or average experiences.



14.0%

of the respondents were continuing the course and had not yet participated in the final assessment.

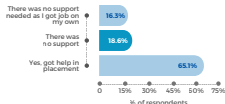
Overall, the data reflects a positive perception of the evaluation system, reinforcing the program's commitment to maintaining quality and accountability in skill certification.



My name is Kamlesh Kumar, from Basti district, Uttar Pradesh. I completed the 6-month Machine Operator - Injection Moulding course at CIPET. Thanks to the trial placement opportunity provided by CIPET, I was hired by Mother Son Tech Ltd. This job has helped make my family financially stable. I am truly grateful to CIPET for guiding me toward a better life.

Kamlesh Kumar (Student, Basti, Uttar Pradesh)



CHART 32: JOB PLACEMENT SUPPORT RECEIVED UNDER THE PROJECT**65.1%**

of the respondents confirmed that they received job placement support through the program, highlighting its effectiveness in facilitating employment opportunities.

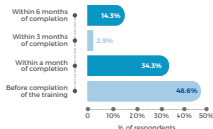
**18.6%**

of the respondents reported that they did not receive any support, suggesting areas where the placement process could be strengthened.

**16.3%**

of the respondents mentioned they did not require assistance, as they were able to secure jobs on their own—reflecting the strength of the training in making participants independently employable.

Overall, the data shows that the program played a significant role in connecting skilled youth with job opportunities, while also equipping some to find work through their efforts.

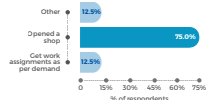
CHART 33: TIMING OF JOB PLACEMENT AFTER TRAINING

Among the 35 respondents who completed the course and secured a job, 48.6% received job placements before completing the training, while 34.3% were placed within a month of completion.

**2.9%**

of the respondents secured jobs within three months, and 14.3% got placed within six months of completing the course.

This indicates that a majority of placements occurred either during or shortly after the training, reflecting the program's strong industry linkage and adequate placement support.

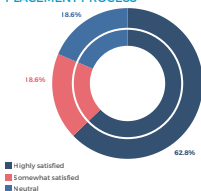
CHART 34: NATURE OF SELF-EMPLOYMENT

Among the eight respondents who reported being self-employed, 75% (6 respondents) had opened a shop as part of their livelihood.

**12.5%**

(1 respondent) received work assignments based on demand, and another 12.5% (1 respondent) pursued other forms of self-employment.

This suggests that the majority of self-employed individuals opted for relatively stable, shop-based ventures after completing the training program.

CHART 34: SATISFACTION WITH PLACEMENT PROCESS**62.8%**

of the respondents reported being highly satisfied with the placement process, indicating that they found it efficient, supportive, and well-organised.

**18.6%**

of the respondents were somewhat satisfied, reflecting moderately positive experiences.

**18.6%**

of the respondents remained neutral, possibly due to varied expectations or differing placement outcomes.

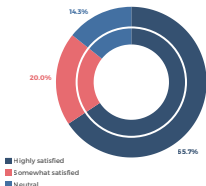
Overall, the data suggests that the majority of trainees appreciated the support provided, reinforcing the program's commitment to helping youth transition successfully into the workforce.



Rishabh Kumar, a young resident of Uttar Pradesh from a modest middle-class family of four, found himself at a crossroads after completing his higher secondary education. Unsure about his next steps, he came across an advertisement about CIPET's free skill development program, which promised job placement upon completion. Initially sceptical, having heard similar claims from other institutes, Rishabh hesitated. However, the fact that the training was completely free of cost encouraged him to take a chance. Over six months, he underwent intensive training at CIPET and, to his delight, was successfully placed at Jagdamba Synthetics Company immediately after completing the course. Today, Rishabh not only feels confident and empowered, but his family shares in the happiness of his success. Grateful for the opportunity, he credits CIPET for transforming his career path and securing his future.

Rishabh Kumar - A Journey from Uncertainty to Employment

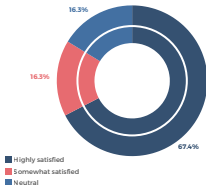
**TRAINER SAMEER**

CHART 35: SATISFACTION IN CURRENT JOB OR BUSINESS SETUP


Out of the 35 respondents who completed the course and secured employment, 65.7% (23 respondents) reported being highly satisfied with their current job or business setup.


20.0%

(7 respondents) were somewhat satisfied, while 14.3% (5 respondents) expressed a neutral stance. This indicates that a significant majority of beneficiaries found the employment outcomes to be fulfilling and aligned with their expectations post-training.

CHART 36: SATISFACTION WITH OVERALL ACHIEVEMENT THROUGH TRAINING

67.4%

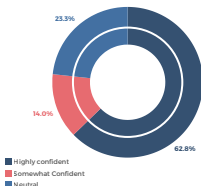
of the respondents expressed that they were delighted with their overall achievement through the training,

indicating that the program met or exceeded their expectations in terms of skill development and job readiness.


16.3%

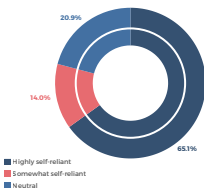
of the respondents were somewhat satisfied, showing a generally positive experience, while 16.3% remained neutral, possibly reflecting average or mixed outcomes.

Overall, the data suggests that the training was practical and meaningful for most participants, helping them build confidence, technical knowledge, and pathways to employment.

CHART 37: CONFIDENCE IN ACHIEVING LIFE GOALS AFTER TRAINING

14.0%

(6 respondents) felt somewhat confident, while 23.3% (10 respondents) remained neutral.

This highlights the program's substantial contribution to enhancing the self-belief and future aspirations of the trainees, indicating a positive shift in their outlook towards personal and professional growth.

CHART 38: SELF-RELIANCE GAINED AFTER TRAINING**65.1%**

of the respondents felt highly self-reliant after completing the training, reflecting the program's substantial impact on building confidence, independence, and workplace readiness.

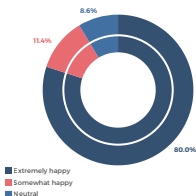
**14.0%**

of the respondents felt somewhat self-reliant, showing partial progress toward self-dependence.

**20.9%**

of the respondents remained neutral, which may include those still transitioning into jobs or awaiting placement.

Overall, the findings suggest that the training program played a key role in helping the majority of participants feel more capable and empowered to take control of their careers and future.

CHART 39: PARENTAL HAPPINESS DUE TO CONTRIBUTION TO FAMILY INCOME

Extremely happy
Somewhat happy
Neutral

Out of the 35 respondents who completed the course and secured employment, 80% (28 respondents) stated that their parents were thrilled with their contribution to the family income.

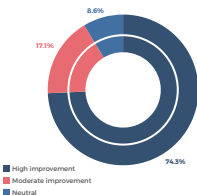
**11.4%**

(4 respondents) reported their parents were somewhat happy, while 8.6% (3 respondents) remained neutral.

This indicates that the program not only enhanced the participants' financial independence but also led to increased parental satisfaction and pride, reflecting broader social and familial acceptance of vocational training as a viable career path.

INTERACTION WITH TRAINER

CHART 40: IMPROVEMENT IN LIVING STANDARDS POST JOB PLACEMENT



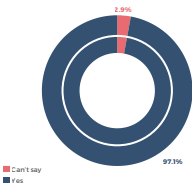
Among the 35 respondents who completed the course and secured a job, 74.3% (26 respondents) reported a high improvement in their living standards, while 17.1% (6 respondents) noted a moderate improvement.



8.6%

of the respondents (3 respondents) remained neutral. These findings suggest that the program had a substantial positive impact on the economic well-being and overall quality of life of the participants and their families.

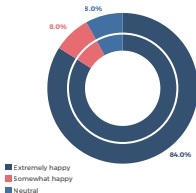
CHART 41: ENHANCED RECOGNITION IN FAMILY AND COMMUNITY POST-COURSE COMPLETION



Out of the 35 respondents who completed the course and secured a job, 97.1% (34 respondents) reported experiencing enhanced recognition within their family and community.

Only one respondent (2.9%) was uncertain. This indicates that the program not only contributed to employment but also positively impacted the social standing and self-worth of the participants in their local contexts.

CHART 42: OVERALL HAPPINESS IN BEING PART OF THE TRAINING PROGRAM



84.0%

of the respondents reported being extremely happy with their experience in the training program, reflecting a high level of satisfaction, engagement, and personal growth.



8.0%

of the respondents were somewhat happy, and another 8% remained neutral, indicating that very few participants had any reservations.

This strong positive response highlights the program's success in creating a supportive, empowering, and impactful learning environment that met both the professional and emotional expectations of its trainees.

04. IMPACT CREATED ACROSS MULTIPLE LEVELS



INDIVIDUAL LEVEL

At the individual level, the program has been life-changing for many youths, especially first-generation learners. Trainees reported significant gains in technical proficiency, communication skills, digital literacy and above all, confidence and self-reliance. Over 80% of trainees gained employment, and many experienced their first formal job placement through this program. The impact is evident in increased financial independence, reduced reliance on family income and the aspiration to continue learning or upskilling in the future.



COMMUNITY LEVEL

Within communities, the program has had a visible impact on social and economic development. Families of beneficiaries have reported improved income stability, and the presence of trained youth has inspired others in the community to pursue similar vocational paths. The initiative has also promoted awareness around skill-based education among economically weaker and farming-dependent households by encouraging greater female participation in technical training.



STATE LEVEL

At the state level, in Himachal Pradesh, Uttarakhand and Haryana, the program has strengthened the technical training ecosystem in rural and semi-urban areas where such opportunities are limited. It has contributed to reducing youth migration by offering local skilling and placement avenues, which have improved the coordination between training institutions, industries and local stakeholders to address regional employment needs.



NATIONAL LEVEL

The program aligns strongly with national priorities such as the Skill India Mission, Make in India, and Atma-nirbhar Bharat by contributing to the creation of a technically skilled workforce for the manufacturing sector, particularly in plastics and polymer processing. By focusing on NSQF-aligned training and employment generation, the initiative supports India's goal of inclusive, industry-driven growth. It helps bridge the national skill gap in semi-skilled industrial roles.

CHALLENGES AND BARRIERS

CHALLENGES



Reaching eligible youth in remote, hilly, and rural areas was difficult due to poor connectivity, low awareness, and lack of access to information.



Many potential beneficiaries were unaware of the program or hesitant to participate in technical training due to limited exposure.



Low female participation was observed, primarily due to parental concerns, safety issues, and traditional gender norms that discouraged girls from enrolling in technical or residential training programs.



A few trainees discontinued the course due to financial constraints, family responsibilities, or the need for immediate income, particularly among those without strong family support.



In some cases, language barriers and a poor prior educational background negatively affected trainee retention.



Occasional delays in the procurement of raw materials or maintenance of training equipment disrupted the continuity and scheduling of practical sessions.



Limited access to digital tools and training materials in regional languages sometimes slowed the learning process.



Although the program achieved a reasonable placement rate, some trainees struggled with relocation or job retention due to mismatches in job location, expectations, or workplace readiness.

LESSON LEARNED



Community mobilisation needed to begin earlier and involve local influencers to improve outreach in remote and rural areas.



Awareness campaigns had to be tailored to local contexts, including using vernacular languages and relatable role models to build trust and interest among potential trainees.



Additional efforts were required to counsel parents and create a safe and supportive environment to encourage female participation.



Pre-enrolment orientation and financial counselling helped set realistic expectations and reduce early dropouts.



Bilingual training resources and simplified content were essential to better support trainees with limited educational backgrounds.



Timely logistics planning and stronger vendor coordination were necessary to avoid disruptions in practical sessions.



Incorporating digital learning aids and translated content improved accessibility and learning outcomes.



Placement efforts needed to include counselling on relocation, soft skills for workplace adaptation, and post-placement support to improve job retention.



05

OECD FRAMEWORK



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

The program has been evaluated using the OECD-DAC criteria, which assess its Relevance, Coherence, Effectiveness, Efficiency, Impact and Sustainability. Each criterion is rated on a scale of 1 (Low) to 5 (High) based on program performance.



RELEVANCE

The Petronet LNG-CIPET Skill Development Program addresses a critical and persistent issue of rural unemployment and a lack of vocational skills among youth in economically disadvantaged regions. At the national level, India faces a significant skill gap: with over 30% of youth aged 15-29 neither in employment, education, nor training (PLFS 2022-23). At the regional and local levels, particularly in rural areas of Himachal Pradesh, Uttarakhand, and Haryana, access to industry-relevant training is limited, and livelihood options are often seasonal or informal. The program directly targets these gaps by offering NSQF-aligned, employment-oriented training, making it highly relevant in the context of rural skill development and economic inclusion.



COHERENCE

The program is strongly aligned with national flagship initiatives such as Skill India, Make in India, and PMKVY. It also complements various state-level skill missions and CSR-led training programs without duplication of efforts. At the global level, the initiative supports key Sustainable Development Goals (SDGs), including SDG 4 (Quality Education), SDG 8 (Decent Work and Economic Growth), and SDG 1 (No Poverty), thereby reinforcing coherence with international development frameworks.



EFFECTIVENESS

The program achieved its core objectives by delivering high-quality training and generating sustainable livelihoods.



80.0%

of enrolled trainees were successfully placed, and 96% reported satisfaction with the learning experience, noting improvements in confidence, communication, and technical competencies.

Many trainees came from first-generation learner backgrounds and rural farming families, indicating success in reaching the intended target group. The inclusion of life skills and soft skills modules further contributed to holistic development and workplace readiness.



EFFICIENCY

The program made effective use of available human and material resources. Training was delivered in well-equipped CIPET centres using qualified instructors, structured curricula, and batch-wise scheduling. The use of existing public infrastructure, partnerships with local communities, and zero-cost participation for trainees ensured cost-effectiveness. However, occasional operational delays, such as in the procurement of training materials or placement logistics, suggest areas where coordination mechanisms could be further improved.



IMPACT

The program produced both immediate and long-term positive impacts. Trainees reported increased household income, higher self-confidence, and reduced reliance on seasonal or informal work. Communities experienced a gradual shift in perception toward vocational training as a viable career path. Several alumni became role models in their villages, inspiring other youth to join. Personal success stories and testimonials reflect transformative changes in the socio-economic status of participants and their families.



SUSTAINABILITY

The outcomes show strong potential for sustainability. Many trainees secured permanent roles in the manufacturing and plastics industries, and alumni remain in touch via WhatsApp groups and mobile networks, fostering peer learning and continued guidance. Behavioural change in terms of confidence, gender inclusion, and value for technical education was observed. However, sustainability could be enhanced by institutionalising alum networks, strengthening post-placement tracking, and building long-term partnerships with industry for continuous skill upgradation and career progression.



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

06. SWOT ANALYSIS



STRENGTHS



Well-structured, NSQF-aligned curriculum with practical and theoretical balance.



Free training materials, Hostel and placement support reduce financial barriers.



WEAKNESSES



Limited female participation due to socio-cultural and logistical barriers.



Dropouts are due to financial pressure or lack of family support.



Occasional delays in training material procurement or equipment maintenance.



Need for better tracking of post-placement outcomes and alumni progress.



OPPORTUNITIES



Expand the program to more states and rural regions.



Strengthen female outreach and promote gender inclusivity.



Develop digital learning tools and mobile-based course follow-ups.



THREATS



Competition from other skilling programs offering financial incentives.



Changing industry demands may require frequent curriculum updates.



Retention challenges due to migration, personal constraints, or mismatched expectations.

07. RECOMMENDATIONS

By implementing the following recommendations, the initiative could become more effective, sustainable, and impactful:



Outreach in remote areas had been enhanced by strengthening mobilisation through school visits, local champions, and community networks to reach youth in underserved and hilly regions better.



Female participation had been promoted through gender-sensitive awareness campaigns and by involving families during mobilisation. The provision of safe transport, female trainers, and separate hostel facilities had encouraged more girls to enrol.



Flexible course options had been introduced by offering modular and short-term training formats for those unable to commit to long-duration programs due to work or family responsibilities.



Placement and post-placement support had been strengthened by appointing dedicated placement officers at each centre and establishing systems to track alum employment status, job retention, and career progression.



Digital and language support had been improved by introducing local-language training materials, demo videos, and basic digital learning tools to support blended learning models.



Curriculum updates had been carried out regularly in consultation with industry experts to incorporate emerging topics such as sustainability practices, CNC basics, and automation, keeping training relevant to market needs.



An active alum network had been developed by engaging former trainees through WhatsApp groups, mentorship programs, and alums reunions to foster continuous support and peer learning.



Visual learning tools had been utilised to support trainees with low literacy levels by integrating infographics, role plays, and hands-on demonstrations into daily training modules.



Coordination with employers had been improved through strengthened industry linkages, regular job fairs, internship opportunities, and more transparent communication on job roles and expectations to enhance placement alignment.

08 CONCLUSION

The Petronet LNG CIPET Skill Development Program has emerged as a highly impactful and inclusive initiative that addresses the pressing need for employment-ready skills among youth from rural, economically disadvantaged backgrounds. By providing free, industry-aligned training in plastics processing and injection moulding, along with soft skills, digital literacy and placement support, the program has successfully transformed the lives of hundreds of young individuals. With over 80% placement, high trainee satisfaction and increased self-reliance, the program has not only enhanced employability but also contributed to reducing migration, improving household income and promoting social mobility. Its strong Alignment with national missions like Skill India and global goals such as the UN SDGs further highlights its relevance and potential for scalability. While there are areas for improvement, such as expanding female participation, improving post-placement tracking, and localising training content, the overall outcomes reflect a sustainable and replicable model of vocational empowerment.



IMPACT ASSESSMENT

Enhancing Medical
Infrastructure (Installation of
CT Scan Machine) at Govt
Hospital Ernakulam

Implementing Partner: General
Hospital, Ernakulam

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ABBREVIATIONS

CHC	Community Health Centres
CSR	Corporate Social Responsibility
CT Scan	Computed Tomography Scan
FGD	Focus Group Discussion
FY	Financial Year
LINAC	Linear Accelerator
MRI	Magnetic Resonance Imaging
NGO	Non-Governmental Organisation
NHM	National Health Mission
OECD	The Organisation for Economic Cooperation and Development
OECD-DAC	OECD Development Assistance Committee
PHC	Primary Health Centres
PLF	Petronet LNG Foundation
PLL	Petronet LNG Limited
SDGs	Sustainable Development Goals
SPO	State Program Officer
SWOT	Strengths, Weaknesses, Opportunities and Threats

EXECUTIVE SUMMARY

RESPONSIBILITY

The Computed Tomography Scan installation project by Petronet LNG Foundation aimed to address the high demand and long waiting times for diagnostic imaging in the region. Although CT scan units were already available in the hospital, their limited number meant patients often faced significant delays, sometimes affecting timely treatment decisions. By adding more CT scan machines, the Project significantly increased the facility's diagnostic capacity, allowing more patients to be served each day. This expansion not only reduced waiting periods but also improved the efficiency of medical services, enabling quicker diagnosis and better management of critical cases. As a result, the hospital could cater to a larger population with greater speed and accuracy in healthcare delivery.

PROJECT DETAILS



Implementation year

Financial Year 2022-23 and Financial Year 2023-24



Assessment year

Financial Year 2025-26



Beneficiaries

Approximately 13,000 patients every year



Project Budget

₹500.00 Lakhs



Implementing Partner

General Hospital, Ernakulam



Supported By

Petronet LNG Limited - Petronet LNG Foundation



Project location

Ernakulam, Kerala



SDG Goals



Alignment with government initiatives

The installation of the CT scan units project supports several flagship initiatives of the Government of India:

- Ayushman Bharat
- National Health Mission (NHM)

PROJECT ACTIVITY



Installed an additional 128-slice CT scan unit in the hospital to address the shortage of diagnostic facilities and to upgrade the existing infrastructure.



Trained hospital technicians and radiologists on operating the new systems and following safety protocols.



Reduced patient waiting time for scans by increasing the number of available slots each day.



Conducted calibration and quality testing of the machine to ensure accurate imaging results.



Offered subsidised CT scans for patients from low-income backgrounds.



Ensured regular maintenance and servicing of equipment for uninterrupted service.

KEY FINDINGS



74.0%

of the respondent patients were female.



82.0%

of the respondent patients were outpatients.



68.0%

of the patients' families had a monthly income of less than ₹10,000.



64.0%

of the patients travelled 10–25 km to reach the hospital.



56.0%

of the respondents always used this hospital for treatment.

**60.0%**

of first-time visitors came because CT scan services were not available at their usual facility.

**99.0%**

of the patients underwent a CT scan for the first time at this hospital.



The most common treatment purposes were abdominal issues (48.0%), heart disease (20.0%), and bone fractures (16.0%).

KEY IMPACTS

**50.0%**

of the patients got same-day CT scan appointments, and 50.0% within 1-3 days.

**70.0%**

of the patients completed their CT scan within an hour of arrival.

**48.0%**

of the patients paid between ₹1,500-₹2,000, which was significantly lower than other hospitals charging ₹3,500-₹5,000 on average.

**88.0%**

of the respondents had visited the hospital for CT scans 3-4 years ago, with 93.2% confirming improved services post-installation.

**84.0%**

of the patients reported much improvement in their health condition post-treatment.

**100%**

of the respondents agreed that the CT scan helped in better and timely diagnosis and treatment.

**100%**

of the respondents expressed willingness to recommend the hospital's CT scan services to others.

**62.5%**

of inpatients and 69.4% of outpatients waiting time was reduced.

01. INTRODUCTION

BACKGROUND AND NEED OF THE PROJECT

The CT Scan Installation Project, supported by Petronet LNG Foundation at the General Hospital, was initiated to address the growing demand for advanced diagnostic facilities in the region. While CT scan services were available earlier, the hospital had only a limited number of units, which led to long waiting times, delayed diagnosis, and inconvenience for patients, especially those in urgent need of medical attention. This situation often resulted in postponed treatments and, in some cases, deterioration of patient health due to late detection of critical conditions. Recognising the pressing need to strengthen diagnostic capacity, the Project involved installing an additional CT scan machine to significantly enhance the hospital's ability to cater to more patients efficiently. With the increased availability of these machines, the hospital aims to ensure quicker diagnostic services, reduce patient backlog, improve accuracy in medical evaluation, and support timely treatment decisions, ultimately improving healthcare access and outcomes for the community.

OBJECTIVES OF THE PROGRAM

The primary objective of the installation of the CT scan units Program is as follows.



Provide free or affordable access to advanced diagnostic imaging for patients, particularly those from economically weaker sections.



Reach individuals who face barriers to timely diagnosis due to the unavailability of CT scan facilities in their locality.



Install and operate a modern CT scan machine at the General Hospital, supported by trained radiology staff and technicians.



Enable early and accurate detection of critical health conditions such as head injuries, strokes, tumours, and internal organ damage.



Reduce the need for patients to travel long distances to access CT scan services, saving both time and money.



Give priority to vulnerable and high-risk patients, including accident victims, senior citizens, and those with suspected chronic or severe ailments.



Work towards improving diagnosis accuracy, enhancing patient outcomes, and strengthening the hospital's diagnostic capabilities.



Support timely medical intervention by ensuring quick turnaround of scan results for treating doctors.

ABOUT PETRONET LNG LIMITED

Petronet LNG Limited (PLL) is one of India's leading energy companies, working towards making clean energy accessible across the country. Beyond its core business, Petronet LNG also supports social development through its Corporate Social Responsibility (CSR) arm, the Petronet LNG Foundation. The Foundation focuses on areas such as healthcare, education, skill development, environment, and community welfare. One of its key goals is to make quality healthcare available to people in underserved regions. Through initiatives like the Mobile Medical Units and the installation of CT scan units, the Foundation ensures that essential health services reach remote and rural communities, especially those with limited access to hospitals or clinics.

ABOUT GENERAL HOSPITAL ERNAKULAM

General Hospital Ernakulam, located in the heart of Kochi, Kerala, is a 783-bed multi-speciality public hospital and one of the most well-equipped government healthcare facilities in the state. Established in 1845 by the Maharaja of Cochin and later brought under the Government of Kerala, it now operates under the direct control of the District Medical Officer. The hospital offers advanced medical services with facilities such as a 24-hour diagnostic lab, MRI, CT scan, cardiac cath lab, and radiation therapy with a LINAC machine. Notably, it is the only government hospital in Kerala equipped to provide comprehensive cancer treatment, catering not only to Ernakulam district but also to patients from Thrissur, Kottayam, Alappuzha, and Idukki.



02 RESEARCH METHODOLOGY

Petronet commissioned a study by SoulAce to assess the impact of their CT Scan Installation program. The initiative aimed to enhance diagnostic services by providing advanced, timely, and affordable CT scan facilities at General Hospital Ernakulam. This study, conducted by SoulAce, critically analysed the accessibility, efficiency, patient satisfaction, and overall improvements in healthcare outcomes following the installation of the new CT scan equipment.

OBJECTIVES OF THE STUDY



To assess the effectiveness of organisational activities and measure their impact.



To conduct impact evaluations that generate meaningful insights while considering resource availability and decision-making timelines for the intervention.



To analyse the impact of social investments in the Project on beneficiaries and society.



To make evidence-based decisions for implementation, identify challenges, and ensure program continuity, scalability, sustainability, and efficiency.

USE OF MIXED METHOD APPROACH

The impact assessment study adopted a comprehensive mixed-methods strategy, blending quantitative and qualitative approaches to offer a more intricate understanding of the Project's impact. This combination allowed for the acquisition of both numerical data and detailed contextual insights, resulting in a more comprehensive evaluation of the Project's outcomes.

APPLICATION OF QUANTITATIVE TECHNIQUES

In the quantitative aspect, the study utilised structured interviews featuring predetermined response options. Closed-ended surveys included specific questions with multiple-choice or Likert-scale options. This approach facilitated the collection of data that could be quantified and statistically analysed, offering a clear and measurable understanding of the Project's impact.

APPLICATION OF QUALITATIVE TECHNIQUES

To ensure accuracy and a diverse participant pool, a mix of semi-structured interviews, open-ended interviews, and Focus Group discussions (FGDs) engaged essential project stakeholders, including hospital administrators, radiologists, radiographers, patients, patient attendants, and maintenance staff involved with the CT scan services. These qualitative inputs complemented the quantitative data, providing deeper insights into program effectiveness, significant barriers, challenges, and areas for enhancement.

ENSURING TRIANGULATION

The quantitative research findings were cross-validated with the insights derived from the qualitative research. The report was structured to reflect this triangulation, enhancing the reliability of the findings.

SAMPLING FRAMEWORK

To ensure a well-rounded representation of the different sub-groups within the target population, the study employed a stratified random sampling technique. Additionally, for qualitative interactions, purposive sampling was utilised to engage key stakeholders.

Stratified random sampling is a method that involves dividing the population into distinct subgroups and then randomly selecting samples from each subgroup to ensure representative diversity in the study.

Purposive sampling is a research method where specific individuals or groups are deliberately chosen for inclusion in a study based on their unique characteristics or expertise, to provide targeted and specialised insights into the research topic.

The sampling framework is illustrated below:

State	Village/ Taluka/ District	Hospital covered	Sample Size
Kerala	Ernakulam	General hospital, (1 No)	50

DATA QUALITY CONTROL AND ANALYSIS

The study employed a centralised dashboard and an in-house app for real-time data monitoring, ensuring data integrity and enabling prompt corrective actions when needed. Data analysis encompassed descriptive, numerical, and graphical methods to systematically present and interpret data patterns, extracting key characteristics and trends.

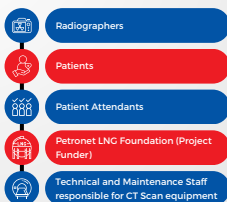
STANDARDISED FRAMEWORK FOR EVALUATION

The research study applied the OECD-DAC framework for evaluation, ensuring alignment with globally accepted standards and norms. This framework offered a strong and uniform method to evaluate the Project's impact, bolstering the credibility and pertinence of the research findings.



KEY STAKEHOLDERS





DESIGN SNAPSHOT

Name of the project
Enhancing Medical Infrastructure
(Installation of CT Scan Machine) at
Govt Hospital Ernakulam

Implementing agency
General Hospital, Ernakulam

Research design used
Descriptive and Interpretive
Research Design

Sampling technique
Purposive and Stratified Random
Sampling

Sample size
50

Qualitative Methods used
Testimonials and Focus Group
Discussion

UPHOLDING RESEARCH ETHICS

The impact assessment study upheld a robust framework of research ethics principles throughout its process.



INFORMED CONSENT

Participants made informed decisions after understanding the study goals, risks, and benefits.



CONFIDENTIALITY

Participant information was guarded securely, establishing a foundation of trust.



DATA SECURITY AND ANONYMITY

Rigorous measures ensured participant data remained private and untraceable.



NON-MALEFICENCE

Participant well-being was safeguarded, with no harm caused by the research.



INTEGRITY

Research maintained high credibility through sincere and transparent practices.



JUSTICE

Equitable treatment prevailed, free from biases or stereotypes, promoting fairness.

03. ANALYSIS OF THE PROGRAM DESIGN

Components	Details
Inputs	Provision of 128-slice CT scan machine - WIPRO GE-CT SCAN 128 SLICE GE REVOLUTION MAXIMA.
Activities	Installation of an advanced CT scan machine at General Hospital, Ernakulam; training of radiographers and technicians; awareness campaigns on the availability of CT scan services.
Outputs	Operational 128-slice CT scan units with increased capacity to 50 patients per day from 15 per day earlier, with a 32-slice CT Scan machine provided at the hospital under the CSR project; availability of facility for improved diagnosis with advanced machine; availability of trained staff able to perform scans efficiently.
Outcomes	An increased number of patients are getting faster and timely treatment because of timely CT scans with improved diagnostic accuracy, reduced patient waiting time for appointments, reduced referrals to external imaging centres.
Impacts	Early detection and timely treatment of critical conditions result in improved health outcomes, reduced financial burden on patients, strengthened public healthcare capacity, and enhanced patient satisfaction.

IMPLEMENTATION STRATEGY

The 128 Slice CT scan unit installation was done through the support of Petronet LNG Foundation at General Hospital, Ernakulam. The strategy focused on upgrading existing diagnostic infrastructure by adding an advanced 128-slice CT scan machine. Emphasis was placed on training existing hospital radiology staff to ensure optimal use of the new technology. The program ensured minimal disruption to hospital operations during installation and promoted awareness among patients and healthcare providers about the enhanced diagnostic capabilities.

MONITORING AND EVALUATION (M&E)

The monitoring and evaluation framework included regular tracking of CT scan usage, appointment waiting times, and patient feedback to assess service quality and accessibility. Quantitative data on scan numbers, referral rates, and wait times were collected monthly. Qualitative feedback was gathered through interviews with patients, attendants, and hospital staff to understand service effectiveness and challenges. Documentary evidence included digital records of appointment schedules, maintenance logs of the CT machine, and photographic proof of training sessions and the installed equipment. This M&E system supported continuous improvement and accountability throughout the project duration.

04

KEY FINDINGS AND IMPACTS



DEMOGRAPHIC PROFILE

The majority of patients accessing the CT scan services were female (74%), with most being outpatients (82%). Many patients were housewives (44%) or labourers (30%), and a significant portion (68%) belonged to families earning less than ₹10,000 per month. Most patients travelled between 10 and 25 km to reach the hospital, reflecting its importance as a regional healthcare centre.

CHART 1: RESPONDENT TYPE-
PATIENT OR ATTENDANT

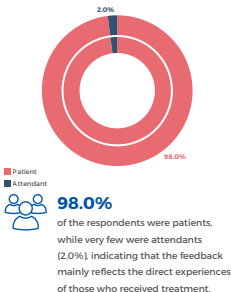


CHART 3: TYPE OF PATIENT

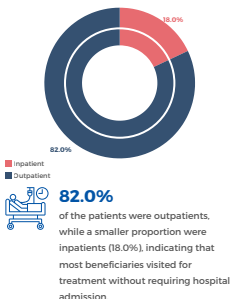
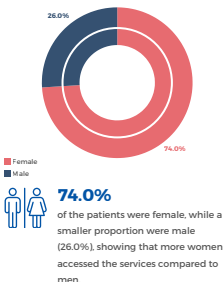


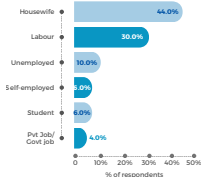
CHART 2: GENDER OF THE PATIENT



Ameena, from Kundannoor, accompanied a patient to General Hospital, Ernakulam, for treatment related to heart disease. She has always chosen this hospital for its trusted services. For this visit, it was the patient's first CT scan, and the process was smooth—the appointment was arranged the same day, and the waiting time was minimal. She appreciated the hospital's reliability, prompt service, and improved efficiency compared to earlier years, when waiting times were longer. Ameena felt the CT scan played a key role in ensuring timely and accurate diagnosis, leading to noticeable improvement in the patient's condition, and she recommends the service to others seeking quick and dependable care.

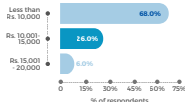


CHART 4: OCCUPATION OF PATIENT

**44.0%**

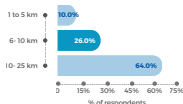
of patients were housewives, followed by labourers (30.0%). In comparison, smaller groups included unemployed individuals (10.0%), self-employed (6.0%), students (6.0%), and those in private or government jobs (4.0%), showing that the services reached people from varied occupational backgrounds, with a significant share from non-formal or unpaid work.

CHART 5: APPROX. MONTHLY INCOME OF THE PATIENT'S FAMILY



The majority of patients' families had a monthly income of less than Rs. 10,000 (68.0%), followed by those earning between Rs. 10,001-15,000 (26.0%), while a small proportion earned between Rs. 15,001-20,000 (6.0%), indicating that most beneficiaries came from lower-income households.

CHART 6: DISTANCE FROM HOME TO THE HOSPITAL

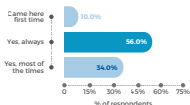


The majority of patients travelled 10-25 km to reach the hospital (64.0%), followed by those coming from 6-10 km away (26.0%), while a smaller group lived within 1-5 km (10.0%), showing that most beneficiaries had to travel a considerable distance for treatment.

PRE-PROJECT INTERVENTION

Before the installation of the 128-slice CT scanners, the hospital had limited CT scan facilities with longer waiting periods, sometimes extending up to a month. Patients often had to seek diagnostic services at private hospitals or medical colleges, which were more expensive and less accessible, leading to delays in diagnosis and treatment.

CHART 7: USUAL TREATMENT FACILITY USAGE



56.0%

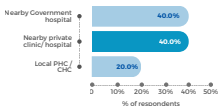
of the patients reported always using this treatment facility, while 34.0% visit most of the time.



10.0%

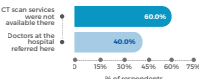
of the patients were first-time visitors, showing strong trust and repeat usage among beneficiaries.

CHART 8: MOST FREQUENTLY VISITED HEALTHCARE FACILITIES PREVIOUSLY



Among first-time visitors, an equal share earlier went to nearby government hospitals (40.0%) and nearby private clinics/hospitals (40.0%). In comparison, the remaining had visited local PHC/CHC (20.0%), indicating varied preferences for healthcare facilities before coming here.

CHART 9: FACTORS INFLUENCING SHIFT TO GENERAL HOSPITAL, ERNAKULAM



Among first-time visitors, the majority shifted to General Hospital, Ernakulam, because CT scan services were not available at their previous facility (60.0%). In comparison, others came on referral from doctors at those hospitals (40.0%), showing that specialised diagnostic services and medical referrals were key reasons for the shift.



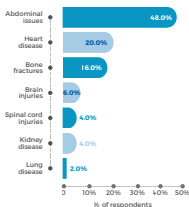
Dr. Salim, head of the radiology department at General Hospital, Ernakulam, shared that the installation of the state-of-the-art 128-slice WIPRO GE Revolution Maxima CT scanner on 30 June 2023, with support from Petronet LNG, has transformed diagnostic services. The upgrade from the earlier 32-slice model has led to a sharp increase in patient footfall and drastically reduced waiting times, with appointments now available the same day or within two days for cases requiring preparation. The CT scan caters to a wide range of medical needs and is preferred for its expert supervision, trained staff, quick access, and accurate results. The machine is maintained round-the-clock and extensively used by oncology, orthopaedics, and cardiology departments, greatly benefiting critical cases where timely diagnosis is crucial.



PROJECT INTERVENTION

The Project involved installing a state-of-the-art 128-slice CT scan machine and training hospital staff to operate it efficiently. This enhanced the hospital's diagnostic capability, allowing immediate or next-day appointments, significantly reducing waiting times. The program also increased patient awareness about the availability of affordable CT scans within the government hospital.

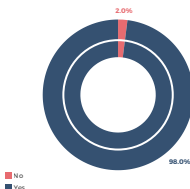
CHART 10: TREATMENT PURPOSE AT GENERAL HOSPITAL, ERNAKULAM



48.0%

of the patients visited for abdominal issues, followed by heart disease (20.0%) and bone fractures (16.0%), while fewer cases involved brain injuries (6.0%), spinal cord injuries (4.0%), kidney disease (4.0%), and lung disease (2.0%), indicating that abdominal and cardiac treatments formed the largest share of medical needs.

CHART 11: WHETHER THIS WAS THE PATIENT'S FIRST CT SCAN



■ No
■ Yes



98.0%

of the patients underwent their first CT scan at this facility, while only a small share had done it before (2.0%), showing that for most, this was a new diagnostic experience.



CASE STUDY 1

SAJEENA BEGU, RADIOGRAPHER

Sajeena Begu, Radiographer, has been serving at General Hospital, Ernakulam, for the past two years and currently oversees the CT scan department, which now handles around 50 patients daily. She explained that the hospital's 128-slice WIPRO GE Revolution Maxima CT scanner, installed on 30 June 2023 with support from Petronet LNG, has significantly transformed diagnostic services. Earlier, appointments could take over a month; now, they are scheduled the same day or within two days for cases needing preparation. The facility supports a wide range of cases, from trauma, fractures, and spinal cord injuries to cancer, heart disease, lung conditions, and abdominal issues. Patients prefer the hospital for its expert radiologists, skilled team of 21 radiographers, quick appointments, and highly affordable services compared to private facilities.

Upgrading from a 32-slice to the current 128-slice machine has improved diagnostic accuracy, reduced waiting times, and increased the number of patients from 15 to 50 per day. The machine is well-maintained under a service contract, operates 24/7 with trained staff, and has had no downtime issues. Departments like oncology, orthopaedics, and cardiology rely on it extensively, especially in emergencies like trauma, stroke, and internal bleeding, where rapid diagnosis is critical.

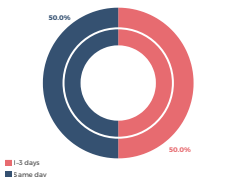
Sharing a memorable case, Sajeena recalled a patient, Remadevi, who came in with mild stomach pain, thinking it was gas. A CT scan revealed early-stage stomach tumours—an initial sign of cancer. Thanks to the quick diagnosis, treatment began immediately, and the disease was entirely cured. Sajeena sees this as a powerful example of how timely CT access can save lives.



PROJECT IMPACT

Following the intervention, patient footfall for CT scans increased substantially, with most scans completed within an hour of the appointment. Waiting time for appointments has been reduced dramatically, improving early diagnosis and treatment outcomes for critical conditions such as abdominal issues, heart disease, and fractures. The availability of advanced scanning technology reduced referrals to private centres, lowering the financial burden on patients.

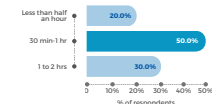
CHART 12: CT SCAN APPOINTMENT WAITING DURATION



50.0%

of the patients received their CT scan appointment on the same day, while the other half waited for 1-3 days (50.0%), indicating timely access to diagnostic services for all beneficiaries.

CHART 13: AVERAGE CT SCAN WAITING TIME DURING CURRENT VISIT



50.0%

of the patients waited between 30 minutes and 1 hour for their CT scan, followed by those who waited 1 to 2 hours (30.0%), while a smaller group completed it in less than half an hour (20.0%), showing that most beneficiaries experienced moderate waiting times.



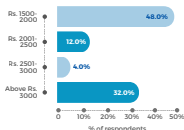
CASE STUDY 2

INSIGHTS FROM SUPERINTENDENT SHAHIRSHA R.

Shahirsha R., Superintendent at General Hospital, Ernakulam, has been serving at the hospital for five years and has closely observed the positive impact of the 128-slice CT scan machine supported by Petronet LNG. He shared that before its installation, patients often had to wait for over a month for a scan, whereas now, appointments are available the same day or within two days if preparation is needed. He highlighted that the service is affordable compared to other hospitals, free for those with health cards, and plays a crucial role in quick diagnosis for a wide range of conditions, such as trauma, fractures, cancer, and heart disease. While talking about the difference it has made, he recalled the case of a woman who visited the hospital with mild stomach pain, thinking it was a minor digestive issue. The doctor, suspecting something more serious, advised a CT scan, which was conducted promptly. The scan revealed early-stage stomach cancer, enabling the patient to begin treatment immediately. She went on to make a full recovery, and according to Shahirsha, this was possible only because the hospital could provide timely, accurate, and cost-effective CT scan services.

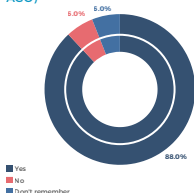


CHART 14: AMOUNT PAID FOR CT SCAN AT GENERAL HOSPITAL, ERNAKULAM



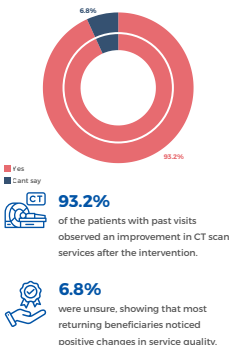
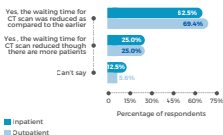
Nearly half of the patients paid between ₹1,500-2,000 for their CT scan (48.0%), followed by those paying above ₹3,000 (36.0%), while smaller groups paid ₹2,001-2,500 (12.0%) or ₹2,501-3,000 (4.0%). The majority mentioned that if the facility were not available here, they would have gone to Lakeshore Hospital, Amrita Hospital, Medical Trust, or Kalamasseri Medical College. All respondents agreed that the CT scan service at this hospital is both affordable and reliable compared to other facilities, where costs were reported to range from ₹2,000 to ₹12,000, most often between ₹3,500 and ₹5,000, indicating that the hospital provides a cost-effective and trustworthy diagnostic option.

CHART 15: PAST VISITS TO THE HOSPITAL FOR CT SCAN (3-4 YEARS AGO)



88.0%

of the patients had visited the hospital for a CT scan 3-4 years ago, while a small proportion had not (6.0%) or could not recall (6.0%), indicating that many beneficiaries have a history of using the hospital's diagnostic services over time.

CHART 16: IMPROVEMENT IN CT SCAN SERVICES POST-INTERVENTION

CHART 17: CT SCAN WAITING TIME REDUCTION POST-INTERVENTION BY TYPE OF PATIENT


Most inpatients (62.5%) and outpatients (69.4%) felt that waiting time for CT scans had reduced compared to earlier. In comparison, some acknowledged a reduction despite more patients (25.0% each), and a smaller proportion were unsure (12.5% inpatients, 5.6% outpatients).

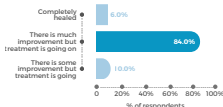
This reflects that both groups broadly experienced quicker service after the intervention.


CASE STUDY 3

Jasmine, a resident of Fort Kochi, works as a labourer and has been visiting General Hospital, Ernakulam, regularly for her medical needs. Recently, she came as an outpatient for treatment related to abdominal issues. This was her first CT scan, and she was pleasantly surprised by how quickly things moved. She got the appointment within one to three days and had to wait less than half an hour on the day of the scan. She shared that the quick availability of appointments and the hospital's reputation for accurate results were the main reasons she chose to have her scan here.

Jasmine recalled that in earlier years, getting a CT scan at this hospital took much longer, but now the waiting time has been significantly reduced. She believes the CT scan helped in making an accurate and timely diagnosis, which led to effective treatment. Today, she is completely healed and feels grateful for the quality of care she received. She is confident about recommending the hospital's CT scan services to others, especially those looking for both fast and reliable results.



CHART 18: CURRENT HEALTH CONDITION OF THE PATIENT

The majority of patients reported much improvement in their condition while continuing treatment (84.0%), followed by those with some improvement (10.0%) and a small share who were healed entirely (6.0%). All respondents agreed that the CT scan at the hospital facilitated a more accurate and timely diagnosis, leading to effective treatment.



CASE STUDY 4

Soumini C., Radiographer at General Hospital, Ernakulam, has been serving in the hospital for the past 11 years and has witnessed significant improvements in diagnostic services after the installation of the Wipro GE 128 Slice Revolution Maxima CT scan machine on 30 June 2023, supported by Petronet LNG. She explained that earlier, patients sometimes had to wait over a month for a CT scan appointment with the older 32-slice machine. Still, now appointments are available the same day for emergencies and within two days for cases needing preparation. The facility handles an average of 50 scans per day, covering conditions like trauma, cancer, heart disease, lung disease, and abdominal issues. This advancement has significantly increased patient footfall and reduced referrals to outside hospitals. The improved speed and accuracy of diagnosis, especially for critical cases like stroke and internal bleeding, have been life-saving.

Soumini also shared the case of Remadevi, a patient who came in with mild stomach pain, initially thinking it was just gas. The attending doctor, suspecting something more serious, ordered a CT scan. The scan revealed tumours in the stomach at the early stage of cancer. Thanks to the quick diagnosis made possible by the hospital's upgraded CT scan facility, treatment was started immediately, and the disease was completely cured. For Soumini, this case is a perfect example of how timely access to high-quality imaging can change lives, reinforcing her belief in the importance of such infrastructure in public healthcare.



SATISFACTION PERCEIVED BY RESPONDENTS

Respondents expressed high satisfaction with the CT scan services, appreciating the reduced wait times, affordability, and accuracy of diagnostics. All surveyed patients indicated that the CT scan helped in timely diagnosis and treatment, and 100% said they would recommend the hospital's CT scan services to others, reflecting strong community trust and acceptance.

CHART 19: WILLINGNESS TO RECOMMEND THE HOSPITAL'S CT SCAN SERVICES TO OTHERS



05. IMPACT CREATED ACROSS MULTIPLE LEVELS



INDIVIDUAL LEVEL

The installation of the advanced 128 Slice CT scan machine significantly improved timely diagnosis and treatment for individual patients. Reduced waiting times and affordable scan costs enabled many patients, especially from low-income families, to access high-quality diagnostic services. This led to earlier detection of critical health issues such as heart disease, fractures, and abdominal problems, improving patient outcomes and recovery rates.



COLLECTIVE/ COMMUNITY LEVEL

At the community level, the enhanced diagnostic capacity of General Hospital Ernakulam strengthened trust in public healthcare services. More people preferred the government hospital over expensive private centres, reducing the financial strain on families. The availability of reliable CT scans locally strengthened better health-seeking behaviour and awareness, encouraging preventive care and timely medical intervention within the community.



STATE LEVEL

The upgraded CT scan services at General Hospital Ernakulam contributed to strengthening Kerala's public healthcare infrastructure. As a major government hospital serving multiple districts, improved diagnostic facilities helped reduce patient referrals to private or distant centres, optimising resource use and improving statewide health service delivery. This also supported the state's goal of providing accessible and affordable healthcare to all citizens.



NATIONAL LEVEL

On a national scale, this Project aligns with India's broader healthcare objectives of enhancing public hospital capabilities and reducing out-of-pocket health expenses. By demonstrating effective public-private partnerships and technology upgrades in government hospitals, the program sets a model for similar interventions across the country, contributing to improved healthcare equity and accessibility nationwide.

CHALLENGES FACED

Installation of the CT scan unit without disruption of hospital operations was a challenge; however, the whole installation process was completed, ensuring minimal disruption to hospital operations.



Creating awareness among patients and healthcare providers about the enhanced diagnostic capabilities in remote areas is a challenge.

LESSON LEARNED



Availability of advanced CT scan machines reduced appointment waiting times significantly, but patient flow management still needed optimisation to reduce in-hospital waiting periods.



Continuous follow-up and comprehensive care are essential alongside timely diagnosis to improve patient outcomes effectively.



The presence of a well-equipped CT scan facility helped attract patients from farther areas.

06

OECD FRAMEWORK



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

**RELEVANCE**

The program addressed a critical need at the local and regional levels by improving access to advanced diagnostic services through the installation of additional advanced CT scan machines. Many patients faced long waiting times and travelled far for scans before this intervention. By upgrading the hospital's diagnostic capacity, the program helped fill a vital healthcare gap in Ernakulam and neighbouring districts, supporting timely diagnosis and treatment for various severe health conditions.

**COHERENCE**

The program aligned well with national health priorities and Sustainable Development Goals, especially those focused on ensuring healthy lives and promoting well-being for all ages (SDG 3). It complemented government initiatives aimed at strengthening public healthcare infrastructure and improving access to affordable diagnostic services, demonstrating strong coordination with existing health policies and programs.

**EFFECTIVENESS**

The program successfully reduced waiting times for CT scans from over a month to same-day or within a few days, benefiting a larger number of patients. Data showed that more than 90% of respondents experienced improved access and timely diagnosis. The increase in patients using the service and high satisfaction levels indicate that the program met its objectives effectively.

**EFFICIENCY**

The installation utilised existing hospital infrastructure and trained staff, ensuring smooth integration without significant additional costs. The partnership with suppliers for maintenance and training contributed to the efficient use of resources. By making use of local healthcare professionals and government facilities, the program achieved results without unnecessary delays or expenses.

**IMPACT**

In the short term, the program improved patient care by enabling quicker and more accurate diagnoses, leading to better treatment outcomes. Over the long term, it is expected to contribute to healthier communities through earlier detection of diseases and reduced financial burden on patients who no longer need to seek expensive private care elsewhere.

**SUSTAINABILITY**

The program encouraged capacity building by training radiologists and technicians, ensuring continued quality service. There was strong community acceptance and trust in the hospital's diagnostic services, showing positive behavioural change towards using public healthcare facilities. The hospital's commitment to maintaining the equipment and ongoing collaboration with suppliers supports sustained benefits for the community.

07. SWOT ANALYSIS



STRENGTHS



The hospital had a well-established infrastructure that supported the installation of an advanced CT scan machine.



Skilled radiologists and trained technicians were available to operate the new equipment efficiently with proper orientation on the advanced CT scan machine.



The program reduced patient waiting times significantly, improving service accessibility.



The CT scan services were affordable compared to private healthcare options.



Strong support and maintenance contracts with suppliers ensured the smooth operation of the machine.



WEAKNESSES



Some patients still faced travel challenges, as many came from distant locations.



There was initial limited awareness among specific communities about the availability of improved CT scan services.



The hospital's capacity was occasionally strained due to the increased number of patients after the intervention.



OPPORTUNITIES



The hospital could expand diagnostic services to neighbouring districts, reaching more underserved populations.



Integration with digital health records could improve patient data management and follow-up care.



THREATS



Partnerships with other health programs could strengthen comprehensive patient care and early disease detection.



Equipment breakdowns or technical failures could disrupt diagnostic services if not addressed promptly.



Competing private hospitals with newer technology might attract patients despite the hospital's affordability.



Possible changes in health policies or government priorities could affect resource allocation to the hospital.

08. RECOMMENDATIONS



Increase community awareness efforts to inform more patients about the availability and advantages of the enhanced CT scan services.



Conduct regular and updated training programs for radiologists and technicians to maintain high standards of operation and service quality.



Strengthen maintenance contracts and establish a dedicated technical support team to avoid equipment downtime and ensure continuous service.



Improve coordination with nearby health centres and clinics to facilitate better patient referrals and seamless follow-up care.



Upgrade data management systems to integrate CT scan results entirely with electronic medical records for faster and more accurate diagnosis.



Explore opportunities to expand diagnostic services by introducing advanced imaging technologies to address future healthcare demands.



09

CONCLUSION

The installation of the advanced 128 Slice CT scan machine at General Hospital Ernakulam, supported by Petronet, has significantly improved diagnostic services by reducing waiting times, improving diagnostic accuracy, increasing patient access, and enabling timely and accurate treatment. This program has not only enhanced individual patient outcomes but also strengthened the hospital's capacity to serve the wider community and neighbouring districts. The initiative demonstrated effective use of resources and strong alignment with healthcare needs, resulting in high patient satisfaction and trust. While challenges existed before the intervention, the program's success in overcoming these barriers lays a strong foundation for sustained improvements in medical diagnostics and overall healthcare delivery in the region.



IMPACT ASSESSMENT

Petronet Super 30 & National
Super 30 (Residential
Coaching & Mentoring for
JEE) in J&K and New Delhi

Implementing Partner: Centre for Social
Responsibility and Leadership (CSRL)

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ABBREVIATIONS

CSRL	Centre for Social Responsibility and Leadership
CSR	Corporate Social Responsibility
IIIT	Indian Institute of Information Technology
IIT	Indian Institute of Technology
JEE	Joint Entrance Examination
JK30	Jammu & Kashmir Super 30
JS30	Jammu Super 30
NGO	Non-Governmental Organisation
NIT	National Institute of Technology
NS100	National Super 100
OECD	The Organisation for Economic Cooperation and Development
SDGs	Sustainable Development Goals
SWOT	Strengths Weaknesses Opportunities Threats

EXECUTIVE SUMMARY

RESPONSIBILITY

The Petronet Residential Coaching (Educational Support Program), implemented in partnership with CSRL (Centre for Social Responsibility and Leadership) and supported by the Indian Army in select regions, is a flagship Corporate Social Responsibility (CSR) initiative by Petronet LNG Limited aimed at empowering meritorious students from underserved, economically weaker, and conflict-affected areas of India. The program was conceptualised to bridge the critical gaps in access to quality education and coaching for competitive engineering entrance examinations such as JEE (Joint Entrance Examination), which often remain inaccessible to students from marginalised communities due to financial, geographical, and infrastructural constraints.

Operating through three regional centres, Petronet National Super 30 in Delhi NCR, Jammu Super 30 (JS30), and Kashmir Super 30 (KS30), the initiative offers a free, fully residential year-long coaching program for competitive engineering entrance exams like JEE. The program supports students with academic instruction, accommodation, meals, counselling, and mentorship.

It primarily targets students from government schools, low-income backgrounds, and conflict-affected areas, to enhance academic success, build life skills, and enabling long-term educational mobility. Many beneficiaries have successfully secured admissions in premier institutions. Overall, this initiative is designed not just to improve academic outcomes but also to empower youth, foster upward mobility, and contribute to long-term socio-educational transformation.

PROJECT DETAILS



Implementation year

FY 2022-23 & 2023-24



Assessment year

FY 2025-26



No. of Beneficiaries

110+ students



Project Budget

₹271.00 Lakhs



Implementing Partner

- Centre for Social Responsibility and Leadership (CSRL)
- Co-supported by the Indian Army in the Jammu and Kashmir region



Project locations

Petronet National Super 30: Delhi
NCR, JS30: Jammu, JK30: Kashmir



SDG Goals



ALIGNMENT WITH GOVERNMENT INITIATIVES

- National Education Policy (NEP) 2020
- Samagra Shiksha Abhiyan
- PM SHRI Schools Scheme
- Skill India Mission

PROJECT ACTIVITY



RESIDENTIAL JEE/ IIT COACHING & ACADEMIC SUPPORT

Provided free, high-quality residential coaching with expert faculty for Physics, Chemistry, and Maths.



INDIVIDUALISED ACADEMIC MONITORING

Conducted regular offline/online tests, internal assessments and shared performance reports with students for academic tracking and improvement.



HOLISTIC STUDENT DEVELOPMENT

Promoted peer learning, one-on-one mentoring, SWOT-based development planning, and motivational sessions to support emotional well-being and academic growth.



OPERATIONAL AND INFRASTRUCTURE SUPPORT

Ensured safe residential facilities with food, lodging, heating arrangements (in winter), audio-visual-equipped classrooms, and logistical/ security support from the Indian Army.



PROGRAMME MANAGEMENT & COMMUNITY ENGAGEMENT

Included a rigorous student selection process, parent-teacher meetings, performance-based reviews, stakeholder visits, and celebration of National events.



COMPUTER HALL

KEY FINDINGS

**96.0%**

(Petronet National Super 30) and 84% (JS30) rated the coaching and academic support as excellent.

**92.0%**

(Petronet National Super 30) and 88% (JS30) found the coaching materials and resources to be highly effective in preparing for competitive exams.

**88.0%**

(Petronet National Super 30) and 80% (JS30) said peer study groups were the most effective learning element.

**84.0%**

of the participants in both Petronet National Super 30 and JS30 experienced a significant boost in confidence to succeed in competitive exams.

**78.0%**

(Petronet National Super 30) and 100% (JS30) said their academic aspirations became more ambitious after program participation.

**84.0%**

(Petronet National Super 30) and 92% (JS30) reported feeling highly motivated to continue throughout the program.

**90.0%**

(Petronet National Super 30) and 76% (JS30) found the career counselling sessions extremely beneficial in guiding their future aspirations.

**88.0%**

(Petronet National Super 30) and 96% (JS30) stated that the residential coaching environment greatly contributed to their learning experience.

**84.0%**

(Petronet National Super 30) and 92% (JS30) rated the quality of infrastructure and facilities as excellent.

**88.0%**

(Petronet National Super 30) and 92% (JS30) reported a strong sense of community and belonging during the program.

**98.0%**

(Petronet National Super 30) and 100% (JS30) were aware of and participated in alumni engagement activities.

**90.0%**

(Petronet National Super 30) and 96% (JS30) acknowledged substantial support for mental health and well-being.

KEY IMPACTS

**74.0%**

(Petronet National Super 30) and 96% (JS30) of students reported feeling significantly better prepared for JEE after the program, showing the academic effectiveness of the intervention.

**58.0%**

(Petronet National Super 30) and 44% (JS30) of students secured admissions in reputed institutions, reflecting strong academic placement outcomes.

**88.0%**

(Petronet National Super 30) and 96% (JS30) of students experienced a boost in confidence regarding their career prospects post-program, demonstrating a lasting impact on future outlook and self-belief.

**90.0%**

(Petronet National Super 30) and 92% (JS30) confirmed that the program facilitated meaningful networking opportunities with professionals, enhancing their career exposure and mentorship access.

**90.0%**

(Petronet National Super 30) and 96% (JS30) stated that the career and academic engagement opportunities offered by the program were directly relevant to their aspirations, helping them pursue targeted goals.

**92.0%**

(Petronet National Super 30) and 84% (JS30) actively participated in extracurricular activities and leadership roles, demonstrating the program's emphasis on all-around personality development.

**86.0%**

(Petronet National Super 30) and 96% (JS30) believed the program has strong potential to benefit future generations, indicating its lasting impact and replicability in underserved regions.

**92.0%**

(Petronet National Super 30) and 94% (JS30) agreed that the program fully supported students with disabilities, ensuring inclusivity in coaching and accommodation.

**80.0%**

(PetroNet National Super 30) and 26% (JS30) of students faced socio-economic barriers to education before joining, which the program effectively mitigated through free residential coaching, food, and materials.

**72.0%**

(PetroNet National Super 30) and 64% (JS30) were aware that PetroNet LNG was the funding partner, reflecting a moderate level of recognition of CSR efforts in the community.

**88.0%**

of the students across PetroNet National Super 30 & JK30 programs reported being highly satisfied with their overall experience, confirming the program's success in delivering quality education, emotional well-being, and future readiness



01. INTRODUCTION

BACKGROUND AND NEED OF THE PROJECT

In the heart of India's diverse landscape, where dreams often face the harsh realities of socio-economic challenges, a transformative initiative is reshaping the future of underprivileged youth who have secured 60% and above in class 12 from a government-recognised educational board or institution. Petronet LNG Limited, in collaboration with the Indian Army and the Centre for Social Responsibility and Leadership (CSRL), has launched a series of residential coaching programs: Petronet National Super 30, Petronet Jammu Super 30 (PJS 30), and Petronet Kashmir Super 50 (PKS 50), aimed at empowering aspiring engineers from marginalised communities.

These initiatives are designed as free, quality-based, residential education coaching centres for JEE/IIT aspirants, providing a comprehensive 11-month preparation course. The programmes ensure a tension-free environment by offering free food, lodging, and coaching delivered by expert faculty, enabling students to focus entirely on their studies.

The curriculum is meticulously designed, featuring structured academic modules, topic practice papers, and regular assessments to monitor progress. Beyond academic rigour, a key objective is the holistic development of students, aiming to enhance analytical skills, improve academic performance, and instill values, responsibility, and confidence, thereby cultivating future leaders capable of contributing to national progress.

Petronet LNG's commitment to corporate social responsibility is evident in its strategic partnerships with the Indian Army and CSRL. The Indian Army plays a pivotal role, especially in regions like Jammu and Kashmir, by providing infrastructure and support to facilitate these educational endeavours. CSRL contributes its expertise in educational program management, ensuring that the initiatives are effectively tailored to meet the unique needs of the students.

By investing in human capital and creating opportunities for the underprivileged, these programs not only transform individual lives but also contribute to the nation's development by cultivating a generation of skilled and socially conscious engineers.

In a world where access to quality education remains a significant barrier for many, Petronet LNG's initiatives stand as a testament to the power of collaborative efforts in driving social change and empowering the youth to realise their full potential.

OBJECTIVE OF THE PROGRAM

The objective of Petronet National Super 30, PJS 30, PKS 30 is to coach and mentor underprivileged students for admission into the premier engineering institutions like IITs, NITs, IIITs, State Engineering Colleges, and to promote social upliftment in their lives, leading to transformation in society. Coaching and mentoring meant preparing students academically as well as developing them to face competitive examinations for engineering institutions.

ABOUT PETRONET LNG LIMITED

Petronet LNG Limited, incorporated on 2 April 1998 as a joint venture of ONGC, IOCL, GAIL, and BPCL, was established to import LNG and develop India's first regasification terminals. Its Dahej terminal in Gujarat, expanded from 5 to 17.5 MMTPA, and the Kochi terminal in Kerala (5 MMTPA), together handle around 74% of India's LNG imports and meet about one-third of its natural gas demand. Since adopting its CSR framework in 2017, Petronet has supported inclusive development across India, focusing on education, healthcare, sanitation, environment, rural infrastructure, and skill development. Key initiatives include smart classrooms, digital learning devices, school and college infrastructure upgrades, youth training, mobile medical units, and residential coaching for underprivileged students, implemented with NGOs and local partners to build self-reliant communities.

ABOUT CENTRE FOR SOCIAL RESPONSIBILITY AND LEADERSHIP (CSRL)

The Centre for Social Responsibility and Leadership (CSRL), established in 2007 under the guidance of the Late Mr. S.K. Shahi, is a registered society dedicated to supporting students from economically weaker sections through education and skill development. Governed by a board of professionals from diverse fields, CSRL runs initiatives like Super 30 to help underprivileged students prepare for engineering entrance exams while promoting ethical values and personal growth. It implements its projects using CSR funds and government support, aiming to deliver direct, meaningful impact to the communities it serves.

ABOUT INDIAN ARMY

The Indian Army, the most significant component of the Indian Armed Forces, was established on 1 April 1895 under British rule and became a sovereign force after India's independence in 1947. Operating under the Ministry of Defence, it is tasked with protecting the nation's territorial integrity, countering external threats, and responding to internal emergencies and natural disasters. Beyond its defence role, the Army actively contributes to national development through infrastructure projects in remote areas, medical outreach, and youth-focused programs in collaboration with civil agencies and community organisations, playing a vital role in both security and humanitarian efforts.



02 RESEARCH METHODOLOGY

Petronet LNG Limited commissioned a study by SoulAce to assess the impact of their Residential Coaching Program (Educational Support Program), implemented in partnership with CSRL (Centre for Social Responsibility and Leadership) and supported by the Indian Army in select regions in 2022-23. This chapter presents the impact assessment methodology used for three flagship residential coaching programs: Petronet National Super 30, Jammu Super 30 (JS 30), and Jammu & Kashmir Super 30 (JK 30), supported by Petronet LNG Ltd.

OBJECTIVES OF THE STUDY



To assess the overall impact of the residential coaching support provided under the Petronet programs on academic outcomes and student aspirations.



To evaluate the effectiveness of the programs in improving students' preparedness for competitive engineering entrance examinations like JEE.



To understand beneficiaries' perspectives on the quality of teaching, residential facilities, and support services provided.



To gather feedback from key stakeholders, including students, mentors, and implementing partners, on the challenges and achievements of the initiative.



To assess the long-term potential of the programs in transforming educational opportunities for underprivileged and marginalised students, especially in sensitive and underserved regions.

USE OF MIXED METHOD APPROACH

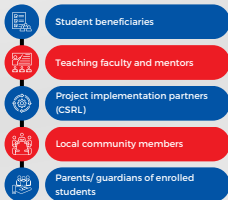
A mixed-method approach was adopted for this impact assessment study, combining both quantitative and qualitative data collection methods. The quantitative component used structured questionnaires to define and measure indicators related to academic performance, access to quality coaching, and students' progression. Meanwhile, the qualitative component provided in-depth insights into students' lived experiences, challenges, and feedback through interviews and focus group discussions (FGDs). This methodological approach allowed for a comprehensive understanding of both the measurable impact and the nuanced aspects of the program, strengthening the overall validity of the findings.

APPLICATION OF QUANTITATIVE TECHNIQUES

In the quantitative aspect, the study utilised structured interviews featuring predetermined response options. Closed-ended surveys included specific questions with multiple-choice or Likert-scale options. This approach facilitated the collection of data that could be quantified and statistically analysed, offering a clear and measurable understanding of the project's impact.

APPLICATION OF QUALITATIVE TECHNIQUES

To ensure accuracy and a diverse participant pool, a mix of semi-structured interviews, open-ended interviews, and Focus Group Discussions (FGDs) engaged essential project stakeholders, including:



These qualitative inputs complemented the quantitative data, providing deeper insights into program effectiveness, significant barriers, challenges, and areas for enhancement.

ENSURING TRIANGULATION

The quantitative research findings were cross-validated with the insights derived from the qualitative research. The report was structured to reflect this triangulation, enhancing the reliability of the findings.

SAMPLING FRAMEWORK

To ensure a well-rounded representation of the different sub-groups within the target population, the study employed a stratified random sampling technique. Additionally, for qualitative interactions, purposive sampling was utilised to engage key stakeholders.

Stratified random sampling is a method that involves dividing the population into distinct subgroups and then randomly selecting samples from each subgroup to ensure representative diversity in the study.

Purposive sampling is a research method where specific individuals or groups are deliberately chosen for inclusion in a study based on their unique characteristics or expertise, to provide targeted and specialised insights into the research topic.

The sampling framework is illustrated below:

State	District/Region	Program Centre	Sample Size
Delhi NCR	NCR Region	National Super 100 (NS100)	50 beneficiaries
Jammu	Jammu Region	Jammu Super 30 (JS30)	50 beneficiaries

DATA QUALITY CONTROL AND ANALYSIS

The study employed a centralised dashboard and an in-house app for real-time data monitoring, ensuring data integrity and enabling prompt corrective actions when needed. Data analysis encompassed descriptive numerical and graphical methods to systematically present and interpret data patterns, extracting key characteristics and trends.

STANDARDISED FRAMEWORK FOR EVALUATION

The research study applied the Organisation for Economic Co-operation and Development's Development Assistance Committee (OECD-DAC) framework for evaluation, ensuring alignment with globally accepted standards and norms. This framework offered a strong and uniform method to evaluate the project's impact, bolstering the credibility and pertinence of the research findings.



DESIGN SNAPSHOT



Name of the project

Petronet Super 30 & National Super 30 (Residential Coaching & Mentoring for JEE) in J&K and New Delhi



Implementing agency

- Centre for Social Responsibility and Leadership (CSRL)
- Co-supported by the Indian Army in the Jammu and Kashmir region



Research design used

Descriptive and Interpretive Research Design



Sampling technique

Purposive and Stratified Random Sampling



Sample size

100 individual beneficiaries



Qualitative Methods used

In-depth interviews, Focus Group Discussions (FGDs), Testimonials, Case

KEY STAKEHOLDERS



Students enrolled on the Petronet NS100 and JS30 programs



Teaching faculty and mentors



Project implementation partners (CSRL and Indian Army)



Parents and guardians



Local community representatives

UPHOLDING RESEARCH ETHICS

The impact assessment study upheld a robust framework of research ethics principles throughout its process.



INFORMED CONSENT

Participants made informed decisions after understanding the study goals, risks, and benefits.



CONFIDENTIALITY

Participant information was guarded securely, establishing a foundation of trust.



DATA SECURITY AND ANONYMITY

Rigorous measures ensured participant data remained private and untraceable.



NON-MALEFICENCE

Participant well-being was safeguarded, with no harm caused by the research.



INTEGRITY

Research maintained high credibility through sincere and transparent practices.



JUSTICE

Equitable treatment prevailed, free from biases or stereotypes, promoting fairness.

03. ANALYSIS OF THE PROGRAM DESIGN

Inputs	Activities	Outputs	Outcomes	Impacts
CSR funding from Petronet LNG enabled the launch and sustenance of the Super 30 centres.	Provided intensive, free residential coaching for competitive engineering entrance exams.	Students from underserved backgrounds are admitted into fully supported learning environments.	Students became academically stronger, with improved exam preparedness and concept clarity.	Students secured admission into premier engineering institutions, breaking socio-economic barriers.
CSRL delivered academic content, mentoring, and program management.	Conducted daily classes, assessments, doubt-clearing sessions, and test series.	Regular academic engagement and tracking of student progress through structured assessments.	Learners gained academic discipline, critical thinking, and confidence to face competitive exams.	Families experienced upliftment, and communities gained positive educational role models.
Partners like the Indian Army and local bodies provided infrastructure and operational support.	Delivered leadership, life skills, and personality development sessions.	Exposure to values-based education, co-curricular learning, and peer interactions.	Enhanced life skills, communication, and personal growth among students.	Local communities witnessed increased aspiration and value for education.
Faculty, study materials, digital tools, and emotional support systems were mobilised.	Organised mentoring, counselling, and alums interaction sessions.	Mentorship and guidance frameworks established within and beyond the program.	Students developed career clarity and emotional resilience.	National goals of inclusive, quality education were supported through structured intervention.
Nutritional, residential, and mental health support ensured holistic well-being.	Ensured round-the-clock care, supervision, and student support services.	Students remained physically healthy, mentally focused, and emotionally secure.	Improved student focus, attendance, and commitment to the program.	The model demonstrated a successful, replicable approach to CSR-driven education.

IMPLEMENTATION STRATEGY

The implementation strategy was clearly articulated and executed by CSRL with strategic support from the Indian Army (in the Jammu & Kashmir regions). The strategy focused on:



Targeting underserved and conflict-prone regions for candidate selection.



Providing free residential coaching that includes academics, mentoring, meals, and accommodation.



Ensuring regional adaptability through local partnerships and culturally sensitive practices.



Using school outreach, community engagement, and online promotion to raise awareness.



Creating a safe, inclusive, and structured learning environment that supports academic and personal growth.



Delivering standardised academic modules, regular assessments, and counselling.

This multi-layered strategy ensured effective delivery across diverse locations while maintaining quality and relevance.

MONITORING & EVALUATION (M&E)

The implementation strategy was clearly articulated and executed by CSRL with strategic support from the Indian Army (in the Jammu & Kashmir regions). The strategy focused on:



A structured M&E framework is embedded across all program centres to track academic progress, performance, and student well-being.



Each centre follows a predefined academic calendar and test schedule, monitored regularly by project managers and educational officers.



Internal tests (JEE Mains/Advanced pattern) are conducted at regular intervals using question papers from the Head Office; evaluations are centralised.



Students upload answer scripts via Google Drive, which the Head Office then assesses, and the results are displayed at the centre.



Student performance is reviewed using performance graphs, result trends, and class participation data to identify areas for improvement.



Weekly review meetings are held with students to discuss academic expectations, test strategies, and the importance of self-study.



Faculty track planned vs. actual teaching hours and monitor syllabus/module completion for each subject.



One-on-one mentoring sessions are conducted to address academic concerns, emotional well-being, and individual learning needs.



SWOT analysis exercises are carried out to help students build Individual Development Plans (IDPs) and improve self-awareness.



The imbibed platform is used for digital performance tracking; academic officers and faculty monitor usage and results regularly.



Project Managers compile student data, share feedback with the academic team, and submit consolidated reports to the Head Office.



Practice tests and mock exams are conducted on Sundays in both online and offline modes to simulate actual exam environments.



Holistic development is supported through debriefing sessions, brainstorming, and reflective exercises to align with aspirational goals.



04

KEY FINDINGS AND IMPACTS



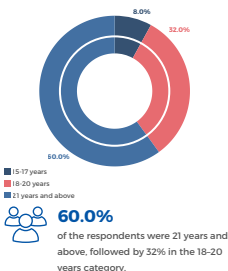
This chapter presents the key findings of the study based on the responses and observations gathered from the students enrolled in the Petronet LNG-sponsored residential coaching initiatives - Petronet National Super 30 and Jammu Super 30 (JS 30).

SECTION A: PETRONET NATIONAL SUPER 30 FINDINGS

The following section presents key findings from the National Super 100 (Petronet National Super 30) program. It captures students' experiences, learning outcomes, and the overall impact of the residential coaching support on their academic growth and career readiness.

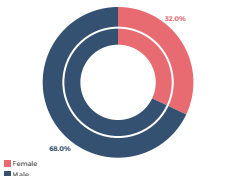
DEMOGRAPHIC PROFILE

CHART 1: AGE DISTRIBUTION OF RESPONDENTS



This suggests that most participants were in the age range typically associated with post-secondary education or early adulthood, aligning with the target group of the residential coaching programs.

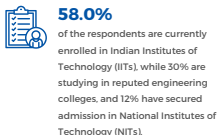
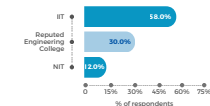
CHART 2: GENDER DISTRIBUTION OF THE RESPONDENTS



The gender distribution of the respondents shows that 68% were male and 32% were female.

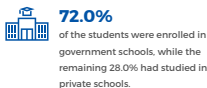
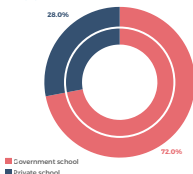
This reflects a higher male participation in the program, though a notable proportion of female students were also part of the initiative, indicating efforts toward inclusivity in educational opportunities.

CHART 3: EDUCATIONAL PLACEMENT OF PROGRAM BENEFICIARIES



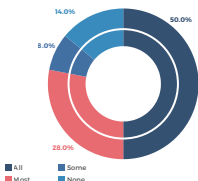
This indicates a strong academic progression among the beneficiaries, reflecting the program's effectiveness in enabling access to premier engineering institutions.

CHART 4: TYPE OF SCHOOLING BACKGROUND BEFORE JOINING THE PROGRAM



This indicates that the initiative primarily reached students from public education systems, often representing under-resourced and economically disadvantaged backgrounds.

CHART 5: LEVEL OF FAMILY SUPPORT FOR HIGHER EDUCATION PURSUITS



50.0%

of the respondents shared that all their family members supported their decision to pursue higher education.



28.0%

of the respondents mentioned receiving support from most family members.



8.0%

of the respondents reported support from only some, while 14.0% indicated that none of their family members supported the decision.

These findings reflect varying degrees of familial encouragement, which can play a crucial role in influencing students' educational aspirations and motivation.



We are delighted with the Petronet National Super 30 program, which has positively impacted our child's academic performance and personal growth. Communication from the program was consistent, keeping us well-informed about progress and achievements. The educational support exceeded our expectations, and we've seen a clear improvement in our child's confidence. Mentors and staff provided excellent academic and emotional support, and the accommodation and food services were well-managed. We felt actively involved through informative parental sessions, and the program has brought positive changes to our family interactions. We are optimistic about its long-term benefits for our child's future and would strongly recommend it to other parents.

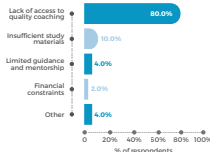
Santosh Vasant Patil (Parent of a beneficiary) from Maharashtra



BEDROOMS

PRE-PROJECT INTERVENTION

CHART 6: KEY CHALLENGES FACED BEFORE JOINING THE PROGRAM



Before enrolling in the Petronet National Super 100 program, a significant majority of respondents (80.0%) identified a lack of access to quality coaching as the main barrier to preparing for competitive exams.

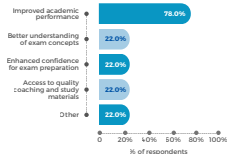


10.0%

of the respondents faced issues due to insufficient study materials, while 4.0% struggled with limited guidance and mentorship.

Financial constraints affected 2.0% of the students, and another 4.0% cited other challenges. These findings highlight the critical role that structured coaching, mentorship, and resources play in enabling equal opportunities for underprivileged aspirants.

CHART 7: EXPECTATIONS BEFORE ENROLLMENT IN THE PROGRAM



78.0%

of the respondents hoped it would help improve their academic performance before the intervention.



22.0%

of the respondents expected a better understanding of exam concepts, increased confidence in preparing for competitive exams, and access to quality coaching and study materials.

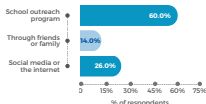


22.0%

of the respondents had various other expectations.

These insights reflect the high hopes students placed on the program to bridge academic gaps and enhance their readiness for the competitive engineering entrance exam.

CHART 8: AWARENESS CHANNELS OF THE PETRONET NATIONAL SUPER 100 PROGRAM



60.0%

of the students first learned about the Petronet National Super 100 program through school outreach programs, highlighting the effectiveness of direct institutional engagement.

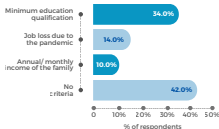


26.0%

of the students were informed via social media or the internet, and 14.0% learned about the program through friends or family.

These figures reflect a diverse range of communication channels that played a role in reaching prospective beneficiaries.

CHART 9: ELIGIBILITY CRITERIA FOR ADMISSION TO THE PROGRAM



42.0%

of the respondents stated that there were no specific criteria for enrolment.



34.0%

of the respondents reported that a minimum educational qualification was required.



14.0%

of the respondents cited job loss due to the pandemic as a criterion.



10.0%

of the respondents indicated that family income played a role in eligibility.

These responses suggest that while the program aims to be inclusive, certain academic or socio-economic conditions may influence the selection process.

“

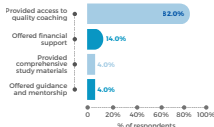
With years of experience managing the Petronet National Super 100 program, I've seen the impact of strong planning, clear communication, and teamwork firsthand. Our team implemented the program effectively, with well-defined goals, timely coordination, and a proactive approach to challenges. Managing cultural diversity among students was one key challenge, which we addressed through inclusive practices and orientation sessions. We ensured stakeholder engagement through regular reviews, open communication, and timely responses to feedback. The overall impact of the program has been highly positive, benefiting both students and the wider community. Moving forward, I recommend continuing cultural inclusion and providing separate facilities for boys and girls to strengthen the learning environment further.

Nicky Kumari, Project Manager, Noida

”

PROJECT INTERVENTION

CHART 10: SUPPORT RECEIVED TO OVERCOME PRE-PROGRAM CHALLENGES



The program significantly addressed the significant barriers students faced before enrollment.



82.0%

of the respondents stated that the program provided access to quality coaching, which was a key challenge earlier.

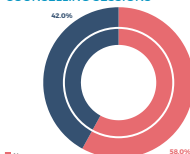


14.0%

of the respondents acknowledged financial support as a crucial aid, while 4.0% each benefited from the availability of comprehensive study materials and mentorship.

These interventions collectively enabled students to better prepare for competitive examinations.

CHART 11: PRE-ADMISSION COUNSELLING SESSIONS



■ No
■ Yes



42.0%

of the students reported that they had received pre-admission counselling sessions before joining the program.

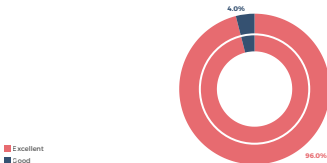
These sessions likely helped them better understand the course structure and expectations.



58.0%

of the respondents stated they did not receive such counselling, indicating potential scope for strengthening orientation support in future batches.

CHART 12: PERCEIVED QUALITY OF COACHING AND ACADEMIC SUPPORT



■ Excellent
■ Good

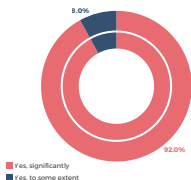


96.0%

of the respondents rated the quality of coaching and academic support provided by the program as Excellent, while the remaining 4.0% considered it Good.

This indicates a highly positive reception of the academic inputs and mentorship delivered under the initiative.

CHART 13: EFFECTIVENESS OF COACHING MATERIALS AND RESOURCES



92.0%

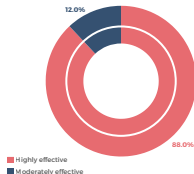
of the respondents stated that the coaching materials and resources provided by the program significantly helped in their preparation for the JEE/IT exams.



8.0%

of the respondents also found them helpful to some extent, reflecting the substantial academic value and relevance of the content offered to students.

CHART 14: EFFECTIVENESS OF TROUBLESHOOT SESSIONS AND PERSONALISED ACADEMIC SUPPORT



88.0%

of the students found the troubleshooting sessions and personalised attention from

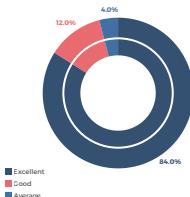
academic officers to be highly effective in supporting their exam preparation.



12.0%

of the respondents rated them as moderately effective, indicating that individual academic support played a key role in addressing students' doubts and enhancing their understanding.

CHART 15: QUALITY OF INFRASTRUCTURE AND FACILITIES PROVIDED AT THE PROGRAM CENTER



84.0%

of the respondents rated the infrastructure and facilities at the program centre as excellent, while 12.0% found them to be good.

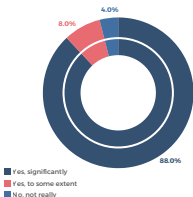


4.0%

of the respondents rated the facilities as average.

This suggests that the learning environment was well-equipped and conducive to focused academic preparation.

CHART 16: CONTRIBUTION OF THE RESIDENTIAL COACHING ENVIRONMENT TO STUDENT LEARNING EXPERIENCE



88.0%

of the students reported that the residential coaching environment greatly contributed to their learning experience.

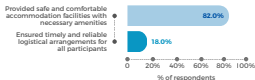


8.0%

of the students felt it helped to some extent, while only 4.0% did not find it particularly beneficial.

This indicates that the immersive residential setting played a vital role in supporting focused academic growth and preparation.

CHART 17: ADEQUACY OF LOGISTICAL AND ACCOMMODATION SUPPORT



Students reported a positive experience with the logistical and accommodation support provided during the program.



82.0%

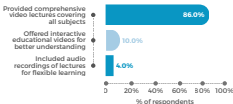
of the respondents stated that they received safe and comfortable accommodation with all necessary amenities.



18.0%

of the respondents appreciated the timely and reliable logistical arrangements made for participants.

CHART 18: USEFULNESS OF AUDIO-VISUAL AIDS IN ENHANCING LEARNING



Audio-visual aids played a vital role in enriching the learning experience for students during the program.



86.0%

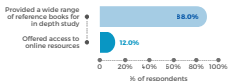
of the respondents stated that comprehensive video lectures covering all subjects greatly supported their understanding.



10.0%

of the respondents benefited from interactive educational videos, while 4.0% appreciated the inclusion of audio recordings of lectures, which provided flexibility in learning.

CHART 19: IMPACT OF SUPPLEMENTARY LEARNING MATERIALS ON ACADEMIC UNDERSTANDING



Access to supplementary learning materials significantly contributed to students' academic growth.



88.0%

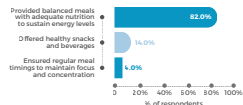
of the respondents shared that the provision of a wide range of reference books supported in-depth study and better understanding of concepts.



12.0%

of the respondents mentioned that access to online resources also enhanced their preparation.

CHART 20: IMPACT OF FOOD SUPPORT ON FOCUS AND ENGAGEMENT



The availability of nutritious food support played a significant role in enhancing students' focus and engagement during the program.



82.0%

of the respondents shared that balanced meals with adequate nutrition helped sustain their energy levels.



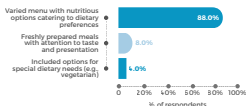
14.0%

of the respondents benefited from the provision of healthy snacks and beverages, while 4.0% acknowledged that regular meal timings helped them maintain concentration throughout their studies.



GROUP PHOTO

CHART 21: PERCEPTION OF FOOD QUALITY AND VARIETY PROVIDED DURING THE PROGRAM



88.0%

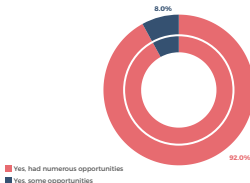
of the students appreciated the varied menu offered during the program, which included nutritious options catering to different dietary preferences.



8.0%

of the students highlighted the benefit of freshly prepared meals with attention to taste and presentation, while 4.0% noted the availability of special nutritional options such as vegetarian meals.

CHART 22: OPPORTUNITIES FOR EXTRACURRICULAR ENGAGEMENT AND LEADERSHIP DEVELOPMENT



92.0%

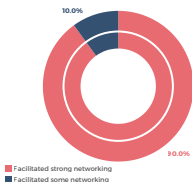
of the respondents acknowledged receiving numerous opportunities to participate in extracurricular activities or take on leadership roles through the program.



8.0%

of the respondents reported having some opportunities, highlighting the program's commitment to holistic development beyond academics.

CHART 23: PROFESSIONAL NETWORKING OPPORTUNITIES ENABLED THROUGH THE PROGRAM



90.0%

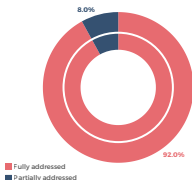
of the students shared that the program facilitated strong networking opportunities with professionals in their field of interest.



10.0%

of the students mentioned that they were able to make some connections, reflecting the program's focus on creating meaningful industry linkages and future career pathways for participants.

CHART 24: EFFECTIVENESS OF THE PROGRAM IN SUPPORTING STUDENTS WITH DISABILITIES



92.0%

of the respondents felt that the program fully addressed the needs of students with disabilities.

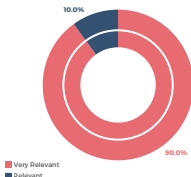


8.0%

of the respondents noted that their needs were partially addressed.

This demonstrated the program's inclusive approach and its efforts to ensure accessibility and equal opportunity for all participants.

CHART 25: RELEVANCE OF ENGAGEMENT OPPORTUNITIES TO ASPIRATIONS



90.0%

of the students found the engagement opportunities provided by the program to be very relevant to their career and academic aspirations.



10.0%

of the students considered them relevant, indicating that the program effectively aligned its offerings with the participants' goals and ambitions.

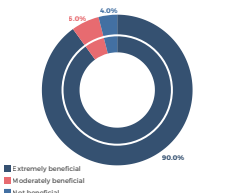


As part of the counselling team, I've had the opportunity to support students through interactive, practical training that builds both confidence and real-world skills. The program's structure is well-coordinated, and the capacity-building opportunities for trainers have been excellent. While some students were initially less engaged, we addressed this through personalised support and flexible training methods, which led to meaningful growth. Regular feedback and open communication helped us improve continuously, and our inclusive, culturally sensitive approach ensured that all participants felt supported. The positive changes I've witnessed in students are not only visible but truly lasting.

Chetan Binwal, Counselling Team Lead, Noida



CHART 26: USEFULNESS OF CAREER COUNSELLING SESSIONS IN SHAPING FUTURE ASPIRATIONS



90.0%

of the students stating they were extremely beneficial in guiding their future aspirations.

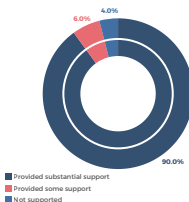


6.0%

of the students found them moderately helpful, while only 4.0% found them not useful.

This highlights the program's role in offering valuable direction and clarity regarding academic and professional goals.

CHART 27: SUPPORT FOR MENTAL HEALTH AND WELL-BEING DURING THE PROGRAM



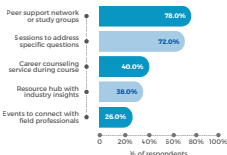
90.0%

of the respondents reported that the program provided substantial support for their mental health and well-being during the preparation phase.



6.0%

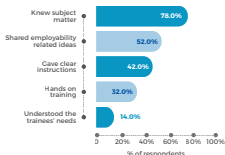
of the respondents felt some level of support was offered, while only 4.0% indicated that they did not receive any mental health support.

CHART 28: KEY ELEMENTS FOUND MOST EFFECTIVE FOR LEARNING**78.0%**

of the students highlighted the peer support network or study groups as the most effective aspect of their learning experience, fostering collaboration and shared understanding.

This was closely followed by sessions to address specific questions (72.0%), which provided targeted academic clarity.

Other impactful components included career counselling services (40.0%), access to a resource hub with industry insights (38.0%), and events connecting them with field professionals (26.0%), all of which enriched the overall educational experience.

CHART 29: MOST PREVAILING STRENGTHS OBSERVED IN TRAINERS**78.0%**

of the respondents was that trainers knew the subject matter well, indicating deep expertise and content mastery.

**52.0%**

of the respondents also appreciated the sharing of employability-related ideas, which added practical relevance to the training.

**42.0%**

of the respondents noted that trainers gave clear instructions, and 32.0% recognised the value of hands-on training provided.

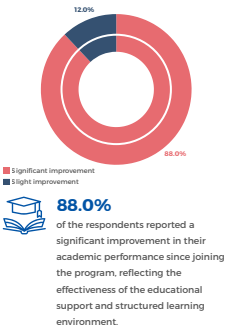
**14.0%**

of the respondents acknowledged that trainers understood the specific needs of the trainees, suggesting scope for more personalised engagement.



PROJECT IMPACT

CHART 30: IMPROVEMENT IN ACADEMIC PERFORMANCE SINCE JOINING THE PROGRAM



12.0%

of the respondents observed a slight improvement, indicating that while all participants experienced some level of academic progress, the impact was particularly substantial for most.



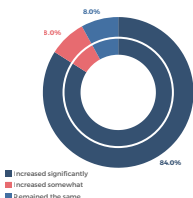
CASE STUDY 1

FAYAZ ALI - BUILDING A FUTURE FROM JAMMU TO HYDERABAD

Fayaz Ali, a confident student from Jammu, studied at a government school and always aimed to pursue engineering. However, the absence of structured guidance and lack of access to quality coaching created roadblocks in preparing for competitive exams. While most of his family supported his educational ambitions, affordability and availability of good preparatory resources remained a concern. Fayaz's academic journey took a meaningful turn when he joined the Petronet National Super 100 program through a school outreach initiative. With no financial burden, he gained access to high-quality lectures, a wide range of reference materials, career counselling, and a safe residential campus. These interventions not only improved his academic performance but also significantly boosted his confidence. The program also offered a strong sense of community and peer support groups that enhanced his preparation and overall motivation. Though his academic aspirations remained steady, Fayaz emerged more confident, equipped, and determined to pursue his goals. Today, he is pursuing engineering at Osmania University, Hyderabad, and credits the program entirely for enabling this progress.

"The program gave me the structure, support, and confidence I needed. Without it, reaching this stage would've been much harder."



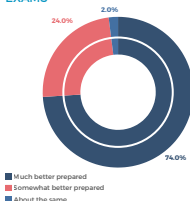
CHART 31: IMPROVEMENT IN CONFIDENCE LEVELS AFTER COMPLETING THE PROGRAM

84.0%

of the respondents reported that their confidence to succeed in competitive exams increased significantly.


8.0%

of the respondents experienced a moderate boost in confidence, while the remaining 8.0% felt their confidence level remained unchanged.

This reflects the program's strong role in enhancing participants' self-belief and exam readiness.

CHART 32: IMPROVEMENT IN PREPAREDNESS FOR COMPETITIVE EXAMS

74.0%

of the students reported feeling much better prepared for competitive exams like JEE/IIT after participating in the program.


24.0%

of the students felt somewhat better prepared, while only 2.0% felt their preparedness remained about the same as before.

This indicates a significant overall improvement in exam readiness due to the support provided by the program.



CASE STUDY 2

AKSHIT BHARDWAJ - FROM LIMITED ACCESS TO NATIONAL EXCELLENCE

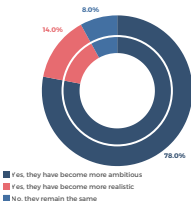
Akshit Bhardwaj, a student from a small town, completed his schooling in a government institution where he consistently showed strong academic potential. However, like many students in similar circumstances, he struggled due to the lack of access to quality coaching for competitive exams like the JEE. Even though he was confident in his abilities, the absence of proper guidance and resources created uncertainty. His path changed after joining the Petronet National Super 100 program through a school outreach initiative. The program provided him with resources that helped him improve academically and gain a clearer sense of direction toward his engineering goals. Beyond academics, Akshit benefited from a supportive peer environment, healthy and diverse meals, and a safe, well-equipped campus.

He felt a genuine sense of belonging, grew more ambitious, and made the most of leadership and networking opportunities offered by the program. Now, Akshit is pursuing engineering at NIT Srinagar, and he fully credits the program with shaping his success.

"The program filled every gap I once struggled with. I now feel confident, motivated, and ready to reach greater heights."



CHART 33: SHIFT IN ACADEMIC ASPIRATIONS AFTER THE PROGRAM



Participation in the program brought a noticeable shift in students' academic goals.



78.0%

of the respondents reported that their aspirations became more ambitious after completing the program, reflecting increased confidence and exposure.



14.0%

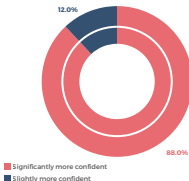
of the respondents mentioned their goals became more realistic, suggesting a clearer understanding of their potential and career path.



8.0%

of the respondents said their academic aspirations remained unchanged.

CHART 34: BOOST IN CONFIDENCE REGARDING CAREER PROSPECTS POST-PROGRAM



88.0%

of the participants reported feeling significantly more confident about their career prospects after completing the program.

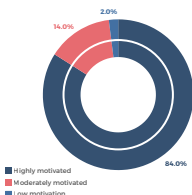


12.0%

of the participants felt slightly more confident.

This indicates the program's substantial positive impact on students' self-assurance and future outlook.

CHART 35: LEVEL OF MOTIVATION TO CONTINUE THROUGHOUT THE PROGRAM

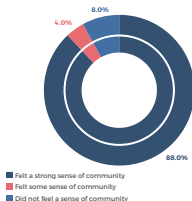


84.0%

of the participants reported feeling highly motivated to continue with the program throughout its duration, 14.0% felt moderately motivated.

In comparison, only 2.0% experienced low motivation, reflecting strong overall engagement and commitment among students.

CHART 36: SENSE OF COMMUNITY AND BELONGING AMONG PARTICIPANTS



88.0%

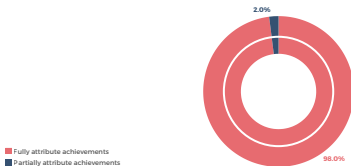
of the participants, indicating that the program fostered a supportive and inclusive environment.



4.0%

of the respondents felt some sense of community belonging, while only 8.0% stated that they did not experience a sense of belonging during their participation in the program.

CHART 37: ATTRIBUTION OF ACADEMIC ACHIEVEMENTS TO THE PROGRAM SUPPORT



98.0%

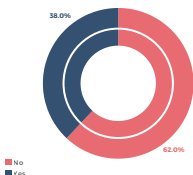
of the respondents entirely attributed their academic achievements to the support provided by the program, highlighting the program's critical role in enabling student success.



2.0%

of the respondents partially attributed their achievements, indicating that for nearly all participants, the program was the primary driver of their academic progress and performance in competitive examinations.

CHART 38: CHALLENGES OR OBSTACLES FACED DURING PROGRAM PARTICIPATION

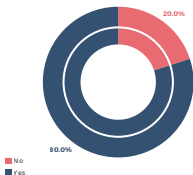


62.0%

of the respondents reported no challenges affecting their participation in the program, a notable 38.0% indicated that they did face obstacles.

This highlights the importance of ongoing support systems to address and mitigate any barriers to full engagement in such intensive academic initiatives.

CHART 39: BARRIERS TO PROGRAM PARTICIPATION DUE TO SOCIO-ECONOMIC BACKGROUND



80.0%

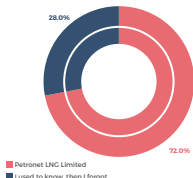
of the respondents acknowledged facing barriers while participating in the program due to their socio-economic background, highlighting the financial and social challenges that often hinder access to education.



20.0%

of the respondents reported not experiencing such barriers, underlining the importance of financial support to those with other financial responsibilities.

CHART 40: AWARENESS OF THE FUNDING PARTNER OF THE PROGRAM



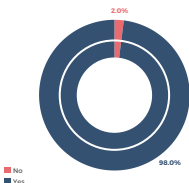
72.0%

of the respondents were aware that Petronet LNG Limited is the funding partner of the program, indicating a strong recognition of the organisation's contribution.



28.0%

of the respondents mentioned that they were previously aware but had since forgotten, highlighting a potential opportunity for reinforcing partner visibility and acknowledgement during the program.

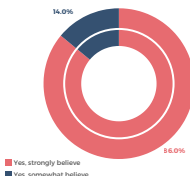
CHART 41: AWARENESS AND PARTICIPATION IN ALUMNI ENGAGEMENT ACTIVITIES

98.0%

of the respondents reported being aware of and participating in alum engagement or networking opportunities provided by the program.

This indicates that the initiative has successfully fostered a strong alum network, enabling former participants to stay connected, share experiences, and potentially mentor or guide new aspirants.


2.0%

of the respondents indicated no awareness or participation, suggesting very high outreach and involvement among alums.

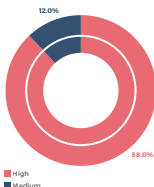
CHART 42: PERCEPTION OF THE PROGRAM'S POTENTIAL TO BENEFIT FUTURE GENERATIONS

86.0%

of the respondents strongly believe that the program holds great potential to benefit future generations of students.


14.0%

of the respondents somewhat believe in its impact, reflecting an overall positive perception of the program's long-term value and its role in shaping academic success for coming cohorts.

SATISFACTION PERCEIVED BY RESPONDENTS

CHART 43: OVERALL BENEFICIARY SATISFACTION WITH THE PROGRAM

88.0%

of the respondents reporting being highly satisfied with their experience.


12.0%

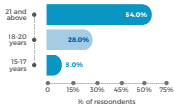
of the respondents expressed moderate satisfaction, reflecting a broadly positive reception and approval of the services, support systems, and outcomes facilitated through the program.

SECTION B: PETRONET JS 30 FINDINGS

Following the analysis of the Petronet National Super 30 initiative, the subsequent section captures the insights from the Jammu Super 30 (JS 30) program. This program, tailored to support meritorious students from Jammu and surrounding regions, shares a similar objective of nurturing talent through high-quality academic coaching and holistic development support. The findings presented below highlight the unique experiences of JS 30 participants, their feedback on various aspects of the program, and the extent to which the initiative has influenced their academic performance, confidence, and career aspirations.

DEMOGRAPHIC PROFILE OF THE RESPONDENTS

CHART 44: AGE GROUP DISTRIBUTION OF RESPONDENTS FROM JAMMU

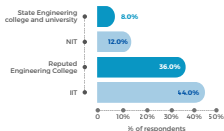


64.0%

of the respondents fall within the 21 and above age group, followed by 28.0% in the 18-20 years category.

The youngest group, 15-17 years, constitutes 8.0% of the total respondents.

CHART 45: CURRENT EDUCATIONAL STATUS OF RESPONDENTS



44.0%

of the respondents are currently enrolled in IITs, highlighting a strong academic outcome from the program.



36.0%

of the respondents are studying in reputed engineering colleges, while

12.0% are in NITs, and 8.0% are enrolled in state engineering colleges or universities.

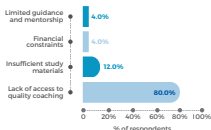
This distribution underscores the program's effectiveness in placing students in good technical institutions.



STAKEHOLDER

PRE-PROJECT INTERVENTION

CHART 46: KEY CHALLENGES FACED BEFORE PROGRAM ENROLLMENT



80.0%

of the respondents identified a lack of access to quality coaching as the main barrier in preparing for competitive exams before joining the program.

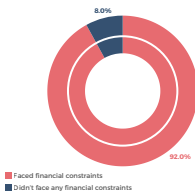


12.0%

of the respondents faced insufficient study materials, while financial constraints and limited guidance or mentorship were each cited by 4.0% of the respondents.

These findings reflect the systemic gaps that the program effectively addressed to support underprivileged aspirants.

CHART 47: FINANCIAL CONSTRAINTS FACED IN ACCESSING QUALITY COACHING BEFORE JOINING THE PROGRAM



92.0%

of the respondents indicated that they faced financial constraints in accessing quality coaching before enrolling in the program, while only 8.0% reported no such constraints.

This finding underscores the critical role the program played in bridging educational access gaps for economically challenged students.



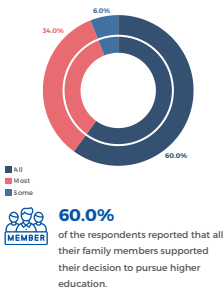
CASE STUDY 3

HARSH BADGE - TURNING CHALLENGES INTO CONFIDENCE

Coming from Nagpur, Harsh Badge grew up in a household where his father had no fixed job and earned by performing in small local programs. With a younger sister and limited means, continuing his studies, especially coaching for engineering, seemed out of reach. But Harsh's interest in technology never waned. When he was selected for the PLL-CSRL program, his life changed. The free residential coaching lifted the financial burden off his family and brought him closer to achieving his engineering dream.

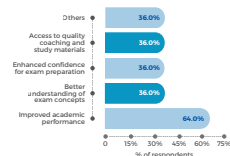
"PLL gave me a platform to follow my passion and build a better life for my family. I'm truly thankful for this golden chance."



CHART 48: FAMILY SUPPORT FOR HIGHER EDUCATION DECISION


34.0% of the respondents indicated that most of their family members were supportive, while 6.0% stated that only some extended support.

This data highlights the crucial role of family encouragement in the educational journey of the students.

CHART 49: EXPECTATIONS FROM THE PROGRAM BEFORE JOINING


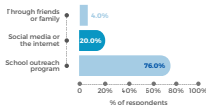
64.0% of the respondents expected the program to lead to improved academic performance.



36.0% of the students each hoped for a better understanding of exam concepts, enhanced confidence for exam preparation, and access to quality coaching and study materials.



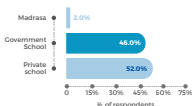
36.0% of the students cited other expectations, reflecting diverse hopes that went beyond academics, such as personal growth and exposure.

CHART 50: SOURCE OF INFORMATION ABOUT THE PETRONET NATIONAL SUPER 30 PROGRAM


The outreach and awareness strategy of the Petronet National Super 30 program has been highly effective, with 76.0% of respondents stating they first heard about the initiative through school outreach programs. This underscores the pivotal role educational institutions play in spreading awareness about such life-changing opportunities.

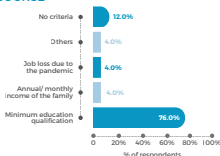


20.0% of the respondents learned about the program via social media or the internet, and 4.0% were informed through friends or family, indicating the influence of both digital platforms and personal networks in disseminating program information.

CHART 51: TYPE OF EDUCATIONAL INSTITUTION ATTENDED BEFORE THE PROGRAM

52.0%

of the respondents had studied in private schools, while 46.0% came from government schools, and 2.0% attended a Madrasa, before attending the program.

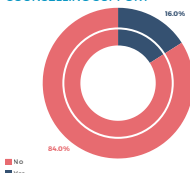
This diverse academic background reflects the inclusive nature of the program in catering to students from varied educational settings.

CHART 52: PERCEIVED ELIGIBILITY CRITERIA FOR ADMISSION TO THE COURSE


When asked about the eligibility criteria for admission to the Petronet National Super 30 program, a majority of the respondents (76.0%) identified minimum educational qualification as the key requirement. A smaller percentage associated eligibility with factors like family income (4.0%), job loss due to the pandemic (4.0%), and other reasons (4.0%).


12.0%

of the respondents believed that there were no specific criteria for admission, suggesting a perception of inclusivity or possibly limited clarity about the formal requirements.

CHART 53: PRE-ADMISSION COUNSELLING SUPPORT

16.0%

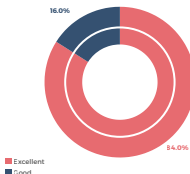
of the respondents reported receiving pre-admission counselling sessions before joining the Petronet Jammu Super 30 program.


84.0%

of the respondents indicated that they did not receive any such guidance.

This suggests a potential area for improvement in the program's outreach and onboarding process, as structured counselling could help students make more informed decisions and feel better prepared at the start of the course.

PROJECT INTERVENTION

CHART 54: QUALITY OF COACHING AND ACADEMIC SUPPORT PROVIDED

84.0%

of the respondents rated the coaching and academic support

provided by the program as excellent, while the remaining 16.0% rated it as good.

This high level of satisfaction reflects the program's strong focus on delivering quality education and personalised academic assistance to its participants.



CASE STUDY 4

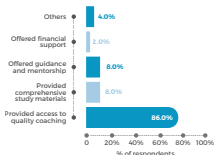
MUHAMMAD IMRAN - A JOURNEY FROM KARGIL TO UIT BHOPAL

In the remote region of Kargil, Jammu, Muhammad Imran was a student with determination and belief in his academic abilities. Yet, like many others from underserved areas, he faced a serious hurdle: no access to proper coaching for competitive exams and limited financial means to change that. The Petronet program gave him the opportunity he needed. It covered the cost of coaching, accommodation, and study materials, allowing him to focus solely on learning. Through this program, Imran built both his academic foundation and self-belief. The program didn't just prepare him academically. It created a space where he felt supported, ate well, and connected with mentors and peers, all of which helped him grow holistically. He became more confident, more ambitious, and far better equipped to compete at a national level. Today, Muhammad Imran is pursuing engineering at UIT Bhopal, a goal made possible through consistent guidance and structured support.

"This opportunity gave me the clarity and courage to reach for my goals and the preparation to actually achieve them."



CHART 55: WAYS IN WHICH THE PROGRAM HELPED OVERCOME PRE-EXISTING CHALLENGES



86.0%

of the respondents stated that the program primarily helped them by providing access to quality coaching, directly addressing one of the key barriers faced before enrolment.



8.0%

of the respondents acknowledged receiving comprehensive study materials, and another 8.0% noted the benefit of guidance and mentorship.

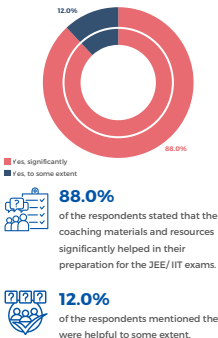


2.0%

of the respondents credited the program for financial support, while 4.0% mentioned other forms of assistance.

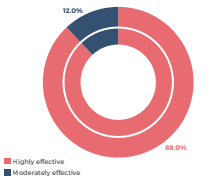
Overall, the support structure of the program played a critical role in bridging educational gaps and empowering students to prepare effectively.

CHART 56: EFFECTIVENESS OF COACHING MATERIALS AND RESOURCES



These findings reflect the high perceived quality and relevance of the academic resources provided by the Petronet Jammu Super 30 program, reinforcing its critical role in enhancing exam preparedness among students.

CHART 57: EFFECTIVENESS OF TROUBLESHOOT SESSIONS AND PERSONALISED ACADEMIC SUPPORT



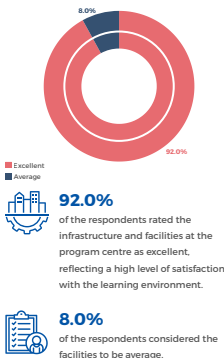
88.0%

of the respondents found the troubleshooting sessions and

personalised support from academic officers highly effective, while the remaining 12.0% rated them as moderately effective.

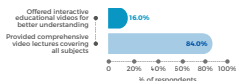
This indicates that the individualised academic guidance and doubt-clearing mechanisms put in place by the program played a pivotal role in addressing students' academic challenges and improving their confidence and clarity during exam preparation.

CHART 58: QUALITY OF INFRASTRUCTURE AND FACILITIES PROVIDED AT THE PROGRAM CENTER



These findings suggest that the program invested significantly in creating a conducive and well-equipped atmosphere that supports academic focus, comfort, and overall well-being of the students.

CHART 59: EFFECTIVENESS OF AUDIO-VISUAL AIDS IN ENHANCING LEARNING EXPERIENCE



The provision of audio-visual aids significantly enriched the academic experience of the students in the program.

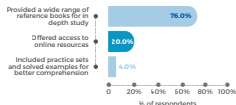


84.0%

of the respondents acknowledged that comprehensive video lectures covering all subjects were instrumental in deepening their understanding and retention of complex concepts.

Interactive educational videos for better understanding were also found helpful by 16.0% of the respondents, making the learning process more engaging and accessible. These tools played a crucial role in complementing traditional classroom instruction and catering to diverse learning styles.

CHART 60: CONTRIBUTION OF SUPPLEMENTARY LEARNING MATERIALS TO CONCEPTUAL UNDERSTANDING



Access to supplementary learning materials played a key role in reinforcing academic understanding for students in the program.



76.0%

of the respondents shared that the availability of a wide range of reference books enabled deeper engagement with subject matter.



20.0%

of the respondents benefited from online resources, which supported flexible, self-paced learning.

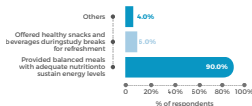


4.0%

of the respondents pointed out that practice sets and solved examples helped improve their comprehension of complex topics.

Together, these materials strengthened the overall academic foundation of the students.

CHART 61: IMPACT OF FOOD SUPPORT ON STUDENT FOCUS AND ENGAGEMENT



The program's provision of food support significantly contributed to improved student focus and participation.



90.0%

of the respondents affirmed that balanced meals with adequate nutrition helped maintain their energy levels throughout the day, enhancing both classroom engagement and learning outcomes.



6.0%

of the respondents highlighted the benefit of healthy snacks and beverages during study breaks, which offered necessary refreshment.

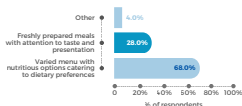


4.0%

of the respondents mentioned other forms of food-related support.

These efforts collectively ensured that nutritional needs were met, allowing students to stay physically and mentally alert during the program.

CHART 62: QUALITY AND VARIETY OF FOOD PROVIDED DURING THE PROGRAM



The quality and variety of food offered during the program received positive feedback from participants.



68.0%

of the students appreciated the varied menu with nutritious options that considered different dietary preferences, contributing to overall well-being.



28.0%

of the students noted the importance of freshly prepared meals with attention to taste and presentation, which made the dining experience more enjoyable.

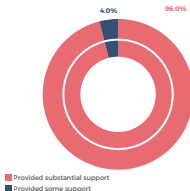


4.0%

of the students cited other aspects related to food quality.

These responses reflect the program's efforts to provide meals that were both health-conscious and appealing, supporting students' health and satisfaction during their academic journey.

CHART 63: SUPPORT FOR MENTAL HEALTH AND WELL-BEING DURING THE PROGRAM



■ Provided substantial support
■ Provided some support

The program demonstrated a strong commitment to nurturing students' mental health and emotional well-being throughout their preparation journey.



96.0%

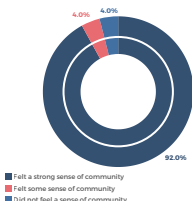
of the respondents acknowledged that the program provided substantial support, creating a positive and encouraging environment for managing academic stress.



4.0%

of the respondents felt that some support was extended in this regard.

These findings highlight the program's holistic approach, recognising that mental well-being is as crucial as academic readiness for success in competitive examinations.

CHART 64: SENSE OF COMMUNITY AND BELONGING AMONG PARTICIPANTS

92.0%

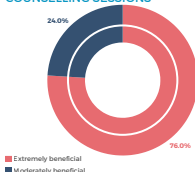
of the students reported that they felt a strong sense of community during their time in the program.

This sense of belonging played a key role in fostering peer support, collaboration, and emotional well-being.


4.0%

of the students felt only some level of community connection, another 4.0% did not experience a sense of community.

These insights underline the program's belonging success in creating a cohesive and inclusive residential learning environment where students felt supported both academically and socially.

CHART 65: HELPFULNESS OF CAREER COUNSELLING SESSIONS


The career counselling sessions conducted under the program were reported to be highly impactful in shaping students' future aspirations.

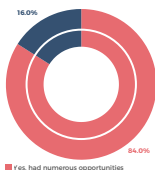

76.0%

of the respondents found these sessions to be highly beneficial, indicating that the guidance provided was aligned with their academic and career goals.


24.0%

of the respondents found them moderately helpful, suggesting that the sessions helped clarify options and paths, though with some scope for improvement.

Overall, the counselling support played a vital role in assisting students to make informed decisions about their professional journey.

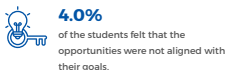
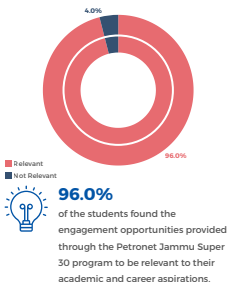
CHART 66: OPPORTUNITIES FOR ENGAGEMENT IN EXTRACURRICULAR ACTIVITIES AND LEADERSHIP ROLES


Yes, had numerous opportunities
Had some opportunities

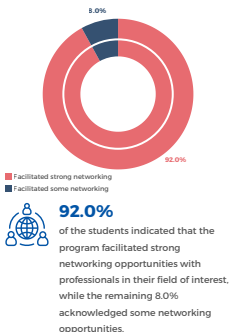

84.0%

of the students shared that they had numerous opportunities to engage in extracurricular activities and take on leadership roles during the program.

The remaining 16.0% stated that they had some opportunities for such involvement. These findings indicate that the Petronet Jammu Super 30 program not only focused on academic excellence but also encouraged holistic development by fostering leadership, teamwork, and personal growth outside the classroom.

CHART 67: RELEVANCE OF ENGAGEMENT OPPORTUNITIES TO STUDENT ASPIRATIONS


This high relevance indicates that the program was thoughtfully designed to cater to the students' ambitions, ensuring that every activity contributed meaningfully to their personal and professional growth.

CHART 68: FACILITATION OF NETWORKING OPPORTUNITIES WITH PROFESSIONALS


This suggests that the Petronet Jammu Super 30 program played a significant role in broadening students' professional exposure and creating valuable connections that could support their future academic and career paths.



CASE STUDY 5

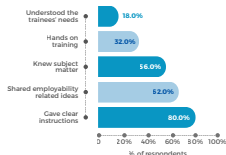
NASREEN FATIMA - LEARNING BEYOND LIMITS

Hailing from Sambhal in Uttar Pradesh, Nasreen Fatima grew up with a natural drive to lead and learn. Although her father worked hard as a labourer, affording specialised coaching was beyond the family's means. Inspired by peers who aimed for success, Nasreen was eager to pursue engineering, but financial limitations posed a serious challenge. Being selected for the CSRL program was a defining moment. It gave her access to structured learning, mentorship, and a competitive yet encouraging environment.

"Joining CSRL through PLL gave wings to my dreams. I now study with focus, confidence, and deep gratitude."



CHART 69: MOST PREVAILING QUALITIES OBSERVED IN TRAINERS



The most widely recognised quality among trainers, as cited by 80.0% of the respondents, was their ability to give clear instructions, highlighting effective communication and teaching clarity.



62.0%

of the students valued the trainers for sharing employability-related ideas, while 56.0% acknowledged their strong subject matter knowledge.

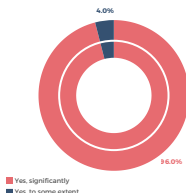


32.0%

of the respondents appreciated hands-on training and 18.0% felt that the trainers were particularly attuned to the specific needs of the trainees.

PROJECT IMPACT

CHART 70: IMPACT OF RESIDENTIAL COACHING ENVIRONMENT ON STUDENT LEARNING EXPERIENCE



The residential coaching environment proved to be a transformative element in the learning journey of the students, with 96.0% of the respondents stating that it significantly enhanced their learning experience.



4.0%

of the respondents acknowledged some level of positive impact.

These results highlight the critical role that an immersive, structured, and focused residential setting plays in boosting academic engagement, discipline, and peer-driven motivation.



CASE STUDY 6

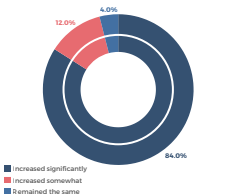
JAYESH VASAN - FROM TOY REPAIR TO ENGINEERING DREAMS

Jayesh Vasan, a talented student from a humble farming family, was always fascinated by machines. As a child, he would open and fix mechanical toys, unknowingly laying the foundation for his ambition to become an engineer. Despite scoring 89.4% in Class 10 and a remarkable 95.2% in Class 12, financial hardship stood between him and his goal of entering a top engineering college. Just as he began to lose hope, the CSRL program, supported by PLL became his turning point. It provided him with the learning environment, mentorship, and confidence to continue chasing his dream.

"PLL and CSRL came into my life like a ray of hope. I am truly grateful for this opportunity to fulfil my ambition."



CHART 71: CHANGE IN CONFIDENCE LEVEL IN COMPETITIVE EXAM SUCCESS AFTER THE PROGRAM



84.0%

of the respondents reported a significant increase in their confidence regarding their ability to succeed in competitive exams.

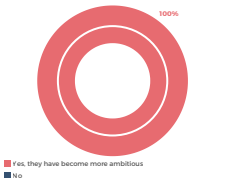


12.0%

of the respondents experienced a moderate boost, while only 4.0% felt their confidence levels remained unchanged.

These figures highlight the positive psychological and preparatory impact the program has had on its participants.

CHART 72: TRANSFORMATION IN ACADEMIC ASPIRATIONS POST PROGRAM PARTICIPATION



Participation in the Petronet Jammu Super 30 program has led to a remarkable transformation in participants' academic ambitions.

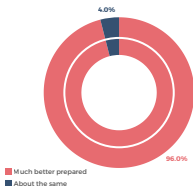


100%

of the respondents stated that their goals have become more ambitious as a result of the support, exposure, and encouragement they received during the program.

This unanimous shift in aspiration highlights the motivational environment and the program's success in inspiring students to aim higher in their academic and professional pursuits.

CHART 73: IMPROVEMENT IN OVERALL PREPAREDNESS FOR COMPETITIVE EXAMS AFTER JOINING THE PROGRAM



96.0%

of the respondents reported feeling much better prepared for competitive exams after participating in the program, reflecting the comprehensive academic and mentoring support provided.



4.0%

of the respondents felt their preparedness remained about the same, indicating that for nearly all beneficiaries, the program had a substantial positive impact on their exam readiness.



CASE STUDY 7

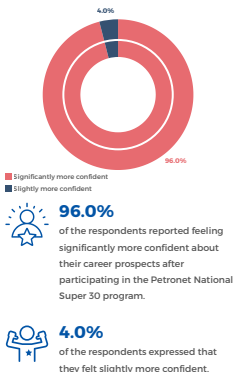
FAIZAN - A JOURNEY OF DETERMINATION FROM JAMMU & KASHMIR

Growing up in Jammu & Kashmir, Faizan attended a government school and held onto a strong ambition to become an engineer. While he had the drive, what he lacked were the means: inadequate study materials, no access to structured coaching, and limited guidance on how to crack exams like JEE. These barriers made his dream out of reach, even though his confidence in his ability never wavered. Transformation took place when Faizan got selected for the Petronet program, where he received free residential coaching, expert academic mentorship, interactive digital resources, and career counselling that helped him refine his goals. The program addressed the very gaps that once held him back, boosting his conceptual understanding, strengthening exam preparedness, and helping him grow emotionally and mentally. Today, Faizan is pursuing engineering at IIT Jodhpur, a goal once shadowed by uncertainty. His journey reflects how timely support, when paired with self-belief and correct guidance, can open doors that once seemed closed.

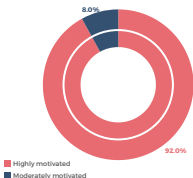
"This program gave me everything I needed to succeed, from guidance to confidence. I now feel ready to take on bigger challenges ahead."



CHART 74: INCREASED CONFIDENCE IN CAREER PROSPECTS AFTER PROGRAM PARTICIPATION



This overwhelmingly positive response highlights the transformative impact of the program in equipping students with the necessary knowledge, exposure, and motivation to pursue ambitious career goals with greater assurance.

CHART 75: MOTIVATION TO CONTINUE THROUGHOUT THE PROGRAM

■ Highly motivated
■ Moderately motivated

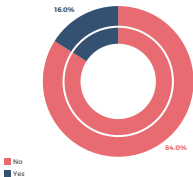
**92.0%**

of the students expressed being highly motivated to continue with the Petronet Jammu Super 30 program throughout its duration.

**8.0%**

of the students reported being moderately motivated.

This consistently high level of motivation highlights the program's engaging structure, supportive environment, and the sustained encouragement provided to help students sustain throughout their academic journey.

CHART 76: CHALLENGES OR OBSTACLES FACED DURING THE PROGRAM

■ No
■ Yes

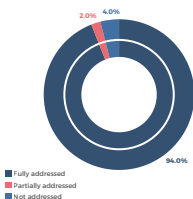
**84.0%**

of the students reported not facing any challenges or obstacles that affected their participation in the Petronet Jammu Super 30 program.

**16.0%**

of the students did indicate encountering specific difficulties.

While these instances were relatively few, they underscore the importance of continuous support systems to ensure that all students receive appropriate support during challenging times and benefit from the program.

CHART 77: INCLUSIVITY AND SUPPORT FOR STUDENTS WITH DISABILITIES

■ Fully addressed
■ Partially addressed
■ Not addressed

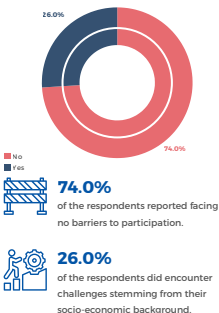
The findings indicate that the Petronet Jammu Super 30 program has made substantial efforts to be inclusive, with 94.0% of respondents stating that the needs and challenges of students with disabilities were fully addressed.

**2.0%**

of the respondents felt that support was only partially adequate, while 4.0% believed their needs were not addressed.

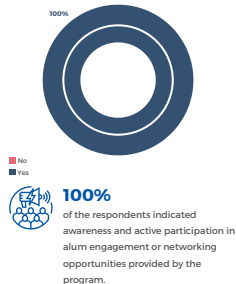
These responses suggest that while the program demonstrates a commendable commitment to inclusivity, there remains scope for further enhancement in addressing the diverse needs of all participants more comprehensively.

CHART 78: BARRIERS TO PARTICIPATION DUE TO SOCIO-ECONOMIC BACKGROUND



This highlights the importance of continuing to identify and address financial, logistical, or social hurdles that may prevent full and equitable participation, ensuring that deserving students are provided with individual attention so that they can benefit from the program without constraint.

CHART 79: AWARENESS AND PARTICIPATION IN ALUMNI ENGAGEMENT OPPORTUNITIES



This suggests that the initiative has been highly effective in fostering continued connections and a strong alum network, enabling students to remain engaged and supported even after the completion of the program.



CASE STUDY 8

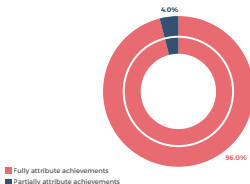
CHINMAYEE PATIL - A PROMISE TO HER PARENTS

Chinmayee Patil, an ambitious student with a strong sense of purpose, watched her parents work tirelessly to provide a better future for her and her brother. She always knew she wanted to give back to them by achieving something remarkable. Her dream of entering IIT seemed out of reach due to financial limitations, but it gained clarity and momentum when she joined the PLL-CSRL program. Today, Chinmayee is moving closer to her dream, powered by determination and supported by expert mentorship.

"I'm heartily grateful to PLL and CSRL for giving me this platform to chase my dreams and make my parents proud."



CHART 80: ATTRIBUTION OF ACADEMIC ACHIEVEMENTS TO PROGRAM SUPPORT

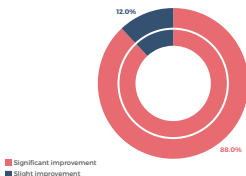


96.0%

of the respondents entirely attributed their academic achievements to the support provided by the Petronet Jammu Super 30 program, while the remaining 4.0% partially credited the program for their success.

This overwhelming acknowledgement highlights the critical role the program played in shaping and enabling the academic progress of its students.

CHART 81: IMPROVEMENT IN ACADEMIC PERFORMANCE SINCE JOINING THE PROGRAM



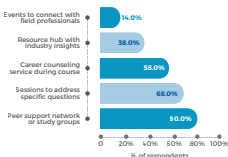
88.0%

of the respondents observed significant improvement in their academic performance after enrolling in the Petronet Jammu Super 30 program.



12.0%

of the respondents reported slight improvement. These findings highlight the program's effectiveness in enhancing students' academic capabilities and supporting their preparation journey.

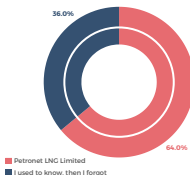
CHART 82: KEY ELEMENTS FOUND MOST EFFECTIVE IN ENHANCING LEARNING


The peer support network or study groups emerged as the most effective learning element, cited by 80.0% of respondents. Sessions tailored to address specific questions were also impactful for 68.0% of students. Career counselling services during the course proved beneficial for 58.0%, while 38.0% appreciated access to a resource hub with industry insights.


14.0%

of the respondents found value in events that facilitated connections with professionals from relevant fields.

This data highlights the multifaceted support system that contributed to a holistic learning experience.

CHART 83: AWARENESS OF THE PROGRAM'S FUNDING PARTNER

64.0%

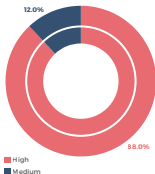
of the respondents accurately identified Petronet LNG Limited as the sponsor.


36.0%

of the respondents mentioned that they were aware previously but had forgotten over time.

This reflects a generally good level of awareness among participants, though it suggests an opportunity for reinforcing recognition of the organisation supporting their educational journey.

SATISFACTION PERCEIVED BY RESPONDENTS

CHART 84: OVERALL BENEFICIARY SATISFACTION WITH THE PROGRAM

88.0%

of the beneficiaries expressed a high level of satisfaction with the Petronet Jammu Super 30 program, while the remaining 12.0% reported a medium level of satisfaction.

These figures underscore the program's effectiveness in meeting student expectations and delivering impactful support throughout their academic journey.

05. IMPACT CREATED ACROSS MULTIPLE LEVELS



INDIVIDUAL LEVEL

At the individual level, the program had a profound impact on students by enabling them to secure admissions to top-tier engineering institutions. A large majority reported significant improvements in their academic performance and a noticeable boost in confidence when preparing for competitive exams. Notably, there was a dramatic shift in academic aspirations among all respondents, who now aim higher than they did before joining the program. Participants also experienced greater clarity in their career goals, heightened motivation, and a strengthened belief in their potential. Furthermore, many students successfully overcame socio-economic challenges, emerging with a renewed sense of agency and self-worth.



COLLECTIVE/ COMMUNITY LEVEL

At the collective level, the program fostered a robust sense of community among students, creating peer-learning groups and a vibrant alum network that promoted shared academic growth and mentorship. The educational success of the program's participants became evident in underserved areas, inspiring younger students and their families to view education as a viable pathway to upward mobility. Community engagement activities and outreach events helped increase awareness about higher education opportunities, building confidence within local communities. In addition, the active participation of alums encouraged role modelling, thereby creating ripple effects that motivated successive batches of students to pursue ambitious academic goals.



STATE LEVEL

At the state level, the program contributed meaningfully to regional development by empowering students from Jammu and Kashmir areas that are frequently underrepresented in premier technical institutions. By providing high-quality academic and residential support, the initiative helped students from conflict-affected and low-resource backgrounds access mainstream academic success pathways. The collaboration with the Indian Army further reinforced civil-military cooperation for social upliftment through education. This partnership not only ensured the program's operational success but also demonstrated how education can serve as a unifying force in sensitive regions, thereby contributing to broader goals of regional equity and inclusion.



NATIONAL LEVEL

Nationally, the initiative strengthened India's human capital pipeline by nurturing a new generation of skilled and confident engineering aspirants. The program supported the country's progress toward Sustainable Development Goals (SDGs) and aligned with key policy frameworks like the National Education Policy (NEP) 2020, especially in promoting equity, access, and quality in education. The initiative set a compelling benchmark for CSR-driven educational interventions, demonstrating a scalable and replicable model that could be extended to other underserved regions. By offering leadership development and professional networking opportunities, the program equipped students to contribute meaningfully to India's innovation ecosystem and the broader technical landscape.

CHALLENGES FACED



A few students experienced unsupportive family environments, with limited encouragement to pursue higher education.



Sure, participants encountered social and logistical challenges due to their socio-economic background.



A minority of students faced obstacles during the program, indicating a need for more tailored support mechanisms.



Some students with disabilities felt that their needs were only partially met or overlooked.



A small group of respondents lacked awareness of the program's eligibility criteria.

LESSON LEARNED



Students benefited greatly from structured residential coaching, which addressed their previous academic and motivational gaps.



The program demonstrated the importance of personalised academic support, such as troubleshooting sessions and guidance to clear doubts.



Peer support and collaborative learning proved to be powerful tools in improving engagement and retention.



Early exposure to career counselling and mentorship significantly boosted student confidence in future aspirations.



Providing quality infrastructure, nutrition, and mental health support greatly enhanced academic focus and emotional resilience.



Pre-admission counselling, when provided, helped students align expectations, but its absence in most cases highlighted the need for improved onboarding.



Inclusive environments and extracurricular opportunities contributed to a stronger sense of belonging and leadership development.



Awareness campaigns through school outreach proved effective in reaching the beneficiaries, reinforcing the value of institutional partnerships.

06

OECD FRAMEWORK



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability



RELEVANCE

The Petronet Educational Support Program is highly relevant to the academic, social, and economic challenges faced by underprivileged youth in India, particularly those residing in conflict-prone or remote regions such as Jammu & Kashmir, and underserved districts in states like Uttar Pradesh and Maharashtra. In NS100, 80% of students reported a lack of access to quality coaching, and 36% reported financial constraints. In JS30, the same coaching barrier was cited by 80%, and economic constraints were even more severe, with 92% affected. Further, 72% of NS100 and 46% of JS30 students studied in government schools, confirming the program's reach into public education-dependent communities. However, only 42% of NS100 and 16% of JS30 respondents reported receiving pre-admission counselling, indicating the need for improved outreach and onboarding communication. Despite this, the program's provision of free residential coaching, structured academic modules, and holistic support aligns well with the real and urgent needs of its target beneficiaries.



COHERENCE

The program is strongly aligned with both national education policies and international frameworks. It supports key Sustainable Development Goals such as SDG 4 (Quality Education), SDG 5 (Gender Equality), SDG 8 (Decent Work and Economic Growth), and SDG 10 (Reduced Inequalities). At the national level, it complements India's New Education Policy (NEP 2020) by fostering inclusive, equitable, and outcome-based learning, and aligns with schemes like the Samagra Shiksha Abhiyan, PM SHRI Schools, and Skill India Mission. At the state level, the program reinforces local government efforts such as Jammu & Kashmir's Super-50 scheme and Uttar Pradesh's push for STEM access through public-private models. The delivery model is internally coherent, integrating academic, psychological, infrastructural, and career support. The collaboration between Petronet LNG, CSRL, and the Indian Army enhances operational strength and regional adaptability.



EFFECTIVENESS

The Petronet program has achieved strong results across academic, motivational, and developmental indicators. In NS100, 74% of students felt significantly better prepared for competitive engineering exams, and students were gaining admission to premier institutions. Confidence increased for 84% of participants in both programs, and sustained motivation was reported by 84% (NS100) and 92% (JS30). Coaching materials were rated highly effective by 92% (NS100) and 88% (JS30), while troubleshooting sessions were found helpful by 88% of respondents in both groups. In addition, 92% (NS100) and 84% (JS30) participated in extracurricular and leadership activities, reflecting the initiative's focus on holistic development. The outcomes affirm that the program has effectively supported academic excellence, built career clarity, and strengthened student self-belief.



EFFICIENCY

The program demonstrates strong efficiency in mobilising resources and delivering multi-dimensional support to students. A significant proportion of students, 92% in NS100 and 96% in JS30, received full financial assistance covering coaching, accommodation, food, and study materials. Infrastructure was rated excellent by 84% (NS100) and 92% (JS30). The residential setup was perceived as highly conducive to academic focus by 88% (NS100) and 96% (JS30). Supplementary tools such as AV aids, digital lectures, and reference books were also considered impactful by the majority.

However, operational efficiency could be further improved through better communication protocols. Only 42% of NS100 and 16% of JS30 respondents received pre-admission counselling, which could have better prepared students and families for the academic journey ahead. Furthermore, only 72% of NS100 and 64% of JS30 students recognised Petronet LNG as the funding partner, indicating a gap in program-level communication and stakeholder visibility. Addressing these issues would enhance procedural transparency, brand acknowledgement, and trust-building, all crucial components of efficient program delivery.



IMPACT

The program has led to significant academic and social outcomes. In NS100, 58% of students were admitted to IITs, while 44% of JS30 participants achieved the same, with others joining NITs and state engineering colleges. Career confidence increased for 88% (NS100) and 96% (JS30), while 90% in both cohorts confirmed engagement opportunities aligned with their aspirations. Career counselling was found extremely beneficial by 90% (NS100) and 76% (JS30), and mental health support was reported by 90% and 96%, respectively. Alum participation stood at 98% (NS100) and 100% (JS30), and a vast majority of 98% (NS100) and 96% (JS30) attributed their academic success to the program. Students also became positive influencers in their families and communities, highlighting enhanced social mobility, peer learning, and a ripple effect in raising educational aspirations across communities.



SUSTAINABILITY

The program shows strong promise for long-term sustainability, with 86% of NS100 and 96% of JS30 participants believing it will benefit future generations. Consistent alum engagement (98% and 100%, respectively) is a strong indicator of continued relevance and potential for peer-led mentoring. Petronet LNG's CSR commitment, CSRL's academic delivery model, and the Indian Army's logistical support ensure implementation continuity and geographic reach. To further enhance sustainability, the program can institutionalise structured alum mentoring, expand to additional underserved regions using the current delivery model, and strengthen feedback mechanisms to ensure continued relevance. Investing in community-level partnerships, gender-sensitive infrastructure, and visibility of the program's outcomes will also support broader community ownership and cross-sector collaboration, making the initiative more resilient and scalable in the long term.



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

Index: 5 Points - Very High ; 4 Points - High ; 3 Points - Moderate ; 2 Points - Low ; 1 Point - Very Low

07. SWOT ANALYSIS



STRENGTHS



The initiative offers a unique, fully-residential model that integrates academic coaching, emotional well-being, nutrition, and life skills under one roof.



Students from marginalised backgrounds are successfully transitioning into premier engineering institutions, indicating strong academic delivery and program alignment with entrance exam requirements.



The model demonstrates effective collaboration between corporate CSR funding, expert educational NGOs, and local institutional partners like the Indian Army and district administrations.



The initiative is inclusive, welcoming students from government schools, low-income families, and rural communities.



A strong ecosystem of peer learning, career counselling, and mentorship ensures not just academic development but also personal and professional growth.



Alum engagement is actively fostered, promoting a culture of giving back and peer-led guidance for future batches.



WEAKNESSES



Onboarding support, such as pre-admission counselling and structured orientation, is inconsistently available across centres.



Visibility of the corporate funding partner remains limited in the minds of many students, which may dilute brand association and recognition.



Some centres face challenges in adequately addressing the needs of students with disabilities or those requiring differentiated learning strategies.



Gender inclusivity, especially the participation of girls, remains limited in some regions due to societal, cultural, or logistical barriers.



Academic delivery across locations may vary depending on faculty availability, local conditions, or operational constraints.



OPPORTUNITIES



The success of the model creates a strong case for replication in other underserved districts and aspirational blocks across India.



Establishing structured alumni mentorship and community outreach can further strengthen the program's ecosystem and long-term sustainability.



Digital learning platforms and hybrid academic models can be introduced to support continuity and personalised learning even beyond the classroom.



Enhanced documentation and visibility of success stories can improve stakeholder engagement and funding support.



A targeted approach to improving gender diversity and accessibility for students with special needs can strengthen inclusivity.



THREATS



Regional volatility, especially in conflict-prone or remote areas, can disrupt operations or access to physical infrastructure.



The pressure to perform in competitive environments may impact the mental well-being of students, especially those from fragile backgrounds.



Emerging similar programs and increased competition for aspirants could dilute applicant interest if differentiation is not sustained.



Evolving government policies on entrance exams, education formats, and reservations may necessitate ongoing program adaptations.

08. RECOMMENDATIONS



CHALLENGE: FINANCIAL CONSTRAINTS AS A MAJOR BARRIER TO THE STUDENTS

Recommendation:

Consider providing stipends to candidates from economically weaker sections.



CHALLENGE: PARTIAL UNDERSTANDING OF ADMISSION CRITERIA

Recommendation:

Improve the clarity of communication materials around the eligibility and selection process to avoid misconceptions.



CHALLENGE: SOCIO-ECONOMIC BARRIERS TO PARTICIPATION

Recommendation:

Offer family sensitisation sessions to align households with students' aspirations.



CHALLENGE: OCCASIONAL INFRASTRUCTURE OR RESOURCE GAPS

Recommendation:

Maintain a standard checklist for all centres to ensure the timely provision and upkeep of facilities.

09

CONCLUSION

The Petronet Super 100 and Super 30 initiatives, implemented across multiple centres in India, have evolved into a powerful model of inclusive and transformative education for students from marginalised and underserved backgrounds. Through its comprehensive residential coaching framework, the program has not only enhanced academic competencies but also addressed key barriers such as financial hardship, lack of guidance, and limited access to quality educational resources. By integrating structured academic instruction with nutrition, mental health support, leadership development, and career counselling, the initiative has empowered students to pursue admissions in prestigious engineering institutions and envision brighter futures for themselves and their families. It has fostered a strong culture of peer learning, alum engagement, and community-driven aspiration, leading to ripple effects within local communities. The program's impact is visible not just at the individual level but across collective, regional, and national dimensions, supporting the broader goals of equity, empowerment, and nation-building. As a model of effective CSR partnership, the program demonstrates the far-reaching impact of investing in human potential and sets a strong foundation for continued replication, scale, and sustainability.



IMPACT ASSESSMENT

Construction of Sulabh Toilet
Complex at Katra, J&K

Implementing Partner: Sulabh
International Social Service Organisation

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ABBREVIATIONS

CSR	Corporate Social Responsibility
FGD	Focus Group Discussion
KII	Key Informative Interview
LNG	Liquefied Natural Gas
NGO	Non-Government Organisation
NSQF	National Skills Qualifications Framework
NEP	National Education Policy
M&E	Monitoring and Evaluation
OECD	The Organisation for Economic Cooperation and Development
SDGs	Sustainable Development Goals
SWOT	Strengths Weaknesses Opportunities Threats

EXECUTIVE SUMMARY

Petronet LNG Ltd. (PLL), under its Corporate Social Responsibility (CSR) initiative, collaborated with Sulabh International to construct and maintain a modern public toilet block in Katra, Jammu, a key pilgrimage destination visited by lakhs of devotees every year. This project aimed to provide access to clean, safe, and well-maintained sanitation facilities for the public, especially pilgrims, women, local vendors, and daily wage workers who previously lacked such essential services.

Access to clean and safe sanitation is essential for public health, human dignity and environmental hygiene, especially in high-footfall areas like pilgrimage towns. In Katra, Jammu, the base for the revered Vaishno Devi shrine, thousands of pilgrims, vendors and residents pass through daily. However, before intervention, the town's limited and poorly maintained sanitation infrastructure posed serious health risks and contributed to widespread open defecation, particularly affecting vulnerable groups such as women, children, older people, and differently-abled individuals.

To address this critical gap, Petronet LNG Ltd., under its Corporate Social Responsibility (CSR) initiative, partnered with Sulabh International to construct a modern, accessible and well-maintained public toilet complex in Katra. This initiative responded to the urgent need for safe sanitation facilities in a town under immense seasonal pressure, where only three public toilets were previously operational and lacked basic amenities like water, soap, and lighting.

The project not only aligned with national priorities such as the Swachh Bharat Abhiyan and National Urban Sanitation Policy, but also supported global commitments under Sustainable Development Goals (SDGs) particularly SDG 6 (Clean Water and Sanitation), SDG 3 (Good Health and Well-being), SDG 5 (Gender Equality), SDG 11 (Sustainable Cities and Communities), and SDG 17 (Partnerships for the Goals). By restoring dignity, improving hygiene, and enhancing the pilgrimage experience, the initiative demonstrated how strategic CSR interventions can deliver tangible social impact and serve as a scalable model for other underserved urban and semi-urban locations in India.

PROJECT DETAILS



Implementation year

Financial Year 2022-23 & 2023-24



Assessment year

Financial Year 2025-26



No. of Beneficiaries

More than 1,00,000 every year



Beneficiaries

Women, children, the General public,
Community members



Implementing Partner

Sulabh International Social Service
Organisation



Project locations

Katra, Jammu and Kashmir



Project Budget

₹116.42 Lakhs



SDG Goals



Alignment with National Initiatives:

- Swachh Bharat Abhiyan (Clean India Mission)
- National Urban Sanitation Policy
- National Health Mission

PROJECT ACTIVITY

CONSTRUCTION OF TOILET BLOCK



Built a modern toilet complex using sustainable and inclusive design, including separate units for men and women, ramps for differently-abled users, and child-friendly features.

PROVISION OF ESSENTIAL AMENITIES



Installed clean water supply, soap dispensers, handwashing stations, dustbins, lighting, and ventilation to maintain hygiene and safety.

AWARENESS & COMMUNITY ENGAGEMENT



Conducted awareness drives and inauguration events to inform the public and installed signboards and branding to highlight Petronet LNG's CSR initiative.

DEPLOYMENT OF MAINTENANCE STAFF



Appointed dedicated staff for cleaning and maintenance, and implemented a waste collection and disposal system for regular upkeep.

TOILET



KEY FINDINGS

HIGH USAGE AND COMMUNITY ACCEPTANCE

**41.0%**

of the participants use the facility daily; 59% occasionally. Serves approximately 250-370 users per day.

IMPROVED SANITATION BEHAVIOUR



Open defecation dropped from 61% pre-project, and 44% observed improved hygiene habits post-project.

STRONG PERCEPTION OF CLEANLINESS

**90.0%**

found the facility clean and well-maintained, 95% confirmed regular availability of water, soap, and lighting.

HEALTH BENEFITS RECOGNISED

**78.0%**

reported better health and reduced infections.

SAFETY AND ACCESSIBILITY

**72.0%**

found the facility safe and accessible for women, children, and older people.

GOOD VISIBILITY OF CSR CONTRIBUTION

**76.0%**

recognised Petronet LNG Ltd. as the project funder.

KEY IMPACTS

REDUCTION IN OPEN DEFECACTION

**61.0%**

decline in open defecation, particularly around markets and temples.

ENHANCED DIGNITY AND PRIVACY

**72.0%**

of users reported feeling safer and more dignified while using the facility, especially women and daily wage workers.

POSITIVE HEALTH OUTCOMES

**78.0%**

of the respondents reported fewer sanitation-related illnesses and improved hygiene practices.

SUPPORT FOR WOMEN AND VULNERABLE GROUPS

**70.0%**

of women and 65% of elderly users confirmed easier and safer access to toilets due to inclusive infrastructure.

STRONGER COMMUNITY ENGAGEMENT

**80.0%**

of surveyed users expressed satisfaction and gratitude through testimonials and feedback.

MODEL FOR REPLICATION



High usage (250-370 users/day) and 90% satisfaction make the project a viable model for replication in similar high-footfall locations.

01. INTRODUCTION

BACKGROUND AND NEED OF THE PROJECT

Sanitation is one of the most fundamental elements of public health, human dignity, and environmental hygiene. The absence of clean and accessible toilets not only affects the physical well-being of individuals but also undermines their sense of dignity, particularly for women, children, older people, and differently-abled individuals. Recognising the importance of this issue, Petronet LNG Ltd., under its Corporate Social Responsibility (CSR) initiative, collaborated with Sulabh International to construct a modern, safe, and well-maintained public toilet complex in Katra, Jammu.

Katra is a prominent religious and tourist destination in India, serving as the base for the sacred Vaishno Devi pilgrimage. Every day, thousands of pilgrims, vendors, taxi drivers, and residents pass through this town. However, the town's sanitation infrastructure had been under severe pressure. Before the intervention, there were only a few public toilets available, most of which were either inaccessible, unhygienic, or overcrowded, especially during peak pilgrimage seasons. This led to widespread open defecation, particularly in roadside areas, riverbanks, and near market lanes, which not only posed a significant health risk but also diminished the spiritual and environmental sanctity of the town.

India faces a significant challenge in ensuring access to safe and dignified sanitation, particularly in semi-urban and high-footfall religious towns. According to the National Family Health Survey (NFHS-5), around 15% of rural households and 6% of urban households still do not have access to any toilet facility. In pilgrimage destinations like Katra, Jammu, this challenge is more acute due to the daily influx of thousands of pilgrims visiting the Vaishno Devi shrine. The sudden spike in population during peak seasons places immense pressure on the town's limited sanitation infrastructure, resulting in unhygienic conditions, open defecation, and health hazards. Before the intervention by Petronet LNG Ltd., only three public toilets were operational in Katra to serve both the resident population and large volumes of visitors. These toilets were often overcrowded, poorly maintained, and lacked basic amenities such as water, soap, and proper lighting. Vulnerable groups such as women, children, older people, and differently-abled individuals were most affected, as they lacked access to safe and private sanitation facilities.

The absence of proper sanitation not only affected public health—contributing to gastrointestinal infections, skin diseases, and waterborne illnesses—but also compromised the spiritual and aesthetic experience of pilgrims visiting the town. Furthermore, open defecation near roadsides and behind shops posed risks to the environment, water sources, and overall community hygiene. Local shopkeepers and street vendors also reported that poor sanitation discouraged tourists and customers from spending time in the marketplace, indirectly affecting their livelihoods. Additionally, India's national programs such as Swachh Bharat Abhiyan (Clean India Mission) and the National Urban Sanitation Policy emphasise the urgent need to eliminate open defecation and improve access to clean, safe toilets in both urban and rural areas. Despite these efforts, implementation gaps remain in many smaller towns and religious destinations like Katra, which require targeted interventions.

Given these pressing needs, Petronet LNG Ltd., under its CSR initiative, collaborated with Sulabh International to construct a modern, inclusive, and well-maintained public toilet complex in Katra. The initiative aimed to fill the critical infrastructure gap, improve community health, enhance dignity for all, and support national development goals. The project has proven to be timely, relevant, and impactful in addressing both the practical and emotional needs of the community.

OBJECTIVES OF THE PROGRAM



To improve access to safe, clean, and hygienic public sanitation facilities for residents, pilgrims, and transient populations in high-footfall areas of Katra.



To reduce the practice of open defecation by providing a user-friendly and dignified alternative in areas lacking adequate sanitation infrastructure.



To promote public health and hygiene, particularly among vulnerable groups such as women, children, older people, and individuals with disabilities.



To support national initiatives like the Swachh Bharat Abhiyan, National Urban Sanitation Policy, and UN SDG 6 - Clean Water and Sanitation by enhancing community-level sanitation infrastructure.



To create awareness about sanitation, hygiene practices, and responsible usage of public facilities among the local population and visitors.



To demonstrate a scalable and sustainable model of CSR intervention that can be replicated in other religious, tourist, or underserved urban areas.

ABOUT PETRONET LNG LIMITED

Petronet LNG Limited (PLL) is one of India's leading energy companies, established by the Government of India to meet the country's growing energy demands through the import and regasification of liquefied natural gas (LNG). Jointly promoted by central public sector undertakings ONGC, IOCL, GAIL, and BPCL, Petronet LNG plays a vital role in ensuring energy security and supporting industrial growth. Beyond its core business, PLL is deeply committed to social responsibility and inclusive development. Through its Corporate Social Responsibility (CSR) initiatives, the company invests in impactful programs across education, healthcare, livelihood, and the environment.

ABOUT SULABH INTERNATIONAL SOCIAL SERVICE ORGANISATION

Sulabh International Social Service Organisation is one of India's most respected and pioneering institutions in the field of sanitation, hygiene, and social reform. Established in 1970 by Dr. Bindeshwar Pathak, Sulabh has been at the forefront of transforming sanitation standards in India through innovative, inclusive, and community-driven solutions. The organisation has played a critical role in promoting environmental sanitation, eradicating manual scavenging, and improving access to dignified toilet facilities across rural and urban India. Sulabh is best known for its development of the Sulabh Shauchalaya, an affordable and eco-friendly twin-pit pour-flush toilet model, which millions of households and public locations have adopted. Over the decades, the organisation has built and maintained thousands of public toilet complexes, provided livelihood support to sanitation workers, and led large-scale behaviour change campaigns on hygiene and

02 RESEARCH METHODOLOGY

Petrinet LNG Limited commissioned SoulAce Consulting Pvt. Ltd. to conduct a study to assess the impact of their Public Sanitation Improvement Program in Katra, Jammu. This study, conducted by SoulAce, critically analysed the project's relevance, effectiveness, efficiency, sustainability, and long-term impact on community health, hygiene behaviour, and overall well-being, using field data, stakeholder feedback, and Organisation for Economic Co-operation and Development's Development Assistance Committee (OECD-DAC) evaluation criteria.

OBJECTIVES OF THE STUDY



Evaluate the relevance of the project in addressing the sanitation needs of the local community and high-volume pilgrims in the region.



Measure the effectiveness of the intervention in improving access to safe, clean, and hygienic toilet facilities.



Assess changes in hygiene behaviour and public health outcomes among beneficiaries following the use of the facility.



Understand the level of community awareness and satisfaction regarding the toilet block and its operation.



Analyse the efficiency of project execution, including construction quality, maintenance mechanisms, and utilisation of resources.



Identify strengths, challenges, and gaps in implementation, Accessibility, and service delivery.



Evaluate the sustainability and replicability of the model in other underserved or high-footfall locations.



Provide recommendations for scaling, improvement, and future CSR planning in the area of public sanitation and infrastructure development.

RESEARCH METHODOLOGY

The impact assessment of the Petronet LNG-supported Sulabh Toilet Block Project in Katra, Jammu, adopted a comprehensive mixed-method approach, combining both quantitative and qualitative techniques to gain a holistic understanding of the project's outcomes. This approach enabled the study to capture both measurable indicators (such as frequency of toilet use, cleanliness ratings, availability of amenities, and health improvements) and contextual insights (including community feedback, user testimonials, and stakeholder perspectives). The methodology allowed the team to evaluate not only usage patterns and satisfaction levels, but also the broader social and behavioural changes resulting from the intervention.

APPLICATION OF QUANTITATIVE TECHNIQUES

Structured surveys were conducted with a diverse group of respondents, including residents, daily users, vendors, women, and elderly individuals, using closed-ended and multiple-choice questions. These surveys gathered data on key indicators such as frequency of usage, perceived cleanliness and safety, availability of water and soap, awareness of Petronet LNG's support, and observed health improvements. The quantitative findings provided evidence of the project's effectiveness in reducing open defecation, promoting hygiene practices, and improving access to safe sanitation in a high-footfall area.

APPLICATION OF QUALITATIVE TECHNIQUES

To complement the quantitative data, semi-structured interviews, focus group discussions (FGDs), and key informant interviews were conducted with stakeholders such as local shopkeepers, community leaders, women users, taxi drivers, Sulabh maintenance staff, and representatives of local authorities. These interactions offered in-depth insights into the project's impact on daily convenience, public health, dignity, safety, and community pride. User stories and testimonials highlighted how the facility has transformed public sanitation behaviour and created a cleaner, more respectful environment—especially for vulnerable groups.

TRIANGULATION FOR DATA ROBUSTNESS

Findings from both qualitative and quantitative sources were cross-verified using triangulation, ensuring accuracy and credibility. This approach aligned the perspectives of multiple stakeholders' beneficiaries, implementers, and local leaders and provided a balanced view of the project's success, challenges, and long-term relevance.

The triangulated data emphasised the toilet block's role in promoting behaviour change, reducing health risks, and restoring dignity in public spaces.

SAMPLING FRAMEWORK

A stratified sampling method was used to select survey respondents, ensuring representation across diverse user groups based on age, gender, occupation, frequency of use and residential proximity. For qualitative interviews and focus group discussions (FGDs), a purposive sampling method was applied to engage key informants, including community elders, female users, Sulabh staff, and frequent facility users. This approach ensured the inclusion of both routine user experiences and strategic community perspectives in the assessment.

DATA QUALITY CONTROL AND ANALYSIS

All field-level data collection activities were closely monitored to ensure accuracy, consistency, and completeness. Quantitative data were analysed using descriptive statistics and presented through charts, percentages, and tables, while qualitative responses were thematically coded to extract recurring patterns, key observations and success stories. This dual-layered analysis enabled the study to present evidence-based conclusions, highlight user-driven impact, and suggest actionable recommendations for future sanitation interventions in similar contexts.

The sampling framework is outlined below:

State	Taluka/ District	Sample size
Jammu	Katra	100

STANDARDISED FRAMEWORK FOR EVALUATION

The research study applied the OECD-DAC framework for evaluation, ensuring alignment with globally accepted standards and norms. This framework offered a strong and uniform method to evaluate the project's impact, bolstering the credibility and pertinence of the research findings.



DESIGN SNAPSHOT



Name of the project

Construction of Sulabh Toilet Complex at Katra, J&K



Implementing agency

Sulabh International Social Service Organisation



Research design used

Descriptive research design



Sampling technique

Purposive and random sampling



Sample size

100

KEY STAKEHOLDERS



Implementing Partner & Project Team



Field Researchers and Evaluation Team



Women, Family members, Local Community Representatives and Governance Bodies (e.g., Gram Panchayats)

UPHOLDING RESEARCH ETHICS

The impact assessment study upheld a robust framework of research ethics principles throughout its process.



INFORMED CONSENT

Participants made informed decisions after understanding the study goals, risks, and benefits.



CONFIDENTIALITY

Participant information was guarded securely, establishing a foundation of trust.



DATA SECURITY AND ANONYMITY

Rigorous measures ensured participant data remained private and untraceable.



NON-MALEFICENCE

Participant well-being was safeguarded, with no harm caused by the research.



INTEGRITY

Research maintained high credibility through sincere and transparent practices.



JUSTICE

Equitable treatment prevailed, free from biases or stereotypes, promoting fairness.

03

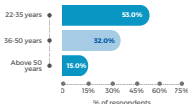
KEY FINDINGS AND ANALYSIS



In this chapter, data from multiple sources are compiled and analysed to evaluate the overall impact and effectiveness of the program. Qualitative and quantitative insights gathered through intensive surveys and detailed discussions with stakeholders are integrated. Drawing on diverse viewpoints, the chapter offers an in-depth analysis of how effectively the program has achieved its intended goals and contributed to long-term sustainability.

DEMOGRAPHIC PROFILE

CHART 1: AGE GROUP OF THE RESPONDENTS



The age distribution of the respondents indicates a predominantly younger demographic. A majority, 53%, fall within the 22-35 years age group, reflecting a higher percentage of youth and young adults who have benefited from the initiative.



32.0%

of the respondents in the 36-50 years age bracket, indicating considerable representation from the middle-aged population who have also been using the facilities.

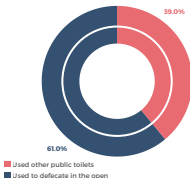


15.0%

of the respondents are above 50 years, suggesting a relatively lower percentage of elderly individuals were available during the survey.

This age-wise representation helps in understanding the user base and tailoring services, accessibility features, and awareness strategies accordingly.

CHART 2: SANITATION PRACTICES FOLLOWED BEFORE TOILET BLOCK CONSTRUCTION



Used other public toilets



Used to defecate in the open



61.0%

of the respondents reported practising open defecation, underscoring a serious gap in access to safe and hygienic sanitation facilities in the area.



39.0%

of the respondents relied on other public toilets, which were likely inadequate in number, poorly maintained, or located far from their homes or workplaces.

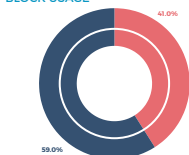
This data highlights the critical need for the intervention and demonstrates how the new facilities have addressed a fundamental public health and dignity issue by providing accessible and safer sanitation options to the community.



Earlier, we had no clean place to use during the entire day. As a woman working on the streets, I found this to be very difficult and uncomfortable. Now, with this new toilet facility, I feel safe and dignified. It is always clean, water is available, and I can go without worry. I thank Petronet LNG and Sulabh for thinking about people like us.

Roshan Devi, Street Vendor (Age 45)



CHART 3: FREQUENCY OF TOILET BLOCK USAGE

■ Every day
■ Sometimes

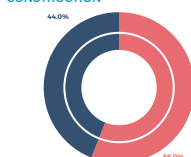
**41.0%**

of the respondents reported daily usage of the public toilet facilities by members of their household, highlighting regular dependence on these amenities for sanitation needs.

**59.0%**

of the respondents indicated occasional or situational usage, suggesting that while the toilet blocks are accessible and utilised, they may serve as supplementary facilities alongside other household or private arrangements.

This also reflects flexibility in usage patterns and indicates that the toilet blocks are catering to both regular users and those in transit or as per need. The findings underscore the importance of maintaining cleanliness and functionality to serve both consistent and intermittent users effectively.

CHART 4: PERCEIVED CHANGE IN FAMILY OR COMMUNITY SANITATION HABITS AFTER TOILET BLOCK CONSTRUCTION

■ No
■ Yes

**44.0%**

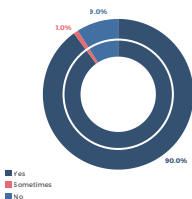
of the respondents observed a positive change in their family or community's sanitation habits, indicating a notable shift toward improved hygiene practices and increased toilet usage.

**56.0%**

of the respondents did not perceive any significant change, although 40% among those who gave a negative response have been using other public toilets, suggesting that while infrastructure has improved, behavioural transformation may take longer or require additional awareness and engagement efforts for at least a third of the population.

This emphasises the need for continued hygiene education, community sensitisation, and behavioural change campaigns to maximise the impact of sanitation infrastructure.

CHART 5: USER PERCEPTION ON CLEANLINESS AND MAINTENANCE OF THE TOILET BLOCK



The data reflects a highly positive user perception regarding the cleanliness and maintenance of the newly constructed toilet blocks.



90.0%

of the respondents affirmed that the facilities are well-maintained and clean, indicating effective operational management and regular upkeep.

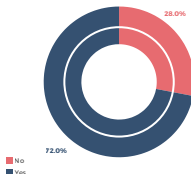


1.0%

of the respondents felt the cleanliness was inconsistent, while 9% expressed dissatisfaction, perceiving the toilets as not clean, although 70% of those who responded negatively are occasional users.

These insights, however, suggest that while the majority of users are satisfied, there is a small segment that may have experienced lapses, highlighting the need for consistent maintenance standards and prompt grievance redressal to maintain user trust and hygiene quality.

CHART 6: ACCESSIBILITY AND SAFETY OF THE TOILET BLOCK FOR ALL FAMILY MEMBERS



72.0%

of the respondents confirmed that the toilet block is accessible and safe for all family members, including women, children, older people, and individuals with disabilities.

This indicates that the design and location of the facility have successfully addressed key concerns related to physical Accessibility and user safety.



28.0%

of the respondents reported accessibility or safety issues, which may point to factors such as inadequate lighting, lack of gender-segregated units, distance from home, or security concerns—especially during night hours, although 82% of those who responded negatively are occasional users.

This feedback underscores the need for continuous monitoring, user-centric upgrades, and infrastructural adjustments to ensure universal usability and inclusiveness.



CASE STUDY 1

Rajesh Singh runs a small tea stall near the temple area in Katra, catering to pilgrims and local visitors. For years, he observed that customers, especially families and women, were reluctant to stay for long due to the absence of clean public toilets. This not only impacted hygiene in the area but also affected his business, as footfall would drop during certain hours. Rajesh himself struggled during his long working hours without access to a proper sanitation facility. The construction of the Sulabh Toilet Block, supported by Petronet LNG Ltd., changed the scenario completely. Now, customers—especially women—feel more comfortable spending time in the area, and his business has seen a noticeable improvement. Rajesh uses the facility daily and appreciates its cleanliness, regular maintenance, and Accessibility. He shared that the project has not only improved public hygiene but also boosted local business, making the marketplace more welcoming and vibrant.



PUBLIC USED TOILET

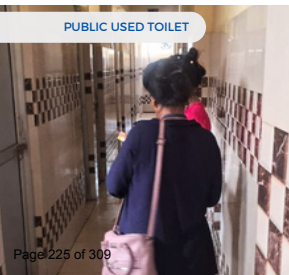
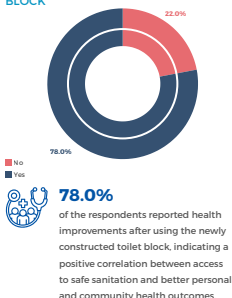


CHART 7: HEALTH IMPROVEMENTS NOTICED AFTER USING THE TOILET BLOCK



These improvements likely include a reduction in waterborne diseases, skin infections, and other sanitation-related illnesses.



22.0%

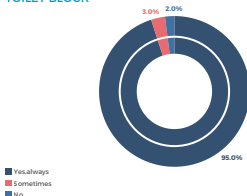
of the respondents did not notice any significant health changes, which may suggest either a lack of awareness about health benefits or the need for complementary interventions such as hygiene education and clean water access.



73.0%

of those who responded negatively are occasional users, daily users used to defecate in the open before the construction of the toilet complex.

Overall, the data affirms the critical role of sanitation infrastructure in promoting public health.

CHART 8: AVAILABILITY OF ESSENTIAL FACILITIES IN THE TOILET BLOCK**95.0%**

of the respondents found essential amenities such as water, soap, and lighting always available at the toilet block, reflecting strong operational efficiency and user satisfaction.

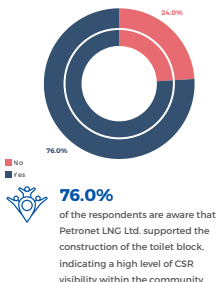
**3.0%**

of the respondents reported occasional unavailability, and only 2% stated that these facilities were not available, suggesting isolated service gaps.

Although those who responded negatively use it daily, they mentioned that the toilet block is clean and well-maintained, and is safe and easy to access by all family members. This overwhelmingly positive feedback highlights the project's success in ensuring a functional and user-friendly environment. However, it also emphasises the need for regular monitoring and quick resolution of service interruptions to maintain high standards.

**SULABH TOILET COMPLEX**

CHART 9: AWARENESS ABOUT PETRONET LNG LTD'S SUPPORT IN TOILET BLOCK CONSTRUCTION



This awareness likely stems from effective branding, community engagement, and public communication during the project rollout.



Enhancing awareness through signage, community events, and local partnerships can further strengthen Petronet LNG's public image and promote community ownership of the facility.

“

As a local taxi driver, I used to struggle to find a proper place to freshen up, especially during long shifts. This public toilet has changed that. It's nearby, hygienic, and well-maintained. It saves me time and helps me focus better on my work. We feel more respected now.

Imran Khan, Taxi Driver (Age 32)

”

“

CASE STUDY 2

Sunita Kumari, a homemaker living in a small rented house in Katra, had long struggled with the lack of a proper sanitation facility. Her elderly mother-in-law, who is physically weak and cannot walk long distances, faced immense discomfort as they had no toilet at home. Earlier, they were forced to rely on open areas or wait until odd hours, often compromising their health, safety, and dignity. The situation was especially difficult for women and older people in their locality. After the construction of the Petronet LNG-supported Sulabh Toilet Block nearby, Sunita's life changed significantly. The toilet is now just a short walk from her home, and features like ramps, handrails, and good lighting have made it convenient and safe for her mother-in-law to use. Sunita expressed that the toilet facility has brought peace and relief to her family and eliminated the daily stress they once faced. She called it a blessing for people without household toilets, especially women and caregivers like her.

”

04. IMPACT CREATED ACROSS MULTIPLE LEVELS



INDIVIDUAL LEVEL

Access to a clean, safe, and well-maintained toilet has improved the daily lives of users, especially women, older adults, daily wage workers, and individuals with disabilities. Beneficiaries reported enhanced personal hygiene, increased convenience during working hours, and a stronger sense of dignity. Importantly, 78% of users noticed health improvements after using the facility, indicating a direct connection between safe sanitation and well-being. Women in particular expressed feeling safer and more confident using the new facilities, especially during crowded or night-time hours. Women, particularly during focus group discussions (FGDs), expressed feeling safer and more confident using the new facilities, especially during crowded or night-time hours."



COMMUNITY LEVEL

At the community level, the project has contributed to a significant reduction in open defecation, which was commonly practised before the intervention due to a lack of public toilets. The facility has helped create a cleaner and healthier environment in Katra, which benefits not only residents but also pilgrims and tourists. 44% of respondents observed a change in sanitation behaviour within their families or neighbourhoods. The project also helped improve public hygiene awareness and encouraged people to adopt better habits. Additionally, shopkeepers and local vendors noted that cleaner surroundings have made the market area more appealing, indirectly boosting footfall and business activity.



STATE LEVEL

At the state level, the intervention supports the goals of Jammu & Kashmir's urban sanitation and public health programs. Katra is a key religious and tourism hub in the region, and improving its sanitation infrastructure directly supports the state's image as a safe and welcoming destination for pilgrims. The project complements existing government initiatives like the Swachh Bharat Mission (Urban) and the National Health Mission, helping to fill gaps in service delivery through a sustainable public-private model. It demonstrates how targeted infrastructure development in high-footfall areas can address public health challenges at a broader scale.



NATIONAL LEVEL

On the national stage, the project aligns with and advances primary policy goals such as the Swachh Bharat Abhiyan, National Urban Sanitation Policy, and Sustainable Development Goal 6 – Clean Water and Sanitation. By encouraging behavioural change, improving access to toilets, and promoting hygiene practices, the initiative strengthens India's progress toward becoming open defecation-free and ensuring universal access to sanitation. It also serves as a replicable model for other high-traffic religious or tourist areas in India, highlighting the effectiveness of CSR-led infrastructure projects in supporting public health and inclusive development.



CHALLENGES FACED

MAINTENANCE AND CLEANING CONSISTENCY



While most users appreciated the cleanliness of the toilet block, some respondents expressed concerns over inconsistent maintenance during peak hours. Ensuring round-the-clock cleanliness, especially in a high-footfall area, remains a challenge that requires dedicated staffing and regular monitoring.

LIMITED CAPACITY DURING HIGH PILGRIM SEASON



The toilet block experiences significant pressure during pilgrimage seasons and festivals, leading to occasional overcrowding. There is a clear need to plan for additional facilities or temporary units to handle seasonal surges.

ACCESS FOR ALL GROUPS



Although efforts were made to ensure Accessibility, a few elderly and differently-abled users reported minor difficulties related to ramps. Universal design features need to be strengthened to ensure true inclusivity.

BEHAVIOURAL CHANGE TAKES TIME



Despite improved infrastructure, 56% of respondents did not observe a significant change in sanitation habits within their community. This highlights that infrastructure alone is not enough; continuous awareness and behaviour change campaigns are equally important.

LIMITED AWARENESS OF CSR CONTRIBUTION



While 76% of respondents were aware of Petronet LNG's role, a notable 24% were unaware of the organisation's involvement. This indicates the need for more effective community-level branding and communication about CSR initiatives.

LESSON LEARNED

INFRASTRUCTURE MUST BE PAIRED WITH EDUCATION



Providing a clean toilet facility is crucial, but lasting impact comes when it is coupled with regular community engagement, hygiene education, and behaviour change communication.

DESIGN FOR DIVERSE USERS



Sanitation facilities should cater to all users—including women, children, older people, and individuals with disabilities. Inclusive design improves usability, comfort, and dignity for all.

SUSTAINABILITY DEPENDS ON MAINTENANCE



Cleanliness and proper functioning are vital to sustain usage. Appointing trained staff, establishing cleaning schedules, and setting up user feedback mechanisms are essential for long-term success.

COMMUNITY INVOLVEMENT BUILDS OWNERSHIP



Projects that actively involve residents, shopkeepers, and user groups in planning and feedback tend to achieve higher usage and better upkeep. Community participation creates a sense of shared responsibility.

HAND WASHING STATION



05

OECD FRAMEWORK



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

The program has been evaluated using the OECD-DAC criteria, which assess its Relevance, Coherence, Effectiveness, Efficiency, Impact and Sustainability. Each criterion is rated on a scale of 1 (Low) to 5 (High) based on program performance.



RELEVANCE

The Sulabh Toilet Block Project, supported by Petronet LNG Ltd., addressed a critical sanitation gap in Katra, Jammu, a high-footfall pilgrimage town with inadequate public toilets. With only three poorly maintained facilities, open defecation was common, posing health risks and affecting the town's spiritual atmosphere. The new toilet block provided clean, safe, and inclusive sanitation, especially benefiting women, older people, and individuals with disabilities. By tackling a core public health issue in a visible location, the project proved highly relevant and impactful.



COHERENCE

At the global level, the project contributes directly to Sustainable Development Goal 6 (Clean Water and Sanitation) by improving access to hygienic toilet facilities. It also supports SDG 3 (Good Health and Well-being) by reducing sanitation-related illnesses, and SDG 5 (Gender Equality) through the provision of safe and private toilets for women. Enhancing urban infrastructure in a high-footfall pilgrimage town aligns with SDG 11 (Sustainable Cities and Communities). Additionally, the collaboration between Petronet LNG Ltd. and Sulabh International exemplifies SDG 17 (Partnerships for the Goals), showcasing the impact of cross-sector partnerships in advancing sustainable development. At the national level, the project supports the Swachh Bharat Abhiyan. It complements the objectives of the National Urban Sanitation Policy and the National Health Mission, reinforcing India's commitment to hygiene, health, and inclusive infrastructure.



EFFECTIVENESS

The project was highly effective in achieving its intended objectives.



72.0%

of the respondents found the facility accessible and safe for all family members, while 90% rated it as clean and well-maintained.



78.0%

of users reported noticeable health improvements after using the toilet block, indicating a direct public health benefit.



95.0%

confirmed consistent availability of water, soap, and lighting, reflecting high service reliability.

The facility is used by approximately 250 to 370 people daily, and 41% of households reported using it every day.

These indicators demonstrate that the project successfully improved access, promoted hygiene, and significantly reduced open defecation.



EFFICIENCY

The project made efficient use of available resources and partnerships. Petronet LNG Ltd. collaborated with Sulabh International, a nationally recognised organisation in sanitation, to leverage technical expertise and operational capacity. Existing land in a high-traffic area was effectively utilised, and local community members were engaged during awareness drives and the inauguration phase. Operational roles such as cleaning and maintenance were assigned to trained local staff, ensuring cost-effective and timely service delivery. The project also benefited from Sulabh's established infrastructure and implementation model, which allowed for a smooth and resource-efficient rollout. These elements contributed to a high degree of efficiency in planning, execution, and ongoing operations.



IMPACT

The project has had both immediate and long-term positive impacts. In the short term, it reduced open defecation, improved public hygiene, and increased comfort and safety for users, particularly for women and older people. Beneficiaries reported better health outcomes and expressed a strong sense of dignity and relief. In the longer term, the project has helped shift sanitation behaviour, increased awareness about hygiene practices, and improved the image of Katra as a pilgrim-friendly destination. It also indirectly supported local economic activity by making the environment cleaner and more welcoming for tourists. The success of this project sets a replicable example for similar towns and pilgrim sites across India.



SUSTAINABILITY

Several encouraging factors support the sustainability of the project. First, the high and regular usage indicates positive behaviour change, with many users adopting the toilet block as part of their daily routine. Second, there is visible community acceptance and ownership, as reflected in user testimonials and ongoing feedback from residents and vendors. Third, the infrastructure itself is resilient, with weatherproof construction, gender-segregated units, and facilities for differently-abled users. While formal institutions like PRIs or SHGs were not directly involved, the project did create early linkages with local influencers and user groups, laying the groundwork for community-led sanitation governance in the future. Continued awareness programs and maintenance support will be key to ensuring long-term sustainability.



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

Index: 5 Points - Very High ; 4 Points - High ; 3 Points - Moderate ; 2 Points - Low ; 1 Point - Very Low

06. SWOT ANALYSIS



STRENGTHS



STRATEGIC LOCATION

The toilet block is situated in a high-footfall area of Katra, making it highly accessible to pilgrims, residents, and vendors.



INCLUSIVE INFRASTRUCTURE

The facility includes gender-segregated toilets and accessibility features for differently-abled and elderly users, ensuring usability for all.



POSITIVE COMMUNITY IMPACT

High user satisfaction, with 90% rating cleanliness positively and 78% reporting health improvements.



REPUTED IMPLEMENTATION PARTNER

Collaboration with Sulabh International, a nationally recognised sanitation organisation, ensured quality construction and operational expertise.



WEAKNESSES



LIMITED CAPACITY

A single toilet block struggles to meet peak demand during pilgrimage seasons, leading to occasional overcrowding.



INCONSISTENT MAINTENANCE

Though cleanliness is generally appreciated, some users reported lapses in maintenance during busy hours.



LIMITED AWARENESS OF CSR CONTRIBUTION

About 24% of users were unaware of Petronet LNG's role, indicating a gap in branding and community outreach.



ABSENCE OF DIRECT INSTITUTIONAL INVOLVEMENT

Local governance bodies like PRIs or SHGs were not actively involved, limiting long-term institutional ownership.



SCOPE FOR EXPANSION

High usage and community demand indicate potential for replicating or scaling the model across other high-footfall towns and religious sites.



BEHAVIOUR CHANGE COMMUNICATION (BCC)

Introducing hygiene education programs can deepen behaviour change and increase impact.



INTEGRATION WITH WASTE MANAGEMENT

Opportunity to link the toilet block with a local solid waste or sewage treatment initiative for holistic sanitation solutions.



COMMUNITY PARTNERSHIP MODELS

Future engagement with local committees, women's groups, or schools can enhance accountability and sustainability.



SUSTAINABILITY RISKS

Without consistent maintenance, the facility risks falling into disuse or disrepair over time.



HIGH SEASONAL PRESSURE

Pilgrimage surges can strain infrastructure and cleanliness if staffing and supply logistics are not scaled accordingly.



VANDALISM OR MISUSE

Public facilities in open areas are often vulnerable to misuse without proper monitoring or community supervision.



RESOURCE CONSTRAINTS

Inadequate funding or delayed maintenance budgets could impact the long-term functioning and upkeep of the toilet block.

07. RECOMMENDATIONS



EXPAND INFRASTRUCTURE

Additional toilet blocks can be constructed in nearby high-traffic areas such as taxi stands, Yatra Bhawans, and marketplaces to meet seasonal demand, reduce congestion and improve access.



DEPLOY DEDICATED MAINTENANCE STAFF

Dedicated cleaning personnel with defined schedules can be appointed to ensure consistent cleanliness and hygiene, especially during peak pilgrimage hours.



IMPLEMENT AWARENESS ACTIVITIES

Community-based behaviour change communication (BCC) campaigns can be introduced to encourage hygienic toilet use, personal hygiene and responsible waste disposal practices.



ENHANCE INCLUSIVE DESIGN FEATURES

Accessibility features such as additional handrails, anti-slip flooring, and clear signage can be added to serve the elderly and differently-abled users better.



STRENGTHEN CSR BRANDING

Visibility of Petronet LNG's CSR contribution can be enhanced through permanent signage, digital displays, and community engagement activities to foster recognition and inspire similar efforts.



PROMOTE COMMUNITY ENGAGEMENT

Local committees, women's groups, or vendor associations can be involved in monitoring and feedback collection to build community ownership and shared responsibility.



ESTABLISH A FEEDBACK MECHANISM

Simple feedback systems such as suggestion boxes or mobile-based surveys can be introduced to track user satisfaction and identify areas for service improvement.



REPLICATE THE MODEL

The successful approach can be replicated in other religious towns or underserved public areas facing similar sanitation challenges.

08

CONCLUSION

The Sulabh Toilet Block Project in Katra, supported by Petronet LNG Ltd., successfully addressed a critical sanitation gap in a high-footfall pilgrimage town by providing safe, clean, and inclusive toilet facilities. It led to a 61% reduction in open defecation, improved hygiene practices, and enhanced dignity, particularly for women, the elderly and daily wage workers. With high community acceptance, consistent usage and reported health benefits, the project aligned with initiatives like Swachh Bharat Abhiyan, National Health Mission and the Sustainable Development Goals. Despite minor maintenance and capacity challenges, the intervention proved impactful and replicable, offering a scalable model to improve public sanitation in other urban and semi-urban regions across India.



IMPACT ASSESSMENT

Mobile Medical Units at
Dahej, Kochi & Delhi

Implementing Partner:
Wockhardt Foundation

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A

PETRONET LNG LIMITED

ABBREVIATIONS

ANM	Auxiliary Nurse Midwifery
CHC	Community Health Centres
CSR	Corporate Social Responsibility
FGD	Focus Group Discussion
FY	Financial Year
JPHN	Junior Public Health Nurse
MMU	Mobile Medical Unit
NGO	Non-Government Organisation
PHE	Personal Protective Equipment
PHC	Primary Health Centres
PLF	Petronet LNG Foundation
PLL	Petronet LNG Limited
OECD	The Organisation for Economic Cooperation and Development
SDGs	Sustainable Development Goals
SPO	State Program Officer
SWOT	Strengths Weaknesses Opportunities Threats
SHG	Self Help Group

EXECUTIVE SUMMARY

A pair of hands, one palm up and one palm down, holding a small white rectangular card. The card has the word "RESPONSIBILITY" written on it in a bold, sans-serif font. The background is a dark, textured surface, possibly wood or stone, with a red fabric element visible at the bottom left.

RESPONSIBILITY

The Mobile Medical Unit (MMU) program, supported by Petronet LNG Foundation and implemented by Wockhardt Foundation, aimed to address healthcare challenges in underserved areas of Dahej (Gujarat), Kochi (Kerala), and Delhi. Many communities lacked access to facilities nearby, faced high treatment costs, and had limited health awareness. To tackle this, mobile vans staffed with doctors and pharmacists provided free health check-ups, medicines, and basic treatment on fixed schedules. The initiative also included awareness sessions on hygiene and disease prevention, helping reduce healthcare expenses and ensuring timely support, especially for women, children, the elderly, and daily wage workers.

PROJECT DETAILS



Implementation year

For Delhi & Dahej Financial Year 2022-23 and for Kochi Financial Year 2023-24



Assessment year

Financial Year 2025-26



Beneficiaries

Kochi- 3982 | Dahej-3632 | Delhi- 5647 |
Total - 13,261



Supported By

Petronet LNG Limited - Petronet LNG Foundation



Implementing Partner

Wockhardt Foundation



Project locations

- Vypin Island, Kochi, Ernakulam, Kerala (1 No)
- Dahej, Bharuch, Gujarat (1 No)
- Dwarka, South West Delhi, Delhi (2 Nos)



Project Budget

- Kochi - ₹40.51 Lakhs
- Dahej - ₹41.11 Lakhs
- Delhi - ₹81.02 Lakhs



SDG Goals



Alignment with government initiatives

The Mobile Medical Unit (MMU) project supports several flagship initiatives of the Government of India:

- Ayushman Bharat - Health and Wellness Centres (HWCs)
- National Health Mission (NHM)
- Pradhan Mantri Surakshit Matritva Abhiyan (PMSMA)
- Rashtriya Bal Swasthya Karyakram (RBSK)

PROJECT ACTIVITY



Delivered free health check-ups through Mobile Medical Units (MMUs) in Dahej (1 No), Kochi(1 No), and Delhi (2Nos).



Conducted regular tests such as haemoglobin, blood sugar, and oxygen levels.



Used testing kits to detect diseases like dengue, typhoid, and malaria.



Organised health awareness sessions in the local language on topics such as hygiene, anaemia, hepatitis, TB, diabetes, and immunisation.



Provided counselling on monsoon illnesses, mosquito control, child nutrition, and healthy living.



Distributed general medicines and nutritional supplements, such as deworming tablets.



Identified high-risk areas for disease and educated the community about symptoms and early care.



Treated common illnesses like high blood pressure, diabetes, fever, cough, cold, malaria, and anaemia.



Screened and referred patients for cataract and other conditions needing specialist care.



Reached out to school children, adolescent girls, pregnant women, and lactating mothers with health messages and support from ASHA and health workers.



Referred severe cases to Primary Health Centres (PHCs), Community Health Centres (CHCs), civil hospitals, or multi-speciality hospitals for advanced care.



Guided people with lifestyle diseases on healthy eating and exercise.

KEY FINDINGS

**100%**

of the respondents accessed MMU services free of cost.

**95.2%**

of the respondents found the MMU services highly useful.

**94.4%**

of the respondents expressed high satisfaction with the overall MMU service.

**86.4%**

of the respondents underwent preventive health check-ups even without ailments whenever MMU was available.

**84.0%**

of the respondents used MMU as the first point of care when they fell ill.

**59.7%**

of the respondents had a chronic ailment check-up, which was weekly.

**49.6%**

of the respondents chose MMU due to trust in the doctor.

**32.8%**

of the respondents were influenced to visit MMU after being contacted through surveys.

**8.4%**

of the respondents accessed MMU due to its doorstep availability.

**99.2%**

of the respondents believed Wockhardt's timely support helped avoid serious health risks.

KEY IMPACTS



96.8%

of the respondents reported saving money on both consultation and medicine through MMU services.



89.2%

of the families experienced further prevention of illness due to timely MMU treatment.



71.2%

of the respondents received treatment for common fever, cough & cold last year.



90.5%

of the respondents stated they were diagnosed for the first time for Chronic illness at the MMU camp.



92.0%

of the respondents observed a great relief in their ailment post receiving medicines, supplements, and deworming medicines at MMU.



57.2%

of the respondents received treatment and guidance on personal hygiene, which is a preventive care.



96.4%

of the respondents shared health awareness activities at the camp were beneficial.



96.7%

of the respondents were delighted with the timely referrals by MMU for better health care.



01. INTRODUCTION

BACKGROUND AND NEED OF THE PROJECT

The Mobile Medical Services Program, supported by Petronet LNG Foundation and implemented by Wockhardt Foundation, was launched to address the lack of access to quality primary healthcare in underserved and remote regions. In many rural communities, people struggle to get timely medical attention due to limited healthcare infrastructure, a shortage of doctors, and financial constraints. This often leads to untreated illnesses, poor health outcomes, and a burden on already vulnerable families. Recognising this gap, the program deployed mobile medical vans equipped with doctors, essential medicines, and diagnostic facilities to bring healthcare directly to the doorstep of people in need. The initiative aimed to ensure early detection of illnesses, reduce travel time and costs for patients, and promote health and hygiene awareness. By delivering consistent, free-of-cost healthcare services in identified villages, the program aimed to improve overall community health and enhance quality of life for the underprivileged.

OBJECTIVES OF THE PROGRAM

The primary objective of the Mobile Medical Services Program is as follows:



Provide free, accessible, and quality primary healthcare to people living in remote and underserved rural areas.



Reach individuals who lack access to basic health facilities due to distance, financial constraints, or limited infrastructure.



Operate mobile medical vans equipped with doctors, nurses, diagnostic tools, and essential medicines.



Ensure early detection and timely treatment of common illnesses.



Raise awareness about hygiene, nutrition, preventive care, and management of chronic diseases.



Give special attention to vulnerable groups, including older people, women, and children.



Work towards reducing health disparities and improving overall community well-being.



Provide continuous care and health education to these groups.



Bring medical services directly to the doorstep of those in need.

ABOUT PETRONET LNG LIMITED

Petronet LNG Limited (PLL) is one of India's leading energy companies, working towards making clean energy accessible across the country. Beyond its core business, Petronet LNG also supports social development through its Corporate Social Responsibility (CSR) arm, the Petronet LNG Foundation. The Foundation focuses on areas such as healthcare, education, skill development, environment, and community welfare.

One of its key goals is to make quality healthcare available to people in underserved regions. Through initiatives like the Mobile Medical Units (MMUs), the Foundation ensures that essential health services reach remote and rural communities, especially those with limited access to hospitals or clinics.

ABOUT WOCKHARDT FOUNDATION

Wockhardt Foundation is a national non-profit organisation in India dedicated to improving the lives of underprivileged communities through healthcare, education, sanitation, and community development. Guided by the belief that "every smile counts," the Foundation works to bring meaningful change through impactful programs. Its flagship initiative, Mobile 1000, aims to operate 1,000 mobile medical vans to provide free primary healthcare to millions of rural Indians each year. Currently, it runs 54 vans across 14 states. Alongside this, the Foundation also runs programs like Little Hearts, Swachhalaya, Bio Toilets, E-Learning, Khel Khel Mein, and more. With a strong focus on scale, quality, and addressing real community needs, Wockhardt Foundation continues to create a more profound impact. It is an initiative of Wockhardt Ltd., a leading pharmaceutical and biotechnology company.



02 RESEARCH METHODOLOGY

SoulAce undertook the impact assessment of the Mobile Medical Services Program to evaluate the reach, effectiveness, and overall impact of the initiative supported by Petronet LNG Limited and implemented by Wockhardt Foundation. The study aimed to understand how the mobile medical vans contributed to improving healthcare access among underserved populations in rural areas. Through surveys, interviews, and field observations, the assessment captured direct experiences, health outcomes, and feedback from beneficiaries across project locations.

OBJECTIVES OF THE STUDY



To evaluate the accessibility and usage of medical services provided through mobile vans in rural and remote areas.



To assess the improvement in health awareness, early diagnosis, and treatment among the target population.



To understand the quality of medical services delivered, including consultation, diagnosis, and medication.



To capture changes in health-seeking behaviour and satisfaction levels of beneficiaries.



To identify the program's contribution towards reducing health-related challenges faced by vulnerable communities.



To document gaps, if any, in service delivery and provide actionable recommendations for enhancing program outcomes.

RESEARCH METHODOLOGY

The impact assessment study adopted a comprehensive mixed-methods strategy, blending quantitative and qualitative approaches to offer a more intricate understanding of the project's impact. This combination allowed for the acquisition of both numerical data and detailed contextual insights, resulting in a more comprehensive evaluation of the project's outcomes.

APPLICATION OF QUANTITATIVE TECHNIQUES

In the quantitative aspect, the study utilised structured interviews featuring predetermined response options. Closed-ended surveys included specific questions with multiple-choice or Likert-scale options. This approach facilitated the collection of data that could be quantified and statistically analysed, offering a clear and measurable understanding of the project's impact.

APPLICATION OF QUALITATIVE TECHNIQUES

To ensure accuracy and a diverse participant pool, a mix of semi-structured interviews, open-ended interviews, and Focus Group discussions (FGDs) engaged essential project stakeholders, including key stakeholders, including Implementing partner/project team, Doctor, Nurse, Community leaders, Panchayat leaders and SPO. These qualitative inputs complemented the quantitative data, providing deeper insights into program effectiveness, significant barriers, challenges, and areas for enhancement.

ENSURING TRIANGULATION

The quantitative research findings were cross-validated with the insights derived from the qualitative research. The report was structured to reflect this triangulation, enhancing the reliability of the findings.

SAMPLING FRAMEWORK

To ensure a well-rounded representation of the different sub-groups within the target population, the study employed a stratified random sampling technique. Additionally, for qualitative interactions, purposive sampling was utilised to engage key stakeholders.

Stratified random sampling is a method that involves dividing the population into distinct subgroups and then randomly selecting samples from each subgroup to ensure representative diversity in the study.

Purposive sampling is a research method where specific individuals or groups are deliberately chosen for inclusion in a study based on their unique characteristics or expertise, to provide targeted and specialised insights into the research topic.

The sampling framework is outlined below:

State	Village/ Taluka/ District	Villages covered	Sample size
Gujarat	Bharuch	Dahej	100
Delhi	South West Delhi	Dwarka	100

STANDARDISED FRAMEWORK FOR EVALUATION

The research study applied the OECD-DAC framework for evaluation, ensuring alignment with globally accepted standards and norms. This framework offered a strong and uniform method to evaluate the project's impact, bolstering the credibility and pertinence of the research findings.



DESIGN SNAPSHOT



Name of the project

Mobile Medical Units at Dahej, Kochi & Delhi



Implementing agency

Wockhardt Foundation



Research design used

Descriptive and Interpretive research design



Sampling technique

Stratified random sampling and purposive sampling



Sample size

250 patients (Beneficiaries)



Qualitative method used

Testimonials and Focus Group
Discussion, Semi-structured
interviews, and surveys with
beneficiaries

KEY STAKEHOLDERS



UPHOLDING RESEARCH ETHICS

The impact assessment study upheld a robust framework of research ethics principles throughout its process.



INFORMED CONSENT

Participants made informed decisions after understanding the study goals, risks, and benefits.



CONFIDENTIALITY

Participant information was guarded securely, establishing a foundation of trust.



DATA SECURITY AND ANONYMITY

Rigorous measures ensured participant data remained private and untraceable.



NON-MALEFICENCE

Participant well-being was safeguarded, with no harm caused by the research.



INTEGRITY

Research maintained high credibility through sincere and transparent practices.



JUSTICE

Equitable treatment prevailed, free from biases or stereotypes, promoting fairness.



INTERVIEW WITH PROJECT STAFF

03. ANALYSIS OF THE PROGRAM DESIGN

IMPLEMENTATION STRATEGY

The Petronet LNG Foundation's Mobile Medical Unit (MMU) program, implemented by Wockhardt Foundation, was designed to deliver quality primary healthcare services to underserved populations in Dahej (Gujarat), Kochi (Kerala), and Delhi. The strategy focused on deploying mobile vans equipped with qualified doctors, pharmacists, diagnostic tools, and essential medicines to reach communities with limited or no access to healthcare. The program adopted a fixed route and schedule to ensure regular and predictable service delivery. Community mobilisation and scheduling were supported by local field staff to maintain continuity and outreach. Health awareness sessions were also integrated into regular visits to enhance preventive care practices among the community.

MONITORING AND EVALUATION

The program was monitored through periodic reporting by the implementation team, including data on patient footfall, types of illnesses treated, referrals made, and medicines dispensed. Field teams collected daily service data and shared weekly and monthly reports with the Foundation. Feedback was taken informally from patients during the sessions, and Petronet LNG Foundation representatives occasionally reviewed health camps to ensure quality standards. Photographic evidence of MMU visits and patient registration records were also maintained. However, formal third-party evaluation tools or structured M&E frameworks (such as baseline-endline surveys or LFA-based tracking) were limited.

STAKEHOLDER INTERVIEW



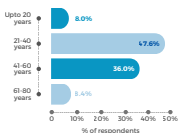
04

KEY FINDINGS AND IMPACTS



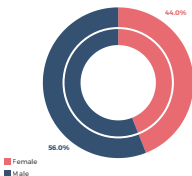
DEMOGRAPHIC PROFILE

CHART 1: AGE OF THE PATIENTS



The majority of the patients were between 21 and 40 years of age (47.6%), followed by those aged 41 to 60 years (36.0%). A smaller portion of the respondents were either below 20 years (8.0%) or in the 61 to 80 years age group (8.4%). This indicates that most of the beneficiaries belonged to the working-age population, suggesting the project was relevant to individuals in their productive years.

CHART 2: GENDER OF THE RESPONDENTS

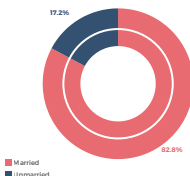


56.0%

of the male patients accessed the services compared to female patients (44.0%).

This shows that both men and women benefited from the intervention, with men forming the majority among the respondents.

CHART 3: MARITAL STATUS OF THE RESPONDENTS

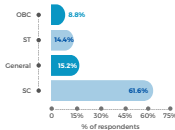


82.8%

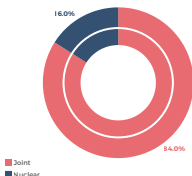
of the respondents were married, while a smaller portion were unmarried (17.2%).

This suggests that the majority of patients belonged to family units, indicating the project's impact likely extended beyond individuals to benefit their households as well.

CHART 4: SOCIAL CATEGORY OF THE RESPONDENTS

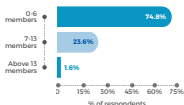


The majority of the respondents belonged to the Scheduled Caste (SC) category (61.6%), followed by General (15.2%), Scheduled Tribe (ST) (14.4%), and Other Backwards Classes (OBC) (8.8%). This indicates that the project successfully reached a large proportion of socially disadvantaged groups, ensuring support to those who often face barriers in accessing healthcare services.

CHART 5: TYPE OF FAMILY

84.0%

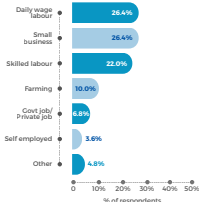
of the respondents lived in joint families, while a smaller portion belonged to nuclear families (16.0%).

This shows that the services provided through the project were mainly accessed by individuals from larger family structures, extending the indirect benefits to multiple family members.

CHART 6: TOTAL NUMBER OF FAMILY MEMBERS

74.8%

of the respondents had families with up to 6 members, while some had 7 to 13 members (23.6%), and only a few had more than 13 members (1.6%).

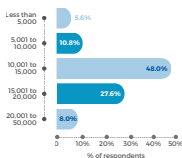
This indicates that the project primarily reached households of moderate size, reflecting typical family structures in the area.

CHART 7: PRIMARY FAMILY OCCUPATION


The primary sources of livelihood for the families were daily wage labour and small businesses, each reported by an equal number of respondents (26.4%), followed by skilled labour (22.0%). Fewer respondents were engaged in farming (10.0%), government or private jobs (6.8%), and self-employment (3.6%). A small share fell under the 'other' category (4.8%), which included pensioners, livestock rearing, and students. This indicates that the project largely reached low-income households engaged in informal or semi-skilled work, highlighting its relevance for economically vulnerable groups.

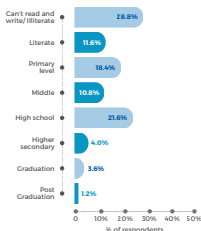
MOBILE HEALTH VAN


CHART 8: AVERAGE MONTHLY FAMILY INCOME (₹)



The majority of respondents reported a monthly family income between ₹10,001 and ₹15,000 (48.0%), followed by those earning ₹15,001 to ₹20,000 (27.6%). Smaller segments had incomes either below ₹10,000 (16.4% combined) or above ₹20,000 (8.0%). This shows that most families fell within a modest income bracket, indicating that the project was well-targeted towards economically constrained households.

CHART 9: EDUCATIONAL STATUS OF THE RESPONDENTS



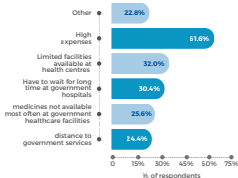
28.8%

of the respondents were either illiterate or had only completed primary education (18.4%), while others had studied up to high school (21.6%).

Very few had completed higher education, with only a small percentage being graduates (3.6%) or postgraduates (1.2%). This suggests that the project reached individuals with limited formal education, highlighting the importance of accessible and well-communicated healthcare services for such populations.

PRE-INTERVENTION SCENARIO

CHART 10: HEALTH SERVICE ISSUES FACED IN THE VILLAGE

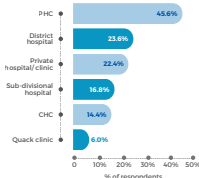


61.6%

of the respondents reported that high healthcare expenses were the most common issue, followed by limited facilities at health centres (32.0%) and long waiting times at government hospitals (30.4%).

Many also faced challenges such as the unavailability of medicines (25.6%) and the long distance to reach government services (24.4%). Other concerns included limited access to basic healthcare, informal and inadequate services, and cases of severe malnutrition. These findings highlight the urgent need for accessible, affordable, and reliable healthcare solutions in the villages.

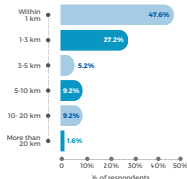
CHART 11: HEALTH CENTRES USED BEFORE MMU INTERVENTION



Many also faced challenges such as the unavailability of medicines (25.6%) and the long distance to reach government services (24.4%).

Other concerns included limited access to basic healthcare, informal and inadequate services, and cases of severe malnutrition. These findings highlight the urgent need for accessible, affordable, and reliable healthcare solutions in the villages.

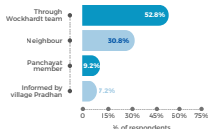
CHART 12: DISTANCE TO PREVIOUSLY AVAILED HEALTH FACILITY



Nearly half of the respondents earlier accessed health facilities located within 1 km (47.6%), while others had to travel 1-3 km (27.2%) or even longer distances, with some going beyond 10 km (10.8%).

This shows that although healthcare was physically closer for many, a significant portion still had to travel considerable distances, which could be challenging, especially for the elderly, sick, or low-income households—making doorstep services like MMU highly relevant.



CHART 13: SOURCE OF INFORMATION ABOUT MMU CAMP DATE AND TIME**52.8%**

of the respondents learned about the MMU camp directly from the Wockhardt team, followed by 30.8% who got the information from neighbors.

**9.2%**

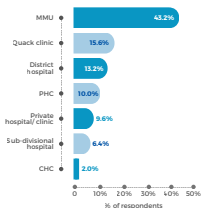
of the respondents were informed by the panchayat members, while 7.2% were informed by the village pradhan.

This shows that while the project team played a key role in spreading awareness, informal community networks also contributed significantly to information sharing.

**CASE STUDY 1**

Parvati is a 62-year-old woman from Samalkha village in South West Delhi. She lives in a joint family of five members, and the family's primary source of income is a small business. As an older woman who cannot read or write, Parvati used to face many problems in accessing health care, mainly because nearby hospitals were either too far or lacked proper facilities. She first learned about the Mobile Medical Unit (MMU) from her neighbour and began attending the health camps held every 15 days. Before MMU, she would visit a district hospital or private clinic, but it was not always convenient. With MMU now coming close to her village, she or her family members go for a check-up at least once every 15 days.

Parvati has received treatment at the MMU for fever, cough, cold, and tooth pain (for which she was referred to another hospital). She also got blood tests and free medicines during the camp, which gave her great relief. Although she believes some of her health needs were also supported elsewhere, she agrees that the doctor at the MMU listens patiently and gives proper advice. She found the awareness sessions on personal hygiene beneficial and appreciates the fact that her family members can access MMU services even when she is not at home.

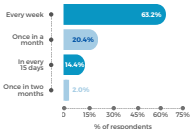
PROJECT INTERVENTION**CHART 14: PREFERRED HEALTH CARE FACILITY AFTER MMU INTERVENTION**

After the MMU intervention, a large share of respondents preferred using the MMU services (43.2%), while fewer continued visiting quack clinics (15.6%) or district hospitals (13.2%). Only a small number relied on PHCs (10.0%) or private facilities (9.6%). This shift indicates that the MMU became the most trusted and accessible healthcare option for many, reducing dependence on informal providers and distant hospitals.

Overall, Parvati finds the MMU services highly useful and is satisfied, even though she sometimes prefers other services in emergencies. She believes the MMU support helped her avoid serious health risks in time.

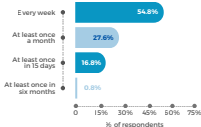


CHART 15: FREQUENCY OF MMU HEALTH CAMPS IN THE AREA



Most respondents shared that MMU health camps were held every week in their area (63.2%), while others reported a frequency of once a month (20.4%) or every 15 days (14.4%). Very few said the camps happened once in two months (2.0%). This suggests that the MMU maintained a regular presence, which likely contributed to its popularity and preference as a healthcare option in the community.

CHART 16: FREQUENCY OF ATTENDANCE AT HEALTH CAMPS PER YEAR



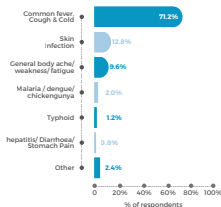
54.8%

of the respondents attended MMU health camps every week, while others participated at least once a month (27.6%) or once in 15 days (16.8%).

Very few attended only once in six months (0.8%).

This shows that regular camps encouraged consistent engagement and follow-up care among the community, making healthcare more accessible and routine for many families.

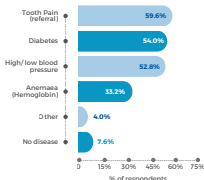
CHART 17: TREATMENT RECEIVED FOR COMMUNICABLE/ SEASONAL/ COMMON DISEASES IN THE LAST YEAR



Most respondents received treatment for common illnesses such as fever, cough, and cold (71.2%), while fewer sought care for skin infections (12.8%) and general body aches or fatigue (9.6%). Only a small number reported treatment for more serious conditions like malaria, typhoid, hepatitis, or stomach-related issues. This indicates that the MMU played a key role in addressing frequent and seasonal health concerns, helping prevent them from escalating into more serious conditions.

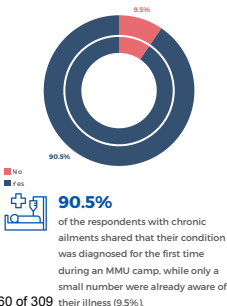
TREATMENT AND MEDICATION

CHART 18: TREATMENT RECEIVED FOR LIFESTYLE/ CHRONIC AILMENTS IN THE LAST YEAR



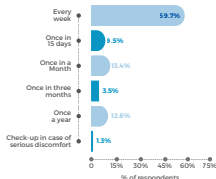
A large number of respondents received treatment or referrals for chronic conditions such as tooth pain (59.6%), diabetes (54.0%), and blood pressure issues (52.8%). Many were also treated for anaemia (33.2%). Only a few reported having no health issues (7.6%). This shows that the MMU addressed a wide range of chronic and lifestyle-related ailments, supporting regular monitoring and early intervention for conditions that require continuous care.

CHART 19: FIRST-TIME DIAGNOSIS OF CHRONIC AILMENT AT MMU CAMP



This highlights the crucial role of the MMU in early detection and awareness of chronic diseases, especially for individuals who may not have otherwise accessed timely medical screening.

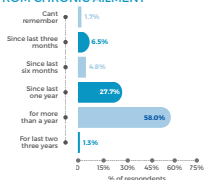
CHART 20: FREQUENCY OF CHECK-UPS FOR CHRONIC AILMENT



Most respondents with chronic ailments reported getting regular weekly check-ups through the MMU (59.7%), while others had check-ups once a month (13.4%), every 15 days (9.5%), or once a year (12.6%). Very few visited, except in cases of severe discomfort (1.3%). This indicates that the MMU facilitated consistent follow-up and monitoring for chronic conditions, which is essential for effective long-term management and improved health outcomes.



Q&A WITH BENEFICIARIES

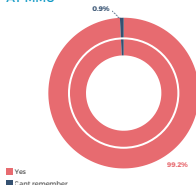
CHART 21: DURATION OF SUFFERING FROM CHRONIC AILMENT

58.0%

of the respondents had been suffering from chronic ailments for more than a year.


27.7%

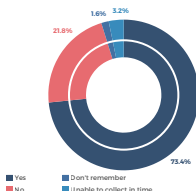
of the respondents reported experiencing issues for the past one year, while others faced problems for a shorter duration, such as three to six months (11.3% combined).

Very few had been dealing with the illness for over two years, or couldn't recall the timeline. This suggests that many of the chronic cases were relatively recent, and the timely intervention through MMU likely helped in early diagnosis and ongoing management.

CHART 22: BLOOD TEST CONDUCTED AT MMU

99.2%

of the respondents confirmed that they had undergone a blood test at the MMU, with only a minimal number unable to recall.

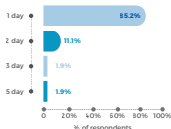
This shows that diagnostic services, especially blood testing, were widely provided and effectively utilised, contributing to early detection and treatment of various health conditions.

CHART 23: RECEIVED BLOOD TEST REPORT ON THE SAME DAY


The majority of respondents who underwent blood tests at the MMU received their reports on the same day (73.4%), while some did not receive them the same day (21.8%) or were unable to collect them on time (3.2%). A small number couldn't recall (1.6%). This reflects the timely delivery of diagnostic results for most patients, which is essential for quick treatment and follow-up care.

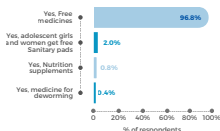
PROJECT STAFF



CHART 24: DELAY IN RECEIVING BLOOD TEST REPORT (IN DAYS)

85.2%

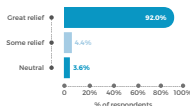
of those who did not receive their blood test reports on the same day reported a delay of just 1 day, while a few experienced delays of 2 to 5 days.

This shows that even in cases of delay, the reports were generally made available within a short period, ensuring minimal disruption to diagnosis and treatment.

CHART 25: RECEIVED FREE MEDICINES AS WELL AS SANITARY PADS AS PER REQUIREMENT FROM THE MMU

96.8%

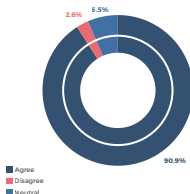
of the respondents received free medicines as well as sanitary pads as per requirement from the MMU, while a small number also received sanitary pads (2.0%), nutrition supplements (0.8%), or deworming medication (0.4%).

This shows that the MMU primarily focused on providing essential medicines at no cost, easing the financial burden of treatment for many families, especially those with limited income.

CHART 26: MEDICINES/ SUPPLEMENTS/ DEWORMING RECEIVED FROM MMU

92.0%

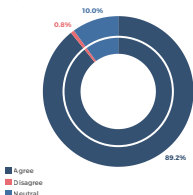
of the respondents experienced significant relief after receiving medicines or supplements from the MMU, while 4.4% felt some relief, and 3.6% remained neutral.

This suggests that the medicines provided were largely effective and met the treatment needs of most patients, reinforcing the value of free and accessible healthcare through the MMU.

CHART 27: TIMELY MMU TREATMENT HELPED PREVENT WORSENING OF CHRONIC CONDITION

90.9%

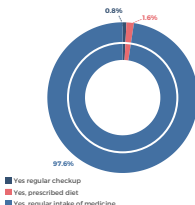
of the respondents with chronic ailments agreed that timely treatment from the MMU helped prevent their condition from worsening, while only 2.6% disagreed and 6.5% were neutral.

This indicates that regular and accessible care through the MMU played a crucial role in controlling chronic illnesses and avoiding complications.

CHART 28: TIMELY MMU TREATMENT HELPED PREVENT HOSPITALISATION FOR ILLNESS**89.2%**

of the respondents agreed that timely treatment from the MMU helped prevent hospitalisation for their illness, while only 10.0% were neutral and 0.8% disagreed.

This shows that the MMU's early intervention and accessible care significantly reduced the need for more serious medical attention, easing pressure on families and healthcare systems.

CHART 29: ADHERENCE TO DOCTOR'S ADVICE GIVEN AT MMU**97.6%**

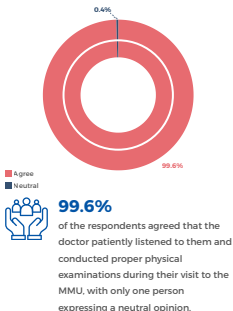
of the respondents followed the doctor's advice given at the MMU, especially by taking medicines regularly.

**1.6%**

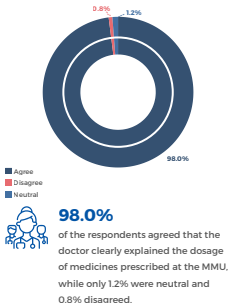
6% of a small number considered it essential to follow prescribed diets, while 0.8% thought regular check-ups were important.

This indicates a high level of trust in the medical guidance provided and shows that patients were actively engaged in managing their health conditions.



CHART 30: DOCTOR'S PATIENCE IN LISTENING AND CONDUCTING PHYSICAL EXAMINATION

This reflects a strong level of satisfaction with the doctor's approach and the quality of patient interaction provided through the MMU service.

CHART 31: DOCTOR'S CLARITY IN EXPLAINING MEDICINE DOSAGE

This indicates that communication around medicine usage was strong, helping ensure correct and safe intake by the patients.

**CASE STUDY 2**

Awranzeb Ansari, a 20-year-old skilled labourer from Dahej in Bharuch district, Gujarat, lives in a joint family of four members. Despite completing higher secondary education, the limited income of around ₹15,000 per month and high medical expenses often posed challenges in availing proper healthcare for his family. He learned about the Mobile Medical Unit (MMU) initiative through the Wockhardt team and has been regularly using its services for over a year now.

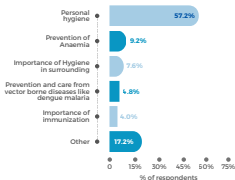
Before MMU, Awranzeb visited quack clinics or the nearby PHC located about 1-3 km away, but these visits were infrequent due to travel constraints and limited awareness. With MMU reaching closer, he now ensures monthly check-ups for himself and his family, especially for common issues like fever, cold, diabetes, and blood pressure. The MMU has not only provided free medicines and treatment, which he finds greatly relieving, but has also increased his knowledge about preventive care for diseases like hepatitis, typhoid, and TB.

Awranzeb appreciates the doctor's guidance and has become regular with his medicine intake. He finds the awareness sessions very useful and feels that the initiative has helped him avoid unnecessary travel and hospital visits.

His trust in the MMU is reflected in how eagerly he waits for the camps, even suggesting topics for upcoming sessions during surveys. He rates the services as highly useful and is fully satisfied with the regular presence of the MMU in his area.



CHART 32: RECALLING THE AWARENESS PEOPLE RECEIVED DURING THE HEALTH CAMP AT MMU



57.2%

of the respondents recalled receiving awareness related to personal hygiene, while others remembered guidance on preventing anaemia (9.2%), maintaining clean surroundings (7.6%), and protecting themselves from vector-borne diseases (4.8%).



4.0%

of people also recalled the importance of immunisation.

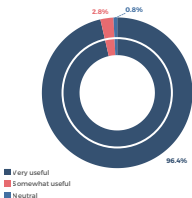
The 'other' responses (17.2%) included valuable topics like safe water consumption, heart and diabetes prevention, deworming, and care for diseases like hepatitis, TB, HIV, and leprosy, along with mother and child health care. This indicates that the MMU played a key role not just in treatment but also in raising awareness about preventive healthcare across a broad range of issues.

GROUP PHOTO



FOLLOW-UP AND LONG-TERM SUPPORT

CHART 33: USEFULNESS OF HEALTH AWARENESS ACTIVITIES

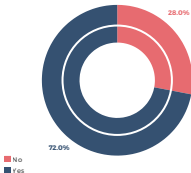


96.4%

of the respondents found the health awareness activities conducted by the MMU to be very useful, with 2.8% considering them somewhat useful and 0.8% remaining neutral.

This shows that the educational component of the MMU was highly effective in helping people understand and adopt better health practices in their daily lives.

CHART 34: REFERRAL TO OTHER HEALTH FACILITIES BY MMU DOCTOR



72.0%

of the respondents reported being referred to other health facilities by the MMU doctor, mainly to nearby hospitals, civil hospitals, city

hospitals, or multi-specialist centres.

Some were also referred to PHCs and CHCs for follow-up or advanced care. Common reasons for referral included conditions like dengue, malaria, and other viral infections. This shows that the MMU not only provided primary care but also ensured patients needing specialised treatment were guided to appropriate facilities, supporting a strong link between frontline services and the broader healthcare system.



CASE STUDY 3

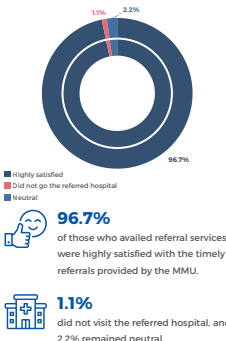
Suraj Singh, a 45-year-old daily wage labourer from Samalkha village in Dwarka, lives in a joint family of six members. With limited income and four dependents, he often found it challenging to access proper healthcare. The nearby government hospital is over 2 km away, and though private clinics are within reach, the cost of consultation and treatment was a burden. He learned about the MMU through a Panchayat member and started visiting regularly for treatment and medicines.

Suraj now uses MMU services every week for common illnesses like fever, cough, and cold, as well as for diabetes, blood pressure, anaemia, and dental pain (with referral support). The free medicines and regular visits have brought great relief, and he has complete trust in the MMU doctor. He feels personal hygiene awareness sessions are beneficial and help him manage his health better. He believes the MMU has filled the healthcare gap in his area, and he is delighted with the services provided.



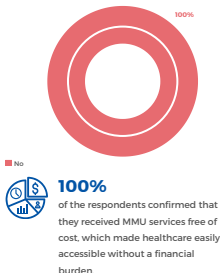
OVERALL SATISFACTION AND SUGGESTIONS

CHART 35: SATISFACTION WITH TIMELY REFERRALS BY MMU



This shows that the referral process was effective and appreciated, helping patients access higher-level care when needed without delay.

CHART 36: PAYMENT REQUIREMENT FOR MMU SERVICES



In the absence of MMU services, most people would have sought treatment at nearby PHCs, CHCs, civil or district hospitals. While some facilities were within 1 to 3 km, many reported needing to travel 5 to 20 km or more, especially for government hospitals. A few also mentioned difficulties in accessing PHCs. This highlights that the MMU significantly reduced both the distance and effort required to access healthcare, especially for those in remote or underserved areas.



CASE STUDY 4

A group discussion was held in Barthal and Bamnoli villages in Delhi with 125 people who have been using the Mobile Medical Unit (MMU) services supported by Petronet LNG and run by Wockhardt Foundation. The aim was to understand how the MMU is helping them and what improvements they would like to see.

Bharti, a 28-year-old woman, shared that she used to feel very weak and often fainted. She was unable to take care of her young child. Earlier, she visited local healers who gave her costly but ineffective medicines. After visiting the MMU, she was diagnosed with anaemia and was given iron tablets and food advice. Her health improved within two months, and she is now able to take care of her child.

Mashrudin Khan, aged 50, had diabetes and high blood pressure. He did not get proper treatment earlier because he could not afford the cost of medicines. The MMU gave him regular checkups and taught his wife how to check his sugar levels. His sugar levels are now under control.

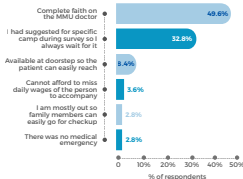
Nagendra Gupta, aged 62, was facing severe joint pain and could not walk without help. He had spent a lot of money on painkillers but got no relief. The MMU team suggested exercises and gave him proper medicines. He is now able to walk short distances on his own.

Many participants said the MMU helped them save money and gave them access to proper treatment. They trust the MMU staff more than local healers. Some people said there is a need for a female doctor for women's health and a mental health counsellor. They also suggested having more frequent visits and a helpline number for emergencies.

Overall, the MMU has improved healthcare access in these villages. People now feel more supported and are even encouraging others in their community to visit the MMU for medical help.



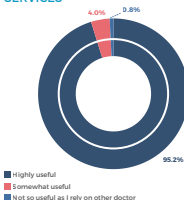
CHART 37: MOST ESSENTIAL REASONS FOR CHOOSING MMU CAMP OVER OTHER HEALTH SERVICES



49.6%

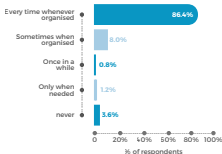
of the respondents chose the MMU camp because they had complete faith in the MMU doctor, while 32.8% said they waited for it because they had requested specific camps during surveys.

Some preferred the MMU because it was available at their doorstep (8.4%), while a few mentioned it helped them avoid losing daily wages or allowed family members to access care even when they were away. This shows that trust, convenience, and accessibility were the main reasons people preferred MMU services over other available healthcare options.

CHART 38: USEFULNESS OF MMU SERVICES**95.2%**

of the respondents found MMU services to be beneficial, while 4.0% considered them somewhat useful, and 0.8% preferred other doctors.

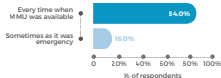
This reflects the substantial positive impact and acceptance of MMU services among the community, highlighting its value in delivering essential healthcare effectively.

CHART 39: PREVENTIVE HEALTH CHECK-UPS AT MMU WITHOUT AILMENT**86.4%**

of the respondents reported regularly attending MMU camps for preventive health check-ups even when they did not have any ailments, with a large majority doing so every time such camps were organised.

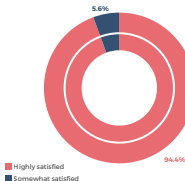
A few attended occasionally or only when necessary, while a minimal number never participated.

This shows strong awareness and trust in preventive care among the community due to the MMU's consistent outreach.

CHART 40: MMU AS FIRST CHOICE WHEN FALLING ILL**84.0%**

of the respondents chose the MMU as their first option for treatment whenever it was available, highlighting the community's strong preference and trust in its services.

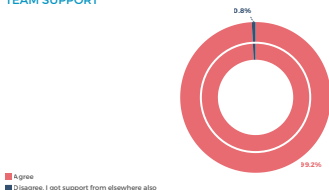
A smaller portion turned to MMU during emergencies, indicating that while some relied on other options based on urgency, the MMU remained a dependable and primary healthcare resource for most.

CHART 41: OVERALL SATISFACTION WITH MMU SERVICES**94.4%**

of the respondents expressed a high level of satisfaction with the services provided by the MMU, reflecting its positive impact on healthcare access and delivery in the community.

A small number reported being somewhat satisfied, suggesting room for minor improvements, but overall, the service was very well-received.

CHART 42: AGREEMENT ON AVERTING HEALTH RISKS DUE TO TIMELY WOCKHARDT TEAM SUPPORT



Nearly all respondents agreed that timely support from the Wockhardt team helped in preventing health risks, showing strong appreciation for the intervention. Only a minimal number mentioned receiving support from other sources as well, indicating that the Wockhardt team played a crucial and primary role in ensuring timely care.



CASE STUDY 5

Dr. Tarique Nawaz, the MMU's dedicated doctor, has been serving the region for over a year. He sees a wide range of patients—from toddlers to the elderly—mostly from rural and labour-class backgrounds. Common health conditions include diabetes, hypertension, and fungal infections, often linked to poor hygiene. The MMU provides essential diagnostic services like blood pressure monitoring, haemoglobin testing, and random blood sugar tests, along with free medications. Dr. Nawaz emphasised how weekly visits and consistent follow-ups help manage chronic conditions effectively. While the MMU doesn't handle vaccinations or emergencies beyond first aid, it provides critical awareness about disease prevention and early symptoms.

Renuka Kashyap, a nursing staff member with three years of experience, plays a vital role in both diagnostics and patient education. She conducts regular awareness sessions on anaemia, menstrual hygiene, deworming, and vector-borne disease prevention. Her efforts have brought visible change—more women and adolescent girls now understand menstrual hygiene and are using sanitary pads regularly. She also maintains patient privacy and dignity, especially for women patients, helping them feel comfortable and safe.

Sanjay Prashad, the State Program Officer, ensures smooth operations—from medical supplies to team coordination. He shared that the MMU strictly follows healthcare protocols and is equipped with everything required for primary care delivery. Collaboration with local groups and leaders helps build trust and encourages community participation.

Raj Kumar, a respected community leader, proudly shared how the MMU has become a trusted healthcare source. With no prior NGO support and only a government hospital nearby, the MMU fills a considerable gap. From common colds to chronic diseases, the MMU handles it all. "People now eagerly wait for the van and are more aware of health and hygiene," he says.

The initiative not only improves health outcomes but also strengthens long-term behavioural change. Through consistent services, dedicated staff, and focused awareness programs, the MMU has reduced the burden on local hospitals and built a healthier, more informed community.



HAPPY FACES

05. IMPACT CREATED ACROSS MULTIPLE LEVELS

INDIVIDUAL LEVEL

Beneficiaries reported relief from common illnesses like fever, cold, and body pain.



.....



Access to free medicines and consultations helped those with financial constraints.

Many individuals were referred for further treatment and diagnosed early for severe conditions like diabetes, hypertension, and anaemia.



.....



People gained confidence in regular health checkups and began taking medicines regularly.

COMMUNITY/ COLLECTIVE LEVEL

Increased awareness of personal hygiene and preventive care.



.....



Support from Panchayat members enhanced service outreach.

Communities now have more regular access to health services, improving their overall health-seeking behaviour.



.....



Reduction in the burden on nearby government hospitals for minor illnesses.

STATE LEVEL

Local health departments can partner better with NGOs and foundations for targeted service delivery.



The project showed that MMUs are a viable solution to reach underserved populations.

Insights from the project can inform state-level health planning and budget allocation for remote areas.

NATIONAL LEVEL

Demonstrates how public-private partnerships can improve health equity.



Offers a replicable model for MMU operations in other states or regions.

The project contributes to broader SDG goals (Good Health and Well-being) by ensuring access to basic health services.



Adds learning to the national health discourse around innovative service delivery models in hard-to-reach areas.



CHALLENGES FACED



Limited access to health facilities in remote areas due to distance, lack of infrastructure, or transport issues.



There is low awareness among community members about preventive healthcare and regular checkups.



Inconsistent availability of field staff, such as ANMs or doctors, in some locations.



Dependency on private hospitals even for basic treatments due to a lack of faith in public services.

LESSON LEARNED



Regular and reliable presence of MMUs builds trust in the community toward mobile health services.



Collaborating with local panchayat leaders and SPOs helps improve outreach and coordination.



Timely follow-ups and medicine supply improve treatment effectiveness, especially for chronic patients.



Community members are more likely to use services if health education is ongoing (e.g., on hygiene, nutrition).



Documentation and data collection need better planning to ensure complete project tracking across all sites.

06

OECD FRAMEWORK



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability



RELEVANCE

Most of the surveyed population faced challenges in accessing quality healthcare, especially for specialised services like eye, dental, and seasonal medical conditions. The MMU addressed these gaps by bringing medical care directly to the community. Many beneficiaries had long-standing health issues, and the program's check-up tests and consultations addressed their immediate health needs. People appreciated that services were provided free of cost and that medicines, tests & and reports were distributed at the camp itself, making it relevant to both health and economic needs.



COHERENCE

The Mobile Medical Unit (MMU) program is designed to bridge the healthcare gap in remote and underserved areas by delivering essential medical services directly to the community. It complements key national health initiatives such as Ayushman Bharat - Health and Wellness Centres (HWCs) by offering free medical check-ups, medicines, and diagnostics at the doorstep. The program also supports the goals of the National Health Mission (NHM) by strengthening healthcare access, especially in rural areas, and promoting disease prevention and maternal-child health. Through regular antenatal care, it aligns with the Pradhan Mantri Surakshit Matritva Abhiyan (PMSMA), and by screening and supporting child health, it furthers the objectives of the Rashtriya Bal Swasthya Karyakram (RBSK). These efforts contribute directly to the Sustainable Development Goals (SDGs), particularly SDG 3 - Good Health and Well-being and SDG 10 - Reduced Inequalities, by improving health outcomes and ensuring equitable access to healthcare services for all.



EFFECTIVENESS

The MMU initiative successfully met its main objectives. Many people benefited from medical consultations and tests. Most beneficiaries reported improvement in their health, mobility, and improved awareness after receiving care. The program also helped raise awareness about health issues and government health schemes. Some patients shared that they had been suffering for a long time, and this camp gave them relief. While a small number of people required more follow-up, the immediate results were very positive.



EFFICIENCY

The project used its resources strategically. The mobile vans were able to reach multiple areas efficiently, and camps were organised with good planning. Health workers, doctors, and local coordinators ensured that camps ran smoothly, and people were treated promptly. Beneficiaries received consultations and diagnoses in a single coordinated effort. Medicines and preventive tests were done without delays. While a few people shared that the wait times could be improved and follow-up information could be better, overall, the program delivered maximum services with the resources available.



IMPACT

The MMU initiative has made a clear and substantial impact on people's lives. People appreciated the respectful and caring behaviour of doctors and health teams. They also felt financially relieved, as they would not have been able to afford such treatments otherwise. For some, the camp was a life-changing experience – especially for older people and women. The overall community response was very positive, and people are now more open to medical consultation and care.



SUSTAINABILITY

The program has laid a platform for long-term change. It helped people learn about health, treatment options, and the importance of timely care. Community members are now more aware and willing to seek treatment. If local health systems or NGOs continue with follow-up care or periodic camps, the impact can continue. Beneficiaries expressed hope for similar camps in future. By involving local coordinators and creating awareness, the program made a sustainable impact, though continuous support would make the benefits even longer-lasting.



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

07. SWOT ANALYSIS



STRENGTHS

The program has made quality healthcare more accessible, especially for people in remote areas. It has been beneficial for the elderly, women, and young people who may find it difficult to travel to health centres. Services like free check-ups, medicines, basic treatment, and referrals for further treatment were offered at their doorstep. Many beneficiaries shared that they now feel more aware of their health and more confident in taking care of themselves.



WEAKNESSES

While the program has created a good impact, a few areas can be strengthened further. Some beneficiaries shared that they needed more time to understand the treatment or medical advice. In a few cases, follow-up care could be improved to ensure better recovery. More detailed communication during consultation and ongoing tracking of health progress would help make the services even more effective.



OPPORTUNITIES

There is an excellent opportunity to take these services to even more remote and underserved areas. Adding regular follow-up visits, linking with nearby hospitals, or offering teleconsultation services can further strengthen the care provided. Partnering with local community groups, schools, and gram panchayats can also help spread awareness. Training local volunteers for basic health support can increase outreach and early detection.



THREATS

Some practical challenges may come up, like difficult road conditions during certain seasons or limited network access in remote areas.

08. RECOMMENDATIONS



Regular medical camps in nearby villages can help people continue their treatment and follow-up care after consultations. There could be teleconsultation to provide counselling as well.



Availability of doctors or medicines: at all times may also require careful planning.



Ensuring proper recordkeeping and a timely supply of resources can make the program even smoother. With continued teamwork and thoughtful planning, these challenges can be managed well, and the impact can be sustained.



Awareness sessions can help more people understand the types of services being provided and come prepared with relevant documents or tests.



Informing patients about government health schemes and hospitals can help them know where to go for future care or emergencies.



Distributing small handouts or visuals in the local language with key health tips can support long-term well-being and health habits.



Periodic refresher training for health staff and local coordinators can ensure they stay updated on procedures, schemes, and referral services.



A structured follow-up mechanism, even through phone or WhatsApp, can support patients post-treatment and identify any concerns early.



Creating a simple digital patient record system can help track who has received treatment and who needs follow-up or further referral.



Appreciating and recognising the efforts of on-ground teams can improve morale and strengthen commitment for future camps.

09

CONCLUSION

The Mobile Medical Unit (MMU) initiative has made a meaningful contribution to improving healthcare access for underserved communities across various states, by offering free check-ups, awareness sessions and medical consultations. The program has addressed critical health concerns of people who often face barriers in accessing timely care. The initiative has helped reduce physical discomfort, improve mobility, and improve overall well-being. Participants have expressed satisfaction with the treatment quality, doctor's guidance, and ease of services provided. The initiative has also relieved families from the financial burden of medical expenses. While a few areas like post-treatment follow-up and community outreach can be further strengthened, the MMU project stands out as a valuable and impactful effort in bringing healthcare closer to those who need it most. It has laid a strong foundation for continued health support and community trust in mobile medical services.



IMPACT ASSESSMENT

Project Saksham – Skill
Development & Women
Empowerment in Delhi

Implementing Partner: Mata Chakeri
Devi Foundation

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ABBREVIATIONS

CSR	Corporate Social Responsibility
FGD	Focus Group Discussion
FY	Financial Year
NGO	Non-Governmental Organisation
PMKVY	Pradhan Mantri Kaushal Vikas Yojana
SDGs	Sustainable Development Goals

EXECUTIVE SUMMARY

RESPONSIBILITY

The Saksham project, supported by Petronet LNG and implemented by Mata Chakeri Devi Foundation, is designed to address the urgent challenge of skill-building and income generation among women from underprivileged communities of New Delhi (Kalkaji and Burari). According to a 2018 World Bank study on women's economic empowerment, these women are mostly limited to the realm of the household, with their economic potential largely untapped due to limited access to resources, skills, and livelihood opportunities. Therefore, targeted livelihood programs for women are not only necessary but also imperative, as they address structural inequalities and pave the way for inclusive, sustainable development within the community.

Project Saksham is a ray of hope for underprivileged women, providing them with the necessary training and financial support in the form of sewing machines. The project has brought about economic prosperity and perceived personal development in the lives of these women.

PROJECT DETAILS



Implementation year

Financial Year 2022-23 & 2023-24



Implementing Partner

Mata Chakeri Devi Foundation



Assessment year

Financial Year 2025-26



Project locations

Kalkaji and Burari (New Delhi)



No. of Beneficiaries

Approximately 2,000 Women



Project Budget

₹106.00 Lakhs



SDG Goals



Alignment with National programs:

- Pradhan Mantri Kaushal Vikas Yojana

PROJECT ACTIVITY



Outreach and mobilisation done for shortlisting women from underprivileged backgrounds for training in the skill of tailoring/ stitching.



Training women with the help of skilled professionals at the training centre in Kalkaji.



Providing free-of-cost high-quality sewing machines to the trainees and other women from the surrounding areas to aid in household income generation.

DESIGN SNAPSHOT



Project Name
Project Saksham



Research Design
Descriptive research design



Sampling Methodology
Purposive sampling



Sample Size
100 beneficiaries



THE SOULACE TEAM IS
INTERACTING WITH THE
BENEFICIARIES

KEY FINDINGS



56.0%

of the respondents in the survey belonged to the 36-45 years age group, and 29% were between 25-35 years. Fifteen percent of them were above 45 years of age.



65.0%

of the respondents had completed their higher secondary education, while 17% held a graduate degree. Additionally, 11% had completed their middle school education, 5% had finished primary level schooling, and 2% had achieved a post-graduate degree.



47.0%

of the respondents received training in stitching at the Training Centre in Kalkaji, while the rest had no formal training.



61.7%

of those who received the training completed more than three months, while 38.3% completed between one and three months.



40.0%

of the respondents use it to earn an income, while 30.5% of them use it to address household needs. 25.3% of them use it for both income generation and household purposes, while 4.2% make no use of the machine at all.



61.3%

of the respondents who engage in stitching-related income generation activities sew for 6 to 10 hours every week. 37.1% of them sew for less than 5 hours, while 1.6% of them sew for more than 30 hours.



33.9%

of the respondents reported earning more than Rs. 5,000, while 16.1% of them earned between Rs. 3,000 and Rs. 5,000. 22.6% of them earned between Rs. 1,000 and Rs. 2,000, while an equal share of them earned between Rs. 500 and Rs. 1,000.



According to the program implementation team, extensive outreach activities were conducted to scout eligible candidates for the training.



During the training, trainees were provided with access to skilled instructors, sewing machines, and raw materials to facilitate practical learning.



Women were also provided with a household sewing machine, which they could use to generate income.

KEY IMPACTS

40.0%

of the respondents feel that their social and family status has dramatically improved as a result of income generation, while 45% of them experienced some improvement. The rest held a neutral stance about the statement.

39.0%

of the respondents reported that the income generated from sewing primarily supports their household income, while 45% of them receive considerable (or somewhat) support through it. 14% had a neutral stance regarding the support received, and 2% denied receiving any financial benefit.

40.0%

of the respondents feel highly self-reliant, as they were able to earn an additional income, which increased their self-reliance to some extent. For 5% of them, this was a significant change, while 15% of them had a neutral stance.

74.0%

of them plan to expand their sewing work or acquire additional skills to enhance their engagement in the craft, while 17% do not have any such plans. Nine per cent of them were unsure about it.



01. INTRODUCTION

NEED FOR THE PROGRAM

In India, women from low-income households often face multiple layers of marginalisation, such as economic, social, and educational. One of the primary reasons for focusing on women from low-income backgrounds is the persistent gender gap in workforce participation, as also highlighted in the Government of India (Economic Advisory Council to the Prime Minister) 2022 report on the 'Status of Women in India'. Moreover, low-income households also face chronic financial stress, where a single income (usually from male members) is often insufficient to meet the needs of the family. Empowering women to earn even a small supplemental income can make a significant difference.

Livelihood programs specifically designed for women also have a powerful psychological and social impact. When women learn a new skill or earn an income, they experience a sense of pride in seeing themselves not just as caregivers, but as capable contributors to the family and society. These changes also begin to shift traditional gender roles, encouraging girls to dream bigger and inspiring others in the community. With these ultimate goals in mind, Petronet LNG undertook a capacity-building initiative to increase income opportunities for women from underprivileged backgrounds through stitching.

OBJECTIVE OF THE PROGRAM



To create income generation for underprivileged women through stitching.

ABOUT PETRONET LNG LIMITED

Petronet LNG Limited is a flagship energy enterprise in India, established in 1998 by the Government of India to introduce liquefied natural gas (LNG) to the region. As a joint venture anchored by major public sector entities like Oil & Natural Gas Corporation (ONGC), Indian Oil Corporation Limited (IOCL), GAIL (India) Limited (GAIL) and Bharat Petroleum Corporation Limited (BPCL), Petronet LNG has rapidly grown to become the cornerstone of India's LNG infrastructure. It also stands out for its robust social engagement, operating across the six strategic thrust areas of health, education, rural infrastructure, sanitation & water, livelihood, and environment & culture.

ABOUT MATA CHAKERI DEVI FOUNDATION

The Mata Chakeri Devi Foundation is a Delhi-based non-profit organisation dedicated to working across key focus areas, including women's empowerment, elder care, environmental stewardship, and civic awareness. Their core programs include sewing machine distribution, vocational training centres, handicraft workshops, health check-up camps, and awareness drives on issues like plastic waste, organ donation, sanitation, and road safety. Through initiatives like Mahila Panchayats and Yojana Sahyog Melas, the Foundation engages in advocacy work. With a clear social vision and impactful on-ground activities, the Foundation continues to empower underserved communities and contribute meaningfully to national development.

02 RESEARCH METHODOLOGY

Petrinet LNG assigned SoulAce to conduct a study assessing the impact of its Corporate Social Responsibility (CSR) initiative on improving the livelihoods of beneficiaries through tailoring.

OBJECTIVES OF THE STUDY

The primary objectives of the study were to:



To evaluate the immediate impacts of the program implemented and assess the enduring impacts of the program.



To measure the extent to which the program has contributed to the enhancement of livelihood options of the women beneficiaries.



To provide insights into the strengths and areas for improvement of the program implementation.

USE OF MIXED-METHOD APPROACH

The evaluation adopted a comprehensive mixed-methods approach, integrating both qualitative and quantitative research methodologies. The qualitative component enabled an in-depth exploration of the subjective experiences and viewpoints of the beneficiaries and the project implementation team, providing a nuanced understanding of their perspectives. Concurrently, quantitative methods also facilitated the gathering and analysis of numerical data obtained from the beneficiaries, yielding statistical insights and identifying trends. By employing a mixed methodology approach, the evaluation leveraged the strengths of both qualitative and quantitative techniques, resulting in the collection of robust and diverse data. This holistic approach provided a comprehensive understanding of the project & impact, ensuring a well-rounded and multifaceted assessment.

APPLICATION OF QUALITATIVE TECHNIQUES

Qualitative methods offer insights into the real-life experiences, viewpoints, and stories of beneficiaries and stakeholders, including women from underprivileged backgrounds and the project implementation team. Engaging these stakeholders through in-person interviews and focus group discussions allows for a comprehensive examination of observed changes. These methods facilitate a detailed exploration of the overall enhancement in livelihoods following the intervention, capturing the lived realities and narratives of those involved. Qualitative approaches offer a nuanced understanding of the project & impact.

APPLICATION OF QUANTITATIVE TECHNIQUES

Quantitative techniques are employed to objectively evaluate the project & impact through data analysis. Surveys and questionnaires are utilised to collect numerical data on various indicators from the primary beneficiaries of the program. By analysing the data gathered, the project, its effects, and the enhancements it has facilitated can be assessed. These quantitative methods provide a measurable approach to gauge the project & outcomes and evaluate its success through statistical evidence.

ENSURING TRIANGULATION

To bolster the reliability and validity of its conclusions, the study implemented various triangulation strategies. Data triangulation was achieved by gathering information from diverse sources, including field notes, interviews with multiple stakeholders (such as beneficiaries), and feedback from project staff. This extensive data collection process facilitated a comprehensive evaluation of the program & impact. Additionally, methodological triangulation was employed, utilising a range of research methods and tools such as surveys, interviews and field observations. This approach enabled cross-verification of information and helped mitigate the potential biases inherent to any single method. Through the implementation of these triangulation techniques, the study ensured a robust and dependable analysis, reinforcing the trustworthiness and credibility of its findings.

SAMPLING FRAMEWORK

Purposive sampling is a research method where specific individuals or groups are deliberately chosen for inclusion in a study based on their unique characteristics or expertise, providing targeted and specialised insights into the research topic.

State	Area	Sample size
New Delhi	Burari	100

STANDARDISED FRAMEWORK FOR EVALUATION

The research study applied the OECD-DAC framework for evaluation, ensuring alignment with globally accepted standards and norms. This framework provided a robust and consistent method for evaluating the project's impact, thereby enhancing the credibility and relevance of the research findings.



RESEARCH DESIGN



Name of the project

Project Saksham - Skill Development & Women Empowerment in Delhi



Implementing agency

Mata Chakeri Devi Foundation



Research design used

Descriptive research design



Sampling technique

Purposive sampling



Sample size

100 beneficiaries



Qualitative method used

Semi-structured interviews, focus group discussions and case studies with beneficiaries along with key stakeholders.

KEY STAKEHOLDERS



Beneficiaries (Women)



Project Implementation team

STUDY TOOLS

Questionnaires for primary beneficiaries –

Structured questionnaires were developed to review project details for the focus area, and indicators were predefined before conducting the surveys. Semi-structured questionnaires were used to conduct interviews with other stakeholders.

ETHICAL CONSIDERATIONS

The impact evaluation research was guided by a strong ethical framework, ensuring that the study was conducted responsibly and ethically. Adhering rigorously to moral principles of research, the study prioritised the rights and well-being of participants throughout the process. Informed consent was meticulously obtained by providing comprehensive information about the study & objectives, procedures, potential risks, and benefits, allowing participants to make informed decisions about their involvement after having their questions addressed. Robust measures were implemented to uphold confidentiality and privacy, with data securely stored and accessible only to authorised personnel, and participant identities protected through anonymisation or coding techniques. Crucially, participation was entirely voluntary, free from coercion or pressure, underscoring the importance of autonomy and respect for individual choice. Throughout the study, participants were treated with utmost respect, dignity, and fairness, with their well-being as the top priority, and necessary support or assistance provided whenever needed.



THE SOULACE TEAM IS
INTERACTING WITH THE
BENEFICIARIES

03. ANALYSIS OF THE PROGRAM DESIGN

Analysis of Program Design	Theory of Change	Ensure that inputs, activities, outputs, outcomes, and impacts are listed in a tabular format.	Program concept note, LFA, Program Team
	Implementations Strategy	Check if the implementation strategy is included.	Program concept note, LFA, Program Team
	Monitoring and Evaluation	Ensure a brief section on M&E is included, along with relevant documentary evidence of the M&E tools (screenshots or photos)	Program concept note, LFA, Program Team

THEORY OF CHANGE

The program's theory of change has been illustrated below:

INPUTS



Funding support for skill training and machine distribution.



Skilled trainers and supervisors.



Raw materials: cloth, threads, tools.



Community volunteers and the outreach team.

ACTIVITIES



Conducting stitching training sessions.



Community outreach & mobilisation in Burari, Kalkaji & surrounding areas.



Distribution of sewing machines.

OUTPUTS



2,250 women trained in stitching.



2,000 machines distributed to women.



Women acquired practical sewing skills.



Production of usable items such as cloth carry bags, pillow covers, aprons, etc.

OUTCOMES

Women earning a monthly income through the trade.



Women aspiring to expand their skillset in future.



Improved financial support to the household.



Enhanced social and family status.

Women feel a sense of empowerment.

IMPACTS

Increased financial inclusion of low-income women.



Enhanced social and economic empowerment.



Creation of home-based micro-entrepreneurs.



Strengthening of environment-friendly stitching practices (cloth bags as a polythene alternative).

Creation of a model for livelihood-linked women's empowerment.

IMPLEMENTATION STRATEGY



The program was designed to utilise local resources for the implementation of the project. Strategic collaborations were established with local stakeholder groups to identify eligible candidates from the target locations.



Post selection, candidates were trained by skilled trainers at the Training Centre at Kalkaji. The trainees were also provided with raw materials required for the trade, which facilitated practical learning.



Moreover, volunteers were encouraged to join the implementation team to expedite the process of beneficiary selection and subsequent steps.



Beyond training, each of these women was provided with a sewing machine to facilitate home-based practice and income generation.

04

KEY FINDINGS AND IMPACTS



This chapter compiles and analyses data from multiple sources to evaluate the overall impact and effectiveness of the program. It integrates qualitative and quantitative insights gathered through extensive surveys and detailed interactions with stakeholders. Drawing on diverse viewpoints, the chapter offers an in-depth analysis of how effectively the program has achieved its intended goals and contributed to long-term sustainability.

-  DEMOGRAPHIC PROFILE
-  PRE INTERVENTION
-  PROJECT INTERVENTION
-  PROJECT IMPACT

DEMOGRAPHIC PROFILE

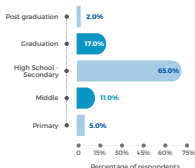
CHART 1: AGE-WISE DISTRIBUTION OF RESPONDENTS



56.0%

of the respondents belonged to the 36-45 years age group, while 29% were between 25 and 35 years old. Only 15% of them were above 45 years of age.

CHART 2: EDUCATIONAL LEVEL OF THE RESPONDENTS

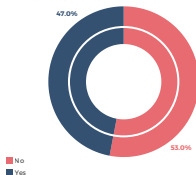


65.0%

of the respondents had completed their higher secondary school, while 17% of them were graduates. Eleven per cent of the respondents had finished middle school. 5% of them had received schooling up to the primary level, while 2% had completed their post-graduation degree.

PROJECT INTERVENTION

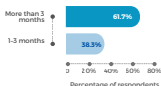
CHART 3: RECEIVED ANY SKILL DEVELOPMENT TRAINING IN STITCHING



47.0%

of the respondents reported having received training in sewing or stitching. Interaction with the project implementation team revealed that 2250 women received training in stitching through the organisation. These women were selected through an extensive community outreach program, where the team, along with local volunteers, visited low-income households in areas like Burari to identify women from financially weak backgrounds who could benefit from livelihood support. Alongside these meetings, meetings were held with resident welfare associations, self-help groups, and informal women's groups to gather references for eligible candidates.

CHART 4: DURATION OF STITCHING TRAINING RECEIVED



61.7%

of those who received the training had completed more than 3 months of it, while 38.3% had undergone training for 1-3 months.

The project implementation team further highlighted that training was conducted in **batches of 30 to 50 candidates in the Kalkaji area**. Trainees were provided with **raw materials**, such as cloth and threads, as well as basic tools (scissors, measuring tapes, and chalk), alongside sewing machines to facilitate hands-on, practical learning. **Skilled instructors** demonstrated various stitching techniques and supervised the trainees.



The training sessions covered skills required to make small household items, such as pillow covers, aprons, and basic women's garments, to widen their earning possibilities.



Trainers emphasised maintaining neatness, uniform stitching, and strong seams, so that the products could fetch better rates in the market.



Special focus was given to stitching different types of cloth carry bags, as these are in higher demand and considered an excellent alternative to polythene.

Nevertheless, it was found that the absence of a training centre in Burari made the local beneficiaries largely dependent on their own prior knowledge or informal guidance. This has led to a gap in skill development, as most women in Burari have not received any structured training.



If training were here in Burari, I would have improved my skills and taken bigger orders.

Madhu, a resident of Burari



If there were training here and someone to show us new designs, it would be perfect for all women.

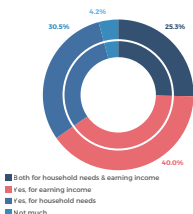
Meenakshi, resident of Burari



Alongside training, a significant component of the program was the distribution of high-quality sewing machines to these women, which would enable them to manufacture stitched products from the comfort of their own homes.

The program team mentioned that the distribution of 2,000 'USHA' sewing machines took place at a grand ceremony in the Kalkaji area, in the presence of dignitaries from the Indian government.

CHART 5: CURRENT USAGE OF THE SEWING MACHINE (WORK OR PERSONAL USE)



The survey shed light on the various ways in which the respondents were presently using the machines. It was found that-



40.0%

of the respondents use it for earning an income.



30.5%

of them use it to address household needs.



25.3%

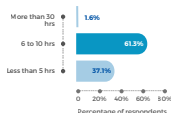
of them utilise it for both income generation and household purposes.



4.2%

of them do not make much use of the machine.

CHART 6: WEEKLY TIME SPENT ON SEWING FOR INCOME GENERATION



Out of the respondents who engage in stitching-related income generation activities, 61.3% of them sew for 6 to 10 hours every week. 37.1% of them engage in sewing for less than 5 hours, while 1.6% of them sew for more than 30 hours.

However, further interaction with the women underscored the need for maintenance of the sewing machines. During the field visit in Burari, most beneficiaries reported that their machines were not functioning correctly and required repair, which limited their ability to use them for livelihood generation. On average, around 40-50% of the machines inspected were found to be non-functional or partially functional, as shared by the women. This signifies the need to increase the rigour of the monitoring process already undertaken by the program team.



I try to adjust it myself. But we are not trained mechanics, so it doesn't always work.

Meenu, a resident of Burari



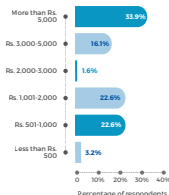
I can make bags, but without a proper machine, it is very slow work. Many times, customers don't wait.

Meera Devi, resident of Burari



Among the other challenges faced in engaging in sewing, it was noted that the women often fell short of time due to household responsibilities while also experiencing a lack of familial support. Some of those who undertook the training also reported difficulty in understanding the content initially.

CHART 7: AVERAGE MONTHLY INCOME EARNED THROUGH SEWING



The findings suggest that the beneficiaries, who are now engaged in sewing for commercial purposes, are earning a substantial amount of supplementary income.



33.9%

of the respondents reported earning more than Rs. 5,000, while 16.1% of them earned between Rs. 3,000 and Rs. 5,000. 22.6% of them earned between Rs. 1,000 and Rs. 2,000, while an equal share of them earned between Rs. 500 and Rs. 1,000.



Case Study 1

"This machine gave me the courage to dream. Now I can proudly say I earn with my own hands," says Mumtaj.

Mumtaj, a strong and determined woman from Burari, always worried about ways to support her family. Her husband's income was not enough to meet all their needs. Things changed when she received a sewing machine through the Saksham project.

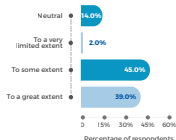
Although there was no training centre nearby, Mumtaj didn't give up. She watched others sew and practised on her own. Soon, she started stitching cloth bags at home. Slowly, she began receiving small orders from nearby shops that were seeking eco-friendly alternatives to plastic bags. Although the earnings were small, they meant a great deal to her. For the first time, she was able to buy new clothes for her children without needing anyone's help.



THE SOULACE TEAM IS INTERACTING WITH THE BENEFICIARIES

PROJECT IMPACT

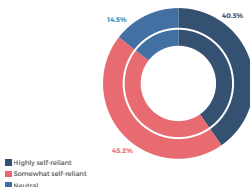
CHART 8: THE EXTENT TO WHICH THE FINANCIAL CONTRIBUTION OF SEWING INCOME SUPPORTS HOUSEHOLD EXPENSES



45.0%

of the respondents mentioned that the income generated from sewing somewhat supports their household expenses. In comparison, for 39% of them, it has become a significant source of income, aiding financial management. It provides limited support to 2% of respondents, while 14% of them held a neutral stance about the statement.

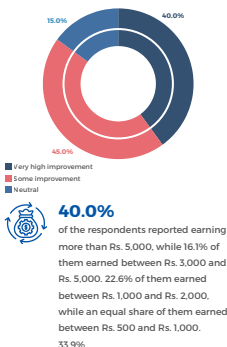
CHART 9: LEVEL OF EMPOWERMENT AND SELF-RELIANCE DUE TO ADDITIONAL INCOME



40.0%

of the respondents feel highly self-reliant as they were able to earn an additional income. In comparison, 45% of them think that it has increased their self-reliance to some extent. 15% of them held a neutral opinion about the statement.

CHART 10: IMPROVEMENT IN SOCIAL AND FAMILY STATUS AFTER STARTING INCOME-GENERATING WORK

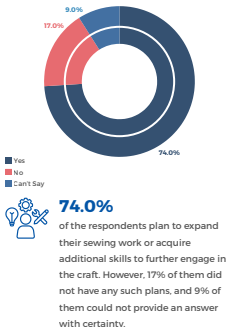


Case Study 2

Rekha, a mother of two from Burari, always dreamed of supporting her family but had no means. When she received a free sewing machine through the "Saksham" project, it was like a new hope had entered her small home. Rekha taught herself patiently, determined to make the most of this opportunity. Slowly, she began stitching simple cloth bags. Neighbours also started giving her small orders, and the little money she earned helped her buy school supplies for her children. Her face lights up when she says, **"I feel proud that I can now contribute. This machine gave me confidence and respect in my family."**

FUTURE AMBITION

CHART 11: FUTURE PLANS TO EXPAND SEWING WORK OR ACQUIRE ADDITIONAL SKILLS



CHALLENGES FACED



The program team highlighted that, although extensive outreach activities were undertaken with the help of local resources, it was challenging to identify the most suitable candidates for the program.

05. IMPACT CREATED ACROSS MULTIPLE LEVELS

INDIVIDUAL LEVEL

It also increased confidence & self-reliance among the women, with 40% of them feeling highly empowered after earning additional income.



The program helped individuals acquire marketable skills in bag-making, garment-making, and household item creation.

It has led to the generation of livelihoods in low-income households, as evident in the findings (33.9% earn more than ₹5,000/month).

FAMILY LEVEL

Women reported an improvement in their status within the household since their ability to contribute financially has led to greater decision-making power and respect.



The program has not only created a financial safety net for the women but also become a major contributor in meeting the household expenses. Women used their income to purchase school supplies and clothing for their children, thereby reducing their dependency.

COMMUNITY LEVEL

Several women continue to inspire others in the community to step forward and consider stitching as a livelihood, creating a chain of empowered individuals.



The training primarily focused on the production of eco-friendly cloth bags, aiming to lead to a community shift away from plastic use and thereby reduce environmental pollution.

STATE/ NATIONAL LEVEL

The program supports national goals of empowering women and promoting self-employment.



Moreover, promoting reusable cloth bags aligns with broader national environmental and sustainability goals.

06

OECD FRAMEWORK



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

**RELEVANCE**

The program has been evaluated using the OECD-DAC criteria, which assess its Relevance, Coherence, Effectiveness, Efficiency, Impact and Sustainability. Each criterion is rated on a scale of 1 (Low) to 5 (High) based on program performance.

**COHERENCE**

The program is in alignment with Sustainable Development goals such as:



It was also in tandem with the national policy of:

- Pradhan Mantri Kaushal Vikas Yojana (PMKVY): It aimed to skill individuals and promote self-employment

**EFFECTIVENESS**

The program has achieved considerable economic and social gains by training 47% of the women in stitching, with most of them undergoing training that lasted more than three months. Moreover, state-of-the-art sewing machines were distributed to 2000 women beneficiaries, aiding them in the process of self-employment. Furthermore, 40% of the women use the machine for income generation, while 25.3% use it for both income and household purposes, suggesting high economic usage. The program has also led to income gains, with 33.9% of participants earning over ₹5,000 per month from sewing.

However, a significant gap exists in the training process, with more than half of the beneficiaries (53%) not receiving any training at all. Moreover, non-functional or partially functional sewing machines, as well as personal responsibilities, hinder the program from achieving its ultimate objective.

**EFFICIENCY**

The program made efficient use of local resources in the beneficiary selection process, involving local volunteers, informal women's groups, and other community stakeholders. Moreover, training batches were organised to accommodate 30-50 trainees, further enhancing peer-to-peer as well as personalised learning. The availability of machines and raw materials at the training further allowed practical exposure to the skills of the trade. While the program team attempted to limit resource use by creating only one training centre in Kalkaji, this approach has created several constraints. Additionally, the large number of defunct machines further suggests the need for a strong monitoring and evaluation plan for the project implementation team.



IMPACT

The intervention triggered a cycle of economic empowerment and social recognition. It demonstrated how even small supplementary incomes can shift household dynamics. The notable shifts observed include:

POSITIVE INCOME SHIFT



Women began earning, managing small household expenses, and meeting children's needs independently.



Sewing became a significant source of income for 39% of the respondents.



84% of them agreed that the income somewhat or significantly supports their household.

ENHANCED SOCIAL CHANGE



85% reported improved self-esteem and respect within their families.



Case studies of Mumtaj and Rekha reflect aspirational transformation and a journey from dependence to dignity.

POSITIVE FUTURE OUTLOOK



74% wish to upskill or acquire new skills, which is an indicator of forward mobility and long-term impact.



SUSTAINABILITY

The sustainability of the program requires considerable attention and foresight. This is evident through the fact that 40-50% of machines are malfunctioning, and there is an absence of any repair mechanism in place, which puts the income potential at risk. Moreover, time poverty in the case of the beneficiaries, combined with a limited understanding of skill-related concepts, also creates vulnerability in the long run.



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

07. SWOT ANALYSIS



STRENGTHS



HIGH-DEMAND SKILL TRAINING

The project focuses on in-demand skills, including the stitching of cloth bags, household items, and women's garments.



ASSERTIVE OUTREACH & MOBILISATION

The project team utilised local stakeholders and resources to target beneficiaries. The program reached 2250 women through strong community engagement and partnerships.



PRACTICAL, HANDS-ON CURRICULUM

Training sessions were conducted by skilled professionals and included live demonstrations and practice sessions, ensuring better learning and immediate applicability.



PROVISION OF DURABLE EQUIPMENT

Distribution of high-quality USHA sewing machines promotes continuity of income generation from home.



TANGIBLE EMPOWERMENT OUTCOMES

Women reported increased financial contribution, self-reliance, and improved social/family status.



WEAKNESSES



ABSENCE OF TRAINING INFRASTRUCTURE IN BURARI

Many women were unable to access structured training due to the lack of a local centre, thereby reducing the program's reach.



COMPREHENSION CHALLENGES DURING TRAINING

Some women struggled to fully grasp the training content, which limited their skill retention and productivity.



NON-FUNCTIONAL EQUIPMENT

40-50% of the distributed machines were reported to be non-functional or partially functional due to a lack of maintenance support.



OPPORTUNITIES



HIGH ASPIRATIONS FOR GROWTH

The respondents expressed willingness to expand their sewing work or learn additional skills.



SCOPE FOR MACHINE REPAIR ECOSYSTEM

Establishing local repair services or training mechanics could address equipment issues and create job opportunities.



SKILL DIVERSIFICATION POTENTIAL

Introducing modules in tailoring, embroidery, or design could help women increase their income or tap into new markets.



THREATS



SUSTAINABILITY OF EQUIPMENT USE

Without regular maintenance, machine breakdowns may hinder continued engagement and income generation.



INCOME INSTABILITY

Earnings may remain irregular due to reliance on small, local orders or seasonal demand.



MARKET SATURATION RISK

Without product diversification, increasing competition may reduce income potential over time.



TIME CONSTRAINTS & LIMITED FAMILY SUPPORT

Beneficiaries face difficulties in dedicating time to sewing due to household responsibilities and care work. They also lack encouragement or support from family members, impacting their work consistency.

08. RECOMMENDATIONS

The following recommendations are suggested after our extensive stakeholder interactions:



ESTABLISH TRAINING CENTRES IN UNDERSERVED AREAS

Local training hubs can be established to close the skill gap and encourage more involvement in areas like Burari.



MAINTENANCE & AFTERCARE

Introducing a monthly repair camp or collaborating with local mechanics to ensure machine usability would increase machine efficiency.



INTRODUCE DESIGN INNOVATION MODULES

Adding refresher or advanced courses can help trainees learn new designs and trends, as well as tap into better markets.



CREATE MARKET LINKAGES

Supporting women in connecting with local businesses, retailers, and e-commerce platforms can help scale income opportunities.



ENHANCE MONITORING & EVALUATION

Creating a simple tracking tool to periodically follow up on income generated, usage patterns, and machine status can further enhance the project's visibility.

09

CONCLUSION

The Saksham program has emerged as a powerful promoter and enabler of women's empowerment, financial independence, and skill development. By providing access to sewing machines and structured training, it has unlocked new livelihood opportunities for many women from low-income communities. The stories of women reflect the journeys of personal transformation brought about by this initiative, from a state of dependency to self-confidence. Beyond individual gains, the program has endeavoured to create positive ripples of change at the family and community levels. With minor enhancements in access, maintenance, and market linkages, the program holds immense potential to become a scalable and replicable model for sustainable women-led micro-enterprises across the country.